



Consent Manual for Supervised Visitation Services

1. Introduction and Purpose

This Service Agreement and Consent for Supervised Visitation Services “Agreement” outlines the operational standards for providing supervised visitation services by Zacher Supervised Visitation Services, LLC and Kaitlyn Zacher (hereinafter referred to collectively as “ZSVS”). ZSVS as referred to in this Agreement includes all staff, employees or contractors of ZSVS. The goal is to ensure the safety and well-being of children and families while facilitating healthy parent-child relationships in a structured environment.

2. Eligibility and Referral Process

- Referrals for supervised visitation services to ZSVS must be made by a court, Department of Social Services/Social Service Agency, or a licensed mental health professional.
- Self-referralsSelf-Referrals are accepted; however, services cannot begin without completion of a formal intake process and, where applicable, written authorization from the court or relevant agency with jurisdiction over custody or visitation matters.
- Intake assessments will be conducted with both the custodial and visiting parties prior to scheduling visitation.

- All clients must sign consent forms prior to receiving services.

Initials: _____

3. Scheduling and Session Structure

- Sessions are scheduled in advance and typically last between 1–3 hours. The duration and time of the visits shall be established in advance.
- Visitation may occur up to two (2) times per week based on case specifics, relevant orders, and availability of ZSVS.
- The following arrival and departure protocol shall apply and are in place to ensure safety of the child(ren)
 1. -The visiting parent should arrive 10 minutes early. The custodial parent should arrive on time and must depart immediately after transferring the child(ren).
 2. -At the end of the visit, the custodial parent must arrive on time to retrieve the child and the visiting parent must remain until the child has safely departed.
- If there is a protective order or peace order in place between the custodial and visiting parent, the parties shall have no contact.
- Late arrivals of more than 15 minutes may result in cancellation and documentation of a no-show. All exchanges, arrival times, and any incidents will be documented by the visitation provider “ZSVS.”
- All applicable fees are listed in the attached Fee Schedule.

Initials: _____

4. Conduct During Visitation

- Physical discipline, aggression, or confrontational behavior is strictly prohibited and will result in termination of the visit.
- Discussion of legal matters, custody disputes, or inappropriate topics is not permitted.

- Cell phone use during visits is not permitted, except in cases of emergency or with prior approval by ZSVS.
- Gifts must be pre-approved by ZSVS staff and custodial [parent](#). No money exchanges may occur at the visits.
- Taking photos of the child/children requires custodial parent consent or court authorization.
- Photographing or recording the visitation provider is strictly prohibited.

Initials: _____

5. Supervision and Staffing

- All visits are supervised by Kaitlynn Zacher, member of *Supervised Visitation Network* who has a background in case management, child advocacy, and clinical psychiatric/mental health experience.
- ZSVS will document observations and submit an objective summary report after each session within 72 hours of the visit.

Initials: _____

6. Safety and Security

- Visiting parties may be subject to breathalyzer tests or must provide a clean urine screen within 24 hours of the visit (privately paid, if applicable).
- Visits must occur in public, contained spaces such as libraries or restaurants.
- Location must be mutually agreed upon and approved by the visitation provider.
- If a crisis occurs, the visit may be ended immediately, and appropriate parties including the custodial parent and emergency services will be notified.

- The custodial parent is required to remain within 5 miles of the visit location and must be reachable by phone at all times during the visitation session.
- Providers are mandated reporters and must report suspected abuse or neglect.
- The visiting parent may not bring any third parties to the visit unless specified in parenting agreement or court order. No pets or animals may be permitted at the visit without prior authorization of ZSVS.
- All persons present at visitation sessions must be free from any substances, and may not be under the influence of any illicit substances. Suspicion of any illicit substance use will cause termination of the visit.

Initials: _____

6A. Transportation Policy

- ZSVS will not transport clients, children, or parents under any circumstance. Parents are responsible for arranging their own safe and timely transportation to and from visitation sessions for themselves and the children.
- ZSVS is not liable for any accidents, injuries, or incidents of bodily harm that occur during transportation by third parties or clients.

Initials: _____

7. Documentation and Confidentiality

- All visitation sessions shall be thoroughly documented by ZSVS/visitation provider, including attendance, observations of parent-child interactions, and any notable incidents. Documentation will be stored securely and maintained in accordance with confidentiality and record-keeping standards.
- Records may be released to referring agencies, legal representatives, or the court when authorized by law, court order, or written client consent or in response to a valid subpoena.
- During the intake process, all clients will be informed of the scope and limitations of confidentiality, including circumstances that may require disclosure (e.g., court orders, safety concerns, or suspected abuse).

Initials: _____

7A. Court Subpoenas and Legal Testimony

- ZSVS or any of its employees, staff or contractors may be called to testify in court regarding their direct observations and documentation from visitation sessions.
- ZSVS are neutral observers and shall not provide opinions or recommendations concerning custody, visitation, or parental fitness.
- If ZSVS is called to testify by any party, all time shall be charged at a rate of \$75/hr for any court testimony, preparation time, or assembly of any documentation required in connection with legal proceedings.

Initials: _____

8. Termination or Suspension of Services

- Supervised visitation services may be suspended or terminated at the discretion of ZSVS, when safety, compliance, or professional standards are compromised. Grounds for suspension or termination include but are not limited to, threats or acts of violence, substance use or intoxication, harassment, repeated policy violations, failure to comply with visitation guidelines, or conduct that endangers the safety or emotional well-being of any participant.
- Written notice of suspension or termination will be provided to the involved parties and any referring agency, court, or legal representative will be notified promptly.

Initials: _____

9. Financial Policies

- A standard hourly rate applies for all supervised visitation sessions as set forth on the attached fee schedule.
- Payment must be made prior to the session on the website.
- A \$30 cancellation fee applies for missed appointments without 24-hour notice; this must be paid before future visits are scheduled.
- If you are applying for the sliding scale option for services rendered, staff may request bank statements, SSA-1099 forms, paystubs, W-2's, Independent Contractor 1099, or tax documentation from the previous tax year. If your income falls below \$2,600.00 per month, you may qualify.

Initials: _____

Print: _____

Signature: _____

Date: _____

Your signature indicates that you fully understand the service program description, policies, procedures, and other relevant information through Zacher Supervised Visitation Services, LLC.