

DONNA'S HOUSE CENTRAL
Operated by Family & Child Treatment (FACT)
601 N. Pecos Rd, Bldg B, Las Vegas, NV 89101
Phone: 702-455-4229 -- Email: DHC@CLARKCOUNTYCOURTS.US

Name _____ Date of Birth _____

Cell Phone _____ Home Phone _____

E-mail Address _____

Name of minor child(ren) in this case:				Date of Birth	Child resides with whom?
First	Middle	Last			
1.	_____	_____	_____	_____	_____
2.	_____	_____	_____	_____	_____
3.	_____	_____	_____	_____	_____
4.	_____	_____	_____	_____	_____

Your relationship to the child(ren): _____ (i.e., mother, father, grandmother, uncle, etc.)

Child(ren)'s Special Needs: (e.g., counseling, disabilities, special classes, etc.)

Emergency Contact Person(s)

Name _____ Phone _____ Email _____

Address _____ Relationship to child _____

Has there ever been domestic violence allegations between you and the other party? Yes ☐ No ☐

If yes, which party? _____

If yes, were criminal charges filed? Yes ☐ No ☐

Has there ever been any allegations of abuse of the child(ren)? Yes ☐ No ☐

If yes, which party? _____

If yes, when? _____

Today's Date

/S/ _____
Signature of Party Filling Out This Form



A Family And Child Treatment Program Donna's House Central

Sponsored by the Eighth Judicial District Court - Family Division
601 North Pecos Road, Building B, Las Vegas, NV 89101-2408
(702)455-4229 • (702) 388-2823 Fax



I, _____, give consent for the following person(s) to pick up my child(ren), _____, in the event that I am unable. I understand that if this list changes, it is my responsibility to notify Donna's House Central in writing. (A copy of each person's photo identification must be provided.)

1. Name: _____

Relationship to Child: _____ Phone No. _____

2. Name: _____

Relationship to Child: _____ Phone No. _____

3. Name: _____

Relationship to Child: _____ Phone No. _____

4. Name: _____

Relationship to Child: _____ Phone No. _____

Signature of Client: /S/ _____

Date: _____

FACT Providing counseling and services to children, adults, families and communities affected by abuse, neglect and trauma
...Dedicated to providing safe visits and exchanges



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AGREEMENT OF FEES

I, _____, hereby agree to pay the below, initialed, amount at the time of arrival unless otherwise specified by the Court.

SUPERVISED EXCHANGES

- ___ \$10 total per exchange
- ___ \$5 per party per exchange
- ___ Fees are waived per Court order

SUPERVISED VISITATIONS

- ___ \$20 total per visitation hour
- ___ \$10 per party per visitation hour
- ___ \$5 per visitation hour
- ___ Fees are waived per Court order

LATE CHARGES

- ___ \$10 for every 5 minutes late

CANCELLATIONS LESS THAN 24 HOURS IN ADVANCE

- ___ Full price of the scheduled exchange/visitation

All parties are responsible for cancellation and late fees if they are incurred. If you have a **one-hour visit**, you would have a **twenty dollar** cancellation fee. If you have a **two-hour visit**, you would have a **forty dollar** cancellation fee. There will also be a **charge for missed exchanges**. If you are **more than fifteen minutes late**, Donna's House Central (DHC) will cancel the visit or exchange and you will be responsible for the cancellation fee. Calling to advise DHC that you will not be on time does not negate late fee accrual.

I understand that **all fees must be paid in full before the next scheduled appointment is held at Donna's House Central**. If the fees are not paid in full, Donna's House Central has the right to cancel all future appointments until the debt is paid in full, resulting in cancellations by the responsible party. **Donna's House ONLY accepts cash payments.**

Signature of Client: /S/

Date: _____

PLEASE COMPLETE REVERSE SIDE

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I HAVE READ THE RULES REGARDING DONNA'S HOUSE CENTRAL AND
AGREE TO COMPLY WITH THE RULES STATED.

Signature of Client: /S/

Printed Name: _____

Date: _____

I hereby release Family and Child Treatment of Southern Nevada, their staff and officers, Clark County, the Eighth Judicial District Court - Family Division and its employees from any liability incurred at Donna's House Central or on its premises.

Signature of Client: /S/

Date: _____

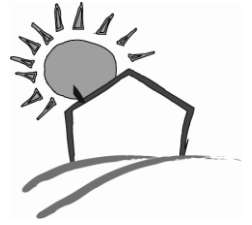
FAILURE TO ABIDE BY ANY OF THE AFOREMENTIONED RULES WILL
RESULT IN CASE CLOSURE.



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Orientation Goal Sheet

Plaintiff Name

Defendant Name

Child(ren)'s Name

Goals for Visitation/Exchanges

1. _____

2. _____

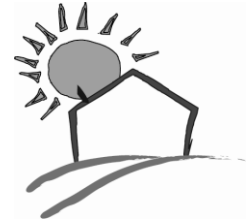
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GENERAL RULES

Orientation:

- Orientation is a mandatory requirement for both parties.
- After both parties have completed the orientation process, Donna's House Central (DHC) will schedule the commencement of visitation/exchange services. DHC will **not** contact you until both parties have completed the orientation process. If both parties have not completed the orientation process within **30 days**, the case may be subject to case closure and correspondence will be submitted to the Court.

Visitations:

- **Parents visiting their child(ren)** are required to be in the DHC lobby at least **15 minutes prior to the scheduled visit. Parents dropping off child(ren) for visits** are expected to have the child(ren) in the security lobby (where the metal detector is located) **on the hour.**
- No additional parties are allowed during visitations unless specifically notated in the Court Order. This includes immediate family members, other children (including half and step siblings), or any other parties not specifically mentioned in the Court Order. Upon receiving the Court's permission, **only ONE guest** will be permitted per visit unless otherwise directed by the Court.
 - Any additional parties included in the above must follow ALL DHC rules.
- All children will be returned to the security lobby **5 minutes** prior to the end of the hour.
- The custodial parent will be permitted to designate an alternate person(s) to transport the child(ren) to DHC. Alternate representatives **MUST** be at least 18 years of age, provide a government issued ID, and follow ALL DHC rules.

Exchanges:

- **Parents picking up child(ren) for exchanges** are required to be in the DHC lobby at least **15 minutes prior** to the scheduled exchange. **Parents dropping off child(ren) for exchanges** are expected to have child(ren) in the security lobby **on the hour.** The **non-custodial parent CANNOT** designate an alternate person to participate in the exchange process. **ONLY** the custodian or joint custodian may designate an alternate person to transport the child(ren) to DHC.
- All parties must have a government issued ID on file with DHC.
- Only **one** person is permitted to be present when picking-up the child(ren) in the DHC lobby and/or in the security lobby. Additional parties will **not** be permitted to participate in the exchange process when the custodial party is already present.

Availability:

- DHC provides services for several families per hour- i.e. It is a communal, not individual supervision model.
- All services provided are based upon the time slots that are available. Unfortunately, DHC is not always able to comply with the time parties have agreed to during the Court hearing. DHC will attempt to arrange a visitation/exchange time as close to the Court appointed time as possible.
- Parents will be given a time slot once both parties have completed the DHC orientation. The visitation time will remain the same unless both parties agree to permanently alter the visitation time.
- Services are typically provided weekly or bi-weekly; however, may vary according to each individual Court Order.

During Your Visits or Exchanges at DHC:

You must follow **ALL** of the rules of the program which include but are not limited to the following:

- You must be on time.
 - There is a \$10 charge for every 5 minutes you are late.
 - If you are 15 or more minutes late, the other party is **not** obligated to wait for your arrival. DHC may cancel your visitation/exchange if you are more than fifteen minutes late.
 - Late fees are required to be paid prior to the next visitation/ exchange.
 - Each party is individually responsible for any late fees incurred regardless of whether the visitation/exchange fees have been waived.
 - Calling DHC to report a reason for being late does not negate the accrual of late fees.
- You **MUST** pay your fees (**Debit/Credit Card payment only**) **prior** to the commencement of your visitation/exchange. For parties participating in multiple exchanges at DHC, all fees need to be paid prior to the commencement of the first pick-up or drop-off.
- DHC does not always have change; if necessary you will be given a credit for your next visitation/exchange.
- DHC will not facilitate visitations/exchanges unless **ALL** current fees and previous debts are paid in **FULL**.
- You must sign in upon your arrival and **NOT** leave the lobby area while awaiting the scheduled visitation/exchange. You may **NOT** return to the parking lot or security lobby for any reason. Once the visitation/exchange is completed, the non-custodial or visiting party must wait in **the DHC lobby** for 15 minutes or until the custodial party has exited the parking area.
- Clients must **NOT** attend any visitation/exchange while giving the appearance of being under the influence of drugs or alcohol, actively being under the influence of drugs or alcohol, or have the smell of alcohol on your breath or person.
- DHC does **NOT** accept cancellation and/or changes to the schedule from a person NOT named in the case. (i.e. designated family member or friends).
- DHC does **NOT** discuss any matters of the case from a person NOT named in the case. (i.e. designated family member or friends).

During Your Visits or Exchanges at DHC cont.:

- **No** smoking cigarettes, cigars, e-cigs, vapor, etc.
- **No sunglasses** – while in the DHC lobby unless DHC is in receipt of appropriate medical documentation.
- **No** guns, knives, sprays or weapons of any kind.
- **No** gambling.
- **No** Grooming. (This includes but is not limited to make-up, hair brushing, hair cutting, nail polish, and nail cutting.)
- **No food or drinks allowed.** This includes **gum and candy**. The only exception is bottled (plain, non-flavored) water. You may purchase water from the vending machines; however, **NO** other purchases may be made. If the visit is more than one (1) hour in duration and the child(ren) is less than three (3) years of age, DHC will permit an age appropriate snack (formula) to be provided during the visitation. All food **MUST** be in the original packaging and **MUST** be age-appropriate. All items must be in compliance with any dietary restrictions or food allergies and must receive prior approval from DHC staff.
- **No** swearing or inappropriate or offensive language, from parents and/or children.
- **No** physical or verbal abuse of child(ren) or any other person.
- **No** threats of any type toward staff or any other persons are allowed.
- **No** pets of any kind are allowed. Service animals permitted with appropriate documentation only.
- **No** video or audio recording devices shall be permitted, before, during, or after the visitation/exchange.
- **No** electronic game devices; DVD players; or Laptops are permitted at DHC.
- **No** cameras permitted.
- **No cellular phones** - Clients are **NOT** permitted to use cellphones during their visits.
- Gifts are permitted ~~in the DHC lobby except during the holidays and on birthdays~~. Upon arrival, visiting party **MUST** inform lobby staff what he/she intends to leave for the other party to send back with the child. All packages/gifts must be left with staff in the lobby prior to entering DHC (unless they will be used during their visit); upon departure from DHC the custodial parent may retrieve the items from staff, and be given to child(ren) at their discretion. Visiting parents **CANNOT** provide their children with an explanation of the items left for them as it may provide additional disappointment for the children. If a parent chooses to bring items for the visit, those items **MUST** return to the person that brought them. The items **CANNOT** be given to the child(ren) during or at the end of the visit.
- **No** big items or toys ie. Bikes, scooters, life size dollhouses, play houses/carpentry sets, etc. will be permitted. The safety and appropriateness of items will be determined by DHC staff.
- Items will be limited to **ONE** trip through the security screening check-point and are subject to DHC approval.
- Parents are encouraged to bring appropriate items for children and parent to engage and play with during their visit. Acceptable items would be board games, cards, building kits, arts and crafts (with the exception of paint of any kind).

- 'Flying toys' (i.e. Frisbee, Nerf, any type of ball, etc.) is permitted in the outside court yard only. **NO EXCEPTIONS.**
- Parent(s) and their child(ren) **MUST** return to the DHC lobby from the outside court yard area 15 minutes prior to the end of the visit and/or hour. **NO EXCEPTIONS.**
- Parent(s) and their child(ren) must not go beyond the ramp towards the security lobby or enter the Court lobby while outside in the court yard area. **NO EXCEPTIONS.**
- Parent(s) and their child(ren) must be visible to DHC staff at all times in the outside court yard area.
- Parent(s) and their child(ren) are not permitted to play in the bushes/shrubbery/dirt etc.
- Parent(s) and their child(ren) are not permitted to run along the raised brick walls or run in excessive speeds in the outside court yard area.
- Parent(s) and their child(ren) are not permitted to draw, color, and/or carve on the sidewalk in the outside court yard area. This includes but not limited to: chalk, crayons, markers, paint, liquids that will stain, etc. This includes painting inside the visiting area as well.
- Parent(s) and their child(ren) are only permitted in the outside court yard area during daylight. The outside court yard area is strictly prohibited during any excessive temperature/weather (i.e. heat warnings, wind advisory, lightning storm, rain storm, etc.)
- Any special requests by the custodial parent **MUST** be approved in Court and addressed in the Court minutes.
- DHC reserves the right to develop, implement, and or/revise the rules of the agency at any time. All rules must be adhered to in order to maintain a good standing within the agency.

Restroom accessibility while at DHC:

- The last time children will have an opportunity to use the restroom will be approximately 15 minutes before the end of each visit.
- Due to DHC's rigid schedule, there is a possibility children may be returned at the end of the visit without their restroom needs being met.
- Please notify DHC if your child has bladder control problems.
- Parents will need to ensure their own toileting needs have been met prior to arriving at DHC.

Dress Code:

- All parties (including parents and children) entering the DHC lobby must abide by the DHC dress code which includes:
 - **No** tank tops or 'muscle shirt'; **No** spaghetti straps; **No** low cut garments; **No** tube tops or halter tops; **No** midriff bearing garments; **No** low cut jeans, pants, shorts, etc.
 - **No** visible undergarments; **No** t-shirts with obscene or offensive slogans or statements; Shorts and skirts must be at least mid-thigh length.
- If inappropriate attire is worn, DHC will request that the parent or child(ren) "cover up" in an attempt to maintain a familial atmosphere. DHC services are subject to termination if appropriate attire is not attainable.

Behavior:

- Both parents and children are expected to act age-appropriately while at DHC.
- DHC requires that parent's engage their child(ren) throughout the entire visitation/ exchange.

- DHC is **NOT** responsible for advising parents to control their child(ren)'s play.
- DHC is **NOT** responsible for behavior modification.
- Child(ren) should **NOT** interrupt other families visitations. This time is for you and your child(ren), **NOT** time for your child(ren) to be interacting with other children.
- Services are subject to termination if parents are unable to control their child(ren).

Confidentiality:

- All personal information obtained by DHC shall remain confidential. DHC does not release any information to the other party or to their respective legal counsel.
- Please contact DHC with any new phone numbers and/or addresses. This is very important!
- Reasons given for cancellations are not reported to the other party; however, reasons are documented and reported to the Court.

Topics of Discussion:

- Conversation topics must be "light" in nature. Discussions regarding school, sports, movies/tv shows and friends are acceptable conversation topics. Visits should focus on your present relationship with your child(ren), not on the past. Conversation including false hopes or promises will not be permitted.
- Discussions including but **NOT** limited to the other party, Court related matters, or the location of school/residence will **NOT** be permitted.
- Any infraction in this matter could result in the termination of the visit or case closure.
- Time with your child(ren) should not be spent questioning them about the activities of the other party. Parents should not make negative comments in front of their children about the other parent, his/her partners, or family members.

Written Communication and Documentation:

- DHC does **NOT** deliver support payments, legal documents, or written/verbal messages to the other party.
- DHC will allow parties utilizing exchange services to transport documentation specifically pertaining to the child(ren) (i.e. medication, illness, or vacation/holiday agreements), as a courtesy. Please note, parties are still responsible for providing the other parent with the required notification regarding vacation/holiday arrangements.
- Letters and/or cards will not be permitted to be read during visitations/ exchanges unless previously reviewed by DHC staff.
- All written correspondence produced during visitations/exchanges is subject to review by DHC staff.
- Journals and diaries etc. will not be permitted.
- It is against DHC policy to provide children with any type of documentation while at DHC. (Please note, written documentation includes but is not limited to telephone numbers, home addresses, and child support payment, etc.)

Cancellations, Schedule Changes, No Call/No Shows, Etc...

- Failure to provide DHC with at least a twenty-four hour notice of cancellation regarding your scheduled visitation/exchange will result in the canceling party being responsible for the entire service fee, regardless of whether or not you are the responsible paying party.

- If you are a no call/no show at the scheduled visitation/exchange time, you are responsible for paying the full price of the visitation/exchange prior to the commencement of the next scheduled visitation/exchange.
- If you are unable to pay the entire amount of money that is owed to DHC, your next scheduled visitation/exchange will be cancelled due to a lack of financial resources.
- If you know that you will not be able to pay the appropriate fees, please contact DHC at least twenty-four hours in advance in an attempt not to accrue additional charges.
- DHC **DOES NOT** offer compensatory visitation/exchange services for cancelled or missed visits/exchanges.
- If you would like to alter the visitation/exchange time, DHC will attempt to make a permanent change as long as both parties are in agreement. **ONLY** permanent alterations will be made. Temporary modifications will NOT be made. Seasonal exceptions for sports involvement may be made.
- If you have a current parenting plan/holiday plan, please notify DHC at least **14 days** in advance if you would like to make holiday/vacation arrangements. DHC **CANNOT** schedule additional/holiday arrangements absent a current Court Order.
- DHC does **NOT** accept cancellation and/or changes to the schedule from a person NOT named in the case. (i.e. family member or friends).

Sick Children and/or Parents:

- If you or your child(ren) have a contagious illness please contact DHC to advise that you will not be attending your scheduled visitation/exchange. DHC DOES NOT need to visually see you or your child(ren) to verify illness.
- Contagious illnesses include but are not limited to the following:
 - Flu/Fever
 - Conjunctivitis
 - Diarrhea
 - Lice
 - Ring Worm
 - Strep Throat
- If you have received medical attention due to your illness, please provide DHC with a copy of the medical documentation.
- Parents are subject to cancellation fees if the illness is not documented by a medical professional.
- You may be required to obtain medical documentation if there are consecutive cancellations for “medical” reasons.

Reporting to the Court:

- DHC provides observational reports to the Court regarding services received, including but not limited to the following:
 - When both parties have completed the DHC orientation.
 - How many visitations/exchanges have occurred.
 - What took place during the visitation/exchange.
 - If there have been cancellations, the date and reason for the cancellation will be reported to the Court.

- DHC correspondence is **NOT** released to clients or counsel, it is **ONLY** provided to the Court. Please contact your attorney or the appropriate judicial department (if you are not represented by an attorney) directly regarding all DHC correspondence.
- If you receive a Court date that is not notated on the DHC Court Order, please contact DHC to advise them of this information at least **14 days** prior to the actual Court date.

Reasons for Case Closure:

- One or both parties do not adhere to the rules of DHC.
- One or both parties have requested closure of the case.
- Failure to complete the DHC orientation process **and** agree to the visitation/exchange schedule within 30 days of the original Court date
- Failure to complete or provide necessary forms for DHC orientation (i.e. Agreement of Fees, Data Information, government issued ID)
- One or both parties are disrespectful, rude, or threatening to DHC staff.
- Failure to pay **ALL** DHC fees prior to the commencement of the scheduled visit/exchange.
- Two consecutive no call/no shows; less than twenty-four hour cancellations; and/or cancellations due to lack of financial resources for a scheduled visitation/ exchange.
- Two consecutive refusals from the child(ren) at issue.
- Four consecutive cancellations with more than a twenty-four hour notice for a scheduled visit/exchange.
- Failure to comply with DHC rules may result in the termination of the current visitation/exchange and/or the cancellation of future services at DHC.