



## **Kamp Klein Guidelines & Important Information**

Thank you for selecting KK Supervisions (Kamp Klein Supervisions, DBA Klein Investments, Inc.) regarding your parent exchange and / or supervised visitation program. We want your experience to be the best for you and your child(ren). The goal is to bring you, your child, and any extended family member to a safe, neutral, and healthy experience.

### **Initiating Services**

The first step in order to get started is for the parties to obtain a copy of your court order agreement or written agreement. You will then call our office at 409.729.8798 X103 to schedule your intake appointment.

Both parties (custodial and non-custodial parents) must schedule an intake appointment (at separate times) and bring all documents that you can find under the “forms” tab on our website. At the time of intake, we will discuss in depth payments, rules/regulations, and expectations and you must agree and sign our contract before services are rendered.

At the time of custodial intake, we ask that your child (ren) accompanies you in order for them to meet us.

## Logistics

As in any supervision company, there are a set of basic guidelines that are implemented. Below are what is required here at Kamp Klein:

1. All visitations must be scheduled at least 7 days in advance.
2. All payments must be received at least 48 hours in advance.
3. If you fail to show up to your visit, your fee will be non-refundable.
4. If you need to reschedule your visit, you must do so at least 24 hours prior. Your payment will be applied to the next visit. If you do not so within the required time, your payment is non-refundable.
5. Visitors should be specified in court order. If court order does not specify, our policy is after the first 3 visits, immediate family only.
6. Supervisor will escort children to the bathroom at all times.
7. Phones/iPad are allowed minimally. This includes NO social media during the visit but you may have the supervisor take photos or videos of you and the child (ren) during the visit. ***\*\*Please note that any videos/pictures are subject to search and/or record by our supervisor\*\****

## Supervising Staff Interactions

Our supervisors have the right to intervene and interact with the parent and child as deemed fit. The supervisor's goal is to observe behaviors and interactions between the child (ren) and parents and/or other family members. Please note that all visits are recorded but only used in case of emergency or if court ordered.

Security services can be provided at the discretion of the supervisor. This cost will apply to the non-custodial parent as needed. Any issues must be addressed outside of the visitation hours and scheduled in our office with your supervisor.

## Other Guidelines

- ❖ The start and end time of visits will be based off the supervisor's clock.
- ❖ Any off-site visitations in your home **REQUIRES** a home study to be conducted by the director.
- ❖ We have the right to terminate any and all services for supervised visitation, for any reason deemed necessary.