



A S T R E A M T O S A F E T Y

Supervised Visitation Services Packet

Supervised Visitation Services Agreement

This Agreement establishes the professional terms and conditions under which The Brook Haven Group provides structured, neutral, and court-informed supervised visitation services.

The Provider agrees to facilitate visitation in a manner that prioritizes child safety, emotional stability, and compliance with any applicable court directives.

All services are observational in nature. The Provider does not provide legal advice, therapeutic intervention, or custody recommendations unless expressly ordered by a court of competent jurisdiction.

All parties agree to comply with scheduling requirements, behavioral expectations, and safety protocols established by The Brook Haven Group.

This Agreement shall be governed by the laws of the State of North Carolina.

Fee Schedule & Payment Terms

All fees are due prior to the commencement of services unless otherwise agreed in writing.

Failure to remit payment may result in suspension or termination of services.

Late cancellations (less than 24 hours) may incur a cancellation fee.

No-shows will be charged at the full scheduled rate.

Hourly Supervised Visitation: \$_____

Neutral Exchange: \$_____

Court Documentation Report: \$_____

Travel Fee (if applicable): \$_____

Late Cancellation Fee: \$_____

No-Show Fee: \$_____

Supervised Visitation Rules & Expectations

- All participants shall maintain respectful conduct at all times.
- No discussion of court proceedings or litigation matters during visitation unless approved.
- No coaching, prompting, or influencing the child's statements or behavior.
- No photographing, recording, or live streaming without written authorization.
- The Provider reserves the right to terminate any session where safety concerns arise.

Recording & Electronic Monitoring Authorization

North Carolina is a one-party consent state pursuant to N.C. Gen. Stat. § 15A-287. The Brook Haven Group may record sessions for safety monitoring, documentation, risk management, and court compliance purposes.

Recordings remain the property of The Brook Haven Group and will only be released pursuant to court order, subpoena, or lawful authorization.

Confidentiality & Mandated Reporting Notice

The Brook Haven Group is a mandated reporter under North Carolina law. Any disclosure or suspicion of abuse, neglect, or credible safety threats will be reported to the appropriate authorities as required by law.

Confidentiality is maintained within legal limitations and shall not supersede statutory reporting obligations.

Release of Information Authorization

I authorize The Brook Haven Group to communicate relevant information regarding visitation services to the following individuals or entities:

- Attorney
- DSS
- Guardian ad Litem
- Court Personnel
- Licensed Therapist

Court Order Acknowledgment

I acknowledge that I have provided the most current court ordered information to The Brook Haven Group governing visitation.

Case Number: _____

County: _____

Judge (if applicable): _____

Client Intake Information Form

Client/Parent Name:

Child(ren) Name(s) & DOB:

Court Case Number: _____

Attorney Name & Contact:

Emergency Contact Name & Phone:

Address:

Phone Number:

Email Address:

Protective Orders in Place? Yes / No

Special Safety Concerns or Restrictions: _____

Special Needs of Child(ren): _____

Signature Acknowledgment

By signing below, I acknowledge that I have read, understand, and agree to the terms and conditions outlined in this packet.

Client Signature: _____

Parent / Visiting Party Signature: _____

Provider Representative: _____

Date: _____

Contact Information

Office Location

107 Gillespie St Suite B
Fayetteville, NC 28301

Contact Details

(910) 203-1600
Info@thebrookhavengrp.com
www.thebrookhavengrp.com

Hours of Operation

Monday – Friday: 9:00 AM – 5:00 PM
Saturday: Appointments Only
Sunday: Closed

Important Notice

The Brook Haven Group does not provide emergency services. If you are experiencing an emergency, please call 911 immediately.