

Return Custodial Registration Packet with information listed below
--

Copy of valid driver's license
Full copy of court order (any documents related to your case)
2 recent photos of child
Health Insurance card for child
Alternate Pick-up (must provide copy of valid driver's license)
Criminal History
Texas Law Concerning Child Access
Legal Advocate Disclosure
Zero Tolerance Drug Policy
Registration Fee

There is a non-refundable registration fee of \$125 per party. Once AHSV receives the court order and it is reviewed, it will be determined which party will be required to pay for registration fees.

Note: registration payment is good for only 90 days - date of expiration will be on the payment receipt given to you at time of initial payment. You will be required to make registration payment after expiration date and present all required documents again.

Both parties must contact AHSV and schedule an Intake Interview to enroll in our services. AHSV staff will NOT contact the other party to schedule an Intake Interview.

All required documentation and fees from both parties must be submitted before the registration process is considered complete.

Site for group visits are selected by determining shortest travel time for child, unless non-custodial party uses public transportation. Executive Director will make decision on distance to help accommodate both parties.

You may return the documents by fax or email (**PDF ONLY**). When all documents have been returned to the office with registration payment by both parties, you will receive a **Welcome Packet** with all information needed to proceed with visitation.

If services do not begin, the registration paperwork will remain on file for 6-months. After 6-months, paperwork and fees will have to be completed again to start services.

All visits are carefully documented, as are visit cancellations as well as reasons. AHSV will try to accommodate school, activity and schedules of children, work schedule or illness of the parties with a make-up visit (see agreement).

Please make sure all documents are signed to prevent any delay in processing.

Angel's Harbor Supervised Visitation, Inc.

P. O. Box 88172, Houston, Texas 77288

Office: 281-501-2067 Fax: 1-281-781-2288

Email: info@angelsharborvisits.org

Website: www.angelsharborvisits.org

CUSTODIAL COVER SHEET

CHILD(REN) Name : _____

Name: _____ E-mail: _____

Address: _____ Apt. # _____

City: _____ State: _____ Zip code: _____

Cell No: _____ Secondary No: _____

Employer: _____ Work Phone: _____

D. O. B.: _____

Ethnicity: White___ Black___ Hispanic___ Native American___ Asian/Pacific Islander___ Unknown___

ATTORNEY INFORMATION

Name: _____ Phone: _____

Address: _____ E-mail: _____

Parent/Guardian Signature: _____ Date: _____

REASONS FOR REFERRAL

Child Name: _____ Cause No: _____

Please give information presented in court that resulted in the requirement of supervised visits. Also, please provide any other information that may be helpful for us to serve you and your family. -10

- ☐ AA - ALCOHOL ABUSE
- ☐ CPS - CHILDREN PROTECTIVE SERVICES-ON GOING INVESTIGATION
- ☐ DA - DRUG ABUSE
- ☐ DV - DOMESTIC VIOLENCE
- ☐ FR - FLIGHT RISK
- ☐ FV - FAMILY VIOLENCE
- ☐ INC - INCARCERATION
- ☐ IV - INCONSISTENT VISITS
- ☐ LC - LIVING CONDITION
- ☐ MUTUAL - BOTH PARTIES AGREE TO BE IN PROGRAM
- ☐ MH - MENTAL HEALTH
- ☐ NEG - NEGLECT
- ☐ PS - PARENTING SKILLS
- ☐ R - REUNIFICATION
- ☐ PAC - PHYSICAL ABUSE OF CHILD BY _____ Year: _____
- ☐ PAAC - PHYSICAL ABUSE OF ANOTHER CHILD BY _____ Year: _____
- ☐ SAC - SEXUAL ABUSE OF CHILD BY _____ Year: _____
- ☐ SAAC - SEXUAL ABUSE OF ANOTHER CHILD BY _____ Year: _____
- ☐ PO – PROTECTIVE ORDER _____ Year: _____

Staff Initials: _____

Date: _____

GROUP VISITATION AGREEMENT TO PARTICIPATE – CUSTODIAL

This agreement has been prepared for you so that you know our policies and what to expect as you begin services with us. These policies have been developed with the aim of creating a safe and healthy environment and will be reviewed with you at intake. Please initial each page and sign on the last page, indicating that you have read, understand, and agree to abide by each provision and had an opportunity to ask questions about the content. A copy of this agreement will be provided to you at Intake.

Please review the following agreement carefully as you will be responsible for your actions.

REGISTRATION PROCESS 1-4

1. **Completion:** Visits are scheduled when both parties complete the registration process and fees are paid in full. If both parties fail to complete the registration process within 60 days, AHSV may request updated registration information and/or repayment of registration fees of one or both parties.

2. **Registration Fee:** A non-refundable registration fee of \$125.00 is assessed to each party at initial registration and annually each year thereafter. The registration fee covers background check and hours put into preparing the documents, therefore, the registration fee will not be refunded under any circumstances.

Non-custodial is responsible for all registration fees if: 1) custodial party is not a biological parent; there is documentation of family violence; or there is an on-going CPS or law enforcement investigation.

3. **Fee for Service:** A monthly visitation fee of \$85.00 (2,4-hour visits) is collected at the first visit of each month. If entire fees are not paid at the first monthly visit, a \$10.00 late fee will be collected each visit until current. Choosing to visit for less than four hours or a missed visit does not result in the reduction of this fee. Payment is accepted by cash app with an additional % fee (pending amount) Zelle or cash only. A receipt will be issued at the time of your payment. Personal checks are not accepted. Fees are subject to change without notice.

4. **Intake Process:** Once registration is complete and fees are paid. You are required to call the office to set up an appointment for your Intake process.

PARTICIPATION 1-21

1. **Date/Time:** Standard group visitation will take place the 1st and 3rd Saturday of each month from 9 a.m. to 1 p.m. (4 hours), 5th Saturday optional with extra charge. Please read schedule carefully, some dates may change due to holidays or events held at the site location.

2. **Arrival/Departures:** If the non-custodial is late and has not called to advise supervisor of their tardiness, the visit will be cancelled. The custodial will not have the option to wait. If a non-custodial is unable to exercise the entire four-hour visit, they must notify the office by noon on Wednesday prior to the scheduled visit so that custodial party can be notified. The custodial or their designee must leave premises and surrounding area promptly before and after schedule time of service. You may not be on the premises, or within 4 blocks of visitation site (i.e. parked on the street or nearby parking lots, waiting outside).

3. **Child Pick-up:** If a child is not picked up within 15 minutes of the end of a visit, the custodial party or their designee will be charged a \$10.00 for the first 15 minutes they are late and a \$1.00 fee for each additional minute thereafter.

4. **Gifts/Notes:** The non-custodial may bring gifts for the child. The child may take these gifts home, however, the non-custodial and child may agree that a toy or game may be brought back and forth to visits by the non-custodial. Any gifts considered inappropriate will be grounds for immediate suspension. Gifts and toys brought into the visitation site should be moderate and reasonable in number and size and come in the original packaging. Notes, gifts, child support payments, money, mail, cards, etc. between parties will not be allowed to be passed through the child(ren) or any AHSV staff. Participants are to arrange for the exchange of such items with the help of their attorney or a third party not connected with AHSV program.

5. **Food/Child Items:** Non-custodial must bring food and drinks to the four-hour visit. All food and drinks must be unopened and in spill proof containers. Baby bottles and baby food must be provided by the custodial or person delivering the child. Blankets, diapers, change of clothing are the responsibility of the non-custodial. The custodial should provide clear information regarding the child's special needs, diet, and clothes or diaper sizes.

6. ____ **Medication:** AHSV will not administer medication to a child. All medications related to a child are to be given directly to AHSV staff at the time of arrival. Explicit directions for medication must be included in writing. These directions will be given to the non-custodial, who is then responsible for administering the medication.
7. ____ **Make-up/Rescheduled visit:** If visit must be made up with a private supervised visit, the make-up visit will be scheduled on dates/times other than when the site is open. The custodial and non-custodial party will be expected to split the make-up cost. Personal reasons for cancellation will be paid by party cancelling the visit. Failure to agree to cooperate with the policy, will result in letters to attorney's/court and/or suspension or termination pending court review.
8. ____ **Examination:** Bodily examinations cannot/will not be performed on a child during a visit. AHSV is not an investigative service and does not physically inspect child (ren). Only obvious injuries or child-initiated reports may be noted and/or documented.
9. ____ **Animals:** No live animals of any kind will be allowed except for registered service animals.
10. ____ **Visit Supervisor:** Supervisors and monitors observe and document office and site conversations, activities, and behaviors of all participants during the visitation period.
11. ____ **Subpoena/Records:** Business records affidavit certifies records are correct. Visitation records are released upon service of a subpoena only. A fee of \$2.00 per page is assessed and a \$15.00 service charge (if out of state there is a \$25.00 service charge) to the party/attorney requesting copies. Testimony offered by AHSV employees is available at \$100.00 per hour and \$50.00 travel fee in the Houston area only. A subpoena requesting testimony requires a non-refundable deposit of \$200.00.
12. ____ **Visitation Site:** The AHSV selects the visitation site based on the proximity of the child. Exceptions considered if non-custodial uses public transportation to arrive at visits.
13. ____ **Child Abuse:** If a child discloses abuse or if physical signs of abuse is observed, a report will be made to the Texas Department of Family & Protective Services in accordance with the Texas Family Code. Supervisors will follow the direction given by Child Protective Services.
14. ____ **Contact Information:** Parties are responsible for providing AHSV with updated contact information, including home address, home and/cell number, and e-mail address. If mail is returned, there will be a \$5.00 charge assessed to recipient.
15. ____ **Language:** All parties must speak English during participation in the AHSV Program or must provide a translator at non-custodial expense.
16. ____ **Therapist/Counselor:** The agreement provides a release to discuss the child with any therapist/counselor involved in the case. If a treating therapist/counselor identifies problems resulting from visitation, AHSV will 1) suspend visits pending court review; 2) suspend visits for a period not to exceed 3 months while the child continues counseling; or 3) require non-custodial to see a counselor as well.
17. ____ **Guest:** All guests must be relatives, named in the court order, or approved by AHSV. A criminal background check will be completed on all parties and each requested guest. After guest is approved, put in the system and both parties are notified, no future visit notification is required to custodial. Information regarding a guest may be discussed with the custodial party, however, AHSV has the authority to make the final decision on guest approval.
18. ____ **Change of visitation:** Determination of which supervised visitation is best for the child is at the discretion of Angel's Harbor Supervised Visitation Director.
19. ____ **Emails:** Emails should not exceed over 10-emails a day or there will be a \$5.00 fee assessed to each email thereafter.
- 20 ____ **Summons:** Parties are restricted from summoning law enforcement, making police reports, or having papers served to another party on AHSV property of visitations.
21. ____ **Alternate Pick-Up:** Each custodial party must designate an alternate competent adult to pick up the child(ren) should they be unavailable. A written notification must be provided to the office before a child can be picked up. This adult must have a valid Texas driver's license provided upon request. A criminal history will be collected on alternate pick-up person. The AHSV will notify the custodial parent if the alternate adult is not approved. The designated adult must abide by all AHSV rules and regulations.

CANCELLATION AND NO-SHOW 1-4

1. ____ **Proper Cancellation:** Cancellation of a visit must be made during office hours by noon on Wednesday before a scheduled visit by calling the main office at 281-501-2067. Contact after 12:00 (noon) on Wednesday will be considered "late cancellation" and will result in a \$60.00 No-Show fee. Cancellations made after Wednesday arising from an emergency may be exempt from a cancellation fee. Documentation must be provided to AHSV and will be reviewed on a case-by-case basis. In case of an emergency the day of a visit, calls should be made to site supervisor no later than 7:00 a. m. prior to visit start time to avoid no-show fee. Site supervisor cell phone number is located on visitation schedule. Do not call the site supervisor cell number except on visitation date or parties will be charged a \$10.00 fee per call/text.
2. ____ **Mutual Cancellation:** If parties mutually agree on the cancellation of a visit, both parties must notify the AHSV office to avoid no-show fees. Failure to give notice will result in a no-show fee assessed to the parties not providing notification
3. ____ **Consecutive No-Show:** If a parent has two consecutive no-shows, visits can be suspended, and notification will be provided to attorney/court. If a child participates in extra activities, the custodial party must provide the child's activity schedule to the office.
4. ____ **Improper Cancellation:** No-Show is defined as improper cancellation of a visit or failure to show up for a visit. In case of a "No-Show" by either party, that party will owe a No-Show fee of \$60.00.

GUIDELINES 1-20

1. ____ No party will be allowed if his/her **behavior** compromises a safe and stress-free environment. Threatening, aggressive or argumentative behavior with child, staff or other participants of any nature will result in immediate termination of visits and may result in the filing of a police report. All parties must conduct themselves in a manner that clearly demonstrates the well-being of the child(ren) is the highest priority.
2. ____ All **weapons** (including pocketknives, scissors, fingernail file, etc.) are prohibited. The right to carry any weapon, open carry or concealed, is denied while participating in the group, private or exchange visitation and is enforced. Violation of this policy will result in termination of visitation and dismissal from the Angel's Harbor Supervised Visitation Program and will not be allowed back into the program.
3. ____ The custodial bears the primary responsibility for **preparing a child** for the supervised visit. The child can meet with the staff prior to the first scheduled visit (if time permits). If a child refused to enter the supervised site, the custodial party will be responsible for fees of that visit and a report will be prepared for the attorney's/court.
4. ____ Visits are held in a **group setting**, making it impossible to hear all conversations. **Allegations of inappropriate conversations** will be investigated. Violation of this policy may result in 1) suspension of two or more visits; 2) reprimand letter with copies to the attorneys/court; 3) termination of visits pending court review; 4) private one on one supervision at the non-custodial expense held at the CW site location with a supervisor.
5. ____ Supervisors will not discuss a **party's case**, concerns or complaints during or immediately after a visit or a monitored exchange. Only questions relating to the well-being of the child during a visit will be allowed. Any questions or information must be directed to the office during business hours or to your attorney.
6. ____ I understand that information gathered during visit supervision, phone conversation, email or verbally may be **released pursuant** to a subpoena to attorney's therapist, courts or other pertinent agency involved in my case.
7. ____ I understand the visits will be scheduled in **accordance with the court order**, within the boundaries and limitation of AHSV to meet the needs of participants. If AHSV is unable to provide services under precise terms of the court order and the parties do not agree with any changes, it is the participants responsibility to request the court to modify the order in the absence of a mutual agreement.
8. ____ Both parties are **responsible to keep AHSV informed of court dates and modification** in visitation made by the court. A copy of the modification order must be provided to AHSV as soon as possible after orders are finalized/approved.
9. ____ All conditions of this agreement are subject to **modification** by AHSV with or without notice to the parties.
10. ____ If you wish to have **concerns, events or comments documented for your file**, you may put these in writing, and AHSV will make sure it goes in your file. Staff will not document anything they did not witness firsthand.

11. ____ AHSV reserves the right to limit subsequent visits to the length of time necessary for child, increasing the length over time, if the child(ren) need additional time to adjust. This determination will be made by the Executive Director.

12. ____ The AHSV has the right to deny supervised visitation services to a custodial, non-custodial and their guest for violation of policies or if participation poses a clear and present danger to the child or others in the program or violates this contract in any manner. The determination is at the discretion of AHSV Executive Director, including visitation site supervisor.

13. ____ A child will NOT be released if custodial or designee appears to be under the influence of drugs, alcohol, or appears to be emotionally unstable. An alternate pick-up will need to be called. If custodial refused to follow the requirements, law enforcement will be contacted, provided with vehicle and driver's license information, and all attorneys involved in the case will be notified immediately.

"For any parent suspected of active drug or alcohol use that leaves the site, law enforcement will be contacted, provided with vehicle and parent driver license information."

14. ____ Visitation will not be suspended or terminated when child support is in arrears.

15. ____ If either party/family will no longer be utilizing AHSV Program, each party should provide notification to the main office. The AHSV Program is not a party to the suit, therefore the court does not notify the Program of hearings or changes in visitation arrangements.

16. ____ Harris County bail bonds prohibit contact with victims or witnesses in a criminal case. There will be no visits in these cases unless special provisions are secured from the District Attorney's office.

17. ____ For the safety of all parties, AHSV prohibits contact between the custodial and non-custodial party during arrival and departure. Arrival and departure times are set up for the protection of all parties. There is to be NO CONTACT. This includes physical and visible contact. Any violation of this policy or attempts by either party to see or have contact with the other party during visitation may result in suspension of visits or termination of service.

18. ____ I hereby give consent for my child to participate in Angel's Harbor SV program. I release Angel's Harbor SV and facility assigned, officers, employees and volunteers against any/all claims or liability arising out of my child's participation in the Angel's Harbor SV program. I further release Angel's Harbor SV and facility, assigned officers, employees, and volunteers against any/all claims or liability arising out of my participation in Angel's Harbor SV program.

19. ____ AHSV staff has the right to determine appropriate and/or inappropriate behavior and conversation between parties and the child (ren), or in front of the child (ren). Continued infractions may result in the termination of the current visitation, suspension of one or more visits, or termination of AHSV services pending a court hearing.

21. ____ The supervisor's responsibility is the safety of the children. If the supervisor is forced to make a decision that is not specifically stated in the "Agreement to Participate" for the protection of the parties, the parties are to abide by the decision and direct any problems to the AHSV office the following business day. Failure to follow the rules will result in immediate termination of the visit and/or future visits.

22. ____ Visits offered is the opportunity for the parties to interact with their children in a positive and enjoyable environment. Conversations should be natural and directed by the child's interest, not the adults. If you child has a question about the family situation, a supervisor will help in addressing any questions the child may have.

23. ____ In signing this document, I acknowledge that I have read, understand and agree with AHSV policies and I agree to pay the fees listed in accordance with the schedule and requirements as stated. All conditions of this Agreement to Participate are subject to modification of the AHSV Program, with or without notification to parties. I understand rules are subject to change at the discretion of AHSV Program or to accommodate special circumstances or court orders.

I HAVE READ AND UNDERSTAND THESE POLICIES AND AGREE TO COMPLY WITH ALL PROVISIONS.

You must understand, ordered COURT VISITATION is not a suggestion it is an ORDER.

Signature: _____

Date: _____

This contract will not be accepted if you have redacted or altered any of the wording contained herein.

ALTERNATE PICK-UP/EMERGENCY CONTACT INFORMATION

*All information on form must be completed or AHSV will not consider form for child pick-up.
Copy of valid driver's license required to pick up child.*

_____ Number of children (Please List All Children Separately)

NAME OF CHILD (REN): _____

NAME OF CHILD (REN): _____

NAME OF CHILD (REN): _____

NAME OF CHILD (REN): _____

ALTERNATED PICK-UP INFORMATION

(Valid driver's license required)

Name:	Relationship:	Contact No:
Automobile Make:	Model:	Year/Color:
Texas Driver's License No:	Texas Driver's License Expiration:	License Plate #:

EMERGENCY CONTACT

Name:	Relationship:	Contact No:
Name:	Relationship:	Contact No:

Children will not be released to anyone with an expired driver's license and/or alcohol/drug consumption.

Custodial Signature: _____ Date: _____

CONSENT TO PERFORM CRIMINAL HISTORY/BACKGROUND CHECK

FILE NAME: _____ **Date:** _____

Last Name: _____ **First Name:** _____ **Middle Initial:** _____

Maiden or other names used other than reflected on birth record: _____

Address: _____ **Apt #:** _____

City: _____ **County:** _____ **State:** _____ **Zip:** _____

Date of Birth: _____ **Social Security Number:** _____ **Race:** _____

DL # _____

(Note: to be used for criminal history checks only, and not for disclosure to other parties).

I, _____ am enrolling for services of the Angel's Harbor Supervised Visitation and have been advised that as part of the application process, AHSV conducts a criminal history background check. AHSV has informed me that I have the right to review and challenge any negative information that would adversely impact my participation in the Angel's Harbor Supervised Visitation. I have been informed that I will have a reasonable opportunity to clear up any mistaken information reported within a reasonable time frame established within the sole discretion of the AHSV.

My responses to the following questions about my criminal history (if any).

1. ☐ Yes ☐ No Have you ever been arrested, convicted, or plead guilty before a court for any federal, state or municipal criminal offense?

If yes, provide details below...

State: _____ **County:** _____ **Date of Offense:** _____

Details of Arrest, Charge, or Conviction: _____

2. ☐ Yes ☐ No Have you ever received deferred adjudication or similar disposition for any federal, state or municipal criminal offense.

If yes, please provide details below...

State: _____ **County:** _____ **Date of Offense:** _____

Details of Arrest, Charge, or Conviction: _____

3. ☐ Yes ☐ No Have you ever received probation or community supervision for any federal, state or municipal offenses.

If yes, please provide details below...

State: _____ **County:** _____ **Date of Offense:** _____

Detail of Arrest, Charge, or Conviction: _____

Applicant Signature: _____ **Date:** _____

Background check done by: _____ **Date:** _____

Frequently asked questions that come up regarding visitation

Can a parent refuse visitation if child support is not paid? No, child support and visitation do not go together. Neither a parent nor a court can refuse to allow visitation solely on the issue of non-payment of child support. After orders are issued on child support and access, the custodial party can be held in contempt of court for refusing to allow access. It is hoped that if it is necessary to cancel a visit, the custodial party will be agreeable to making up the missed access period. AHSV tries to work with families to accommodate child participation in church, school, or special activities by offering make-up visits. A private visit may be a great option. Custodial parents may be expected to pay the cost of a private visit, especially if cancellations are excessive.

When can my child decide which parent to live with?

In Texas, a child's decision cannot be the sole factor in determining which parent the child lives with. However, once the child reaches the age of 12, and upon motion, the court can consider the child's wishes as to whom he/she wishes to live with.

What if one of the parents tries to move out of state?

It is always important to try and maintain a stable & safe environment for the kids and the judge will try to maintain that stable and safe environment. Typically, counties will use a standing order that prohibits the parties from taking the children out of state, or your attorney can help you get a Temporary Restraining Order that will prevent the party from moving out of state. If you already have orders in your case regarding possession and access to your children, you can still file a Temporary Order to keep the other party from moving out of state. It is possible to limit the children's residence to the state of Texas, the current county and/or contiguous counties.

PLEASE SIGN BELOW ACKNOWLEDGING RECEIPT OF THIS INFORMATION

Signed: _____

Date: _____

LEGAL ADVOCATE DISCLOSURE STATEMENT

Child (ren) Name: _____

I, _____, understand that the staff at Angel's Harbor Supervised Visitation Program, including staff of Group Visitation, Private Visitation and Monitored Exchange Programs, are not attorney's and that they cannot and will not represent me in any legal matter.

I further understand that any information regarding legal procedures is not legal advice and does not substitute for the advice of an attorney.

My signature below indicates that I understand the above statement. I further acknowledge that I received a copy of this disclosure statement.

My signature below indicates that I understand the above statement. I further acknowledge that I received a copy of this disclosure statement.

Print: _____

Date: _____

Signature: _____

ZERO TOLERANCE DRUG POLICY IN A SUPERVISED SETTING

PARTICIPANT DRUG POLICY ACKNOWLEDGMENT

Child(ren)'s Last Name: _____

Location: _____

I understand that the Angel's Harbor Supervised Visitation Program have a Zero Tolerance Drug Policy and the participants in the Angel's Harbor Program are made aware of this policy as it is set out in the Agreement to Participate.

The Angel's Harbor Program drug and alcohol policy provides that if drug or alcohol use prior to a visit is suspected that the visit will be terminated immediately. Angel's Harbor Supervised Visitation has the right and will require any party suspected of consuming drugs or alcohol prior to a visit to submit to a drug screening test either by hair or blood sample within three (3) hours of the time the party arriving to visit or meet a child.

This policy applies if for any reason the staff or supervisor of the Angel's Harbor Program suspect that a party visiting a child in any setting, whether the party is visiting a child in a group setting, a privately supervised visit, a custodial party picking up a child from the Angel's Harbor Supervised Visitation Program or a party participating in the exchange of children for visitation, has consumed or used drugs or alcohol prior to arriving at Angel's Harbor Program location.

Under no circumstances will a child be released to a custodial party if the use of drugs or alcohol is suspected. The party will be required to arrange for a third person to come to the Angel's Harbor Program location (with valid Driver License) to pick up the child for the custodial party. The Party will be responsible for having someone pick up their vehicle or returning later to get their vehicle. If the party refuses to follow these requirements law enforcement will be called, and the attorneys involved in the case notified.

I understand that my refusal to submit to a drug or alcohol screening test or a positive test result will lead to my immediate termination from the Angel's Harbor Program and, that the Court will be notified of both the termination and the reason for the termination.

Print Name: _____

Signed: _____ CP / NCP Date: _____