

Parent Handbook



2333 Camino Del Rio S., Suite 110

San Diego, CA 92108

Telephone: (858) 524-9306

Email: Info@SafeandSoundVisitation.com



Welcome to Safe and Sound Visitation Monitoring.
It is our mission to make the monitored exchanges between the parent and child(ren) as comfortable and safe as possible. We have put together this handbook to provide helpful information on how to make these monitored exchanges positive, rewarding, and safe, and to clearly explain the rules of monitored exchanges, and to answer any questions that you might have.



Dear Parent,

The purpose of this handbook is to prepare you for your Intake Interview and to provide you with information about the Monitored Exchanges services that we provide.

What to do BEFORE your Intake Interview:

- Read the enclosed information about Monitored Exchanges
- Please download and complete all of the fillable forms. Sign and Date where needed.
- Email ALL completed forms to: carol@safeandsoundvisitation.com

Please submit the following items BEFORE your Intake Interview
to: carol@safeandsoundvisitation.com

1. Copy of the Court Order or written instructions for Monitored Exchanges
 2. Copies of Police Reports within the past 12 months, in regards to Violence, Abuse, Drugs, Alcohol, Weapons and any Restraining Orders
 3. Copies of Arrest or Convictions Records within the past 12 months
 4. Copy of your Driver's License
 5. Intake Interview Fee of: \$75.00 Paid through VENMO @SafeandSoundVisitation or Credit Card
- ***Once everything has been submitted, we will schedule your Intake Interview*****

What to expect at your Intake Interview:

- The Policies and Procedures that you reviewed on your Intake and Orientation Form will be explained in more detail.
- If necessary, Program Forms and Releases will be explained in more detail.
- You might be asked questions to complete information about your case.

Please be prepared to be at your Intake Interview for an hour. No outside parties will be able to stay with you during the appointment.

We look forward to meeting you at your Intake Interview and providing your family a Safe and Sound environment for Monitored Exchanges. We have attached a "Frequently Asked Questions" handout with information about Supervised Visits for your convenience.

Call us today at (858) 524-9306 to confirm receipt of your inquiry so we can schedule you for your intake interview!

Sincerely,

Safe and Sound Visitation Monitoring



Frequently Asked Questions

What are Monitored Exchanges?

Monitored Exchanges are for parents who are not required to have supervision during parenting time, but need to be able to make the exchanges without interacting with the other parent. During an exchange, a professionally trained Supervision Monitor escorts the child(ren) from one parent to the other.

What are the Safe and Sound Visitation Monitoring hours of service?

Safe and Sound Visitation Monitoring Business Office Hours are:

Monday - Friday 8:00am – 5:00pm

Supervised Visitations and Monitored Exchange Hours are:

24 Hours A Day, 7 Days A Week

How soon will I be able to schedule my first exchange?

The Intake Appointment will be scheduled with the Custodial Parent after Safe and Sound Visitation Monitoring receives the necessary paperwork. An Intake Appointment will then be scheduled with the Visiting Parent. After both parties complete their Intake, Supervised Visitations will be scheduled. The Supervised Visitations are scheduled based on input from all parties. Please know that this process can take up to a couple of weeks to complete and relies on the cooperation of both parties to complete the necessary forms and to complete their Intake.

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Policies and Procedures

These policies apply during any service rendered or appointment. Failure to comply will be reported and exchange may be terminated. If termination is necessary, the Exchange Monitor will make notes within the Observational Report, file a Mandatory Incident Report and could contact law enforcement for assistance if necessary. No refunds will be provided if this occurs.

Please review the following Policies and Procedures:

- **ALL Participants will respect and follow guidelines for social distancing and be mindful and respectful of one another.**
- **Fees are to be paid 7 days in advance for Exchange Services, and Court Testimony.**
- **Payments shall be made through VENMO @SafeandSoundVisitation or by Credit Card, Cash, Cash App, Check, Money Order or Cashier's Check.**
- **The Custodial Parent must be accessible by cell phone for the duration of the visit.**
- **Participants shall not exchange words, verbal, or non-verbal gestures towards one another and will be practicing staggered drop off and pick up time. Custodial Parent will be at drop off location 10 minutes before visit starts and pick up location 10 minutes after visit ends.**
- **Participants shall not approach the other parent's vehicle.**
- **Participants are not permitted to post on social media regarding the exchange in any type of format.**
- **Participants are not permitted to videotape or take pictures during exchange and visit unless agreed upon prior to exchange and visitation. If there are cameras set up in the home they must be turned off during visitation.**
- **Participants shall not use drugs or alcohol prior to or during Monitored Exchange. Suspicion of drugs or alcohol use will be noted in the Observation Report and will result in termination of your visit and a Mandatory Incident Report filing. No refunds will be given if this occurs.**



- **Participants shall not smoke, vape, use chewing tobacco or use inappropriate language.**
- **Participants shall not use cell phones or cameras during visit (leave them in your car).**
- **Participants shall not bring pets/animals unless agreed upon in advance.**
- **Participants are not permitted to bring gifts/toys or other items unless it has been agreed upon in advance.**
- **Participants are not permitted to bring food, drinks, or candy unless it has been agreed upon in advance.**
- **The Custodial Parent will administer necessary medications prior to the scheduled Monitored Exchange. Medication is not permitted to be administered during visitations unless arrangements have been made and agreed upon prior to exchange.**
- **The Custodial Parent will not bring sick children to Monitored Exchanges. Visiting Parent should be free of contagious conditions as well. All parties must be symptom- free for 48 hours.**
- **Participants are not allowed to speak in a language other than English unless it has been agreed upon in advance and at the expense of the Visiting Parent. No whispering or passing notes or cards unless openly shown to Exchange Monitor for approval is permitted. The Exchange Monitor will be reporting conversations at all times and must be able to fully understand all participants.**
- **Participants shall not use corporal punishment, e.g. spanking, hitting, pinching, to correct behavior. No inappropriate touches are permitted.**
- **Participants shall not discuss inappropriate topics with child(ren) such as living situations, people in the home, or abuse allegations of any type. The Visiting Parent needs to talk about the present only. If the child(ren) becomes stressed, the Monitored Exchange can be terminated, a Mandatory Incident Report will be filed and NO REFUNDS WILL BE PROVIDED.**
- **All personal information will remain confidential so there should never be an exchange or request for address, phone numbers, locations, or names from parents or children during any service or appointment.**



- **Participants shall not engage the Exchange Monitor in conversations regarding legal issues, court orders, or discussions about the other parent. Exchange Monitors will remain neutral at all times.**
- **Please do not talk to Exchange Monitors about your case. Please focus on your child(ren) at all times.**
- **Please notify Safe and Sound Visitation Monitoring as soon as possible if there are any changes to your contact information.**
- **Monitored Exchanges are restricted to the agreed upon location that has been determined in advance. The location must be agreed upon 48 hours before the visit.**
- **Participants must comply with the scheduled times, dates, and locations. Failure to do so could result in termination of services. Staggered arrival and departure times are extremely important for the safety and comfort of all participants.**
- **Monitored Exchanges shall begin at the scheduled time and end at the scheduled time.**
- **If Custodial Parent fails to pick up the child(ren) at the scheduled end time, the Exchange Monitor will provide a 5 minute grace period. Late fees will be charged at \$2.00 per minute after the 5 minute grace period. If Custodial Parent is more than 30 minutes late to pick up child(ren) the Emergency Contact will be called for pick up. ALL LATE FEES must be paid for prior to any upcoming Monitored Exchanges being scheduled.**
- **Monitored Exchanges will be terminated if Visiting Parent is more than 30 minutes late for the scheduled start time. NO REFUNDS WILL BE GIVEN.**
- **Cancellations must be made 48 hours in advance or NO REASSIGNMENT OF FUNDS WILL BE PROVIDED.**
- **I have read and understand the Policies and Procedures. I agree and will abide by all policies, procedures, rules and guidelines or there can be a termination of services and loss of payment.**



Tips for the Custodial Parent

Helpful Tips for the CUSTODIAL PARENT to Prepare the Child(ren) for Exchange:

- It is important that the child(ren) understand(s) that he/she has done nothing wrong and that it is not his/her fault that Monitored Exchanges must occur.
- Please maintain a positive outlook about the exchange. Children are impressionable and they can sense how their parents are feeling. If they feel that you are comfortable with the exchange, they might be more apt to be positive about the exchange.
- Depending on the age of the child(ren), it might be useful to explain to the child(ren) the purpose of the Monitored Exchanges and the safety arrangements. This way, the child(ren) can feel informed and feel as though they have some control.
- Explain to your child(ren) that the Exchange Monitor will be observing the exchange and that the child(ren) will be safe.
- Be consistent with bringing your child(ren) to their scheduled exchanges. Consistency for children is important to their well-being.



Tips for the Visiting Parent

Helpful Tips for the VISITING PARENT to Prepare the Child(ren) for Exchanges

- It is important that the child(ren) understand(s) that he/she has done nothing wrong and that it is not his/her fault that the Monitored Exchanges must occur.
- Please maintain a positive outlook about the exchanges. Children are impressionable and they can sense how their parents are feeling. If they feel that you are comfortable with the exchanges, they might be more apt to be positive about the exchanges.
- Use the time with your child(ren) to build a healthy relationship and assist your child(ren) to feel comfortable during the visit.
- Be consistent with attending scheduled Monitored Exchanges with your child(ren). Showing up can show your child(ren) that you care and love them.
- Concentrate on the present, not the past – relax and have fun.
- Be attentive and participate.