

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 supervised visits 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 supervised visits positive, rewarding, and safe, and to clearly explain the rules of supervised visitation, 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 Supervised Visitation services that we provide.

What to do BEFORE your Intake Interview:

- Read the enclosed information about Supervised Visitation
- 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 Supervised Visitation
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 and both you and your Monitor will sign and date.
- 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 Supervised Visits. 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 is a Supervised Visit?

A supervised visit is the contact between a child and the Visiting Parent in a safe and family-friendly setting that will be monitored by a professionally trained Supervision Monitor to protect the safety and comfort of everyone involved.

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 visit?

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 visitation may be terminated. If termination is necessary, the Supervision 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 Supervisory 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 visitation in any type of format.**
- **Participants are not permitted to videotape or take pictures during visitation unless agreed upon prior to 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 Supervised Visitation. 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 Supervised Visitation. Medication is not permitted to be administered during visitations.**
- **The Custodial Parent will not bring sick children to Supervised Visitations. Visiting Parent should be free of contagious conditions as well. All parties must be symptom- free for 48 hours.**
- **During Supervised Visitation, the Visiting Parent is not allowed to be alone with child(ren). Diaper changes must be observed by the Supervision Monitor.**
- **Child(ren) must always be accompanied by a Supervision Monitor when going to use the restroom unless otherwise determined in advance.**
- **If the Supervision Monitor needs to use the restroom, the child(ren) will accompany them to the restroom unless otherwise determined in advance.**
- **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 Supervision Monitor for approval is permitted. The Supervision 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 Supervised Visitation can end before scheduled end time, 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 Supervision Monitor in conversations regarding legal issues, court orders, or discussions about the other parent. Supervision Monitors will remain neutral at all times.**
- **Please do not talk to Supervision 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.**
- **Supervised Visits 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.**
- **Supervised Visits 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 Supervision 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 Supervised Visitations being scheduled.**
- **Supervised Visits 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 Visitation:

- 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 Supervised Visitation must occur.
- Please maintain a positive outlook about the visitation. Children are impressionable and they can sense how their parents are feeling. If they feel that you are comfortable with the visitation, they might be more apt to be positive about the visitation.
- Depending on the age of the child(ren), it might be useful to explain to the child(ren) the purpose of the Supervised Visitations 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 Supervision Monitor will be observing the visit and that the child(ren) will be safe.
- Explain to your child(ren) that the Supervision Monitor is not there to participate or play with them as they are only there to observe the visitation.
- Be consistent with bringing your child(ren) to their scheduled visits. 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 Visitation

- 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 Supervised Visitation must occur.
- Please maintain a positive outlook about the visitation. Children are impressionable and they can sense how their parents are feeling. If they feel that you are comfortable with the visitation, they might be more apt to be positive about the visitation.
- Use the time with your child(ren) to build a healthy relationship and assist your child(ren) to feel comfortable during the Supervised Visitation.
- Be consistent with attending scheduled Supervised Visitation 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.



What are some ideas that might help make my supervised visits easier?

Supervised Visitation allows parents to build healthy foundations for future relationships with their child(ren) by offering opportunities for interaction in a safe environment. Because of the importance of Supervised Visitation, parents might end up feeling as if their entire relationship with their children is dependent upon how the visits progress. It is no wonder that the hours, or even days, leading up to visitation can be filled with fretting about what to do or what to say. It is all too easy to put too much pressure on yourself and your children during your time together as a result. That makes planning for your supervised visitation a careful balance between preparation and expectation management. To help achieve that balance and keep your time with your child(ren) positive, here are some ideas to consider when planning for your next Supervised Visitation.

***Tailor the activities to your child(ren)'s interests**

While most locations you choose for your Supervised Visitations will have some activities for your child(ren) to do, if possible, it is better to bring an activity that you know will be of interest to your child(ren). Rather than leave it to chance, prepare for your visit by selecting a game, book, or other activity tailored to your child(ren)'s interests.

You do not need to purchase a new activity or item for each visitation. Rely on free resources from the library, for example, rather than feel pressured to buy something new every time. The most important outcome of your Supervised Visitation will always be spending quality time with your child(ren), a goal that does not require the latest toy or game.

***Tailor expectations and planned activities to how long the Supervised Visitation will last**

What can be accomplished during a visit depends greatly on how long your Supervised Visitation will last. Try to plan activities that are appropriate for the length of your visitation. Having to stop in the middle of a game of chess might not be the end of the world, but it might feel frustrating if it becomes a theme in your time together.

You also have the option of selecting activities that can be broken down into smaller components better suited to the length of your Supervised Visitation. Try to read one chapter per visit, for example, from your child(ren)'s favorite book series. Or select an activity that can be packed up and finished at a later time, such as a coloring book featuring your child's most beloved cartoon characters or interests.

***Tailor expectations and planned activities to the age of your child(ren)**

Activities planned for your Supervised Visitation should be tailored to the age and developmental stage of your child(ren). Pay careful attention to suggested age-range for all media and games you might choose to bring.

If your child(ren) is older, there might be less of a need to fill every moment of your visitation with some form of entertainment. It might be more appropriate to simply have conversations with your child(ren), asking them about their schooling, friends, or even providing help with their latest homework assignment.



***Do not be too upset if your plans for your Supervised Visitation do not go perfectly**

Even after tailoring the activities and expectations to your child(ren)'s interest, their age, and the length of your visit, sometimes things still will not go perfectly. Your child(ren)'s emotional state, or even your own, might work against everything clicking into place perfectly, despite any preparation.

Supervised Visitation can be a stressful time for parents and children. If your child(ren) is feeling anxious or upset, be understanding and empathetic to their situation. Be flexible with the activities you plan, and perhaps bring a backup just in case. Where your child(ren) might not feel up to a competitive round of Chutes and Ladders, a short story read to them might be more their speed for the day.

Supervised Visitation is an opportunity to build a strong foundation for relationships that are meant to last a lifetime. Do not be discouraged if the occasional visit does not go according to plan. As long as you are taking positive steps toward a healthy relationship with your child(ren), you will be moving in the right direction.

***Do not cancel without sufficient notice or reason**

This is the most important thing to keep in mind at all times when planning your Supervised Visitation. Parents should try their utmost to provide stability with Supervised Visitation, which means not cancelling without sufficient notice or reason. Emergencies happen, but if emergencies seem to plague your Supervised Visitation schedule, it will not provide your child(ren) with consistency which is crucial.