



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 Professional Provider of Supervised Visitation (PPSV) will file a mandatory Incident Report and could contact law enforcement for assistance if necessary. No refunds will be provided if this occurs.

Please read, initial, sign and date the following Policies and Procedures, if you have any questions, please make sure you let us know before moving on to the next one:

- _____ **ALL Participants will respect and follow guidelines for social distancing and be mindful and respectful of one another;**
- _____ **The PPSV will monitor conditions to assure the safety and welfare of the child. Emotional, verbal, physical, or sexual abuse IS NOT PERMITTED;**
- _____ **The PPSV will enforce the frequency and duration of the visits/exchanges as ordered by the court;**
- _____ **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 (as decided during intake interview) 15 minutes before visit starts and pick up location (as decided during intake interview) 15 minutes after visit ends;**
- _____ **Participants shall not approach the other parent's vehicle. Once visit has ended, noncustodial party must leave immediately;**
- _____ **Participants are not permitted to post on social media regarding the visitation in any type of format;**
- _____ **Participants shall not use drugs or alcohol prior to or during Supervised Visitation or Monitored Exchanges. Suspicion of drugs or alcohol use will be noted in mandatory Incident Report and will result in termination of your visit. NO REFUNDS will be given if this occurs;**



_____ Participants shall not smoke, vape, use chewing tobacco or use inappropriate language during Supervised Visits or Monitored Exchanges;

_____ Participants shall not use cell phones for phone calls/facetime during the visit, unless the call is an emergency or the facetime was permitted by custodial parent.

_____ Participants shall not bring pets/animals unless 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 only exceptions are for children with allergies, asthma or any other life threatening ailments that the noncustodial parent and child are trained to administer medication to themselves.

_____ The Custodial Parent will not bring sick children to Supervised Visitations. Custodial Parent should be free of contagious conditions as well. All parties must be symptom-free for 48 hours.

_____ During Supervised Visitation, the Noncustodial Parent is not allowed to be alone with child(ren). Diaper changes must be done in the presence of the Professional Provider of Supervised Visitation.

_____ Child(ren) must always be accompanied by a Professional Provider of Supervised Visitation when going to use the restroom unless otherwise determined in advance.

_____ If the Professional Provider of Supervised Visitation 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 Noncustodial Parent. No whispering or passing notes or cards unless openly shown to Professional Provider of Supervised Visitation for approval is permitted. The Professional Provider of Supervised Visitation 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 Noncustodial Parent needs to talk about the present only;

_____ The PPSV will not allow derogatory comments about the other parent, his/her family, caretaker, Child, or child's siblings;

_____ The PPSV will ensure that all contact between the child and the noncustodial party is within the provider's hearing and sight at all times, and that discussions are audible to the PPSV;

_____ Participants will not allow nether the PPSV nor the child(ren) to be used to gather information about the other party or caretaker or to transmit documents, information, or personal possessions;

_____ If the Professional Provider of Supervised Visitation determines that the rules of the visits have been violated, the child(ren) has become acutely distressed, or the safety of the child(ren) or Professional Provider of Supervised Visitation is at risk, the visit may be temporarily interrupted or 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 Professional Provider of Supervised Visitation in conversations regarding legal issues, court orders, or discussions about the other parent. Professional Provider of Supervised Visitation will remain neutral at all times and will avoid any attempt to take sides with either party;

_____ Please do not talk to Professional Provider of Supervised Visitation about your case. They are not qualified or competent to give you any legal advice. Please focus on your child(ren) at all times.

_____ Participants will notify Safe and Sound Visitation Monitoring as soon as possible if there are any changes to your contact information.



_____ **Supervised Visits and Monitored Exchanges are restricted to the location in which your Professional Provider of Supervised Visitation has chosen unless otherwise specified in the Court Order. If a specific location is requested, please make your request in an email and it will be discussed for authorization.**

_____ **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.**

_____ **Supervised Visits will be terminated if Noncustodial 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.**

Parent Signature

Date