



Name: \_\_\_\_\_

Date: \_\_\_\_\_

## **POLICY PROCEDURE GUIDELINES**

*Each parent is responsible for following the guidelines as stated.*

1. The Custodial parent will arrive ten (10) minutes prior to the start of the scheduled exchange and return exactly at the end of the scheduled visit time. If a parent or designee is late, he/she will pay \$2.00 for every minute.
2. The Custodial parent will be available during visit for early child/ren pick up should visit be terminated.
3. Custodial parent and/or drop off person must leave the area immediately upon dropping child/ren off with Monitor. No loitering and/or waiting.
4. The Visiting parent will arrive at the exact time of the scheduled visit and will leave exactly at scheduled end of visit. If visit is terminated due to non-compliance of guidelines, safety concerns or child upset, Visiting Parent will leave at that time.
5. If you are unable to bring the child/ren or attend the visit, it is your responsibility to notify the Monitor and the other Parent. If Parents do not have access to each other's telephone numbers, Talking Parent, and/or other method of communication, the Monitor will confirm cancellations. Both parents must confirm mutually agreed upon cancellations with the Monitor. If notice is less than 48 hours before the visits, the Parent that is ordered to pay for supervision is responsible for paying the full fee of the cancelled visit.
6. For Saturday or Sunday visits, you must call by Thursday no less than 48 hours to cancel. If notice is less than 48 hours before the visits, the Parent that is ordered to pay for supervision is responsible for paying the full fee of the cancelled visit.

When visits fall on a holiday, cancellation must be made no later than one week prior to the visit. If holiday cancellations are made less than one week in advance, the Parent that is ordered to pay for supervision is responsible for paying the full fee.



7. Late arrival. You must call to tell the Monitor that you are running late.
8. If the Visiting Parent is more than 15 minutes (not 15 and a half, not sixteen minutes), the visit will be cancelled, and the Visiting Parent will be responsible for fees.
9. If a visit is cancelled or if Parent no-shows, that parent will be responsible for payment, due immediately.
10. Recurring cancellations or No-shows will be subject to termination of services by Monitor.
11. Monitors do not negotiate rescheduling or making up lost time due to a late or absent Custodial parent. If Parents are cooperative and Monitor has availability, a visit may be rescheduled. This is an issue that will be documented on Visit Notes. You can bring this issue up to your attorney and/or in Court, if you so choose.
12. Parents and/or designees will avoid each other completely during child/ren drop off/pick up. The Monitor cannot know or anticipate the emotional undercurrent that is present between Parents and/or designees. Parent encounters can create an emotional escalation that could impact the child/ren and/or the visit in a negative manner. It is not the Monitor's job to referee adult relationship / hostility issues. If adults accidentally see each other, no eye contact, gestures or conversation will occur. **All efforts will be made to avoid one another.**
13. Court Orders may not be served during visitation. (It may be the only time you ever know where other Parent is. However, this time is reserved for a neutral, safe visit between Parent and Child/ren only.)
14. Do not use your child/ren to relay messages. No communications (regarding child support, divorce documents, sports activities, etc., etc.) nor any types of messages at all shall be sent via child/ren. Even "positive" messages are prohibited (NO "Tell your Mom 'hi' for me" or "Tell your Dad I got that job" and so forth.) Children are not messengers.
15. Monitor is not a 'go-between.' No messages will be relayed by Monitor other than messages specifically related to visit, health and/or welfare of child/ren.



16. The Monitor will be present at all times during the visit. The Monitor must be able to see and hear Parent and child/ren at all times.
17. No whispering, note passing, or hiding behind objects or other people.
18. Parents and children must speak English during the supervised visit unless there is a Monitor present who fluently speaks the language of the family. Parents and child/ren must speak loud enough for monitor to hear.
19. Use of alcohol or non-prescribed drugs during a visitation is prohibited. Any suspicion of use is cause for immediate termination of visit. Prescribed medications that impair functioning or judgement should not be used before or during visit. Speak with your doctor regarding dosage times so that side effects do not occur during visits.
20. Weapons or any articles that could be used as weapons are not permitted during the supervised visit.
21. Phone calls to other individuals are not permitted at any time during the supervised visit- this means dialing out or answering an incoming call. The use of cellular phones is not permitted during the scheduled visit unless there is an emergency. If a cell phone is used as a camera or for a FACETIME call (and this has been allowed by Custodial Parent), Parent will inform Monitor of such.
22. Demands for touching, hugging and/or kissing are not tolerated. Mutual naturally occurring affection is acceptable.
23. Touching, hugging, kissing, diaper changing, etc. is NOT allowed in potential sexual abuse cases.
24. No foul language.
25. No shouting or yelling at ANYONE.
26. No verbal or physical attacks or threats upon ANYONE.



27. No attempts to move child/ren away from the sight and/or hearing range of the Monitor.
28. There shall be no alteration of the child/ren during visitation without prior approval of the Custodial Parent. This includes, but is not limited to haircuts, hair color, tattoos, body/ear piercing, etc.
29. Prescription medication may be sent by Custodial Parent in pre-measured doses. Monitors do not administer medications, change catheters, or perform other routine medical tasks. Custodial and Visiting parents are responsible to meet the care needs of the child/ren while child/ren are in their care. Parents must act as Parents during their parenting time.
30. If additional clothing (swimsuits, etc.) for child/ren to change into during Visit is provided it MUST be returned. All items sent from Custodial Parent's home must be returned and Vice Versa.
31. The Visiting parent may bring a snack or meal for the child/ren. Any special food requests are not monitored or enforced. Custodial and Visiting parents are responsible to meet the care needs of the child/ren while child/ren are in their care. This means that each Parent must be aware of allergies, intolerances, dietary and nutritional needs, etc. Monitor is not a dietician, nutritionist, nor a doctor and cannot claim responsibility for the dietary needs of any person.
32. Use your discretion with sending items of value to the visit. Parents acknowledge that Monitor is not a keeper-of-the-goods and cannot ensure the return of various and sundry items. Any items that are brought to visit shall be the responsibility of Parents. Monitor has the role and responsibility of supervising the visit/exchange, not managing various items of clothing, toys, jewelry, water bottles, etc.
33. The Visiting Parent is responsible for clean up at the end of the visit. This includes office and community-based visits. Visiting Parents are encouraged to utilize this time as a Parent-Child activity, teaching the Child/ren responsibility and self-efficacy.
34. Parents must not share Court information or documents with the child/ren or make promises to the child/ren about future living arrangements, time sharing, or visitation modifications. A Parent shall say something like, "I'm working on it,"



or “We’ll see.” It is not up to either Parent, nor to the Monitor, to predict or discuss a future Order of the Court.

35. Parents must not question the child/ren about the other parent’s life, whereabouts, friends or activities. Children are not spies nor informants.
36. Parents will not speak negatively about the other Parent and his/her family in front of the child/ren. This includes flippant off-hand remarks, sarcasm, grunting, eye rolling, etc. This kind of attitude hurts the child/ren and will not be tolerated during a visit.
37. Gifts for the child/ren are permitted, on the child/ren’s birthday/s, Christmas, Hanukkah or other holidays at which gifts are usually given. Gifts will also be allowed at the first visit when there has been a substantial time of separation between visiting parent and child/ren. Gifts must not be wrapped (ie, no gift bags so that the Monitor can pre-screen the gift.) Normal shopping activities (back-to-school shopping, necessary clothing items, etc.) are allowed as this is a normal parenting activity.
  - a. In cases of suspected sexual abuse, gifts are never allowed.
38. Photographs may be taken during visits with the prior approval of the child/ren and the Custodial Parent. Photographs should not be taken of Monitors, or any participant at any time. NO audio or visual recording is permitted for any reason without prior approval of the child/ren and the Custodial Parent.
  - b. In cases of suspected sexual abuse, photos or videos are never allowed.
39. If your child/ren become/s acutely distressed, the visit will be terminated for the emotional safety and wellbeing of the child/ren. If there are two or more children, the Custodial Parent will be notified to pick up the distressed child only. The visit with the remaining child/ren shall continue as scheduled.
40. There are to be no changes in the supervised visitation schedule unless approved by the Court and Monitor. Once the day and time has been set, it will be followed on a weekly basis, unless either party requests a change in writing. Changes in the schedule need to be done at least one week prior to visitation and are subject to Monitor availability. Specific days / times cannot be “held” without payment.



41. Only family members or friends who have been approved by the Court may attend a visit with the Visiting Parent. Monitor must have a Court document or approval from Custodial Parent stating that a particular person / people may the visit prior to the visit. The Monitor must receive proof one week prior to visit in which a 'new' person will be present. No surprises!
42. Family members and friends authorized by the Court to participate in visits, who do not comply with the Guidelines and rules will cause the termination of the visit and of their ability to participate in SV or ME services in the future. Monitor is not required to make up any time lost due to a Visiting Parent or Visiting Parent's guests' behavior.
43. Do not surprise your Monitor with random documents, extra visitors or other shenanigans. Anything that appears to be contrived, unplanned or in any way questionable will be rejected and may cause termination of visit and/or of SV services. The goal is safety, security and consistency for your children and for all others involved.
44. In the event of Multiple Center Visits, Parents will avoid interacting with other visiting families. Parents will respect the privacy and confidentiality of other visiting families.
45. Monitor is not "Team Custodial" nor "Team Visiting." Monitor is a neutral third party. Parents agree to adhere to the guidelines outlined in the Supervision Neutrality Agreement form. Any attempts to align with Monitor may result in termination of SV services.

I have read (or have read to me) and understand the Guidelines related to supervised visits. I understand that non-compliance with any rule or challenging Monitor may lead to immediate termination of visit and/or services.

Printed Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

SASVM Policy Procedure Guidelines

*Crested 10.16.2023*