



Supervised Visitation Guidelines

GUIDELINES FOR BOTH CLIENTS

Please review the following guidelines as you will be responsible for your actions. These guidelines will be discussed with each parent during their orientation/intake process. You will be given an opportunity to ask questions at that time or any other time we are providing services. Please sign and return to the agency to help expedite your first visit. Failure to follow these guidelines could result in the termination of our services. If you have any questions or concerns about any of the guidelines, please contact us at (314) 608-2143 (Chad) or (314) 744-9407 (Sanda).

SCHEDULING VISITS

The visiting parent is required to contact the agency via telephone call, or text message no later than three days prior to the requested visit. The agency will notify the designated supervisor who will contact the visiting parent to confirm the date, time, and place for the visit. The supervisor will then contact the residential parent to confirm the same. The agency's contact phone number is (314) 608-2143 (Chad) or (314) 744-9407 (Sanda).

The visiting parent is responsible for paying for admission to all events/activities for the children as well as for the supervisor. The visiting parent will pay the supervisor at the beginning of each visit. Checks and money orders should be made payable to Vista Counseling. A \$50 fee will be charged for any returned checks.

Credit card payments are accepted. If a credit card is declined, there is a \$10 fee assessed each time it is declined. We will contact you to make arrangements prior to attempting to run it a second time.

PICK-UP AND DROP OFF OF THE CHILDREN

The parties are not to have contact with each other during the exchange of the children, unless otherwise approved. The visiting parent should arrive 10 minutes early and wait



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inside or at the location where the visit is to take place. The residential parent will deliver the child to the supervisor at a prearranged location. The residential parent does not have to exit their vehicle as the supervisor will take possession of the child from the residential parent's vehicle. The residential parent will depart immediately after the supervisor has possession of the child. After the visit concludes, the visiting parent will remain at the designated location until released by the supervisor after the child(ren) depart. Exact arrangements are made on a case-by-case basis. Final arrangements for exchange of the children are up to the supervisor, and parents are expected to comply with the supervisor's instructions in this regard.

CANCELLATIONS/LATE AND MISSED VISITS

Failure to notify the agency regarding a cancellation will result in cancellation fees for the person canceling the visit. The canceling party will incur the full fee of the session if they fail to notify the agency of a cancellation less than 48 hours prior to the visit. If both sides fail to show up for a visit each side will be responsible for their portion of the full fee. Likewise, if a visit is canceled due to noncompliance on the part of one or both parents the noncompliant person(s) will incur the full fee of the session.

Child illness exception: If the canceling party notifies the agency at least 24 hours in advance that they are canceling the visit due to the child being ill and they provide the agency with written notification from a physician within 48 hours after the visit they will not be held responsible for the cost of the supervised visitation session. The note must contain a statement from the physician specifically stating that the visitation should not occur. A statement such as "the child should not attend school or daycare" will not suffice and a makeup visit can be scheduled based on staff availability.

If a parent is going to be late, please notify the supervisor by telephone. If a parent is more than 15



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minutes late, the visit will be canceled, and the late parent will pay the fee for the full scheduled session. No exceptions will be allowed and no subsequent visits will be scheduled until the late fees are paid. If it is decided you will not be using Vista supervised visitation services any further, you must notify the agency. Do not depend on the courts, your attorney, or the other party to do so. If there is a scheduled visit that does not occur because the parties have not notified the agency, the visit will be treated as a missed visit. Two missed visits will result in the termination of services.

INTERACTION DURING SUPERVISED VISITS

Parties are expected to take care of and be responsible for managing the children's behavior during visits. Parties are expected to set limits and discipline appropriately when needed, however physical discipline of any type (spanking, "swatting," pinching, or any other type of corporal punishment) is not allowed.

Children who are potty trained will use the restroom privately without the visiting party. If a child is in diapers or pull-ups the supervisor will remain with the visiting party during changes. All contact between the visiting party and children must remain supervised.

Parties are expected to interact with the children in a positive and supportive manner. Any communication or behavior that is emotionally or physically threatening to the child is not permitted. Profanity, derogatory comments, or comments that paint the other parties in a negative light are not permitted.

Discussion of the litigation, the current legal situation, or issues involving the court with the child or other adults is not permitted. This includes any discussion of potential future issues that are not currently authorized by the court, such as "when this is all over," or "if you get to live with me..."

All conversations between the parties and the children must be audible to the person supervising the visit. Conversations between the child and the parties must be in English



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unless a staff member is available who is multilingual.

Interrogation of the child is not permitted. What behavior constitutes interrogation is left to the discretion of the supervisor, but includes using the child to gather information about the custodial party and/or leading the conversation in such a manner that encourages the child to reveal such information. Conversations should be natural and directed by the children's interests. Conversations should focus on the here and now rather than the future possibilities.

Children are not to be physically examined or inspected during supervised visitation.

Threats of physical violence will not be tolerated. All parties must conduct themselves in a manner that clearly demonstrates that the well-being of the child is their highest priority.

The supervising staff will determine appropriate and inappropriate behaviors and conversations with the children. Parties are to comply with the limits set by the staff without complaint, comment, or further explanation during the visit. Parties may contact the agency during business hours after the visit if they have questions regarding staff directives.

Children are not allowed to talk on the phone or interact with others online (including online gaming) during visits as it is not possible to properly supervise such interactions.

The visiting parent should refrain from being on the phone during a visit unless necessary.

The agency will allow only the exchange of the children and the items for the children.

Neither the visitation site nor the children should be used to pass messages, exchange items, or serve the other party or the agency. The only exception to this is that messages regarding medication for the children will be allowed.

GIFTS

Gifts may be given to children; however, gifts should be new and in original



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packaging. Nothing should be given to the child at any time with the understanding that it is theirs "when they go home" with the visiting party or that the gift is otherwise not freely given. Gifts should be moderate in cost, reasonable in number and size, and age-appropriate. The number of gifts and sizes of the gifts are restricted to what the children can easily carry in one trip to the other party's vehicle. The agency reserves the right to inspect any items brought by the delivering party or any item from the visiting party prior to presentation to the children.

Gifts are to go home with the child unless the child wants to use the gift at future visits or the child refuses to take the gift home with them.

PHYSICAL CONTACT BETWEEN THE CHILD AND THE VISITING PARENT

Children will be allowed to hug and or show affection to the visiting parent at the beginning and end of each visit. Excessive signs of affection during the visit will be monitored and addressed on a case-by-case basis. If there are allegations of sexual abuse, the visiting parent is not allowed to place their hands on the child in any way the staff deems inappropriate. During the intake procedure, the visiting parent will be given examples of inappropriate contact depending on the allegation or the child's preference or comfort level. Unless deemed inappropriate by the agency or limited by the court, parties may have appropriate physical contact with the child. The parties are to ensure the children do not inappropriately expose themselves during the visitation. If parties encourage the children to assume inappropriate poses the visit may be terminated.



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PHOTOGRAPHY/VIDEOGRAPHY

Taking reasonable photographs of the child will be allowed on occasion, however video or audio recording by visiting parents, guardians, or other non-employees of Vista Counseling, LLC is strictly prohibited and is grounds for immediate termination of services. Our facility is monitored for security purposes by video recording equipment. These recordings will only be made available to law enforcement in the event of a crime occurring on our premises.

GUESTS DURING VISITS

The agency has the discretion to approve or disapprove guests during visits. Each case is reviewed and approved based on the case history and the relationship history each guest has with the child. Each visit is reserved so bonding can occur between the child and the visiting parent and sometimes having guests can distract the child from the parent. Guests are not allowed until after 2 visits have occurred between the visiting parent and the child. Please seek guest approval three days in advance by calling the agency and providing information about each guest. The custodial parent will be contacted regarding any guest approval. No more than 2 guests are allowed per visit. The director will contact each guest and review the basic rules they are expected to follow. Each guest will have to pay \$10 per hour or the visiting parent can include guest fees as a portion of their fees. Guests can be present during part or all of the visit. No fees will be waived for guests.

INTERACTION WITH SUPERVISING STAFF

The supervisor is present to observe and record the behaviors of and interactions between the adults and children. Supervisors may interact when necessary or appropriate at their



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own discretion. Either party can initiate the involvement of the supervisor in conversation or activities if they choose to do so, and it can be done without infringing on their activities, bonding, or communications.

Parties are not to involve the staff in discussion disparaging the other parties, providing personal information regarding the party or the other parties, getting staff to try to "take sides," or discussing their opinion of the court orders. Parties are not to ask personal questions of the staff, nor are they to offer gifts.

During exchanges and visits, parties are not to discuss with the staff the case, litigation, concerns, complaints, questions, or the other party. These issues need to be addressed in writing to the agency at times other than during the exchanges.

Outside of notifications to the supervisor of immediate issues occurring on the day of a supervised visit all case-related communication should be directed to the administrative office.

All supervisors are required by law to report any reasonable suspicion of child abuse or neglect. This includes physical, sexual, or emotional abuse and physical neglect. Staff will also contact the appropriate authorities if there is harassment, threats, or physical contact during exchanges.

All communication regarding scheduling, changing/moving visits, is to go through Chad or Sanda.

If there are any concerns or questions regarding rules or other information relating to the supervised visitation program, please direct them to Chad or Sanda.

OTHER GUIDELINES

The supervisor determines the correct time concerning appointments, services, lateness, and cancellations. Supervision services can be terminated for any reason deemed necessary, including:



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- If ongoing contact appears too stressful or traumatic for the child
- The agency determines that it cannot effectively address safety or other issues involved in the particular case
- The case places an undue demand on the agency's resources
- A party harasses or threatens staff or other parties
- One or both of the parties fail to comply with guidelines for service

The children and the parties should be dressed in appropriate and unrevealing clothing. Children wearing skirts or dresses should have shorts on under their dresses.

There is no smoking, alcohol use, or other substance use allowed at any time during supervised visitation.

Parents are not allowed to carry weapons of any sort during supervised visitation.

Parents should secure any weapons in the home so that they are not accessible during supervised visitation. Weapons include but are not limited to, guns, knives, tools, pepper spray, mace, explosives, fireworks, acids, chemicals, or any other similar object.

No alcohol consumption prior to or during a visit. If a visiting parent appears to be under the influence of alcohol or drugs, the supervisor has the right to terminate the visit. The fees are non-refundable.

Unless a court has prohibited specific interactions during a visit or a licensed health professional provides written documentation regarding a potential emotional or psychological threat to a child from specific interactions, parent-child interaction that falls within the agency guidelines will be permitted. This may include the visiting parent and children watching movies or playing games that the custodial parent may not always approve of, as long as such activity is age appropriate.



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RECORDS REQUESTS/SUBPOENAS

Copies of records will be provided in response to written requests. A business records affidavit can be supplied with record copies if requested. Information regarding supervised visits will be provided to attorneys, psychologists, or social workers involved in your case. Please note that for the purpose of Chad Rackers' and Sanda Gunn's MO State Counseling

certification, their records are reviewed by their Counseling Supervisor, Dr. Marsha Andreoff. She has full

access to and can review any records that Chad Rackers or Sanda Gunn creates.

Disclaimer for released records: information released is based on staff observations. There will be fees whenever a supervisor is subpoenaed to testify in court, fees will be paid in advance by the requesting party and subpoenas can be delivered to the agency via US Mail or email. Please allow 7-10 days' notice for court appearances. Fees for court appearances are non-refundable.

Please understand that supervisors do not provide evaluations of the families who use our services or make recommendations about future arrangements for parent/child access. The observations are of parent-child contacts that have occurred in a structured and protected setting are what are contained in our summaries. No prediction is intended about how contact between the same parent(s) and child(ren) might occur in a less protected setting and without supervision. Care should be exercised by the users of these observations in making such predictions.

If we are issued a subpoena for court, the following charges will apply:

- \$100 per hour of testimony, case preparation, travel, and conversations with attorneys relating to the case.



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- 8 hours minimum deposit will be required for our attendance. It may be more if the circumstances dictate so.
- If we are canceled less than 7 days (168 hours) prior to our scheduled appearance, the \$800 deposit will be non-refundable, as we have to clear our entire day for court.
- Compliance with subpoenas will be billed at \$70 per hour of preparation, conversations, delivery, notarizations etc. A credit card will be required, and payment will be required prior to the information being provided.
- If consultation with our attorney is required, those costs and time spent will be reimbursed at their rate (whatever it costs us) and our rate as well. (\$70 or \$100 depending on the reason for the conversation)

EMERGENCY RESPONSIBILITIES SPECIFIC TO CHAD'S ASSIGNMENTS

Periodically, I am called out for emergency police actions, primarily related to Tactical Operations or mental health life-threatening crises. I generally have no advance notice of these events. In the event I am contacted for these situations, I make every effort to find an emergency replacement for your visit. If I have to cancel your visit as a result of these events, I will make every effort to reschedule it as soon as reasonably possible. In addition, I will contact you by text or phone as soon as feasible to make you aware of the cancellation. These events are not commonplace but do occur a few times per year.

ACKNOWLEDGEMENT OF UNDERSTANDING

The most important guideline to remember is that parties are expected to comply with directives from the supervisor during visits. Although parties may not



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understand why an instruction is given or agree with the instruction they are given, the time to address questions and concerns is not during the time assigned for supervised visitation.

These guidelines are not meant to be all-encompassing. Additional arrangements may be appropriate based on changing case specifics.

COMMUNICATIONS WITH ATTORNEYS

Any communications/observations/interactions occurring between the supervisor and/or anyone involved in the visits that are related to the visit or related to the health and welfare of the child can be communicated with any attorney of record on the case, especially the GAL or anyone officially responsible for the health and welfare of children. There is no expectation of privacy in communications of those types.

COSTS ASSOCIATED WITH SCHEDULING, ORIENTATIONS ETC.

In cases where communications with the GAL or other attorneys are necessary to fulfill the obligations for scheduling, orientations, cooperation, etc. Charges will be incurred by the party financially responsible for the visit at the hourly rate of the visit. We are aware that, in many cases, the party that is not being cooperative is not the financially responsible party. We will make every effort to keep these costs to a minimum.



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I HAVE RECEIVED AND READ A COPY OF THESE GUIDELINES. I UNDERSTAND THE SUPERVISING AGENCY RESERVES THE RIGHT TO REVISE AND/OR CHANGE POLICIES AT ANY TIME OR MODIFY GUIDELINES ON A CASE-BY-CASE BASIS. MY SIGNATURE BELOW INDICATES I UNDERSTAND THESE GUIDELINES AND AGREE TO FOLLOW THEM. I UNDERSTAND THAT THE INFORMATION GATHERED DURING SUPERVISED VISITS MAY BE RELEASED TO THE COURT AND OTHERS AUTHORIZED BY THE COURT TO HAVE SUCH INFORMATION. I UNDERSTAND THAT IF I DO NOT COMPLY WITH THESE GUIDELINES SUPERVISED VISITS MAY BE SUSPENDED OR TERMINATED AND NOTICE OF SUCH MAY BE PROVIDED TO THE COURT.

Signed this _____ day of _____, 20_____.

Client: _____ Relationship to the child _____

Client Signature: _____