



Supporting Hands Family Center Agreement for Visitations

(Note: All fees are to be paid on time before services begin)

It is agreed that each Parent/Guardian and the Professional Provider make every effort to ensure child(ren) and Visiting parent have a safe and enjoyable Visit. To do so the

Name: _____ Case # _____

Address: _____

Email: _____

Phone # 1 _____ Phone #2 _____

Attorney name: _____ Attorney phone number: _____

Other party name: _____ Other party phone number: _____

Special need for child: _____

Name of minor child(ren) and DOB.:

Name: _____ DOB: _____

Name: _____ DOB: _____

Name: _____ DOB: _____

Name: _____ DOB: _____

Name: _____ DOB: _____

Name: _____ DOB: _____

Emergency Contact (in the event something happened to you):

Name: _____ phone #: _____

Fees for Service:

- A) I agree to pay \$35 for the intake registration fee.
- B) I agree to pay \$40 per hour of visitation (\$5 extra per child/per hour in cases with two or more children).
- C) If I or my attorney Subpoena the provider, I agree to pay \$300 in advance, per day served. (Additional \$150 per monitor if more than one monitor is needed). All subpoena's must be personally served to our office at least 10 **court days** in advanced.
- D) I agree if I am running late to a visitation, I will call Supporting Hands Family Center to notify them. After a five-minute grace period, I agree to pay \$1 per minute. Time of appointment will **NOT** be extended past original end time due to tardiness.
- E) I agree if I cancel within 24 hours of the next appointment, I will pay full price of the originally scheduled appointment. If I cancel within 48 hours, I will pay ½ of the original scheduled appointment price.
- F) Reports will be completed upon a written or verbal request by the parent or attorney requesting. A summary report consists of a list of visitation dates, duration of visits and any cancellations. A detailed report gives a list of visitation/exchanges time, dates and details of each appointment.
 - 1. Summary report within a 10+ day request - \$30 (15 or less appointments)
 - 2. Summary report within less than 10-day request - \$45 (15 or less appointments)
 - 3. Detailed report: Calculated per report:
 - up to 5 (\$12 each)
 - 5-7 (\$10 each)
 - 8-9 (\$8 each)
 - 10+ (\$7 each)

Rush fee:

 - Needed within 3 days or less: (\$10)
 - Needed within 4-6 days: (\$7 additional per report)
 - Needed within 7-10 day: (\$5 additional per report)
 - Needed within 11-13 days: (\$3 additional per report)
 - Needed 14+ days in advanced (No rush fee)
 - Termination letter: \$35
 - Individual incident/update report: \$15

Note: We do not accept requests for reports further than 30 days in advance. Reports will be typed up, up to the day you requested the report. Any further days wanted beyond the day you requested, must be requested separately.

Initial: _____

- G) If a child is showing signs of heavy distress and/or no desire to visit non-custodial, we will **NOT** force the child to perform a visit. Visit will be canceled while **full fees** of scheduled visit is still required. (Children 3 years and younger are given to non-Custodial for visitation. Non-Custodial will have 20 minutes to get the child to calm down. If the child is still crying, showing signs of distress and/or asking to leave, the Custodial parent will be contacted and the visit will be canceled early.)
- H) No process servers. If service is performed at the facility, there will be a \$75 fee as well as only **one warning**, before termination.
- I) \$50 maintenance fee plus cost of replacement or maintenance of any SHFC property if damaged. Any mess that requires cleaning above the ordinary will be an additional \$15 charge.
- J) Toy pick up fee, \$15 if toys and trash are not put away after visit.
- K) Over time fee on visit \$3/minute with maximum of 10 minutes. After 10 minute maximum, automatic \$50 fee in addition.
- L) In the event a custodial is late picking up their child(ren) from a visit they will be charged \$3 per minute starting at the scheduled end time of the visit.
- M) Holiday visits are 1.5x the rate of normal visits (\$60 per hour). Holiday visits must be scheduled a **minimum of 3 weeks** in advance. Holiday visits max out at 2 hours. Your scheduled weekly visit will not be scheduled automatically on the following Holidays.
(Holidays include: New Years, Easter, 4th of July, Thanksgiving, Christmas eve, and Christmas.)
- N) If any payments are left on your account, a \$10 fee will be added for every 2 weeks that a balance remains, until it is paid off in full.

- O) Additional people outside of visit approved to accompany visit is \$10 each person per hour, ages 4 and up. (Maximum of 3 persons in a visit at a time).
- P) All credit/Debit card payments will have an automatic 3.99% fee added to them when used at the agency. Cash is still accepted and will have no fee added when used. No checks will be accepted.
- Q) All fees are to be paid within 2 weeks of occurrence. Failure to do so will result in being removed off schedule.
- R) Owings fees over \$40 may result in removal from schedule until fees are caught up. If this is to happen, Supporting Hands will contact you and notify you of removal.
- S) Requests for video footage must be made within 10-days of incident or occurrence of desired footage. Failure to request within 10-days may result in footage being deleted due to memory space. Footage is \$100 per day needed.
- T) Any time a payment for a service or fee isn't made before or at time of receiving that service or fee, a \$10 convenient fee will be added to your fee owed.

Initial: _____

Cancellation/rescheduling policy:

Any cancellations or desire to reschedule a visit that is already on schedule must be done via email to: **shfcvisits@gmail.com**

In the subject line include your last name and the other party's last name and the word "Cancellation".

In the body of the email please include who you are, the details of the visit you are cancelling (Date and Time) and the reason if you'd like to provide one.

If you choose to reschedule a visit less than 48hrs. before visit is to take place, you will still be charged a cancellation fee for that visit being rescheduled.

If you choose to reschedule a visit more than 48hrs. ahead of time, you will not be charged a fee.

NOTE:

You may receive reminders from square stating to "confirm" your visits. **These are only reminders.** If you do not confirm the visit, you are still held responsible to be present for the scheduled visit unless you follow the proper steps to cancel. If for any reason you do not receive a reminder text, that does not mean your appointment is cancelled. You are always welcome to call

SHFC to confirm your visit. Your normal scheduled visits will remain for original scheduled time unless you, or the other party cancels. In the event there is a cancellation, you will be notified.

I read/agree and am fully aware of the process of cancelling visits. I understand that failure to cancel a visit properly before 48-hours before my appointment will result in a cancellation fee added to my account.

Initial: _____

CA. Standards 5.20 (m)

Sexual allegation cases: In addition to the above guideline, the following must be avoided:

- a) No exchanges of gifts, money, or cards:
- b) No photographing, audiotaping, or videotaping of the child.
- c) No physical contact with the child.
- d) No going in to, or assisting child(ren) in restroom. No changing diapers.

Check: Yes or No if there is a Sexual Allegation(s) in this case, with your Initial at the bottom.

Initial: _____

CA. Standards 5.20 (I)

Supervised Visitation guidelines:

The following must be avoided:

- a) No inappropriate touching of the child(ren) body.
- b) No inappropriate demands for physical contact.
- c) No use of foul language.
- d) No shouting or yelling at anyone.
- e) No threat of physical abuse or violence to anyone.
- f) No attempts to move child(ren) away from the sight and/or hearing range of the Provider.
- g) No whispering or passing notes (unless note was previously evaluated by monitor before given/read to the child(ren)).

1. Parents and/or designees must avoid each other completely.
2. There will be no correspondence or messages to the other parent by means of child(ren), provider, etc.
3. Providers will only exchange information in regards to the child(ren) medical needs or visitation. Only prescription medication may be sent in pre-measured doses.
4. Custodial and visiting parties are responsible to meet the needs of the child(ren), while the children are in each individual's care.
5. Parents must not share details of court information, court documents with the children, make promises to the children about future living arrangements, time sharing, or visitation modifications.
6. Parents shall not speak negatively about the other parent, or the other parents' friend/family in front of the children. Any concerns should be addressed independently during office hours.
7. Parents must not question the child(ren) about the other parents' activities, or whereabouts.
8. Parents are to speak only the language that the supervised visitation monitor is fluent in during visits.
9. Pictures and videos are allowed; however, no staff is to be in pictures or videos failure to abide will result in privilege being revoked.
10. No video chat with other individuals during the visit, unless approved by the court and/or Custodial parent.
11. No phone calls, texting, or social media allowed for the visiting parent, during the visitation. Phone use can only be used for purposes of watching videos, playing games or for the camera to take photos (no Snapchat camera will be permitted) The Monitor will view everything that is on the phone, being shown to the child(ren).
12. Weapons, or any article that could be used as a weapon, is not permitted during visitation.
13. Family/Friends not listed in court order may not be present during visitation. Any request for additional person(s) in visit outside of court order must be pre-approved by custodial before arriving for visit.
14. The visiting parent may bring a snack, or food during the visit. Dietary requests are acknowledged, but not enforced unless custodial brings in note from doctor in regards to health, allergies, etc.
15. All Gifts must be checked prior to entering agency. All gifts must be for children only. No gifts will be given/passed to the other party/parent. Exceptions would be for homemade presents made by children only (i.e. Colored picture, craft, etc.)
16. If you choose to bring any additional backpacks, purses, or bags into the agency be prepared for them to be checked.
17. SHFC is a smoke free environment, on agency property.
18. Parents shall provide and maintain current copies of court orders relevant to any services provided by supporting hands.
19. All persons transporting children must provide and maintain current copies of driver's license with Supporting Hands.
20. Parents must provide and maintain current contact information with Supporting Hands.

21. Supporting Hands does not provide any child care services, therefore requires at least one parent, or other assigned guardian present with the child at all times.
22. Custodial parent pickup from supervised visit must return 10 minutes early.
23. Non-compliance with policies or challenging SHFC staff may lead to termination with no refund.
24. Parents shall not coach, lead, or manipulate child(ren).
25. Supporting Hands Family Center is not responsible for any injuries on property or negligent act of persons on property. They are also not liable for any damage to personal property.
26. Failure to appear within 20 minutes of appointment with no call, will result in cancellation and full fees charged to the parent who did not make an appearance.
27. If medication or vitamins is needed during visitation, custodial parents must provide written consent for non-custodial to administer to the child. Only prescription medication, pre-dosed, will be accepted.
28. If SHFC has any suspicion of the visiting party being under the influence of drugs or alcohol, SHFC will terminate the visit while full fees of scheduled visit are still due.
29. Do not ask for the opinion of the monitor on personal matters.
30. No relationship between monitor and parent.
31. No asking for additional people to be included in the visit in front of the children.
32. No asking for change of scheduling in front of children.
33. Any question about visitations or rules of visitations, must from the child(ren).
34. No spanking, hitting, or threatening the child.
35. No emotionally draining questions. (Example: Do you miss me? Do you love me? Do you want to come home? Etc.)
36. The provider has to be present at ALL times during the visit.
37. Custodial parent and/or non- custodial designees (for ride-share purposes) must not remain in agency parking lots beyond designated time.
38. Parties are to arrive at staggered times apart by 15 minutes. Parties can only come up to 10 minutes early to their designated time. SHFC will inform parties of their designated arrival times.
39. Clients are not to go beyond their waiting rooms unless directed so by an SHFC staff.
40. Pets are not allowed at agency.
41. Clients are not to have personal conversations with Monitors during their visits. Questions on the visit may be allowed when asked away from the child.
42. When departing from the agency, clients with the child leave first. The other party must wait a minimum of 5-minutes before departing from SHFC unless directed otherwise by SHFC staff.
43. No discussion of outside communication is allowed, regardless of what is stated on the court order about outside communication between parents and children.
44. No attempts to obtain location of children's housing, school or planned activities (example: locations of camps, lessons, practices, etc.)
45. Children under 5 years old may not play with balloons during the visits.

46. Parents are responsible to re direct children from inflicting any harm to selves, including but not limited to: picking at scabs or old wounds, excessive scratching of selves and rashes, etc.
47. Parents may not gift or transfer Air Tags or devices with capabilities of tracking.
48. Parents are responsible for contacting SHFC to schedule their visits if you are not placed on a recurring schedule. BOTH parties must agree to any schedule changes being made. You must contact SHFC by the Thursday prior to the upcoming week for ANY and ALL schedule changes.

Initial: _____

Terminating service:

The provider reserves the right to refuse access, cancel, or terminate a visit or all services.

CA. Standards 5.20 (K)

Confidentiality:

- a) No privilege of confidentiality exists between me and the provider. This includes, but is not limited to any communication of any form.
- b) Details on cases will remain confidential except when:
 - i. Requested by the court, mediator, court investigator, or evaluator in conjunction with a court ordered mediator, investigation or evolution.
 - ii. Required by child protective services.
 - iii. Required by law enforcement agency.
 - iv. When a report is requested by either party or their attorney.
- c) In addition, my case file may be reviewed during an evaluation by the evaluator or attorney.
- d) The provider will keep identifying information such as, addresses, place of work, phone numbers, etc. confidential. This information will not be included in any reports except when ordered by the court, reporting child abuse or to police agencies in the event of abduction.

Off-site visitation:

Off-site visitation is allowed as long as the following requirements are met:

- a) No reasonable concern for abduction.
- b) At least 1 visit has been performed at the agency.
- c) No more than 3 children at a time.
- d) When off site, non-custodial must continue to remain with-in sight and hearing range of the provider.
- e) Off-site visitation is to only be traveled by walking. No driving or any other vehicle for transportation is allowed. Off-site visits can only take place on the path straight to and at the shopping center on the South-East corner of Shaw and First including the stores and restaurants in that shopping center.
- f) Off-site visits are to be concluded without challenge when staff say to return back to agency. Off-site visits are not permitted when it is dark.
- g) Off-site visitation is only granted with permission from Custodial parent, unless mentioned otherwise in court order.

Note: Staff has the ability to suspend off-site visitation for any reason, or rule violations.

Custodial parents only:

Your consent or non-consent may be modified later at a time of your choosing for any reason.

- I consent to off-site visits
- I do not consent to off-site visits
- Court order allows off-site visit

Initial: _____

Designated parking areas:

Custodial parents dropping children off and picking them up from a supervised visit will ALWAYS park in the parking lot West of the 4836 building and will enter in through suite 102. If the parking lot immediately in front of the building is full, you may park in any of the parking lots WEST of the building. Note: Custodial parents are to never go to or toward East area of building

unless instructed otherwise by an SHFC staff member as it is the designated area for the other party.

Non-Custodial parents arriving to supervised visit will ALWAYS park in the parking lot East of the 4836 building and will enter in through suite 101. Note: Non-Custodial parents are to never go to or toward West area of building unless instructed otherwise by an SHFC staff member as it is the designated area for the other party. When arriving to the agency you must maintain a direct path without stopping to your designated parking area.

Note: If these rules are violated for any reason, the visit may be terminated. If the child becomes upset and/or wishes not to continue the visit, the visit may be terminated. In both cases, all parties will be notified. Fees are not refundable.

This agreement for service has been explained to me and I agree to and understand the terms and conditions listed above. I have been given a copy of this agreement. I understand that failure to comply may result in immediate withdrawal of services being offered.

Parent name (print) _____ Date: _____

Parent signature _____

Monitor signature. _____ Date _____

Monitor name _____

Are you court ordered for any court approved classes or voluntarily wish to take any classes? If so, please check next to each class:

Parenting class (12-hour) _____

Basic co-parenting class (12-hour) _____

High-conflict co-parenting class (12-hour) _____

Co-parenting plus _____

Anger management (12-hour) _____

Batters-intervention (52 week) _____

Phoenix program (Domestic violence victim) (26 week) _____

Other: _____

Other court ordered service:

Con joint counseling _____