



Supervised Visitations Policies & Procedures

Harmonized Healing Counseling Services, Inc.'s (HHCS) supervised visitation is centered on the best interest of the child (children). However, we also take into consideration the needs of the visiting parent and the custodial parent. The goal of this program is to ensure the safety of all parties involved in the supervised visitation program. All parties must agree to the terms and conditions of this agreement.

SAFETY & PROTOCOL

The central criterion of safety is that there is a match between the capacity of the provider, the service being provided, and the needs of the risk presented by the family. HHCS cannot guarantee safety; adult clients remain responsible and accountable for their own actions.

DECLINING UNSAFE CASES

HHCS reserves the right to refuse any case when safety needs and risks presented by the family cannot be managed.

GENERAL POLICY FOR SECURITY

HHCS makes every reasonable effort to ensure that security measures are provided, which include, but are not limited to:

- Intake & case review;
- Collaborating with local law enforcement to facilitate a rapid response;
- Reviewing security measures on a regular basis;
- Ensuring the facility meets all state & local fire, building, and health codes; and
- Establishing written protocols for emergency situations

Neither party may have any weapons at any time. This includes but is not limited to guns, knives of any kind, mace, pepper spray, or any other object intended to harm another person.

Each party is expected to not be under the influence of drugs or alcohol before, during, or at the visitation. Visits will be terminated if the visit supervisor **suspects** either party has used, is using, or is in anyway under the influence or intoxicated by legal or illegal drugs or alcohol.

If the visit supervisor **suspects** any party is in possession of legal or illegal drugs or alcohol before or during the visitation, the visit will be cancelled.

No party may use violence, profanity or abuse (verbal or nonverbal) during visits.

No corporal punishment of any type is allowed during the visit. No hitting (including spanking) or force may be used as punishment during the visit. The use of "time-out" is recommended when discipline is necessary.



Derogatory comments to or about the child(ren) or the other party are not allowed.

Interrogation of the child to gather information about other parties or living situations and / or leading the conversation in such a manner that encourages the child to reveal information outside normal conversation about people or events is not allowed.

No child(ren) shall be used to transfer or disseminate documents, gifts or any other information or artifacts from one parent to the other parent.

The visit supervisor will notify all necessary parties if there has been any violation of the policies & procedures, injury, illness, critical incident, or an incident that presents a risk to the child, parent or visit supervisor's safety.

No parents are allowed unsupervised in the restroom with the child(ren) without prior permission.

HHCS, its employees and contractors are required by law to report any reasonable suspicion of child abuse or neglect to Child Protective Services. This includes physical, sexual, or emotional abuse and physical neglect.

ADDITIONAL SECURITY MEASURES

In cases when there is a risk of violent behavior or high conflict interaction by one parent against the other or between both parents, HHCS will have:

- Written policies & procedures that describe the layout of the premises or other arrangements that keep parents physically and visually separate;
- Written procedures so that contact or interaction between the parents does not occur;
- Copies of relevant court documents readily available;
- A safety plan for the agency; and
- A plan for safe arrival and departure and safe use of the service for client at risk.

CASE SCREENING

HHCS recognizes that safety policies & security measures are not a substitute for screening for potential risks of harm. HHCS will maintain policies & procedures to screen for risk on a case by case basis.

STAFF TO CLIENT RATIO

The ratio of supervisor to child must be tailored to each case. In cases requiring supervision of more than one child, a provider must consider having more than one visit supervisor present during visitation. If it is



determined that more than one supervisor is necessary, an additional charge for adding such supervisor will occur. Visit supervisor to client ratio will depend on:

- Nature of the supervision necessary for needed safety in each case;
- The degree of risk factor present in each case;
- Number and ages of children being supervised;
- The number of people visiting the children during the visit;
- Duration and location of the visit;
- Experience of the supervisor.

CRITICAL INCIDENTS

During intake, HHCS will review its written policies & procedures with all parties regarding critical incidents including recording, reporting, and actions taken to resolve the incident.

FEEDBACK FROM PARENTS

HHCS will inform a parent if there has been an injury to their child and/or a critical incident during a supervised visit or an incident that may present a risk to that parent's safety. An exception may be made if the critical incident involves a mandatory report to Child Protective Services and Child Protective Services instructs HHCS not to inform the family. HHCS will inform a parent if he/she have violated the terms of its policies and procedures which may lead to suspension or termination of services.

PROTOCOL FOR SEXUAL ABUSE CASES

HHCS visitation supervisors will adhere to the following policies & procedures for the supervision of cases with allegations or findings of sexual abuse that provide for the safety of all participants using the service:

- All supervisors facilitating parent/child contact when sexual abuse has been alleged or proven must have specific training in child sexual abuse and its effect on children;
- The contact between the visiting parent and the child must be supervised continually one-on-one so that all verbal communication is heard and all physical contact is observed;
- If there is an allegation of sexual abuse that is under investigation, HHCS may not accept a referral or may suspend services unless there is a court order to the contrary or an opinion by a sexual abuse expert involved in the case.
- In cases where there are allegations of sexual abuse, we will not allow the following behavior, unless otherwise agreed upon by the parties or ordered by the court:
 - Exchanges of gifts, money or cards;
 - Photographing, audio recording, or video recording of the child;
 - Physical contact with the child such as lap sitting, hair combing, stroking, hand holding, prolonged hugging, wrestling, tickling, horse playing, changing diapers, or accompanying the child to the bathroom;
 - Whispering, passing notes, hand or body signals; and



- Supervised visitation in the location where the alleged sexual abuse occurred.

PROTOCOL FOR DOMESTIC VIOLENCE CASES

HHCS visitation supervisors will adhere to the following policies & procedures for supervision of cases with allegations or findings of domestic violence that provide for the safety of all participants using the service:

- HHCS will develop and implement an individual plan for safe arrival and departure and safe use of the service for the client at risk;
- HHCS will refer any victim of domestic violence to a resource expert that can assist and help the victim in developing a personal safety plan;
- HHCS will develop and implement policies and procedures that address no shared decision-making, unless in a specific case shared decision making has been explicitly ordered by the court; and
- HHCS will develop and follow policies regarding no contact or interaction between parents, unless in a specific case contact or interaction is allowed by order of the court.

EMERGENCY PROTOCOL

HHCS visitation supervisors will adhere to the following policies & procedures for responding to emergency situations, such as abductions, physical threats, verbal threats and general threats to the safety of all participants using the service;

- All visitation supervisors will receive, prior to providing services, training on crisis prevention and crisis intervention, including but not limited to, de-escalation techniques, conflict-resolution techniques, decision-making training, levels of intervention required, and other training appropriate to enhance the ability of the supervisors to respond to crisis.
- In the event that the supervisor perceives that proper intervention is beyond his/her ability to safely resolve the crisis situation, supervisor will call 911 and report the incident to the authorities. Supervisors will follow any directions given by the authorities to address the safety of all participants.
- Visitation supervisor will contact the Program Supervisor and the custodial parent to report the incident.
- Visitation supervisor will document the incident in the visit notes and complete a Critical Incident Report Form.

ABDUCTION PROTOCOL

A threat of abduction will be considered as serious as an abduction attempt and the visit will be terminated immediately. The following steps will be taken in the event of a threat or attempt to abduct a child(ren) during visitation:

- The parent threatening or attempting the abduction will be asked to leave the premises immediately.
- The supervisor shall remove the child(ren) from the area where the visiting parent is located if the parent refuses to leave and call the custodial parent to come pick up the child(ren) immediately.



- In the event the non-custodial parent removes the child(ren) from the visitation site, the supervisor shall immediately call 911 and report that there is a child abduction in progress.
- The visit supervisor shall follow the direction given and give all relevant information requested by the law enforcement or emergency dispatch professional.
- The visit supervisor shall inform the custodial parent as soon as possible after alerting the local authorities of the abduction.
- The visit supervisor shall document all events in the visit notes.
- The visit supervisor shall inform the program supervisor of the incident.
- Future visits shall be terminated.

ROLE OF THE SUPERVISOR

HHCS' visitation supervisor's role is to review with all parties and ensure that all rules of supervision are consistent with the court orders and adopted recommendations of a mediator are followed.

During the visit, the visitation supervisor acts as a neutral and objective observer of the interaction between the visiting parent and the child(ren).

During the visit, the visitation supervisor's role is to ensure the safety and welfare of the child(ren). If necessary, the visitation supervisor has the right to terminate the visit if he/she believes that continuing with the visit presents eminent danger to the emotional or physical safety of the child.

HHCS's visitation supervisor's role is to document parent-child interaction and follow reporting procedures to the Court, attorneys and to the parents, when appropriate. The report provided by the visitation supervisor is not intended as a recommendation.

The report is a written record of the observations made by the visitation supervisor during the visit. Although the notes taken during the visits are extensive, it is impossible to record every detail, word, or interaction between the non-custodial parent and the visiting child(ren) during the visit. The report is not intended to make any recommendations as to the custodial or non-custodial parent's ability to properly or safely parent the child(ren).

INTAKE & ORIENTATION

Before the first visit takes place, both the custodial and non-custodial parent must register and attend an intake and orientation meeting and complete an initial intake screening. To schedule an intake and orientation meeting, please call (231) 689-3001.

All policies & procedures must be read, signed and agreed to before the first visit.



Either parent must provide, during the intake process, relevant documents, including; copies of any protective order, current court orders, any Judicial Council form relating to supervised visitation orders, a report of any written records of allegations of domestic violence or abuse and in case of a child's chronic health condition, an account of the child(ren)'s health needs.

During the intake and orientation meetings, the supervised visitation program will review all provided documents and gather all necessary information from any and all relevant parties and determine the appropriate level of supervision if not already determined by the court.

SUPERVISED VISITATION

Supervised visits are the responsibility of **BOTH** the custodial and the non-custodial parents. If either parent must cancel a visit, he or she is required to inform the supervision program at least 24 hours before the scheduled visits at (231) 689-3001. The cancellation will be documented. If cancellation occurs less than 24 hours before the scheduled visit, the party canceling the visit will be responsible to pay a late cancel fee. The late cancellation fee is equal to the cost of the scheduled visit if the visit was held.

All court orders must be followed.

Neither parent shall discuss anything concerning the case, or ask for information regarding any party involved with the case, with the visitation supervisor, the other parent, the child(ren), or other family members.

Parents are expected to interact and supervise their own child(ren) regardless of custodial or non-custodial status. While parents are responsible for their own behavior during the supervised visits, a visitation supervisor may hold a parent accountable for their behavior by ensuring that the parent follows the signed program policies and procedures and the court order(s).

Parents are responsible for the care of the child and the child's belongings during the supervised visits, subject to any contrary order of the court.

During the visits, food, toys, gifts, and photos are acceptable unless there is a contrary court order or the custodial parent limits or prohibits such items. If the visitation supervisor believes the above items will cause a detriment to the child(ren), he or she shall request the specific item will no longer be acceptable.

Pets may be allowed on the premises **IF** both parties agree and **IF** prior approval is given from Program and visit supervisor.

HHCS requests cell phones are not answered during the visit unless the non-custodial parent deems it an emergency.



If a child(ren) refuses to participate in a scheduled visit, the visitation supervisor will not force the child to visit. The child must be willing to participate in the supervised visit as to ensure the safety of that child's emotional well-being. The visit supervisor may talk to the child(ren) separately to see what accommodations could possibly be made to make him/her more comfortable with the visit. If it is clear to the visit supervisor that the child(ren) still refuses to participate, services may be suspended until the issue is resolved. If the visit is cancelled due to the child refusing a visit, the non-custodial parent may be responsible for the full cost of the visit.

We will make every effort to keep the same supervisor for every visitation. Unfortunately, sometimes this may not be possible. Therefore, we reserve the right to change the supervisor for any reason we deem.

Courtesy and cooperation are always expected regardless of emotional status, please respect everyone.

GROUP SUPERVISED VISITATION

Group Supervised Visitation refers to a supervised visit where one visitation supervisor is responsible for supervising more than one visiting family. HHCS will not have one visitation supervisor responsible to supervise more than 2 families at a time.

Families interested in Group Supervised Visitation must be cleared by the Program Supervisor for such services, additional intakes may be involved in determining eligibility.

Due to the nature of this type of visitation, the visit supervisor will not be able to record as much detail about conversations, interactions, and observations of the visiting parties as they would in an individual, on-site visit.

However, a written record will be completed by the visit supervisor that includes date, time, duration and location of the visit, as well as some of the activities and interactions that the parties engaged during the visit. Detailed reports are available for group visits.

OFF-SITE SUPERVISED VISITATION

Off-site Supervised Visitation refers to a supervised visit that occurs outside of the premises of HHCS. HHCS requires a minimum of three on-site supervised visits prior to going off-site.

After the third on-site visit, HHCS shall determine which families will qualify to go off-site as long as it does not conflict with any current court orders and **BOTH** parties agree. Visit supervisor entrance fee to any events or activities including eating during the visit must be paid by the visiting parent.



Due to the nature of this type of visitation, the visitation supervisor will not be able to record as much detail about conversations, interactions, and observations of the visiting parties as they would in an individual, on-site visit. However, a written record will be completed by the visit supervisor that includes date, time, duration and location of visit, as well as some of the activities and interactions that the parties engaged in during the visit. Detailed reports are available for off-site visits, however the content of such visits may be much more limited in nature.

Off-site supervised visits will include an additional charge for travel time of the visit supervisor from the HHCS office to the location of the visit as well as mileage from the HHCS office at the current IRS mileage rate. Times for drop-off and pick-up will be arranged before the visit. HHCS will not transport clients in personal vehicles. If transportation is necessary for off-site visitation, the custodial parent must use his or her own vehicle to transport the child(ren) to and from the agreed upon supervised visit location.

CUSTODIAL PARENT RESPONSIBILITIES

It is the responsibility of the custodial parent to drop off and pick up the child(ren) at the appropriate times. If another party is to pick up or drop off the child(ren), prior notice of such arrangements is mandatory.

Punctuality is crucial.

The custodial parent shall drop off the child(ren) at **EXACTLY** the time arranged for the supervised parenting. The custodial parent shall pick up the child(ren) at **EXACTLY** the ending time of the scheduled visit.

The supervised visit will end **EXACTLY** at the scheduled time. After the visit is concluded, the custodial parent and child(ren) must leave immediately. Waiting around in the parking lot or nearby areas after the visit exchange is strictly prohibited. A late fee will apply when the custodial parent is not on time to pick up the child(ren) on time. (See schedule of fees for current fee amount) The custodial parent will ensure that the child(ren) have all needed supplies, such as snacks, bottles, diapers, etc.

NON-CUSTODIAL PARENT RESPONSIBILITIES

Only the non-custodial parent shall participate in visits or exchanges unless the court orders indicate a specific name or relationship of a person to be allowed to participate in the visit or exchange or unless agreed upon by all parties and there is no contrary court order.

Non-custodial parent will arrive at **EXACTLY** the time arranged for the supervised parenting visit. The non-custodial parent will wait to leave until after the child(ren) have left with the custodial parent and payment has been received.



If the non-custodial parent is more than fifteen minutes late, the visit will be cancelled and the custodial parent will be instructed to leave with the child(ren). The non-custodial parent will be responsible for the late cancel fee.

SERVICING OF PAPERWORK

HHCS expects neither parent, family member, representing attorney, professional servicing agency, nor any affiliated party with the case will have paperwork handed, served, transferred or otherwise delivered to any participating party (custodial or non-custodial parent) before, during, or after the visitation time or location. This includes all parking lots immediately surrounding the visitation site.

TERMINATION OF SUPERVISED VISITS

If a visitation supervisor determines that the rules of the visit have been violated or the policies and provisions outlined in this document have been violated, the child(ren) has become acutely distressed, or the safety of the child(ren) or the visitation supervisor, or program is at risk, the visit may be temporarily interrupted, rescheduled at later date, or terminated. All interruptions and/or terminations of visits will be recorded in the case file along with the reason for the interruption or termination of the visit. A written notice of cancellation or termination of the visit will be given to each party, their attorneys, the attorney for the child(ren), and the court, along with the reason for termination.

HHCS has the right to terminate visits and suspend or cease future services for any reason deemed necessary, including but not limited to:

- The abuse of a child as defined by reasonable behavior standards or state law.
- Should ongoing contact appear too stressful or traumatic for the child (children).
- Any party harasses or threatens the Visit Supervisor or any other person.
- Any party willfully fails to comply with the rules of this contract.
- Unexpected additional visitors without prior notice or clearance from custodial parent & Visitation Supervisor.
- Parties suspected of being under the influence of alcohol or drugs will be reported and visitation will be terminated.
- The designated payee has failed to pay for services prior to the start of the visit as defined by our payment agreement.
- If two scheduled visits have been missed or otherwise do not occur.

PAYMENT

Payment for services must be made at the time services are rendered. HHCS accepts cash, check or credit card. Failure to provide payment will cancel the visit. Arrangement for who pays for the visit is to be determined before the visit occurs.



When there is no court order regarding the determination of fees and the parent disagrees regarding the allocations of the fee set by HHCS, the custodial and non-custodial parents must refer back to the court for determination. When there is no court order, referring source or arrangement agreed by the custodial and non-custodial parents, HHCS reserves the right to deny services until an agreement can be made.

If a check is returned for insufficient funds, a Return Item Fee will be assessed to the party who wrote the check. The Return Item Fee and the previous visit fee must be paid prior to the next scheduled visit.

Exact payment is expected and usually no change can be made.

CANCELLATION POLICY

Supervised visits are the responsibility of **BOTH** the custodial and non-custodial parents. If either parent must cancel a visit, he or she is required to inform the supervision program at least 24 hours before the scheduled visit at (231) 689-3001. The cancellation will be documented and the party cancelling the visit will be responsible to pay a late cancellation fee. If the child refuses to attend the visit, the late cancellation fee will be the responsibility of the non-custodial parent. The late cancellation fee is equal to the cost of the scheduled visit if the visit was held.

A cancellation fee shall apply under any and all reasons why a scheduled visit is canceled, including but not limited to, either custodial or non-custodial parent does not arrive, child refuses to participate in the visit, payment for visitation is not made at the time services are rendered, late arrival of either parent, and any violation of HHCS policies and procedures.

MAINTENANCE & DISCLOSURE OF RECORDS

A written record of each visit shall be maintained including but not limited to the date, time and duration of the visit; who attended the visit; observations made by the supervisor of the activities or conversation during the visit, and reasons for these actions; an account of critical incidents, including physical or verbal altercations and threats; violations of protective or court orders; any incidents of abuse as required by law. Written reports can be generated for either parent as requested. See current Schedule of Fees for the cost of the report.

APPEARANCES IN COURT

If an HHCS representative is requested to appear in court, he or she must be subpoenaed at least 10 days before the scheduled court appearance. We will accept subpoena via fax, email or mail.

When a subpoena is received, and the HHCS representative is available to appear, we will require a half-day fee (4 hours or less to complete the appearance) or a full day fee (4 hours to 8 hours to complete the appearance) prior to the court date at the current rate (See Schedule of Fees). If the time to appear is more



than the subpoena fee, a balance will be required by the person who issued the subpoena. There will be no refund of the subpoena fee unless court has been canceled and we received notice of not needing to appear at least 48 hours in advance.

CONFIDENTIALITY

Communications between parties and providers of supervised visitation are **NOT** protected by any privilege of confidentiality. Any and all communications between parties, their attorneys, mediators, investigators or the court are not confidential. We will not provide communications, visit notes, or any other forms of communication regarding the case except for the following:

- order by the court
- requested by law enforcement
- suspected child abuse
- subpoenaed to produce records or testify in court
- requested by parties or their attorney or mediator in conjunction with court ordered supervised visits, mediation, investigation, evaluation
- requested by Child Protective Services
- potential harm to another party
- contact with any previous or future visit or supervisors regarding the case

If ordered by the court or requested by either party or the attorney for their party or the attorney for the child(ren), a report about the supervised visit should be produced. These reports should include facts, observations, and direct statements and not opinions or recommendations regarding future visitation unless ordered by the court. A copy of any report should be sent to all parties, their attorneys, and the attorney for the child(ren).

Any identifying information about the parties and the child, including addresses, telephone numbers, places of employment, and schools is confidential, should not be disclosed, and should be deleted from documents before releasing them to any court, attorney, attorney for the child(ren), party, mediator, evaluator, mental health professional, social worker, or referring agency, except as required in reporting suspected child abuse.

The visitation supervisor will keep all other information confidential.

CONFLICTS OF INTEREST

All visitation supervisors must maintain a neutral role. In an effort to maintain this neutrality, visitation supervisors will refuse to discuss the merits of the case and not agree to support one party over another. Any discussion with the program or its independent contractors and/or employees should be for the purpose of arranging visitations and providing for the safety of the child(ren).



In order to avoid a conflict of interest, no visitation supervisor shall be; financially dependent of the person being supervised; an employee or affiliated with any superior or municipal court in the county in which the supervision is ordered unless specified in the employment contract; or in an intimate relationship with the person being supervised.

TYPES OF SUPERVISION

NON-PROFESIONAL PROVIDER

“Non-professional provider” means any person who is not paid for providing supervised visitation services. Unless otherwise ordered by the court or stipulated by the parties, the non-professional provider shall:

- Have no record of a conviction for child molestation, child abuse, or other crimes against a person.
- Have proof of automobile insurance if transporting the child(ren).
- Have no current or past court order in which the provider is the person being supervised.
- Agree to adhere to and enforce the court order regarding supervised visitation.

PROFESSIONAL PROVIDER

Minimum acceptable level of education and experience of providers:

All supervisors have received at least 24 hours of training that includes training in the following subjects:

- The role of a professional provider.
- Child abuse reporting laws.
- Record keeping procedures.
- Screening, monitoring, and termination of visitation.
- Development needs of children.
- Legal responsibilities and obligations of a provider.
- Cultural sensitivity.
- Conflicts of interest.
- Confidentiality.
- Issues relating to substance abuse, child abuse, sexual abuse, and domestic violence.
- Basic knowledge of family and juvenile law.

PROFESSIONAL PROVIDER QUALIFIED AS A THERAPIST OR COUNSELOR

Minimum acceptable level of education and experience of providers:

- All of the professional provider requirements.



- Registered Intern with a Master's Degree in a mental health field trained and supervised by a licensed mental professional with experience in high-conflict divorce and child custody; **or** Credentialed or licensed mental health professional (LMSW, LPC, Ph.D).

CULTURAL & LANGUAGE ACCOMODATIONS

All of our staff are trained to be culturally sensitive, aware, and competent. Every effort will be made to assign a visitation supervisor with the ability to speak and understand the language of choice of the family when and if we are able.

If no accommodation can be made, we require that the language spoken during the visit is English. If no member of HHCS can speak the language required and the person supervised refuses to or cannot speak English, we will be unable to properly supervise the visit.

GENERAL PROVISIONS

Neither HHCS nor any of its employees, independent contractors or volunteers are responsible for items that are lost or stolen during visits.

Neither HHCS nor any of its employees, independent contractors or volunteers are responsible for injuries that occur during the visits. It is the parent's responsibility, regardless of custodial or non-custodial status, to maintain their child(ren)'s activity.

Neither HHCS nor any of its employees, independent contractors or volunteers are responsible for any damage to vehicles or any other property brought to the visits.

Notification of any changes in the case including but not limited to change of address, telephone number, relationship status, or court decision must be made to the program immediately.

Neither HHCS nor any of its employees, independent contractors or volunteers perform any mental health, custody, parenting, developmental and/or attachment assessment and evaluation that more appropriately should be provided by a licensed mental health professional. This includes drawing conclusions about future visitation arrangements, child custody determinations, and/or making recommendations.

HHCS reserves the right to update, or otherwise modify these policies and procedures as deemed necessary by HHCS. All parties will be given the opportunity to review the updated policies and procedures and a signed copy of the new policies and procedures must be on file before the next scheduled visit or exchange.



HHCS and the parties both have the right to terminate supervised visit services at any time with or without reason. A notice will be given to both the non-custodial parent and the custodial parent should HHCS decide to suspend supervised visit services.

SCHEDULE OF FEES

Fees for visits at White Cloud Office:

- \$30 per hour for 1 child before 3pm on weekdays (Monday-Thursday)
- \$50 per hour for 2 children before 3pm on weekdays (Monday-Thursday)
- \$40 per hour for 1 child after 3pm on weekdays and weekends
- \$60 per hour for 2 children after 3pm on weekdays and weekends
- \$25 per hour each additional child beyond 2 children any day/time

Fees for visits taking place elsewhere:

- Same fee hourly fee schedule applies as above
- Visits outside a 10 mile range from the supervisor will be charged travel time costs at \$ 25 per hour from supervisors home base.

Other fees:

- \$200 Appearance in court 4 hours or less
- \$400 Appearance in court over 4 hours
- \$50 Detailed report (charged to requesting party)
- \$25 Returned item fee
- \$20 Late pick-up (for every 15 minute fraction)

