
Supervised Access Policies and Procedures

Visitor's Expectations:

1. Parties are to arrive punctually at the arranged times for the start and end of the visits. The visiting parties shall arrive fifteen (15) minutes before the set time and will remain fifteen (15) minutes past the end of the set visitation time. The transporting party shall arrive promptly at the set visitation time and will arrive promptly at the set time to pick-up the children.
2. Transporters for the children or visiting parties may not remain on or near the premises during the visitation.
3. Visits are structured to maximize interactions between parents and children. Step-parents, step-siblings and half-siblings are able to attend visits once a month. Grandparents, aunts and uncles will be considered on an individual basis. Significant others, fiancées or their children will not be able to attend unless otherwise stated in a court order.
4. Visitors are not encouraged during the first month of visitation allowing the child and parent a chance to settle in and become comfortable with the new surroundings. The visiting parent must advise the agency at least 24 hours in advance that they will be bringing a guest. KIDS Services reserves the right to limit the number of guests per visit.
5. The visiting parent is responsible for explaining the Policies and Procedures to their guests. Failure to adhere to the agency's policies will result in the guest not being able to participate in future visits.
6. The visiting parent is responsible for submitting a copy of their guest's driver's license one week prior to their first visit. KIDS Services is the final authority on guests and how often they can visit.
7. All parties agree that they will remain separate, physically and visually, so that contact between them does not occur.
8. It is the responsibility of the custodial party to explain the supervised access process to the children, and to encourage and reassure the children so that all visits take place as scheduled.
9. All participants are encouraged to use the bathroom prior to the start of the visit. Bathroom breaks take away from the time you are able to spend with your children.
10. Please turn off all cell phones prior to the start of the visit. Telephone calls disrupt the flow of the visit. Prior approval needs to be obtained for telephone visitation to occur.
11. Parents are responsible for their children's behavior during the visitation. No adult may physically discipline or threaten to discipline a child physically during the visitation.
12. Unless otherwise specified, the custodial party is responsible for providing for the special needs of the children, including a diaper bag and change of clothes for children in diapers or potty training and any special food needs.

13. Parties may not make negative comments to a visiting child about the other parent, his or her partners, other family members, or the facilitator.
14. Parties are not to discuss the current court proceeding or possible future outcomes with the children. This includes, but is not limited to conversations regarding future housing plans – including discussions about a new home or the child’s bedroom; family activities – do not talk about when the child comes home the family will do this; or a parents progress in a mandated class – for example, updating children when parent has completed a parenting class.
15. Parties shall not ask a child or staff member to deliver any messages, documents, or objects to the other party.
16. For safety precautions, all packages are inspected before they are taken into the room where the visit will take place.
17. The visiting parent is allowed to bring gifts for birthdays and holidays only, and then in moderation. No more than two or three items. Gifts must be given at the visit right before or right after the special day. Gifts must be from the visiting parent and not from grandparents, relatives, or friends.
 Besides gifts as stated above, nothing is to be sent home with the child; this includes food. Parents please do not tell a child that you are going to bring them something at the next visit; you will not be allowed to give it to them. However, you can bring activities for you and your child to do during the visit, but the child cannot take it home.
18. Participants in KIDS Services supervised access program will not use illegal substances or alcohol 24 hours prior to or during visits.
19. Once the visit starts, there will be no deliveries of any kind. This includes food, toys, etc.
20. If a visiting party leaves the visitation facility, for any reason, prior to the end of the visit, they will not be allowed to return to the visit.
21. Participants may not bring weapons or dangerous implements of any kind to the visit. Nor shall they threaten or engage in any criminal activities during a visit, including the transition before and after a visit.
22. Photos of children are allowed for the family’s personal use only. Video recording (including cell phones) and audio taping are not permitted.
23. In consideration of the next family, please clean up the visiting room by putting away all toys, wiping off the tables and removing all garbage from the building.
24. If you need to cancel a visit, the relevant party will inform KIDS Services as soon as possible.

Supervised Access Program’s Expectations

1. KIDS Services policy is to see and hear everything that happens in a visit. Please refrain from writing notes, using hand signals, or whispering to the children or other adults in the room.

2. No participant in the supervised access program may follow or harass another party before or after a scheduled visit.
3. Communications between the parties and the providers of supervised access services are NOT protected by any privilege of confidentiality. KIDS Services will maintain confidentiality regarding the case except when, but not limited to:
 - Completing status reports;
 - Ordered by the courts;
 - Subpoenaed to produce records or testify in court;
 - Requested by a counselor or an evaluator in conjunction with a court ordered investigation or evaluation;
 - Required by child protection services;
 - Requested by law enforcement; or
 - Good cause is shown for disclosure to ensure the health and safety of the child.
4. Any facilitator called to testify shall be given sufficient advanced notice in the form of a subpoena for all hearings.
5. A facilitator will stop any visit during which the following, but is not limited to, occurs:
 - a. A child becomes distressed;
 - b. When it is deemed by the facilitator that the child is in a situation of possible risk either emotionally or physically; or
 - c. If a party acts in an inappropriate manner toward the child, staff, or others present.

Depending on the child's reaction and the facilitator's assessment, stopping the visit may be a temporary interruption, with the visit resuming when the child has calmed, or the visit may be ended entirely. Stopping an individual visit does not necessarily mean no further visitations will take place.
6. Facilitators serve in their capacity at the direction of the Courts. As such, facilitators ask to be treated with respect and common courtesy. Facilitators are the final authority in the visitations.
7. In situations where the facilitator feels that the safety of the visitation participants or their own personal safety is at risk due to the behavior of an individual, the facilitator will initiate the following procedure:
 - a. The individual will be asked to stop immediately.
 - b. If the behavior does not stop, the facilitator will advise the individual that unless they stop immediately, the police will be called.
 - c. If it does not stop, the facilitator will dial 911.

The time between the facilitator's first request until s/he dials 911 will be less than forty-five (45) seconds. Once 911 is called, the facilitator will follow through.

8. KIDS Services cannot provide any guarantee that no harm will occur during the visitation. Although, it is the intent of KIDS Services to provide every precaution – short of physical intervention – to secure your child's safety, that cannot be assured.
9. In case of an emergency, the children may be transported to a safe place until an appropriate custodian can be contacted.
10. KIDS Services can decline to continue providing supervised access to include, but is not limited to, the following reasons:
 - Safety or other issues involved in the case that cannot effectively be addressed by the provider;
 - The case is placing an undue demand on a provider's resources;
 - One or both parties have failed to comply with the conditions for participation in the program as stated in this document;
 - That continued contact presents an unacceptable risk; or
 - The child exhibits significant distress by the visitations.