



SUPERVISED VISITATION PROGRAM GUIDELINES

BACKGROUND: REACH TO BE has a combination of 10+ years experience in providing a Supervised Visitations and Managing a Supervised Visitation Program . Our highest priority is to insure the physical safety and emotional well-being of a child during a visit. An experienced Monitor is physically in the room to observe the interaction of all parties during the visit. The Monitor observes how the parties engage with each other and listens to everything that is said. At **no time** is the party being supervised left alone with the child(ren). This includes but is not limited to: walking from one room to another, bathroom visits and going outside for other activities. In general, the Monitor is there to observe and not engage. However, this is not always possible and the Monitor will engage in the visit if he/she believes:

- the physical or emotional safety of the child is an issue
- the party being supervised is being inappropriate
- if asked for assistance
- to suggest a re-direction to the parent due to child's behavior not being addressed
- to offer suggestions on positive parenting or discipline to the party being supervised when appropriate

All parties will be treated with respect. REACH to be will remain neutral

REPORTING: A detailed objective observation report is completed after each visit and is provided within one week to all parties indicated on the release form signed by the party being supervised. This is generally Attorneys, Court Case Managers and Therapists involved in the case.

All parties must keep in mind that the “detailed” observation report documents what the Monitor observed during the visit and is objective. The reports will be kept at a high level unless the need for a greater amount of detail is requested and the reason why explained fully to REACH TO BE. Details will be provided without being asked if a parent or child demonstrates inappropriate behaviors. Interactional Feedback will be provided at the end of visit and will also be included in documentation.

An example of a detailed objective report might look like this: “The visitation took place at 125 Washington Street upon arrival the children hugged their dad and said to Dad “I Love you” Dad responded I love you too. They played several games (we name the games), the children stated they really liked their new school, Dad asked “When is your next school vacation” the children replied , around thanksgiving time.” Please remember that we do report in a detailed manner and provide interaction feedback after a visit.

It is not unusual for REACH TO BE to receive a phone call or e-mail from a party after a visit and indicate that certain statements were made by the child in or after the visit, that incidents happened in or after a visit, or the parent said something during a visit. The Program Manager will follow-up to



determine if the Monitor did hear or see what has been conveyed to the Program Manager by a particular party. However, if the Program Manager was unable to validate the statement made by the party, REACH TO BE will stand by their report as produced.

There are times when the information reported may not be positive such as violation of guidelines . REACH TO BE will not alter information. All reports are reviewed and approved by Program Manager before they are sent to all appropriate parties. Attorneys representing those receiving reports may ask for clarification on any content within a report. REACH TO BE will not get into a debate with the custodian/guardian or parent being supervised. REACH TO BE will respond, clarify and if appropriate, amend a report to include the clarification statement and re-send the report with the amended date and highlight the clarified content.

OTHER IMPORTANT INFORMATION:

A. Respect: REACH TO BE respects the rights of all parents and guardians. Its mission is to provide a comfortable and safe environment in which families can visit.

B. It is imperative all parties involved understand that REACH TO BE is neutral and is sensitive to the fact there is much stress and anxiety when in this situation. Parties often make accusations against one another and express concerns to the REACH TO BE Program Manager as well as our Monitors.

We will respond to concerns expressed by either party appropriately and in a professional manner and do our best to address such concerns. Please keep in mind however that we will not debate a concern, we will address it once. This does not mean the person expressing it will be satisfied with our response in all cases.

We will not respond to angry, derogatory or inflammatory messages left or to e-mails that include accusations, angry or inflammatory statements. All such e-mails will be forwarded to appropriate parties receiving the reports asking that such party (Court Officers, Administrators, Attorneys or GAL) address the accusation or concern (again REACH TO BE will not respond)

C. Emergencies: If the Monitor believes there is an emergency situation during a visit, he/she will: request the parent stop the concerning behavior immediately; end the visit; or call local police (911) and if applicable the DCF CARELINE.

D. REACH TO BE Cancellation Policy: Once the service is confirmed by making a payment. If cancelled or if there is a no show, no refunds will be provided. There are **NO** exceptions.

REACH TO BE is a Private Community Based Provider Organization and adheres to Strict Guidelines in order to promote Safety and Security For all Parties Involved.

E. Supervised Visitation is not a counseling or therapy session. We do not provide professional assessments or custody recommendations as part of the Supervised Visitation Program.



F. The party being supervised may be asked to go through a security check upon entering REACH TO BE if we deem it necessary. This may include emptying his/her pockets or any bags he/she is carrying and being scanned by a metal detecting wand. REACH TO BE right in their sole discretion depending on the circumstances for the supervised visitation.

G. Fees: (we do accept cash (if paid in office), credit cards or debit cards we will send invoice to your email address by Friday prior to the next scheduled appointment so that you can pay on that Friday there is a 3% processing fee for credit cards/debit cards)

- **A \$150.00 Non-Refundable Monthly Administration Fee** is required to be paid for **on your Invoice. For** each month a Client is receiving services from our Agency. This first monthly fee is to be paid when the Application is submitted. This fee covers the visit set-up time which requires ongoing weekly phone calls for changes or confirmations, e-mails, report writing and reviews as well as general conversation time with parents and guardians, Attorneys, Guardian Ad Litem, Court Administrators, etc..
- An Intake is required prior to providing services the \$300 fee per parent is non-refundable and can take up to 2 hours per parent depending on the case. We will invoice you via email. Your Payment is confirmation of your scheduled Intake. The Scheduled Date will be Displayed on your invoice. There is no refund for no-shows/cancellations.
- **\$50.00 per hour for visits:** All visits are to be paid in advance. Your first visit payment is due with your Intake fee. Thereafter, you will be invoiced before or on Friday prior to the next visit(s) for the week, your payment is confirmation of scheduled visits. If you do not make a payment by invoice due date which will be on that Friday prior to Close of Business Day, no follow-up or visit set-up will occur until payment is received. There are no exceptions to this. If you do not show up or cancel a visit after it has been confirmed, that fee will not be refunded. You will be expected to provide the fee for the next scheduled visit in advance or visitations will be suspended.
- **Restraining Orders:** Add ½ hour to each visit. Party being supervised must arrive 15 minutes early and leave 15 minutes after visit has ended. **Cost for a one hour visit would be \$75.00 and cost for a two hour visit would be \$125.00. We will need a copy of the restraining Order.**
- **Visits off-site** are charged for travel time from door to door, which means from the time our Monitor leaves REACH TO BE to the time he/she returns to REACH TO BE. Mileage is also charged at Federal prevailing rates.

REACH TO BE offers services on weekends and holidays depending on Monitor availability. The fee is Double the Hourly Rate. We conduct visits on-site or off-site and there is no limit on the number of hours per visit.



BOTH PARTIES MUST ACKNOWLEDGE OR COMPLY BY SIGNING THIS AND RETURNING IT TO REACH TO BE FOR FILE

1. What is allowed during visitation by the party being supervised.

- A. Have fun, keep the visit light. Be interested in your child's school and how they are doing, their friends, their sports or summer plans. Listen to your child and stay attentive. Keep your mood positive. Give them encouragement, help them with their homework.
- B. Play games. REACH TO BE has many to offer for children of all ages and the party being supervised and/or the child is welcome to bring their own games or toys.
- C. We encourage you to bring nutritious food/snacks and drinks to the visit. Time permitting, you could plan to cook lunch or dinner, make a pizza together or bake cookies or color Easter eggs, etc.
- D. You can color or paint as long as they are washable, play with store bought play dough or make your own and have some fun. Watch a movie.
- E. You may take appropriate photos of the child if the child is okay with this. You may ask the Monitor to take photos of you and the child if the child does not hesitate and is open to this.
- F. If weather permits, the Monitor will allow the supervised party and child to go out into the parking lot to throw a ball around or toss a Frisbee, take a walk up to the park at the end of the street to play on the playscape or play some sports. You might also walk across the street to a restaurant, the bowling alley or the family slot car race track. As long as you are within walking distance and it is within the visit timeframe, it is not mandatory that you stay inside the building.

Note: you are expected to clean-up a few minutes prior to the visit ending to prepare to leave. The Monitor will let you know 10-15 minutes before the visit is to end as your reminder to begin clean-up. If you have not started to clean-up, the Monitor will remind you again when there is 5 minutes left to the visit. The room must be left as you found it for the next family.

2. The following outlines expectations for both parties to be adhered to at all times for visits and while on REACH TO BE property.

- A. It is your responsibility to:

Provide REACH TO BE with a working cell or home phone number or a way to reach you for scheduling visitations and emergencies



Return phone calls or e-mails within one day (preferably sooner) when left messages regarding visitation scheduling. REACH TO BE will continue to call and leave messages.

If transporting the child to visits, be reachable during the visitation in the event of an emergency.

- B. Both parties agree to work together on an appropriate visitation schedule that affords the child consistency. The preferred process would be to agree on a consistent day and time for the weekly visit or whatever timeframe between visits is agreed upon. This is for the benefit of the child. Children get excited only to be disappointed when visits do not occur. Consistency is important so the child knows when he/she will see the other parent next.
- C. Both parties acknowledge they understand and agree to REACH TO BE policy.
- D. Plan Ahead for Visitation: We encourage parents to plan for visits. Bring food, games and/or activities they can use to make this family time enjoyable for the children.
- E. Being on Time: REACH TO BE stresses the importance of arriving on time for all visits. If a party is delayed for any reason, he/she is expected to call the office (if during business hours) or cell phone number provided to report the reason for the delay and your estimated time of arrival. Our REACH Consulting Services Monitors are instructed to wait no longer than 15 minutes for the parties to arrive to the visit. If the REACH TO BE Monitor has received notification of parties being delayed, he/she will wait.

Lateness by either party to a visit does not afford additional time for the visit regardless of the reasons for the delay or who caused the delay. This includes lateness due to traffic or inclement weather. REACH TO BE will not be held responsible for such delays. Planning ahead is important for visit days.

3. What will not be allowed during visitation:

- A. Whispering. If the Monitor observes this happening, he/she will ask you to cease immediately and repeat what was said. The Monitor must be able to hear the conversation at all times.
- B. Demanding or coercing any physical contact with your child. If the Monitor believes this happening, he/she will ask you to cease immediately.
- C. Pumping the child for information about the other parent or guardians or making negative comments or criticizing the care the child is receiving from the other parent or guardian. If the Monitor observes this happening, he/she will ask you to cease immediately.



- D. Inappropriate and/or abusive behavior, whether directed toward the child or anyone else present during the visit is strictly forbidden. This includes being disrespectful towards staff. If the Monitor observes this happening, he/she will ask you to cease immediately.
- E. Throwing children up in the air (catch game) or dangling children by feet during visits. This is a safety concern. The Monitor will engage if this happens and ask you to cease the activity.
- F. Entering REACH TO BE with tools or items that could cause harm and/or be used as weapons. This includes pocket knives, brass knuckles, etc.
- G. Entering REACH TO BE under the influence of drugs or alcohol. If the Monitor believes you **may** be under the influence of drugs or alcohol, the visit will be terminated immediately and you will be asked to leave the premises.
- H. We would like you to understand that talking to the children about your plans for coming home or having them reunited with you sets up false expectations for the child and is very stressful for children. This makes them sad and/or even very depressed especially when the date passes and you have not been reunited. You will be asked to refrain from talking about the future if it relates in any way to when they or you might be home.

Please Note: All Monitors will engage and may call 911 if appropriate if a parent does not cease the inappropriate behavior when asked to do so immediately.

REACH TO BE reserves the right to revise our Policy at any time on a case by case basis. The Policy applies for visitations that take place inside or outside of REACH TO BE.

I, the undersigned party **being supervised** have read this entire document, understand and agree to all of the conditions stated in this document along with any attachments.

PRINT NAME: _____

SIGNATURE: _____ DATE: _____

I, the undersigned **party transporting** the child to the visits have read this entire document and understand the policy and agree to the conditions stated above in Section 2.

PRINT NAME: _____

SIGNATURE: _____ DATE: _____



SUBPOENA's

REACH TO BE must be paid for preparation work, travel time, court time and mileage when being subpoenaed by your Attorney or the Court. We therefore, will require that all Clients agree to pay **IN ADVANCE** for this purpose. The person transporting as well as the person being supervised will be considered two separate Clients with regard to subpoenas so each party needs to review and sign this as well as agree to the ADVANCE payment.

We offer three choices to all Clients and this will apply to existing and new Clients effective immediately. The payment must be cash or a money order.

- A. You can provide a lump sum payment of \$1250.00 before your first Supervised Visitation. This money will be held in a non-interest bearing account during your visitations and up to six (6) months after the case is closed with REACH TO BE and will then be returned.
- B. You can provide the escrow in five installments for the first five supervised visitations that are scheduled in the amount of \$250 at the time of each visit. This money will be held in a non-interest bearing account during your visitations and up to six (6) months after the case is closed with REACH TO BE and will then be returned.
- C. You agree that if REACH TO BE is considered for a Subpoena you will immediately pay to REACH TO BE in the form of cash or a Bank Money Order the sum of \$1250.00 per person receiving such Subpoena.

Please indicate which option you are choosing at the signing of this Application _____.

The rates are as follows:

\$2.00 for each paper copy of the Supervised Visitation report that REACH TO BE must print out to bring to court to satisfy the subpoena.

\$150.00 per hour for travel starting and ending at REACH TO BE and add travel time depending on Government prevailing the time of day we must travel through various cities.

Mileage will be charged at the Federal rates at the time we are subpoenaed.

time from REACH TO BE to the court house and back to REACH TO BE. We will Mapquest the route

\$150.00 per hour for time spent waiting in court to testify or to drop off REACH TO BE reports.

\$150.00 per hour for preparation time getting materials ready for court to accompany the subpoena.

The monies will be deducted from the escrow account or Advance Payment to reimburse REACH TO BE for their time as described above.

I, the undersigned party **being supervised** have read and understand the policy and agree to the conditions stated above regarding subpoenas.

PRINT NAME: _____

SIGNATURE: _____ DATE: _____

I, the undersigned **party transporting** the child to the visits have read and understand the policy and agree to the conditions stated above regarding subpoenas.

PRINT NAME: _____

SIGNATURE: _____ DATE: _____



**SUPERVISED VISITATION PROGRAM
RELEASE OF INFORMATION FORM**

I _____ Authorize Reach TO BE for electronic copies of the Supervised Visitation reports or speak to the following individuals regarding visitations with _____ . Any information in the REACH TO BE files may be shared with each individual listed below. This authorization and any information released or shared by either party to the other is to be used for the purposes of evaluating the Supervised Visits with the child(ren). We do encourage the parent being supervised to send the reports to all Attorney's representing either party in the SV case.

Include Below: PERSON'S NAME and their RELATIONSHIP TO YOU. Anyone receiving a report must have an E-Mail Address and you must include that E-Mail Address here.

1. Attorney's Name, Address, Phone Numbers and E-Mail:

2. Guardian Ad Litem's (GAL) Name, Address, Phone Numbers and E-Mail:

3. Court – Family Relations Counselor's Name, Address, Phone Numbers and E-Mail:

4. DCF Social Worker's Name, Address, Phone Numbers and E-Mail:

5. Other Name, Address, Phone Number and E-Mail:

Paper copies are provided, if requested, to the person being supervised only. I understand that if I require more than one paper copy of my report(s), I will be charged a fee of \$2.00 per page to be paid in advance.

Print Name: _____

Signature: _____

Date: _____



SUPERVISED VISITATION REFERRAL FORM		
CHILD(REN)'S NAME	DATE OF BIRTH	ETHNICITY
1.		
2.		
3.		
Who does the child(ren) live with and where do they reside?	Name(s):	
	Relationship to Child:	
Street Address and Town/State:	Home Phone:	
Cell Phone:	Work Phone:	
E-Mail Address:		
Name of Person(s) having the Supervised Visit with the child(ren).	Name(s):	
	Relationship to Child:	
Street Address and Town/State:	Home Phone:	
Cell Phone:	Work Phone	
E-Mail Address:		
Why are you required to have Supervised Visits with your child(ren)? THIS MUST BE COMPLETED.		
Is there an active Restraining Order or No Contact Order currently in place for either party or any of the children? If yes, explain what the order is and who it is for.		
IF YES, A COPY OF THE ORDER MUST BE PROVIDED TO REACH TO BE		
Is there a Court Order in place?		
IF YES, A COPY OF THE ORDER MUST BE PROVIDED TO REACH TO BE		
Is there any other information you believe REACH TO BE should be made aware of that pertains to your case?		
By signing this form, you are stating that to the best of your knowledge you have not omitted any facts in this case and the information provided is truthful and factual.		
Signature:	Date:	

FAX ALL DOCUMENTS TO: 1-866-734-8280 CONTACT US: EMAIL: INTAKE@REACHTOBE.ORG
OFFICE PHONE: 860-358-9241 PROGRAM MANAGER CELL: 860-834-2368