



**KIDSAFE CT**

An affiliate of The Village for Families & Children

## **SUPERVISED VISITATION PROGRAM GUIDELINES**

**BACKGROUND:** KIDSAFE CT has offered a Supervised Visitation Program for 30+ years. 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. KIDSAFE CT will remain neutral.*

**REPORTING:** A "summary" 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 "summary" observation report documents what the Monitor observed during the visit and is subjective. 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 KIDSAFE CT. Details will be provided without being asked if a parent or child demonstrates inappropriate behaviors.

An example of a high level summary might look like this: "The visitation was positive. Parent and child interacted well throughout the visitation and appeared to be having fun as evidenced by their continual laughing, all the smiles, hugs and kisses, and joking with one another. They played several games (we may name some of them), chatted about their school week, their vacations, plans for an upcoming trip, sports and various movies or television programs they watched. Overall, Mom/Dad demonstrated a positive demeanor

and kept the visit light, active and fun for the child.” Please remember that we do not report on every single statement or interaction that occurs in a visit, the reports include a high level summary.

It is not unusual for KIDSAFE CT 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, KIDSAFE CT will stand by their report as produced.

There are times when the information reported is not positive. KIDSAFE CT will not alter information. All reports are reviewed and approved by the 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. KIDSAFE CT will not get into a debate with the custodian/guardian or parent being supervised. KIDSAFE CT 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:** KIDSAFE CT 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 KIDSAFE CT 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 KIDSAFE CT 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 KIDSAFE CT 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. KIDSAFE CT Cancellation Policy:** Once a visit is confirmed by both Parties and the Monitor is booked for the visit, the party paying for visits is obligated to pay for that visit. There are **NO** exceptions.

KIDSAFE CT is a non-profit social services agency and the number of cancellations we receive without regard for our agency has forced KIDSAFE CT to take a hard stance on cancellations. In order to maintain qualified staff, they must be paid for their scheduled hours once both parties confirm the visitation.

**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 KIDSAFE CT 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. KIDSAFE CT reserves this right in their sole discretion depending on the circumstances for the supervised visitation.

**G. Fees: Payment can be made by exact cash (we cannot make change) or bank check/money order. We do not accept personal checks, credit cards or debit cards.**

- **A \$75.00 Non-Refundable Administration Fee** is required 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..
- **\$50.00 per hour for visits:** All visits are to be paid in advance. Your first visit payment is due with your application fee. Thereafter, each time you come to a visit, the next payment will be collected. If you do not bring a payment each time you visit for the next visit, no follow-up or visit set-up will occur until you drop off your payment at the office. 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.**

**KIDSAFE CT offers visits on weekends and holidays** depending on Monitor availability.

**BOTH PARTIES MUST ACKNOWLEDGE OR COMPLY BY  
SIGNING THIS AND RETURNING IT TO KIDSAFE CT 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. KIDSAFE CT 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, 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.
- 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. 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 KIDSAFE CT property.**

- A. It is your responsibility to:  
Provide KIDSAFE CT 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. KIDSAFE CT will not 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 the KIDSAFE CT cancellation 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: KIDSAFE CT 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 KIDSAFE CT Monitors are instructed to wait no longer than 15 minutes for the parties to arrive to the visit. If the KIDSAFE CT 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. KIDSAFE CT 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 KIDSAFE CT with tools or items that could cause harm and/or be used as weapons. This includes pocket knives, brass knuckles, etc.
- G. Entering KIDSAFE CT 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.

KIDSAFE CT 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 KIDSAFE CT.

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.

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PRINT NAME

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SIGNATURE

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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.

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PRINT NAME

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SIGNATURE

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DATE

## SUBPOENA'S

KIDSAFE CT 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. The payment must be cash or a money order.

- A. You can provide a lump sum payment of \$350.00 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 KIDSAFE CT 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 \$70.00 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 KIDSAFE CT and will then be returned.
- C. You agree that if KIDSAFE CT is considered for a Subpoena you will immediately pay to KIDSAFE CT in the form of cash or a Bank Money Order the sum of \$350.00 per person receiving such Subpoena.

Please indicate which option you are choosing at the signing of this Application \_\_\_\_\_

### The rates are as follows:

\$70.00 per hour for travel time from KIDSAFE CT to the court house and back to KIDSAFE CT. We will Mapquest the route starting and ending at KIDSAFE CT and add travel time depending on the time of day we must travel through various cities.

- \$70.00 per hour for time spent waiting in court to testify or to drop off KIDSAFE CT reports.
- \$70.00 per hour for preparation time getting materials ready for court to accompany the subpoena.
- \$2.00 for each paper copy of the Supervised Visitation report that KIDSAFE CT must print out to bring to court to satisfy the subpoena.
- Mileage will be charged at the Federal Government prevailing rates at the time we are subpoenaed.

The monies will be deducted from the escrow account or Advance Payment to reimburse KIDSAFE CT 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.

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PRINT NAME

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SIGNATURE

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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.

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PRINT NAME

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SIGNATURE

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DATE

**SUPERVISED VISITATION PROGRAM  
RELEASE OF INFORMATION FORM**

I \_\_\_\_\_ authorize KIDSAFE CT to send electronic copies of the Supervised Visitation reports or speak to the following individuals regarding visitations with \_\_\_\_\_ . Any information in the KIDSAFE CT 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 Attorneys 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 Number and E-Mail:

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

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

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

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5. Yourself or Other's Name, Address, Phone Number and E-Mail:

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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.		
<b>Who does the child(ren) live with and where do they reside?</b>	Name(s):	
	Relationship to Child:	
Street Address and Town/State:	Home Phone:	
Cell Phone:	Work Phone:	
E-Mail Address:		
<b>Name of Person(s) having the Supervised Visit with the child(ren).</b>	Name(s):	
	Relationship to Child:	
Street Address and Town/State:	Home Phone:	
Cell Phone:	Work Phone	
E-Mail Address:		
<b>Why are you required to have Supervised Visits with your child(ren)? THIS MUST BE COMPLETED.</b>		
<p>Is there an active Restraining Order or No Contact Order currently in place for either party or any of the children?</p> <p>If yes, explain what the order is and who it is for.</p> <p><b>IF YES, A COPY OF THE ORDER MUST BE PROVIDED TO KIDSAFE CT</b></p>		
<p>Is there a Court Order in place?</p> <p><b>IF YES, A COPY OF THE ORDER MUST BE PROVIDED TO KIDSAFE CT</b></p>		
<p>Is there any other information you believe KIDSAFE CT should be made aware of that pertains to your case?</p>		
<p>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.</p>		
Signature:		
Date:		