

SUPERVISED VISITATION POLICIES AND PROCEDURES

Both parties have received a copy of the following guidelines. These guidelines were developed so the Professional Monitor can provide the "Supervised Visitation Services" required. These guidelines are in compliance with the court order(s) and California Rules of Court Sections 5.20 and 3200.5 uniform standard of practice for providers of supervised visitation.

The signed contract is between the parties of SVM Supervised Visitation Monitor, CP Custodial Parent and NCP Non-custodial parent. Please note MC represents, minor child. It is the responsibility of the said parties to inform and copy the individual hired attorneys of such agreement.

The Professional Monitor will provide the following Supervised Visitation Services:

- a. The Monitor will be present at all times during the visitation.
- b. Parents and children must speak English during Visitations. All conversations must be loud enough for the Monitor to hear. NO WHISPERING ALLOWED.
- c. If there are any notes or messages passed between the NCP and MC via phone, i-pad or paper, the SVM will read immediately to decide if the rules are being followed.
- d. The Monitor will keep the Custodial Parent and Non-Custodial Parents' personal and case information confidential at all times. The Monitor will not provide either parent each other's personal information (i.e. work, home, or cell telephone numbers, work or home address', social security or drivers license numbers etc.) If that type of information is required, the Attorney for the parent requesting the information must obtain the information from the other parent's Attorney.
- e. The Monitor will take notes to document the events, activities and incidents that occur before, during and after Visitations. The notes will be used to develop Detailed Visitation Reports. The notes and reports become part of the client file. Communications between the parties, the children and the Monitor are not protected by any privilege of confidentiality. The process for obtaining a report and the fees are provided in the Rate and Fee Schedule.
- f. The Monitor will intervene when necessary to prevent and/or resolve incidents and situations that are violations of Court Orders and Supervised Visitation Guidelines.
- g. The Monitor will provide verbal and written notification to the Court if requested and/or attorneys of incidents and situations that are violations of Court Orders and Supervised Visitation Guidelines.
- h. If necessary, Monitor will escort child(ren) to and from restroom.
- i. The Monitor will work as a Neutral Third Party during Supervised Visitations.

- j. Attempts will be made to provide a Substitute Professional Monitor when primary Monitor is not available due to medical/health problems, personal/family emergencies or scheduled vacation.
- k. The Monitor must report suspected Child Abuse to Child Protective Services.
- l. The Monitor is not obligated to advise the CP regarding the location and scheduled event or plans for the visitation. Please be advised, NCP is not allowed to take the MC out of the county without pre-approval from the CP.
- m. It is the discretion of the Monitor to approve the locations of the visits.
Visits to EXCLUDE: Ice-Skating, bicycle riding, surfing, kayaking, Monitor must sit directly behind parties while at the movies and Theme Parks rides, Etc.
- n. Swimming pools: The NCP is allowed to play with the child/ren at small private or semi-private pools, they must be in hearing distance of SVM. They must stay on the edge of the pool, so that the SVM can hear all conversations. This is allowed at the discretion of the Monitor. However, large swimming pools, public or private play areas with large crowds is not permitted. Monitor has the final say.

The following will not be allowed during Supervised Visitation:

- a. Inappropriate touching of the child(ren's) body.
- b. Inappropriate demands for physical contact.
- c. Use of foul language or gestures.
- d. Shouting or yelling at anyone.
- e. Use of Corporal punishment (i.e. spanking, pinching, punching, shaking, slapping, etc.)
- f. Verbal or physical altercations.
- g. Threats of physical abuse or violence to anyone.
- h. Attempts to move child(ren) away from the sight and/or hearing range of the Monitor.
- i. The Monitor will not allow un-authorized individuals to attend Visitations, unless previously approved by the Monitor.
- j. Absolutely, No questioning about the CP whereabouts or dating, etc.
- k. No questioning or commenting child/ren about baby-sitters.

SCHEDULING

- a. The Monitor will confirm Supervised Visitations with Custodial and Non-Custodial Parent 24 hours prior to scheduled Visitation.
- b. CP is not to schedule child/ren for other activities during the NCP visitation times.
- c. Visitations can only be changed if approved by the Court or an addendum is written up between both parties in agreement and or Attorneys.
- d. Should the child/ren decide that he/she does not want to attend the visitation exchange, the child/ren must inform the NCP in person. The cost of the visitation/exchange will be split equally between both parties should this occur.
- e. If NCP is required to pre-pay for visit 24 hours in advance, the Monitor and NCP will create a set time to meet. If the initial time can't be met then a 2nd time will be permitted. However, if the times change outside of these two time frames, it will be considered a NO-SHOW, there will not be a visit scheduled and there will not be a make-up visit.

2. The following pick-up & drop-off procedures must be followed by the Custodial Parent/Designee:

- a. The Custodial Parent/Designee must bring the child(ren) to the exchange location 15 minutes prior to Visitation start times.
- b. If the Custodial Parent/Designee is 10 minutes late for Visitation, the visit may be cancelled. The Custodial Parent will be responsible for paying the cancellation fee before the next Visitation is scheduled. The Monitor will provide an Incident Report regarding the cancellation to all parties involved in the Supervised Visitation case.
- c. The Custodial Parent/Designee must depart the Exchange location immediately after the exchange with the Monitor at the start of and end of Visitations. They are not allowed to remain in the immediate vicinity of the drop off.
- d. The Custodial Parent/Designee must promptly pick up the child(ren) at the Exchange location at Visitation end times.
- e. If the Custodial Parent/Designee is more than 5 minutes late to pick up, he/she will have to pay \$2.00 for each additional minute. The Custodial Parent will be responsible for paying the late fee before the next Visitation is scheduled.
- g. If or any reason the Custodial Parent/Designee is unable to bring the child(ren) or Non-Custodial Parent is not able to attend Visitations he/she must notify the Monitor 24 hours in advance. In the event the Custodial Parent and/or Non-Custodial Parent do not have access to each other's contact information, the Monitor will confirm cancellations. Cancellation fees will be charged if scheduled Visitations are not cancelled with a 24 hour notice, with the exception of personal family emergencies and medical/health problems. A doctor's note must be provided.

3. The following pick-up & drop-off procedures must be followed by the Non-Custodial Parent:

- a. The Non-Custodial Parent must pick up the child(ren) from the Exchange location at Supervised Visitation start times. The NCP is not permitted to arrive early, unless other agreements have been made between all parties.
- b. If the Non-Custodial Parent is 10 minutes late for Visitation the visit may be cancelled at the discretion of the Monitor. The Non-Custodial Parent will be responsible for paying the cancellation fee of \$75., before the next Visitation is scheduled. The Monitor will provide an Incident Report at the rate of \$75.00, regarding the cancellation to all parties involved in the case.
- c. The Monitor will escort Non-Custodial Parent and child(ren) to and from all destinations during the Visitation.
- d. The Non-Custodial Parent must return the child(ren) to the Exchange location 15 minutes prior to Visitation end times.
- e. If the Non-Custodial Parent/Designee is more than 5 minutes late, he/she will have to pay \$2.00 for each additional minute. The Non-Custodial Parent will be responsible for paying the late fee before the next Visitation is scheduled.
- f. The SVM will not incur any expenses during the visits or exchanges. The NCP must pay for SVM entrance fees and meals exceeding \$6.00.

4. RULES AND REGULATIONS:

- a. Usage of the phone by NCP while operating a vehicle for any purposes; including being used as a navigation device or checking text or email while in route to a party/function etc. is strictly prohibited and there will be termination of the visit and fee of such termination will be applied.
- b. The Monitor will only exchange information in regards to the child(ren's) medical needs (i.e. medication, dietary needs) or the visitations. Only aspirin or prescription medication may be sent in pre-measured doses.
- d. Any dietary (food) request are not monitored or enforced. Non-Custodial Parent's are responsible for meeting the needs of the child(ren) during Visitations.
- e. If there is Homework to be completed, it is not the obligation SVM to ensure it's completion.
- f. The Monitor will terminate/end Supervised Visitation if Court Orders and Supervised Visitation Guidelines cannot be enforced. A 100.00 Fee to be applied for interruption or termination, If an Incident occurs during a visit or exchange the SVM decides whether it needs to be cancelled or not. The party causing the Incident will be responsible to pay for the Incident Report fee of \$75.00, plus \$100.00 for termination total of \$175.00, as well as the fee for the visit.
- g. There will be no correspondence (e.g. regarding child support) or messages to the other parent by means of the child(ren) or Monitor.
- h. It is prohibited to use the Visitation to serve Court documents. A Fee of \$200.00 will apply if such actions are performed within the Prearranged window of SVM receiving the minor/s prior to or following NCP's arrival or departure. Regardless, if the attorneys involved are aware of such practices and contract.
- i. Parents must not share detailed court information or court documents with the child(ren)
- j. Parents must NOT make promises to the child(ren) about future living arrangements, time-sharing, or visitation modifications. Conversations and activities should focus on the present to avoid added pressure and/or disappointment of the child(ren).
- k. Parents will not speak negatively about the child(ren's) other parent and his/her family during the Visitations. Including, putting the blame for the situation on the other parent.
- l. Custodial Parent is not allowed to question the Minor Children about the visit. However, if there is a concern that there has been a violation, then CP must contact the SVM to verify any occurrence.
- m. Parents will not use alcohol or non-prescribed drugs 24 hours prior to/or during Visitations. Visits will be cancelled if a parent is suspected of being under the influence of non-prescribed drugs and/or alcohol.
- n. Non-Emergency phone calls to other individuals are not permitted during Visitations.

- o. Weapons or any articles that could be used as weapons are not permitted during Visitations.
- p. No smoking in the presence of child(ren) and/or Monitor during Visitations.
- q. The Monitor shall not take photos of the Non-Custodial Parent and child(ren).
- r. Visitations can only be changed if approved by the Court or an addendum is written up between both parties in agreement and or Attorneys.
- s. There shall be no permanent alterations to the child(ren) during Visitation without prior approval from the Custodial Parent. This includes, but not limited to; haircuts, tattoos, body/ear piercing, etc.
- t. Discussions about the past or the future will not be allowed and are grounds for the visit to be interrupted or terminated. Child(ren) can bring up any topic and it is the Non-custodial parents job to redirect appropriately.
- u. Non-compliance with Court Orders and Supervised Visitation Guidelines may lead to termination of Professional Supervised Visitation Services. Fees to be applied.
- v. Payment for Supervised Visitation Services must be paid in cash, money order, or cashiers check before the Visitation can begin. In some cases, to be paid 24 hours prior to the visit.
- w. Negative remarks and intentional disrespect whether verbally or non-verbally toward the Custodial parent or the Monitor will not be tolerated and may result in suspension or termination of the visit with set fees to be adhered. The SVM may interrupt or cancel the visit. The offending parent will pay for 100% of the visit, plus a \$75.00 Incident fee prior to the scheduling of the next visit.
- x. Sick children are to be brought to the visit, unless a there is a written notification by the pediatrician specifying the child's illness and concern regarding the child's inability to attend a visit.
- y. The visit may be suspended or terminated at any time if the child/ren states or appears to be over stimulated or over stressed by the level of activity or in the case of inappropriate behavior.
- z. The time slot that is arranged between parties and the SVM may be cancelled or removed if a family fails to use their time slot 50% of the time or fails to use (3) times consecutively.
- AA. If needed a pre-visitation "Wellness Check" may be performed by the SVM to the NCP in order to conduct the visit. This test shall consist of: checking pupils, checking breath, looking into hand-bag/diaperbag, car to ensure that the NCP is not under the influence of alcohol or drug use. The attorney must submit this request for CP and or the Judge appointed to the case.
- BB. If the fees for service are to be split between the CP and NCP: Should one of the parent's not pay the fee, then the other parent can pay the fee he/she wants the services to continue.
- CC: The monitor will only convey information between parents regarding the medical needs of the child/ren.

SVM'S AVAILABILITY

The Professional Monitor will be available to receive and respond to phone calls and or emails regarding Supervised Visitation during the following days and times:

Monday through Friday 7:00pm to 9:00pm
Saturday 8:00am to 9:00am or 7:00pm to 9:00pm
Sunday 8:00am to 10:00am or 7:00pm to 9:00pm

1. The Monitor will be available to receive and respond to phone calls and text messages regarding Visitation in progress, but these must be kept to a minimum.
2. If NCP or CP contact SVM via text, phone or email, over a 10 minute time frame, the SVM will bill them at an hourly rate.
3. If the SVM feels that either the CP or NCP is contacting them excessively and is behaving in an irrational manner, is being petty or harassing them, the SVM will Not respond to any of the messages by the party.
4. Phone conferences by either parties Attorney, or the Court Mediator, the client represented will be billed at the hourly rate of \$40. per hour.
5. All other services are billed at an hourly rate.

I accept and understand that the Supervised Visitation Monitor is an Independent Contractor operating within the guidelines of Court rules 5.20 and 3200.5.

Signature: _____ Dated: _____
Custodial Parent

Signature: _____ Dated: _____
Non-Custodial Parent

Signature: _____ Dated: _____
SUPERVISED VISITATION MONITOR