

## **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 Section 5.20, AND 3200.50 uniform standard of practice for providers of supervised visitation.

This 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 said agreement.

Please note that the NCP is responsible for any meals, snacks, entrance fees, parking fees etc. for the SVM while on a visit. Unless, the visit is at a park or location where SVM can bring his or her own meal.

**Please note that correspondence is to be between: SVM, CP and NCP. Stepparents, grandparents, fiancé's, etc. are NOT to represent said parties, unless it is written in court documents.**

**1. The Professional Monitor will provide the following Supervised Visitation Services:**

- a. The monitor will work as a Neutral Third Party during supervised visitations.
- b. The Monitor will be present at all times during the visitation, escort NCP and MC's.
- c. If there are any notes or messages passed between the NCP and MC, the SVM will read immediately to ensure that all rules are being adhered to.
- d. 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. The process for obtaining a report and the fees are provided in the Rate and Fee Schedule.
- e. The Monitor will only exchange information in regards to the child's(ren's) medical needs (i.e. medication, dietary needs) or the visitations. Only prescription medication may be sent in pre-measured doses.
- f. Any dietary (food) requests are not monitored or enforced. Non-Custodial Parent's are responsible for meeting the needs of the child(ren) during Visitations.
- g. 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 parents each other's personal information (i.e. work, home, or cell telephone numbers, work or home address's, 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.
- h. The Monitor will intervene when necessary to prevent and/or resolve incidents and situations that are violations of Court Orders and Supervised Visitation Guidelines.
- i. The Monitor will provide verbal and written notification to the Court and/or attorneys of incidents and situations that are violations of Court Orders and Visitation Guidelines.
- j. If necessary, Monitor will escort child(ren) to and from restroom.
- k. 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.
- L. The Monitor must report suspected "Child Abuse" to Child Protective Services.

**2. It is requested that child(ren) do not bring phones, electronic games or music devices to the visitation. TV time is also to be limited.**

- a) If the parent is required to prepay the visit 24 hours in advance, the SVM and NCP will create a set time to meet, unless it is agreed to use VENMO. If the initial time can't be met a 2<sup>nd</sup> time may be permitted. However, if the prepayment is not made within this time frame, the visit will be considered a "No-Show" and fees will be applied.
- b) The time slot that is arranged between parties and 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.

**3. The following procedures must be followed by the Custodial Parent/ Designee:**

- a. The Custodial and Non-Custodial parents are not to escort the child(ren) into a visitation, only the Monitor can do so, in order to prevent any disagreements or tension in front of the child(ren).
- b. The Custodial Parent/Designee must bring the child(ren) to the exchange location 15 minutes prior to Visitation start times. Unless, other agreement has been made.
- c. 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.
- d. The Custodial Parent/Designee must depart the Exchange location immediately after the exchange with the Monitor at the start of and end of Visitations and may not linger near the vicinity of where visitation is taking place, i.e.: The Mall, park, bookstore or shopping center, etc.
- e. The Custodial Parent/Designee must promptly pick up the child(ren) at the Exchange location at Visitation end times. **The CP must NOT arrive early unless agreed upon by Monitor.**
- f. 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.
- g. If for 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, 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 before the next Visitation is scheduled.
- h. Sick children are to be brought to the visit, unless there is a written note by the pediatrician specifying child's illness and concern regarding the inability to attend the visit. If child is too sick to continue, then the Monitor will contact the CP and have them come to pick-up the child.
- i. CP must make an effort to have a rested child for the visit, if the visit does not go well, due to child being too tired and cranky from previous activities prior to the visit and/or sleep deprivation. The CP parent may need to reimburse NCP for the visit. This is to be decided by SVM.

**4. The following rules of Visitation, pick-up and drop-off procedures must be followed by the NON-Custodial Parent:**

- a. Parents and child(ren) must speak ENGLISH during visitations. All conversations must be loud enough so the Monitor will be able to hear and see all activities and conversations that occur. NO WHISPERING ALLOWED.

- b. The Non-Custodial Parent must pick up the child(ren) from the Exchange location at Supervised Visitation start times, you are NOT ALLOWED to arrive early, unless agreed by Monitor.
- c. 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 before the next Visitation is scheduled. The Monitor will provide an Incident Report regarding the cancellation to all parties involved.
- d. The Non-Custodial Parent must depart the Exchange location immediately after the Exchange with the Monitor at the start of and end of Visitation. If the returning party is late the Monitor will contact the local authorities for possible abduction, unless the Monitor has been advised of the delay and can substantiate the reason.
- e. The Monitor will escort Non-Custodial Parent and child(ren) to and from all destinations during the Visitation.
- f. The Non-Custodial Parent must return the child(ren) to the Exchange location 15 minutes prior to Visitation end times. Unless, another agreement has been made.
- g. 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.
- h. NCP must NOT use phone during visit: including text messages, email or use as navigation device, especially while driving. With the exception of taking photos, looking at photos, videos and video messages that are approved by SVM.
- i. No photo or audiovisual recording is permitted. Unless, SVM feels appropriate. However, Children may be able to make recording to grandparents if they chose to, THIS IS NOT TO BE FORCED UPON THE CHILDREN. Children cannot speak to parties; family members on the phone during a visit.
- j. SVM requests that only the Non-Custodial be present for the first three visitations, in order to allow the one on one interaction needed. At that point the SVM may choose to allow outside parties to join with her approval in advance. If there is homework to be completed, it is not the obligation of SVM to ensure it's completion. If NCP chooses to complete homework it is at their discretion.
- k. NCP must not use alcohol or non-prescription drugs 24 hours prior to/or during Visitations. Visits will be cancelled if parent is suspected of being under the influence. NCP must provide their own Breathalyzer unit.
- L. If needed a "Wellness Check" may be performed by the SVM. This test shall consist of: Checking pupils, looking in handbag or diaper bag, car interior, home, etc. prior to the drop-off of the child(ren).
- M. If necessary, a Breathalyzer will be used prior to the visit under the SVM's supervision.

**5 .The following will not be allowed during Supervised Visitation:**

- a. 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.
- b. Weapons or any articles that could be used as weapons are not permitted during Visitations.
- c. Family members and friends authorized by the Court to participate in the Visitations that do not comply with Court Orders and/or Supervised Visitation Guidelines will be required to leave the Visitation location.
- d. No smoking in the presence of child(ren) and/or Monitor during Visitations.

- e. CP or NCP are NOT allowed to transmit documents, information or personal possessions or correspondence (e.g. regarding child support) or messages to the other parent by means of the child(ren) or Monitor.
- p. 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.

**6. RULES AND REGULATIONS:**

- a. **It is prohibited to use the Visitation to serve Court documents. There will be immediate termination and Fee of \$200.00 if rule is broken.**
- b. Payment for Supervised Visitation Services must be paid in cash, money order, or cashier's check **before** the Visitation can begin.
- c. The Monitor will not allow un-authorized individuals to attend Visitations, unless previously approved by the Monitor or at the discretion of the Monitor.
- d. The Monitor must report suspected child abuse to Child Protective Services.
- e. The Monitor shall not appear in any photos taken during Visitations. The Monitor shall not take photos of the Non-Custodial Parent and child(ren).
- f. The visit may be suspended or terminated at any time if the child(ren) states or appears to be over-stimulated or stressed by the level of activity or a case of inappropriate behavior.
- g. 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 MC out of the County without CP and SVM's approval.
- h. It is the discretion of SVM to approve locations of the visits. The visits exclude: Ice-Skating, bicycle riding, surfing, kayaking. SVM must sit directly behind parties at the movies and Theme Park rides, etc.
- i. Swimming pools: The NCP is allowed to play with child(ren) at small private or semi-private community pools. They must be in the hearing distance of SVM, so that SVM can hear all conversations. This is allowed at the discretion of the SVM. However, large Hotel pools, public or private play areas with large crowds in not permitted. Monitor has the final say.

**7. Temporary suspension or termination of supervised visitation.**

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 termination, plus \$150.00 Incident Report Fee. If an incident occurs during the visitation or exchange the SVM decides whether it needs to be cancelled or not. The party causing the Incident will pay the fees related. All fees must be paid prior to the scheduling of the next visitation. Non-compliance with Court Orders and Supervised Visitation Guidelines may lead to termination of Professional Supervised Visitation Services.

**7. PARENTS CODE OF CONDUCT RULES:**

- a. Parents must not share detailed court information or court documents with the child(ren).
- b. 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).

- c. Parents will not speak negatively about the child’s(ren’s) other parent and his/her family during the Visitations. Including putting the blame for the situation on other parent.
- d. Parents must not question the child(ren) re: the other parents whereabouts or activities.
- e. Discussions about the past or the future will not be not be allowed and are grounds for the visit to be interrupted or terminated, if the SVM feels that it is not appropriate. The child(ren) can bring up any topic and it is the NCP’s job to redirect appropriately.
- f. Negative remarks or intentional disrespect whether verbally or non-verbally toward the CP, SVM or caretaker will NOT be tolerated and may result in suspension or termination.
- g. If the fees are to be split, they must pay their portion or be fined for Non-Compliance of the Court Order.
- h. The Monitor will be available to receive and respond to phone calls, text messages and/or e-mails regarding Visitations within reason, if Monitor believes that the either party is being abusive of this right, SVM will NOT respond.

**8. Temporary suspension or termination of supervised visitation.**

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 termination, plus \$150.00 Incident Report Fee. If an incident occurs during the visitation or exchange the SVM decides whether it needs to be cancelled or not. The party causing the Incident will pay the fees related. All fees must be paid prior to the scheduling of the next visitation. Non-compliance with Court Orders and Supervised Visitation Guidelines may lead to termination of Professional Supervised Visitation Services.

**9. GIFTING**

GIFTING IS NOT ALLOWED IN ANY SEXUAL CASES. At the discretion and approval of the SVM in advance, in some cases, the following holidays may be allowed: The Non-Custodial parent and joining parties are limited to 2 GIFTING days per year; Birthdays and Christmas. Plus token gifts for Valentine’s, Easter, Halloween and Thanksgiving. This is to keep the visits about the time spent together connecting and enjoying the time spent, not on gifts. This is Not recommended for parties not interested.

**10.I accept and understand that Christine Carlson is an Independent Contractor whose background, experience and training is in compliance with rules governing San Diego Family Law Courts. DBA “A Caring Visitation and Transportation Monitor.”**

CP - Signature: \_\_\_\_\_ DATE: \_\_\_\_\_

NCP – Signature: \_\_\_\_\_ DATE: \_\_\_\_\_

SVM Signature: \_\_\_\_\_ DATE: \_\_\_\_\_