

SUPERVISED VISITATION POLICIES

Mission: Supporting families by providing a safe, supervised environment suitable for contact between children and their family members.

Policies

1. Intake meetings are required before scheduling supervised visitation. Intakes will be with both the CP (**Custodial Person**) and the VP (**Visiting Person**) unless separate intakes are necessary. Each will cost \$50 and will be payable by the person who is to be supervised, unless otherwise ordered by the court. All contracts for supervised visitation require approval from the Clinical Director of Acorn CES. These contracts may be canceled at any time.
2. Supervision is provided by appointment with the supervisor assigned to your family. Payment is charged prior to the visit and includes the entire time supervision is needed. Ex: a one-hour visit (\$50) plus the extra time supervisor is present on-site (\$25) equals \$75.
3. Scheduling of visitation for the month will occur no later than the 3rd day of the month. Visits will be paid for 24 hours prior to the visit. A credit card is required to be on file with Acorn at all times.
4. Onsite Supervision occurs at Acorn Counseling Education Services at 2717 Wind River Lane #130, Denton, Texas 76210. During weather related alerts/warnings, outdoor time will be limited to five minutes. Supervisor will monitor storm activity, extreme temperatures, etc. on a weather app and may consult with the VP. However, the supervisor will make the final determination on going inside.
5. Parties accepted for supervision services will begin with Onsite Supervision Services. Once approved, parties may move to least restrictive supervision when acceptable to the court. Onsite Supervision includes Eyes and Ears components. Community Level Supervision occurs in the community with approval from the supervisor and all parties involved, based on a positive working relationship that has been established in Onsite Supervision Services.
6. Contact the supervisor through their phone number or email only. All communication should be through group texts or emails unless otherwise specified by agreement or court order; group includes CP, VP, and supervisor(s).
7. 24 hours notice of cancellation is required. Payment in full is expected if less than 24 hours is given.
8. Notify us of changes of address, court order, attorney, and phone numbers.
9. No weapons of any kind are allowed.
10. If a party does not arrive on time or misses a visit (without 24 hours notice of cancellation), they are responsible for the cost of the visit. If 2 visits are missed within 1 month, the contract will be terminated [regardless of who misses the visits].
11. The CP and VP should notify the court if the visitation contract is canceled.
12. **Supervisors are fact witnesses only and will limit testimony to behavior observed at the visitations.** Their participation as a supervisor is not dependent on a license. A fee for



testifying is \$500 for 3 hours, paid by the subpoenaing party.

Visit Protocol

1. The transporting person and visiting person will be identified with their state approved identification.
2. Visiting persons are responsible for disciplining minors in the visits. ALL DISCIPLINE WILL BE NONPAINFUL. VPs are expected to bring activities for the children.
3. The party to be supervised (VP) must arrive early for visitation. In Onsite Supervision, the VP will enter through the kitchen door. They must be IN THE KITCHEN 20 minutes early. If this person is not ready 10 minutes prior to visitation, [i.e. sitting at the table and waiting] the visit will be canceled. The VP will remain 15 minutes after visitation to allow the child to leave, or until dismissed by the supervisor.
4. The party transporting the child and the child [children] must arrive early for visitation and will enter the main entrance. They must be IN THE WAITING ROOM 5 minutes early. If the child to be supervised is not ready 5 minutes prior to visitation, the visit will be canceled and the financial responsibility for the visit will be on the party transporting the child. Alternate persons may transport if notification is made prior to the visit – ID must be presented by alternate persons. The child and the transporting party must leave immediately after the visitation.
5. Both the CP and VP may request Visit Notes for themselves or for their representatives.

Behavioral Expectations

1. All persons will be respected:
 - a. No profane language
 - b. No arguing with the supervisor – and all requests by supervisor will be honored
 - c. No late arrivals without communication
 - d. No raising of voices
 - e. No physical changes will be done to the child during the visit without agreement from CP. [changing clothes, cutting hair or nails, makeup, etc.]
2. The premises will be respected:
 - a. The VP will clean up the room where supervision has occurred.
 - b. The VP and CP will stay separate.
 - c. Visits will occur on time.
 - d. No strongly scented hygiene products (i.e. Axe).
 - e. VP will present as unimpaired in appearance and conversation, as determined by the supervisor.
 - f. No pets, friends, or extra family members except with agreement by all parties.
3. The visit will focus on the child and the relationship. NO WHISPERING. No talk about:
 - a. Custody, child support or anything else related to court



- b. Future plans with the child
 - c. The other parent's home
 - d. Family members in a negative way
4. These visits will be documented by the supervisor, only. Pictures requested can be sent to the parties via email.
 5. All packages/gifts/greeting cards, etc. will be reviewed by the supervisor prior to the visit for appropriate content.
 6. Supervisors will escort the children to the bathroom.
 7. All talk and touch will be reviewed by the supervisor for appropriateness. Redirection will be used, if possible, prior to ending the visit. IF that does not work, the visit may end at the supervisor's discretion. Discussions about the reasons behind redirections may occur after the visit is over.

Types of Supervised Visitation

Definitions:

Community Visitation: Visitation that occurs outside the premises of Acorn Counseling Education Services within 10 miles of the office.

Onsite Visitation: Visitation that occurs in the offices of Acorn Counseling Education Services.

1. Community Visitation: minimum Supervisor education level will be a Bachelor's degree.
 - a. Supervisor notes affect/behavior at beginning/end of visit, as well as periodically.
 - b. Supervisor will maintain eyes and ears supervision of the VP in an off-site place agreed upon by all parties. Supervisor will be within 3-5 feet of the adult while children are present.
 - c. \$50/hour, based on the time the Supervisor needs to be traveling to/being at site.
2. Onsite Visitation: ie Eyes and Ears; minimum Supervisor education level will be a Bachelor's degree.
 - a. Supervisor sees and hears all that the child or children see and hear.
 - b. Supervisor notes affect/behavior at beginning/end of visit, as well as periodically.
 - c. \$50/hour, based on the time the Supervisor needs to be onsite.

De-escalation

1. The supervisor will identify a concerning behavior and redirect.
 2. The VP will take corrective action and possibly make a note to ask about the reason for the redirection after the visit.
 3. The visit will continue as normal.
- OR
2. The VP does not take corrective action.
 3. The supervisor will redirect with options.
 4. The VP takes corrective action and possibly makes a note to ask about the reason for the redirection after the visit.



5. The visit will continue as normal.

OR

4. The VP does not take corrective action and will argue or continue.

5. The supervisor will take the child(ren) to CP in the waiting room.

6. The VP processes the reason for the redirection and options for next time.

7. The VP will leave after the child has left.

OR

6. The VP acts too upset to process and will be referred to an appointment with the clinical director and the supervisor to problem-solve for the next time.

7. The meeting occurs, clear communication of boundaries and options occurs and a decision to refer for counseling and/or to continue supervised visitation occurs. COST: \$100

Signature of Visiting Person

Signature of Custodial Person

Signature of Supervisor