

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

## Policies

1. Supervision is provided by appointment with the supervisor assigned to your family.
2. Supervision occurs at Acorn Counseling Education Services at 1430 Robinson Road #430 Corinth, Texas 76210.
3. Contact the supervisor through their phone number or email only.
4. 24 hours notice of cancellation is required. Payment in full is expected if less than 24 hours is given.
5. Notify us of changes of address, court order, attorney, and phone numbers.
6. Parties will be accepted for supervision services will be at the 2nd or 3rd level of services. Once approved, parties may move to least restrictive supervision when acceptable to the court. Level 3 includes therapeutic, psychoeducational component. Level 2 includes Eyes and Ears component. Level 1 includes simple check in and check out procedures.
7. The party to be supervised must arrive 20 minutes early for visitation and will enter through the kitchen door. If this person is not ready 10 minutes prior to visitation, the visit will be cancelled. This person will remain at Acorn for 15 more minutes, after the visitation to allow the child to leave.
8. No weapons of any kind are allowed.
9. If Deescalation is necessary, the family may be referred to a skills trainer. At that point, the supervisor, the parties, and the clinical director will meet, a plan will be developed at the sole discretion of the clinical director, and a referral with goals can be made. All supervision may stop until these goals are met. Skills Training costs \$100 per hour.
10. The person transporting the child will enter the main entrance. They are welcome to wait in the waiting room throughout the visit. Alternate persons may transport if notification is made prior to the visit.
11. All parties will be identified at each visit with their state approved identification.
12. All contracts for supervised visitation require approval from the Clinical Director of Acorn CES. These contracts may be cancelled at any time. If 2 visits are missed within 1 month, the contract will be terminated [regardless of who misses the visits].
13. The parties should notify the court if visitation contract is cancelled.
14. Payment and scheduling of visitation 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.
15. **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.
16. Intakes will be with both the custodial parent and the visiting person and can be separate if necessary. Each will cost \$50 and will be payable by the person who is attending unless otherwise ordered by the court.
17. Both the custodial and visiting persons can request monthly emails on routine visits, for themselves or for their representatives.

## Behavioral Expectations

1. All persons will be respected.
  - a. No profane language
  - b. No arguing with the supervisor
  - c. No late arrivals
  - d. No raising of voices.
  - e. No physical changes will be done to the child during the visit. [changing clothes, cutting hair or nails, makeup, etc.]
  - f. Requests by the supervisor will be honored.
2. The premises will be respected.
  - a. The visiting person will clean up the room where supervision has occurred.
  - b. The parties involved will stay separate.
  - c. Bags and packages can be inspected at will.
  - d. Visits will occur on time.
  - e. Appropriate attire is expected.
  - f. Visiting person not be under the influence of drugs or alcohol as determined by the supervisor.
3. Only those necessary for the visits will attend them.
  - a. No pets, friends, or extra family members
4. 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
5. These visits will be documented only by the supervisor. Pictures requested can be sent to the parents via email.
6. All notes and cards will be reviewed by the supervisor prior to the visit for appropriateness.
7. Supervisors will escort the children to the bathroom.
8. For Level 2 and 3, 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

1. Check in, check out. Bachelor Level Education or above.
  - a. Supervisor signs in and out the person to be supervised and the child [children].
  - b. Supervisor notes affect and behavior at beginning and end of visit.
  - c. Supervisor checks on the visit periodically and notes affect and behavior during the visit.
  - d. \$25/hour visit
2. Eyes and Ears. Bachelor Level Education required
  - a. Supervisor sees and hears all that the child or children see and hear.
  - b. Supervisor signs in and out the person to be supervised and the child [children].

- c. Supervisor notes affect and behavior periodically.
- d. \$50/hour visit
- 3. Guided Connections or Therapeutic Supervised Visitation.. Master's Level Education required.
  - a. Supervisor spends 30 minutes discussing expectations and talking about parenting. These lessons are based on CPRT interventions.
  - b. During the visit, supervisor notes applications of the lessons.
  - c. Supervisor sees and hears all that the child or children see and hear.
  - d. Supervisor signs in and out the person to be supervised and the child [children].
  - e. Supervisor notes affect and behavior periodically during the visit.
  - f. Supervisor reviews notes on the lessons with the person being supervised. Clear feedback is provided.
  - g. \$75/hour visit

## De-escalation

1. The supervisor will identify a concerning behavior and redirect.
2. The person who is supervised 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 person who is supervised does not take corrective action.
3. The Supervisor will redirect with options.
4. The person who is supervised does take 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 person who is supervised does not take corrective action and will argue or continue.
5. The supervisor will ask the child to leave the room and go to their custodial parent in the waiting room.
6. The person who is supervised processes the reason for the redirection and options for next time.
7. The person who is supervised will leave after the child has left.

OR

6. The person who is supervised 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

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Signature of Visiting Parent

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Signature of Custodial Parent

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Signature of Supervisor