
FORENSIC COUNSELING SERVICES

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SUPERVISED VISITATION GUIDELINES

ABOUT OUR SERVICES

Forensic Counseling Services provides individualized supervision of parent-child contact. We coordinate a professionally trained staff who supervise visits in the community, often at a parent's home or other child-friendly location. All administrative functions are handled through our main office.

Our goal in providing supervised visitation is to minimize the emotional hardship that children frequently have to endure as a result of custody litigation, while allowing them to maintain safe and positive contact with their parents and other significant relatives.

These guidelines outline basic expectations and procedures for services. Failure to comply with guidelines may result in termination of our agency's services.

Please initial the bottom of each page and sign at the end of the document.

INITIATING SERVICES

The first step to beginning services is for the parties to obtain a court order or written agreement for supervised visitation services. The order/agreement (or any updates) should detail the following information:

- Who is to participate in the supervised visitation sessions? If a stepparent, grandparent, siblings, or any other persons are to be involved along with the visiting parent please name them specifically. Only persons specifically authorized by court order or written agreement are allowed to be present during/at visits.¹ Adults must complete all intake forms and orientation before participating.
- When are the visits expected to happen? Supervised visits can generally only be scheduled on weekends. The agency will attempt to comply with specified times; however, the exact time and number of hours for visitation for each family will depend on the availability of agency staff. Alternatively, the order/agreement can

¹ For visits in the community there may be passing interactions with staff or there may be other users at the location.

provide basic days (e.g. any time on Saturday, Sunday afternoon, etc.), requested number of hours, and authorization for us to set the specific schedule.

- Where are the visits to happen? Please note in the order or agreement (do not write it here) the exact address or other location for the visits. Alternatively, the order/agreement may state we will designate the location, in which case please provide us information on preferred locations in writing as soon as possible.
- How much of the fee for services will each side pay? 100% to one party, 50/50 split, or other arrangements? This should include registration and other administrative fees.

To begin services all parties involved must complete the intake information. Please review the referral checklist for a list of all required documents. After all required documentation and fees are received an orientation appointment must be made to complete the intake process. Please call us during business hours and we will schedule for the next available appointment. Should the custodial person need to designate additional adults to transport, please have them complete the “Designated Alternate” form and submit it as instructed on that form.

Children should not be present during the adult orientation as it covers information that is not appropriate for children. Once all parties have completed orientation final scheduling arrangements will be made. Please plan ahead – we are providing services in multiple cases and cannot simply drop everything the moment we have your completed information to start services (nor would you want us to ignore your case once we get started in order to deal with other clients).

FEES FOR SERVICES

Clients are jointly responsible for any and all fees incurred, and work done in relation to this case, although the court may order a disproportionate division of fees. Payment should be made in the form of check or money order made out to “Forensic Counseling Services” or “FCS” and mailed to 2831 Eldorado Parkway, Suite 103-377, Frisco, TX 75033. Returned checks will be charged the maximum fee allowable under law.

Fee Schedule (calculated in 15-minute increments, with a one-hour minimum charge):

Registration.....	\$50.00 per party
Basic staff supervision (brief summary reports)	\$65.00/hour
Administrative activity (orientation, correspondence, etc.).....	\$150.00/hour
Supervisor court appearance (per staff member, 3-hour minimum).....	\$250.00/hour
Program Director court appearance (3-hour minimum) ²	\$350.00/hour
Supervision services by the program director ³ (minimum base rate).....	\$250.00/hour

² The minimum time requirement does not apply to telephonic appearances, which are billed in one-hour increments based on time reserved for testimony.

³ Limited availability; please contact our office **prior** to personally naming the program director to provide services.

These fees include time scheduled for supervising visits (regardless of whether the visit occurs) as well as any administrative activity, including but not limited to meetings, correspondence, phone contact, electronic communication, and consultation with other family service providers. Additional fees apply for travel outside of Collin, Dallas, Denton & Tarrant Counties. Copies of records produced are billed at the same fee as charged by the Denton County District Clerk's office.

A \$200.00 retainer is due in advance from **each** of the parties to cover initial administrative costs. If one party is ordered to pay for all costs of services, the initial retainer is \$400.00. Following orientation, the retainer will be adjusted based on anticipated monthly hours of service and the amount of administrative work required.

Clients are required to make renewal payments to the administrative office via check or money order immediately following each visit or late cancelled visit. Clients are not to pay supervisors directly; payment is only handled by the administrative office. Failure to timely pay visit fees or renew the retainer will result in suspension of services. Clients are encouraged to make advance payments to insure they maintain a sufficient retainer on file. We will not send a billing statement unless there is an issue, in which case services may be suspended.

Should the services no longer be needed, if there is remaining retainer on account for the case refunds will only be issued on request and then only up to the amount of retainer on account. Requests must occur within 60 days of closing the case file. Should one side fail to provide full payment issues of reimbursement may have to be addressed to the court.

Fees for court appearances or deposition are due at least one week before the scheduled appearance and are nonrefundable within a week of the scheduled appearance as we must clear time on our schedule whether the hearing occurs or not. If an appearance request is received without a minimum of one week notice the appearance fee is due immediately and there will be an additional \$250.00 express charge. By signing this document, you acknowledge failure to provide the fee as specified constitutes release from the requested appearance.

Please note: We encourage parents to avoid the cost of staff appearances by planning ahead to have records submitted via a business records affidavit. Our staff are not forensic evaluators and will not offer opinions regarding whether parent-child contact should continue to be supervised or not, or on the subjective quality of parent-child interactions. Any feedback offered during supervision is to address issues related to supervision. Our primary focus in this regard is on compliance with supervision guidelines to insure the emotional and physical safety of the children involved.

LOGISTICS OF SUPERVISED VISITATION

Due to providing services for multiple families we schedule weekend visits based on the day that the visits actually occur. This is to prevent scheduling problems where differing courts define weekends based on different days of the week – some orders refer to the preceding Friday in defining visit dates, whereas in other cases the order refers to the actual day of the month. This can lead to circumstances, for instance, where the 2nd chronological Saturday of the month is also, by definition of some orders, the 1st Saturday of the month. In such cases separate visits covered by the same supervisor that might be scheduled on 1st and 3rd Saturdays and 2nd and 4th Saturdays collide on the calendar, causing scheduling gridlock. Our approach avoids this unfortunate Gregorian oddity.

If the order/agreement designates that the custodial person may select another competent adult to deliver or pick up the child any alternate transporting person must also complete the intake process in advance of any exchange they participate in.

The agency is not able to provide transportation to children or families. Agency staff may not ride in private vehicles or transport children in their vehicles. If transportation is required families must use public transportation (bus, light rail, taxi, etc.). The visiting person will be required to pay any fees related to transportation for the supervisor and the children. All visit arrangements (date, time, location, transportation arrangements, etc.), *including requests to change existing visits*, must be coordinated in advance with written confirmation (via the parties' agreement or court order) received by our office at least one week prior to the visit.

The supervisor will contact the parties prior to the visit to make final arrangements for drop off and pick up of the children at a designated time and location. The person being supervised will need to arrive at the designated location at least 10 minutes prior to the start of the scheduled visit and remain at that location until the start of the visit. The drop off location will be separate from the location where the visiting party waits to prevent the clients from interacting. The party being supervised must not have any contact with the children until the supervisor arrives. The transporting person will immediately depart after the exchange.

As an example, this could be meeting the transporting person in the driveway outside of the home where the visit will be taking place and then walking the children into the home. Another instance could be meeting the transporting person outside an entrance to a shopping mall and then meeting the visiting person inside the mall. Return of the children will be handled in a similar manner, so that the parties do not have direct contact. After the visit concludes the visiting parent will remain at the designated location until released by the supervisor after the children depart. Exact arrangements are made on a case-by-case basis. Final arrangements for exchange of the children are up to the supervisor, and parents are expected to comply with the supervisor's instructions in this regard.

CANCELLATIONS AND MISSED VISITS

Unless fees are otherwise specifically addressed in the court order/agreement the canceling party will incur the full fee of the session if they fail to notify the agency of a cancellation no later than 5:00 p.m. on the Wednesday prior to the visit. If both sides fail to show for a visit each side will be responsible for their portion of the full fee. Likewise, if a visit is cancelled due to noncompliance on the part of one or both parents the noncompliant person(s) will incur the full fee of the session.

Child illness exception: If the canceling party notifies the agency at least two hours in advance that they are canceling the visit due to the child being ill **and** they provide the agency with written notification from a physician within 48 hours after the visit they will not be held responsible for the cost of the supervised visitation session. The note must contain a statement from the physician specifically stating that the visitation should not occur. A statement such as "the child should not attend school or day care" will not suffice.

If it is decided you will not be using supervised visitation services any further you must notify the agency. Do not depend on the courts, your attorney or the other party to do so. If there is a scheduled visit that does not occur because the parties have not notified the agency of a change in the court order/agreement it will be treated like a canceled visit as noted above.

INTERACTION DURING SUPERVISED VISITS

Parties are expected to take care of and be responsible for managing the children's behavior during visits. Parties are expected to set limits and discipline appropriately when needed, however physical discipline of any type (spanking, "swatting," pinching, or any other type of corporal punishment) is not allowed.

Children who are potty trained will use the restroom privately without the visiting party. If a child is in diapers or pull-ups the supervisor will remain with the visiting party during changes. **All contact between the visiting party and children must remain supervised.**

Parties are expected to interact with the children in a positive and supportive manner. Any communication or behavior that is emotionally or physically threatening to the child is not permitted. Profanity, derogatory comments, or comments that paint the other parties in a negative light are not permitted.

Discussion of the litigation, the current legal situation, or issues involving the court with the child or other adults is not permitted. This includes any discussion of potential future issues that are not currently authorized by the court, such as "when this is all over," or "if you get to live with me..."

All conversations between the parties and the children must be audible to the person supervising the visit. Conversations between the child and the parties must be in English unless a staff member is available who is multilingual.

Interrogation of the child is not permitted. What behavior constitutes interrogation is left to the discretion of the supervisor but includes using the child to gather information about the custodial party and/or leading the conversation in such a manner that encourages the child to reveal such information. Conversations should be natural and directed by the children's interests. Conversations should focus on the here and now rather than the future possibilities.

Children are not to be physically examined or inspected during supervised visitation.

Threats of physical violence will not be tolerated. All parties must conduct themselves in a manner that clearly demonstrates that the wellbeing of the child is their highest priority.

The supervising staff will determine appropriate and inappropriate behaviors and conversation with the children. **Parties are to comply with the limits set by the staff without complaint, comment, or further explanation during the visit.** Parties may contact the agency during business hours after the visit if they have questions regarding staff directives.

Please turn off all communication tools (e-mail, Skype, cel & smart phones, etc.) or place them in "airplane" mode at the start of the supervised visit. Visiting parents can text, email, or check messages after the visit. If parents demonstrate they would rather text or talk on the phone than interact with the children visits will be terminated. Children are not allowed to talk on the phone or interact with others online (including online gaming) during visits as it is not possible to properly supervise such interactions. Access to the Internet will be at the supervisor's discretion. All communication programs such as Skype, instant messaging, and email must be logged off before the child is allowed to access the computer or other Internet-capable device. The supervisor must be able to see all Internet activity at all times or online access will be terminated by the supervisor.

The agency will allow only the exchange of the children and the items for the children. Neither the visitation site nor the children should be used to pass messages, exchange items, or serve the other party or the agency. The only exception to this is that messages regarding **medication** for the children will be allowed provided the message contains **no other content**. All other messages or information should be handled through the mail, attorneys, or other methods that do not involve the visitation time.

Gifts may be given to children; however, gifts should be new, in original (sealed) factory packaging. Nothing should be given to the child at any time with the understanding that it is theirs "when they go home" with the visiting party or that the gift is otherwise not freely given. Gifts should be moderate in cost, reasonable in number and size, and age appropriate. The number of gifts and sizes of the gifts are restricted to what the children can easily carry in one trip to the other party's vehicle. The agency reserves the right to inspect any items brought by the delivering party or any item from the visiting party prior to presentation to the children.

Parties are not to place their hands on the children in any way the staff deems inappropriate. Unless limited by the court, parties may have appropriate contact with

the child. The parties are to ensure the children do not inappropriately expose themselves during the visitation. If parties encourage the children to assume inappropriate poses the visit may be terminated.

INTERACTION WITH SUPERVISING STAFF

The supervisor is present to observe and record the behaviors of and interactions between the adults and children. Supervisors may interact when necessary at their own discretion. Neither party should initiate involvement of the supervisor in conversation or activities. Parties are not to ask personal questions of the staff, nor are they to offer food or other gifts to staff. Bartering between parties and the staff is strictly prohibited.

Parties are not to involve the staff in discussion disparaging the other parties, providing personal information regarding themselves or the other parties, getting staff to try to "take sides," or discussing their opinion of the court's orders. This includes any discussion regarding the case, ongoing litigation, concerns, complaints, or anything related to the other party. These issues need to be addressed in writing to the agency at times other than during scheduled services. Outside of notifications to the supervisor of immediate issues occurring on the day of a supervised visit all case-related communication should be directed to the administrative office.

All supervisors are required by law to report any reasonable suspicion of child abuse or neglect. This includes physical, sexual, or emotional abuse and physical neglect. Staff will also contact the appropriate authorities if there is harassment, threats, or physical contact during exchanges.

OTHER GUIDELINES

The agency clocks determine the correct time concerning appointments, services, lateness, and cancellations.

The agency has the right to terminate individual sessions and suspend or cease future services for any reason deemed necessary, including:

- If ongoing contact appears too stressful or traumatic for the child
- The agency determines that it cannot effectively address safety or other issues involved in the particular case
- The case places an undue demand on the agency's resources
- A party harasses or threatens staff or other parties
- One or both of the parties fail to comply with guidelines for service

The children and the parties should be dressed in appropriate and unrevealing clothing. Children wearing skirts or dresses should have shorts on under their dress.

There is no smoking, alcohol use, or other substance use allowed at any time during supervised visitation.

Parents are not allowed to carry weapons of any sort during supervised visitation. Parents should secure any weapons in the home so that they are not accessible during supervised visitation. Weapons include, but are not limited to, guns, knives, tools, pepper spray, mace, explosives, fireworks, acids, chemicals, or any other similar object.

Unless a court has prohibited specific interactions during a visit or a licensed health professional provides written documentation regarding a potential emotional or psychological threat to a child from specific interactions, parent-child interaction that falls within the agency guidelines will be permitted. This may include the visiting parent and children watching movies or playing games that the custodial parent may not always approve of, as long as such activity is age appropriate.

QUESTIONS AND COMMUNICATION WITH OUR OFFICE

During the orientation process there will be time set aside to respond to any questions that you might have. Please make sure that you have read these guidelines carefully and that if you have any questions you ask them at that time. After the orientation session please direct any questions to the Program Director in writing. Staff members are only assigned to supervise visitation sessions and cannot fully respond to questions regarding agency policy or case related issues.

In order to properly document issues in our case file, communication to our office should occur in writing. You may contact us at the mailing address or fax number above. We can also be contacted by email to submit initial forms, including color copies of pictures and driver licenses; document cancellations; send in agreed changes, or changes authorized under the order for supervised visitation; and for submission of follow up questions. Our e-mail address for supervised visitation clients is fcs.supervised.visits@gmail.com (we maintain a separate professional email address for attorneys to contact us regarding cases). Messages sent to this account are reviewed daily, Monday through Thursday; depending on when they are received, they may not be seen or responded to until the next business day. Our administrative office is closed Friday through Sunday. If you have an urgent cancellation you need to communicate, please also contact the office directly at 972-360-7437 or, on the weekends, please contact your assigned supervisor directly.

We can schedule additional time following the orientation to discuss questions or case related issues. If you have a complaint regarding agency policies or staff conduct, please submit it in writing to the Program Director within 48 hours of learning of the issue. Complaints received outside of this timeframe are not viewed as serious concerns on your part, and we will not expend staff time on them. Once we receive your complaint the Program Director will follow up as appropriate. If you have a complaint regarding the court order, please contact your attorney.

Fees for administrative activities, including responding to email, are charged as noted above. Staff will occasionally make courtesy contacts (at no charge) to parties or their attorneys, however these are intended to be minimal. Any case requiring more extensive contact with parties or attorneys will also be charged for time spent

interacting outside of the scheduled visitation, including detailing any noncompliance issues.

RECORDS REQUESTS

Copies of records will be provided to parties in response to written requests. A business records affidavit can be supplied with record copies if requested. Information regarding supervised visits will be provided to agents working for the court, such as psychologists or social workers in court-ordered evaluations or *amicus* attorneys. Time spent interacting with agents of the court will be charged to the parties.

Disclaimer for released records: information released is based on staff observations. When providing supervised visitation, we do not provide evaluations of the families who use our services or make recommendations about future arrangements for parent-child access.

The observations are of parent-child contacts that have occurred in a structured and protected setting. No prediction is intended about how contacts between the same parent(s) and child(ren) might occur in a less protected setting and without supervision. Care should be exercised by the users of these observations in making such predictions.

ACKNOWLEDGEMENT OF UNDERSTANDING

The most important guideline to remember is that parties are expected to comply with directives from the supervisor during visits. Although parties may not understand why an instruction is given or agree with the instruction they are given, the time to address questions and concerns is not during the time assigned for supervised visitation.

These guidelines are not meant to be all encompassing. Additional arrangements or modifications may be appropriate based on changing case specifics.

MY SIGNATURE BELOW INDICATES I UNDERSTAND THESE GUIDELINES AND AGREE TO FOLLOW THEM. I UNDERSTAND THAT IF I DO NOT COMPLY WITH THESE GUIDELINES SUPERVISED VISITS MAY BE SUSPENDED OR TERMINATED AND NOTICE OF SUCH MAY BE PROVIDED TO THE COURT.

Signed this _____ day of _____, 20____.

Client: _____
Signature Printed Name