



## ADDENDUM

**Policy Name:** Time Together Supervised Visitation and Exchange Center  
Policies and Procedures with Purpose

**Applies to:** Voluntary participants accepting the use of the *Virtual Communication for Supervised Visitation Under COVID-19* service

**Purpose:** Virtual Visitation is the use of electronic communication to provide contact between a parent and his or her child(ren) as part of a parenting plan or custody order

### Guidelines:

- Participants will be selected at the discretion of the Time Together Program Manager
- Participation in this service is strictly voluntary by all parties, including the child(ren)
- Prior to the initial visit, both parties must meet with program staff for a supplemental intake to review service protocols and familiarize themselves with the virtual platform used to conduct electronic visits
- All visits will be scheduled for fifty (50) minutes
- Client fees remain the same **regardless of the actual length of the visit**
- As it is often difficult for young children to connect and engage during electronic contacts due to their age, attention span, and developmental focus- the Visitation Facilitator will determine if a visit should end early based on the child's engagement and response
- If a call needs to be canceled it should be done several hours in advance of the scheduled visitation time
- If a parent does not log-on within ten (10) minutes of the scheduled visit, the Visitation Facilitator will end the visit and deem it "no show". If for any reason other than technical difficulty the client will be charged full fee for the missed visit
- The Visitation Facilitator will enter notes into the case record throughout the visit. Any redirections will be noted and may result in termination of the visit and suspension of this service
- Visits may be recorded by Time Together
- **Per Wake County Courts; When a DVPO is in place:** If the contact is initiated by Triangle Family Services, it shouldn't be considered a willful violation. However, the Visiting Parent must refrain from engaging in communication with the Plaintiff, and just focus on communication with minor child.

### Procedures:

- Both parents will be individually contacted by email to confirm the visitation time and provide the log-in link
- Both parents should log-in five minutes before the visit to allow for correction of any technical difficulties. Each parent will be placed in separate waiting rooms until the Visitation Facilitator determines it is safe for the visit to begin. At no time will either parent be in view of the other.
- Devices on each end (Visiting Parent and child's) should remain stationary throughout the visit
- Only participants and pre-approved visitors should be in view of the camera. Inclusion of an unapproved adult during the visit will result in the immediate termination of the visit
- Activities on secondary devices must be approved by the Visitation Facilitator before activation
- Visiting parent may not share photographs with the child(ren)
- Visits may not be recorded or videoed by either party. Screenshots are not allowed
- Should the Visitation Facilitator determine there is cause for redirection, the Visiting Parent will be muted and given a written redirection. Multiple redirections will result in termination of the visit