



## Time Together Supervised Visitation and Exchange Center Policies and Procedures with Purpose

We are a child-focused Center which provides a safe and comfortable environment for parents and children to have continued contact while building positive relationships. Policies and procedures are designed with purpose; to *minimize the effects family crisis has on children, without putting them at risk for maltreatment, emotional distress, or violence.*

### Arrival and Departure

- a. The **visiting parent** arrives **(15) minutes prior** to the Visit. In the case of exchanges the parent leaving with the child(ren) will depart the center first and the other parent will wait 15 minutes.
- b. The **custodial parent** or designee arrives on the hour. At the start of a visit, the custodial parent has the option to wait in the front waiting area or leave the Center. (Please return ten minutes before scheduled end of visit and be available by cell phone.)
- c. Please arrive promptly **at your scheduled arrival time**. Arriving early or late compromises the purpose of this procedure. The visiting parent uses the entrance by the Lower Parking Lot. The custodial parent uses the front entrance by Western Boulevard.
- d. Upon arrival, the visiting parent will go through a check in procedure. A metal detector will be used and items brought to visitation will be inspected.
- e. When the child(ren) are returned to the custodial parent, at the end of the visit, they leave the facility and the surrounding area immediately. The visiting parent will wait fifteen (15) minutes after the custodial parent has departed the Center. Program staff will notify the visiting parent when he/she may depart.

Parents, designees, and/or additional participants, must avoid each other completely. Neither parent should attempt to make contact with the other party or their designees at any time for any reason. It is against policy to use the visitation facility or surrounding areas for the service of court documents.

### Payment of Fees

Time Together has set fees for services of \$50 per Intake, \$70 an hour for Visits and \$35 per Exchange. Triangle Family Services has a sliding scale that clients may apply to for a reduction of fees. Clients may carry a balance of one visit; if that is exceeded further visitation cannot be scheduled until payment is caught up.

### Scheduling Visits, Cancellations and No Shows

Before any visit is considered "scheduled," each party must confirm the date and time of the visit.

If for any reason you are unable to attend the visit please notify Time Together by calling (919) 836-8740 as soon as you become aware. Less than a **24 hours** notification will be documented as a **late cancellation** and may incur a \$20 fee.

**"No Shows"** will be assessed an automatic fee equal to the amount of the entire visit.

**Note:** Visits are scheduled on a 50-minute hour allowing for time for transition time. Clients are asked to clean up visiting rooms prior to the end of the visit to make the room ready for the next family.

### Suspension/Termination of Service

Clients will be placed in termination prevention for the following reasons:

- Inability to abide by program guidelines
- Excessive demand on the provider's resources
- Threat of violence or abuse
- Nonpayment of program fees
- Safety concerns or other case issues that cannot be effectively managed

Termination Prevention will involve a written agreement; inability to follow this agreement may result in a suspension or termination of services. If services are terminated Time Together will provide written notice to the court and both visiting and custodial parents, stating the reason for termination.

### **Critical Incidents**

Time Together defines a critical incident as any situation that creates a significant risk of harm, to the safety or well-being of anyone at the Center. Incidents will be documented and sent to the Risk Management Team for review. Any client involved in a critical incident will be placed in the termination prevention process.

### **Child Orientation**

It is recommended that a child orientation take place prior to the first visit. The orientation is designed to allow the child(ren) to become familiar with the center and staff. It will also provide a venue for them to ask questions and express any concerns or fears.

### **Child Refusal**

When children are hesitant to visit, Time Together will make every effort to support them through the process. If a child refuses to visit and it raises concern that continuation of services may become detrimental to the child's emotional well-being, Time Together may suspend services pending resolution of the issue. As a general guideline, after three consecutive child refusals Time Together will put a hold on services. If this occurs Time Together will provide written notice to the court and both visiting and custodial parents.

### **Sharing your concerns**

We want to give your concerns the time and effort they deserve and to be able to discuss those concerns in a way that respects your privacy and the privacy of others. For that reason, we ask you not to discuss visitation concerns during service hours. You can schedule an appointment or call during non-visitation hours.

### **Grievance Procedure**

In the event of a misunderstanding or conflict with Time Together policies or staff, we will make every effort to resolve the issue. However, if this is not possible, Triangle Family Services has a grievance procedure that can be implemented by calling 919-821-0790.

### **Additional Participants**

Time Together's primary purpose is for parents to build and sustain relationships with their child/(ren). Recognizing that family relationships are also important, extended family may participate in a visit upon written request and approval by Program Manager.

### **High Risk Cases**

Time Together carefully screens cases and reserves the right to decline services if it is determined we are unable to ensure safety for all involved. Any case involving sexual abuse will have the following guidelines;

1. Pictures and additional participants will be allowed in the visit only if stated in the Court Order.
2. Physical contact between visiting parent and the child will be limited to a greeting and goodbye hug which must be initiated by the child.
3. Child/(ren) that need assistance using the bathroom or diaper changes will be taken to the custodial parent.

### **Phones**

Phones may be used in the visit to take pictures however video or audio recording is not permitted, nor is the making or receiving of calls or text messages. Triangle Family Services Wi-Fi is closed and it is asked that data based internet is not accessed during visitation. Pre-loaded games and music are permitted if pre-approved.

### **Gifts/Food**

Gifts may be exchanged in visitation. All gifts and cards will be screened prior to the visit for age appropriateness and compliance with policy. Both parents may provide a meal or snacks; the center has a microwave and other kitchen items which can be used. Dietary restrictions and allergies will be noted on the medical form and adhered to.

**Toileting/Bathroom/Diapering**

If a child is old enough to use the bathroom without assistance, they can do so at any time during visitation. Visiting parents may accompany children needing assistance to the bathroom or change diapers under staff supervision.

**Correspondence and Child-related Communication**

Time Together will not exchange property/mail or messages between the custodial and visiting parents by means of the child/(ren) or staff; exceptions to this include medical and dietary requirements of the child(ren)

**Conversational Boundaries**

Time Together seeks to provide a visitation environment where children are emotionally safe. Custodial Parents are not to discuss adult topics regarding their case or visitation in front of children.

**Visiting Parents are asked to refrain from the following:**

- Bringing up the Custodial Parent in conversation
- Speaking negatively about the child(ren)'s other parent, his/her family, designees or Time Together staff.
- Questioning the child/children about phone calls, email, social media or internet based games.
- Discussing court information, lawyers, finances, or other "Adult topics"
- Making promises to the child(ren) about future events.
- Asking questions of the child/(ren) in a way that is information gathering.
- Questioning their child(ren) in ways that infers they are not being properly cared for.
- Speaking a language other than English unless staff is present who speaks the individual's native language.
- Engaging the child(ren) in conversation that causes emotional distress.

If the visiting parent crosses conversational boundaries, the child displays emotional distress or it is determined they are in imminent harm emotionally or physically the Visit Facilitator will redirect the conversation or action, and it may become necessary to remove the child from the visit room.

**Observation Notes Documentation and Court**

Case Reports and visit notes will be prepared upon request with a scheduled court date for a fee. If you or your attorney subpoenas the visit notes you must allow ten days for these documents to be provided. Time Together produces formal Case Reports for scheduled court hearings. The Case Reports are neutral, factual, and non-recommending. They include cancellations, no shows; non-compliance to program guidelines, and late arrivals. Time Together is an artificial environment and any documentation provided should not be used to predict future outcomes.

Staff **cannot** provide legal advice, mediate issues between parents, provide therapeutic interventions, make recommendations or conduct assessments of parenting skills. Therefore staff should not be subpoenaed to testify in court. If subpoenaed, the issuing party will be assessed a fee of \$70.00 per hour.

The above program guidelines are subject to change. Clients will be given sufficient notice of such changes in writing or verbally. By signing below, you agree to comply and with having received a copy of these guidelines.

Client Name (Print): \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Witness \_\_\_\_\_

Date copy given to parent \_\_\_\_\_

(Time Together Staff)