



Phone 972-238-8888 Fax 972-702-0760  
www.hannahshouse.org

### **VISITATION AND EXCHANGE SERVICE GUIDELINES**

The Hannah's House Visitation and Exchange Services are available to assist parties and the Court in supervising interaction between adults and children and assuring the safety of the children. The guidelines set forth are not negotiable and if they are not followed will be grounds to terminate services at our center. No nuts or red drinks allowed in center.

*Please initial beside each section and sign the last page of the document.*

#### **SERVICES:**

\_\_\_ 1. Hannah's House offers three levels of Supervised Visitation

Supervised Visitation Level 1: "Observational Supervision" – on site visitation conducted by trained staff and volunteers. This is the most common and affordable means of having supervised visitation.

Supervised Visitation Level 2: "Interactive Supervision" – visits in the community, or other child friendly location, conducted by degreed and experienced professionals. This type of visitation must be approved by the courts or arranged by agreement of the parties.

Supervised Visitation Level 3: "Therapeutically Supervised" – visitations that combine supervised visitation with active feedback from a licensed mental health professional with advanced degrees and training. Level 3 supervision is not therapy, but uses many of the same techniques to help improve parent – child interactions.

Hannah's House also offers Supervised Exchanges: Supervised exchanges take place in the center and are designed to allow exchanges without interaction between the parties. This service also documents the time parties arrive for exchanges.

#### **HOURS OF OPERATION**

\_\_\_ 2. Hannah's House business hours are from 10:00 a.m. until 5:00 p.m. Monday through Friday. All other hours of operation are dedicated to providing supervised visitation and supervised exchanges to families. Hannah's House is closed on Easter, Independence Day, Thanksgiving Day, Christmas Eve, Christmas Day, and New Years Day. If the agency is closed due to inclement weather, a message will be available on our voice mail. We do not offer visits on Mondays or Wednesdays except for Level 2 off-sites.

#### **INTAKE**

\_\_\_ 3. In order to begin services at Hannah's House, both parties must register and every adult involved must fill out registration forms and pay a non-refundable fee of \$60.00 for each person who is registering.

\_\_\_ 4. Hannah's House will schedule the time of the drop-off and pick-up for the first exchange and visit there after it is your responsibility to call and schedule future visits 48 business weekday hours prior to visitation. Hannah's House will attempt to comply with the hours specified by a court order; however the time and amount of hours for visitations and exchanges for each family will be

dependent on the availability of the resources of Hannah's Houses. The schedule may be adjusted by Hannah's House at any time during services.

#### **HOW EXCHANGES AND VISITATIONS OCCUR**

- \_\_\_ 5. Unless fees are specifically addressed in the court order, visiting party will be responsible for the cost of supervised visitation and exchange services. Fees are due at time of service.
- \_\_\_ 6. Exchanges only one adult per side may enter the center premises and exchange the children. Only registered parties allowed on premises. These parties must complete intake and pay registration fee. The center premises include the **parking lot and all adjacent land** on which the center is located. No more than three authorized adults at a time may be present during a visitation.
- \_\_\_ 7. For supervised exchange services the party receiving the child must arrive in the center no earlier than 30 minutes and no later than 10 minutes prior to the scheduled exchange time or the exchange will be terminated, fees assessed to that party as the canceling party, and the delivering party will be notified. The receiving party is to remain in the waiting room. The delivering party is to arrive in the center no sooner than 5 minutes before the designated exchange time and no later than 5 minutes after the designated exchange time or case management fees will be assessed to the delivering party. If the delivering party is more than 15 minutes late the exchange will be cancelled and fees assessed to the delivering party as the canceling party. Upon arrival in the center, the delivering party is to drop off the child, and immediately depart the premises. The receiving party will remain in the waiting room with the child for 10 minutes after the exchange then depart.
- \_\_\_ 8. For supervised visitation services, the party visiting the child must arrive in the center no earlier than 30 minutes and no later than 10 minutes prior to the scheduled beginning of the visitation or the visit will be terminated, fees assessed to that party as the canceling party, and the delivering party notified. The visiting party is to remain in the waiting room until the child is delivered. The worker will escort the visiting party to a visitation room once the child has arrived. The delivering party is to arrive in the center no sooner than 5 minutes before the designated beginning of the visitation and no later than 5 minutes after the designated beginning of the visitation or case management fees will be assessed to the delivering party. If the delivering party is more than 15 minutes late the visit will be cancelled and fees assessed to the delivering party as the canceling party. Upon arrival in the center, the delivering party will drop off the child, and immediately depart the premises.
- \_\_\_ 9. The child will remain with the visiting party until the delivering party returns to the center. The delivering party is to return at the exact time designated for the visitation to end, receive the child, and immediately depart . The visiting party is to remain in the waiting room until 10 minutes after the delivering party has received the child and then depart.
- \_\_\_ 10. All visits are to remain in the room they are assigned during the entire visit unless the party or child needs to use the restroom.
- \_\_\_ 11. No more than three authorized adults at a time may be present during a visitation.

#### **CANCELLATIONS AND MISSED VISITATION/EXCHANGES**

- \_\_\_ 12. The canceling party will incur the **full fee** of the visitation or exchange if they fail to notify Hannah's House of cancellation by 5:00 p.m. 48 weekday business hours prior to the scheduled visitation or exchange. If both sides fail to show for a visit or exchange, each side will be

responsible for their portion of the full fee of the visitation or exchange. The balance will be due prior to the next exchange or visit.

- \_\_\_\_\_ 13. If the parties provide the center with written instructions signed by a physician and specifying that the visitation or exchange with the other party should not occur **and** the party notifies the center at least two hours in advance the parties will not be held responsible for the cost of visitation or exchange. The note must contain a statement from the physician **specifically stating that the visitation or exchange should not occur**. A statement such as "the child should not attend school or child care" will not suffice. Letters from the physician must be provided within 48 weekday business hours after the canceled visitation or exchange.
  
- \_\_\_\_\_ 14. If you go to court and it is decided you will not be using supervised visitation or exchange services any more, you must notify our office. Do not depend on the courts or the other party to do so. If we are not notified by 5:00 p.m. 48 weekday business hours in advance each party will be responsible for an equal portion of the full fee for the visit or exchange.
  
- \_\_\_\_\_ 15. If two scheduled visits or exchanges have been missed or otherwise do not occur the case may be taken off of the schedule. Parties must make contact with Hannah's House in order to reinstate services. All parties will be notified when services have been suspended or reinstated via fax to the attorneys or Pro Se parties. If services have not been used for six months all parties will be required to repeat the intake process and pay the intake fees.

## **Reasons visitations can be ended**

- \_\_\_\_ 16. The center 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 center determines that it cannot effectively address safety or other issues involved in the particular case
  - The case places an undue demand on the service's resources
  - A party harasses or threatens staff, volunteers, or other parties
  - One or both of the parties have failed to comply with the rules of the service
- \_\_\_\_ 17. During supervised visits, 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 will not be allowed. Profanity will not be allowed. Derogatory comments or comments that paint the other parties in a negative light are not allowed.
- \_\_\_\_ 18. Interrogation of the child will not be allowed. Interrogation is left to the discretion of the staff or volunteer, but would include 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 information. Conversations should be natural and directed by the child's interests rather than those of the adult. Conversations should focus on the here and now rather than the future possibilities.
- \_\_\_\_ 19. Threats of physical violence will not be tolerated during exchanges and visitations. All parties must conduct themselves in a manner that clearly demonstrates that the well being of the child is the highest priority.

## INTERACTION DURING THE EXCHANGES AND VISITATIONS

- \_\_\_\_ 20. Parties are expected to take care of and be responsible for supervising the children's behavior during visits and exchanges. 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 should not be allowed to interfere with other visits or exchanges, harm other people or property, or engage in other inappropriate behaviors. Families are expected to pick up toys, clean up after themselves, and throw away all trash from their visit before leaving.
- \_\_\_\_ 21. Children that are potty trained will use the restroom privately without the visiting party. If a child is in diapers or pull-ups a supervisor will remain in the restroom with the visiting party during changes. **All contact between the visiting party and children must remain supervised.** A diaper changing station is available in the bathroom. Diaper changes may also occur in the visitation rooms at the discretion of the supervisor.
- \_\_\_\_ 22. **Turn off all communication devices prior to entering the center.** The use of cell phones or other communication devices are strictly prohibited during visits or exchanges unless pictures are allowed or calls to Grandparents. These must be approved by Custodial Party.
- \_\_\_\_ 23. The Hannah's House "Additional Guidelines for Cases Involving Allegations of Sexual Abuse" will be applied when any formal allegations of a sexual nature have been made regarding the parent and child. Formal allegations are those which have been reported to the court, Child Protective Services, or Law Enforcement and are either still pending or closed with an indictment or "Reason to Believe" disposition.
- \_\_\_\_ 24. Discussion of the litigation, the current legal situation, or issues involving the court with the child or other adults during visitation or exchanges is not permitted. This includes any discussion of potential future issues that are not currently authorized by the court, such as "when you get to visit me at home," "when you get to see other family members or friends," "when this is all over..." "We can go to Six Flags," or "if you get to live with me..."
- \_\_\_\_ 25. All conversations between the parties and the child must be audible to the person providing the supervised visitation. Unless a staff member is available who understands another language, the conversations between the child and the parties must be in English.
- \_\_\_\_ 26. Hannah's House will allow only the exchange of the children and the items for the children. Neither the exchange or visit site, nor the children, may be used to pass messages, exchange items, make support payments, or serve papers to the other party. Any attempt to serve papers or pass messages at the exchange or during the visit will result in case management fees and possible suspension or termination of services. The only exception to this is that messages regarding **medication** for the children will be allowed to transfer provided the message contains **no other content**. All other messages or information should be handled through the mail, attorney, or other methods which do not involve the center.
- \_\_\_\_ 27. Parties are not to deliver messages through the children to Hannah's House staff. Messages can be faxed or mailed to the center.
- \_\_\_\_ 28. Gifts may be given to children with restrictions. The staff reserves the right to inspect all gifts prior to presentation to the child. Expect that all gifts will be opened and inspected for appropriate content. A gift is defined as anything that the children can take with them at the end of a visit or exchange. Nothing may be given to the child at any time with the understanding that it is theirs "when they go home" with the visiting party or to keep at the visiting party's home. If a gift is given the children will take the gift with them. Gifts will be moderate and reasonable in number and size. The amount of gifts and sizes of the gifts are restricted to what the children can physically carry in one trip to the other party's vehicle. They should be age appropriate. **Money may not be given to the children at any time.**

- \_\_\_ 29. 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. Visiting parties will not be allowed to touch children on their genitalia unless they are changing an infant. The parties are to ensure the children do not expose their genitalia or undergarments during the visitation. If parties encourage the children to assume a position that reveals their genitalia or undergarments the visit may be terminated.
- \_\_\_ 30. The staff has the right to 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 center during business hours as outlined below after a visit.
- \_\_\_ 31. Children may not be physically examined.
- \_\_\_ 32. Pets or other animals will not be allowed in to the facility, save for animals assisting the disabled.
- \_\_\_ 33. The Hannah's House staff and volunteers are there to observe and record the behaviors and interactions between the adults and children. The supervisor may interact when necessary at their own discretion. Neither party should initiate involvement of the supervisor in conversation or activities.
- \_\_\_ 34. Parties are not to involve the staff in discussion disparaging the other parties, providing personal information regarding the party or the other parties, getting staff to try to "take sides," or discussing their opinion of the court's orders. Parties are not to ask personal questions of the staff or volunteers.
- \_\_\_ 35. During exchanges and visits, parties are not to discuss with the staff or volunteers the case, litigation, concerns, complaints, questions, or the other party. These issues need to be addressed in writing to the center at times other than during the exchanges.
- \_\_\_ 36. Snacks and beverages during visits will be acceptable provided the snack is not likely to soil the center. **No nuts of any kind or red drinks allowed in center.** Snacks are defined as finger foods which do not require extra plates, napkins, or utensils to consume. When food is served visiting party must vacuum and clean room before leaving.
- \_\_\_ 37. In the event that a mother deems it necessary to breastfeed her child during a supervised visitation, she should inform the supervisor before the visitation begins, and the supervisor will approve the breastfeeding, if the following conditions are met: 1. The mother uses appropriate modest covering. 2. The mother is discreetly located in the room. 3. The supervisor is female.

## **OTHER GUIDELINES**

- \_\_\_ 38. The office clocks determine the correct time concerning appointments, services, lateness, late fees, and cancellations.
- \_\_\_ 39. All parties must be dressed in appropriate attire that does not reveal their genitalia or undergarments.
- \_\_\_ 40. The delivering party must dress the children in appropriate and unrevealing clothing, or clothing that is not likely to reveal the child's genitalia or undergarments. Children wearing skirts or dresses must have shorts on under their dress.
- \_\_\_ 41. Fragrances that may cause the children or adults receiving services discomfort will not be allowed. Please understand some of our families may have allergies or other medical conditions which would disrupt their ability to enjoy their time in the center when exposed to powerful colognes or perfumes.
- \_\_\_ 42. There is no smoking, illegal substance, or alcohol use allowed at any time during supervised visitation or exchanges. Any party who appears to be under the influence of drugs or alcohol will not be permitted to visit or exchange children.

- \_\_\_ 43. Weapons are not allowed in the center with the exception of guards employed by Hannah's House or by peace officers that are not current clients of Hannah's House. Weapons include, but are not limited to, guns, knives, tools, pepper spray, mace, explosives, fireworks, acids, toxic chemicals, or any other similar object. Hannah's House reserves the right to search any party by means that include but are not limited to frisking and metal detection.
- \_\_\_ 44. The parties will keep Hannah's House informed of any changes in attorneys, address, or telephone numbers.
- \_\_\_ 45. Attempting to contact staff or volunteers outside of the center will be considered harassment and will be grounds for immediate termination of services and possible charges filed against the individual.
- \_\_\_ 46. 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 which falls within the center guidelines will be permitted. This may include the visiting parent and children watching movies or playing games which the custodial parent may not always approve of, as long as such activity is age appropriate.
- \_\_\_ 47. All staff are required by law to report any reasonable suspicion of child abuse or neglect. This includes physical, sexual, or emotional abuse and physical neglect. We will also contact the appropriate authorities if there is harassment, threats, or physical contact during exchanges.
- \_\_\_ 48. Parties that are noncompliant with the rules for use of services may be required to complete additional services prior to continuation of supervised visitation or exchanges.
- \_\_\_ 49. If services are terminated, the parties are not allowed on the premises for any reason without the consent of the staff. Violation will result in prosecution.

#### **CONCERNS, QUESTIONS, AND COMPLAINT PROCEDURES**

- \_\_\_ 50. An appointment can be made prior to the first visit to discuss any questions you may have. Please make sure that you have carefully read these guidelines and that if you have **any** questions you ask them at that time.

#### **CASE MANAGEMENT, RECORDS REQUESTS, AND OTHER FEES**

- \_\_\_ 51. Case management fees are charged as noted above, as well as for noncompliance with rules set forth in this document. Hannah's House staff will occasionally make courtesy calls to parties or attorneys involved in cases, however these contacts are intended to be minimal. Any case requiring more extensive contact with parties or attorneys will also be charged case management fees for time spent interacting outside of the scheduled visitation or exchanges. Case management fees will be charged at a rate of \$60.00 per hour rounded up to the nearest 15-minute increment. Case management fees include time spent interacting with parties and detailing noncompliance that occurred during exchanges or supervised visitation or noncompliance outside of the time of the visit or exchange. The fee will be charged to each party that does not comply. These fees will be due at or before the beginning of the next scheduled visit or exchange or services will be suspended until payment is made.
- \_\_\_ 52. Files will not be released to parties unless they are *pro se*. Documents will be provided to attorneys and *pro se* parties by way of subpoena or business records affidavit only at a rate of \$1.00 per page. Documents will not be mailed; they must be picked up by a courier such as FedEx, UPS, or private mail service. Documents will be provided to agents working for the court (such as psychologists or social workers involved in a social study) and fees for such records requests charged to the parties.

\_\_\_\_ 53. If subpoenaed, Hannah's House will charge the issuing party \$100.00 per hour including all travel time to and from the court, with a nonrefundable minimum retainer of \$200.00 per supervisor. Payment of the retainer is due 72 weekday business hours prior to the time of the scheduled court appearance. This fee applies for each court visit, whether or not testimony actually takes place.

**ACKNOWLEDGEMENT OF UNDERSTANDING OF SERVICES, RULES, AND GUIDELINES**

\_\_\_\_ 54. The most important rule to remember is that parties are expected to comply with directives from Hannah's House staff while they are on site, whether for supervised visitation or exchange. 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 or exchange. In certain cases there may be changes to routine operations in order to accommodate unusual or unforeseen events or needs that may or may not relate to your individual case. Please remember that we are serving a number of families at any given time and that compliance with the rules outlined herein will enhance services to everyone.

\_\_\_\_ 55. These guidelines are not meant to be all encompassing. Additional rules may be appropriate to changing case specifics.

**I HAVE READ AND RECEIVED A COPY OF THESE RULES AND HAVE A COPY FOR MYSELF. I UNDERSTAND HANNAH'S HOUSE RESERVES THE RIGHT TO REVISE AND/OR CHANGE POLICIES AT ANY TIME OR MODIFY RULES ON A CASE BY CASE BASIS. MY SIGNATURE BELOW INDICATES I UNDERSTAND THESE RULES AND AGREE TO FOLLOW THESE RULES. I UNDERSTAND THAT THE INFORMATION GATHERED DURING EXCHANGES AND SUPERVISED VISITATIONS WILL BE RELEASED TO THE COURT AND OTHERS AUTHORIZED BY THE COURT TO HAVE SUCH INFORMATION. I UNDERSTAND THAT IF I DO NOT COMPLY WITH THESE RULES, THE VISITATION OR EXCHANGES MAY BE SUSPENDED OR TERMINATED AND NOTICE OF SUCH MAY BE PROVIDED TO THE COURT.**

Signature \_\_\_\_\_

Date \_\_\_\_\_