



Frequently Asked Questions

There are many questions that you may have regarding supervised visitation and exchanges. We have put together this list of the more common questions that we get in order to help serve you better.

1. Q: "Was Hannah the person who started Hannah's House?"/ "Was Hannah the first child at the center?" / "Is that Hannah on the web page?"

A: We have gotten several questions like this. The name Hannah's House was chosen largely for its alliterative value.

2. Q: "What happens if I come in to register and the other side never does?"

A: Hannah's House will keep a registration "pending" (awaiting all parties information to begin services) for 90 days. After that the information will be stored and the parties will be required to complete registration again to begin services. Consequences for failing to follow through with court orders to participate in services may vary. Please consult with your attorney in this regard. Clients can only be responsible for their own actions, and we urge all clients to comply with the orders of the court.

3. Q: "We're both registered, now what?"

A: Once both parties have registered Hannah's House will review the court order/"Rule 11" agreement and schedule a visitation or exchange based on our availability and the court order or agreement. Parties will be notified once a regular visitation or exchange schedule has been established. Hannah's House will attempt to provide a courtesy phone call for each party the first time a new visit or exchange is scheduled.

4. Q: "Can I get scheduled for a 4 hour block of time on a weekend?"

A: Generally, yes. Our weekend time slots are divided into two hour blocks on both Saturday and Sunday. Please check with us on our current availability/demand if you have special case considerations.

5. Q: "How does Hannah's House determine what 'weekend' it is?"

A: This is often a complicated question when dealing with family law cases. To avoid any confusion, Hannah's House schedules based on specific dates during the month (i.e. 1st and 3rd Saturdays, 2nd and 4th Thursdays, etc.) which you can easily determine from looking at an ordinary calendar. For cases where there are multiple visits or exchanges (such as a Friday evening exchange with a return on Sunday evening), we chart based on the first day of the visit/exchange and then the following visit/exchange date (i.e. 'exchanges are scheduled for the 1st and 3rd Friday with the return exchange on the following Sunday). This way, even if a weekend is split over multiple months parties can see clearly on the calendar what the 1st, 2nd, 3rd, 4th, time a particular day occurs in the month and then what the following noted day is.

6. Q: "I've been ordered to pay all of the fees. Does this mean if the other side is charged late fees or case management fees I have to pay them?"

A: No. There are party-specific charges, such as case management fees, records request fees, etc. which will be due from the party which has incurred them, even if only one party is ordered to pay for supervised visitation or exchange services.

7. Q: "Can you call the other side and ask them if they will [fill in the blank]?"

A: No. It is the responsibility of the parties to communicate with each other, either directly or through their attorneys, regarding case information or requests. We will provide courtesy notification to attorneys at various times, however it would be inappropriate for us to serve as an advocate for one party or another.

8. Q: "The other side and I would like to change the time/date of the next visit or exchange. If we both agree to it can we do that?"

A: Hannah's House may not be able to accommodate all requests for schedule changes due to the other cases we are also providing services for. Please provide **written requests** from both parties (or a "Rule 11" agreement from the attorneys) in regards to the requested time/date change and we will attempt to make arrangements. Time slots are filled on a first come, first served basis.

In general we cannot arrange a change in a visitation or arrange an unscheduled visitation with less than 48 weekday business hours' notice. This means for a weekend visit we would need to have the confirmed request by 5:00 p.m. the preceding Wednesday.

9. Q: "My attorney didn't tell me about the fax/telephone call/letter/etc. Am I still responsible?"

A: Yes. Good communication and contact between you and your attorney is very important. Hannah's House will often send copies of letters to all attorneys involved in a case as a way of making sure all parties are informed about ongoing case issues. Due to the difficulty of communicating in person with each and every client facsimile transmission ("faxes") to attorneys are often sent out automatically after hours.