

## **Specific Policies and Procedures for Medi8Resolution Center Supervised Exchanges & Visitations:**

These rules apply during any service rendered or appointment. Failure to comply may cause immediate termination and/or actions will be reported to court officials. If termination is necessary, Visitation Supervisor(s) will make notes within observational report, call Medi8Resolution Center (M8RC), and/or contact law enforcement for assistance.

Mission: To assist parties and the courts by providing safe access and supervised interactions between adults and children.

### **SERVICES:**

Supervised Exchanges - The fee for this service is \$30 an hour.

There will be a \$10 late charge fee every 15 minutes past the time for the parent that is late.

Participants shall refrain from exchanging negative words, verbal or nonverbal gestures, toward the other parent.

Approaching the other person's vehicle is prohibited unless given permission by the Visitation Supervisor (VS). The VS will retrieve or return child(ren) to the other vehicle. Unless given permission from the VS, please remain in your vehicle.

All drivers' license must be current. If it is suspended or revoked for any reason, VS will not allow the children to be transported by that driver. This also applies if the car is not insured. It is allowed to employ another driver: Uber, taxi, friend, etc., however, they will not be allowed to stay for the visitation

Supervised Visitations – The fee for this service is \$20 an hour for each parent/guardian for up to two (2) children. \$5 per additional child. If ordered to pay for the full service, it will be \$40 hr.

Visitation Supervisor(s) will wait 15 minutes for parent(s) to arrive. Visitation may be cancelled if parent(s) are habitually late. A charge of \$10 for every 15 minutes the VS is with the child(ren) past the scheduled time will be added.

Participants using drugs or alcohol prior to or during visitation are prohibited. Suspicion of narcotics/alcohol use will be noted in observation reports and it may result in terminating the visit. Smoking and the use of inappropriate language are also prohibited.

Participants will leave their cell phones or cameras in their cars.

If participants need to have their cellphones, they will refrain from texting, phone calls or becoming distracted while on their visit(s).

Pets/animals may not be brought to the visits. (Some VS are allergic to animals)

Both parties must agree upon gifts/toys or other items before bringing them to the visits.  
(Birthdays are the exception).

Both parties must agree on food, drinks or candy before bringing them to the visits. (Please be aware of any allergies concerns). Please let the VS know if bringing food is a cultural custom.

Participants are expected to pay for supervisor's items during visitation if an off-site meeting requires admission such as an entry to parks, which may include any out-of-pocket meal expenses or entry fees.

Custodial parent/caregiver have the option to administer medication prior to scheduled times.  
Administration of medication is prohibited during visitations. Special exceptions may apply.

If children have had: fever of 100 or higher, diarrhea, vomiting, and unexplained or contagious rash, they should be symptom free for 24 hours before visit.

Visitation Supervisor (VS) will support bathroom needs or other situations as to always "keep eye on site" for safety measures.

M8RC respect diversity; however, in order to service families the best that we can, we ask that if you are a bi-lingual and are in need of an interpreter/bi-lingual supervisor, please let us know during the intake process. Otherwise conversations must be done in English in order for proper supervision and documentation to occur. All notes or cards need to be inspected by Visitation Supervisor for approval.

Corporal punishment such as spanking, hitting, pinching to correct behavior is prohibited and inappropriate. No inappropriate touches, fondling or suspicious physical contact.

Any games that becomes a safety concern like throwing children up in the air (catch game), or swinging children around, etc., the Visitation Supervisor will engage if this happens and ask the parent to cease the activity.

Grown-up conversations are for adults. Children just need to spend time with their parent(s). Off-topics include, but not limited to: living situations, people in home, partners, and/or abused allegations of any type. If child becomes stressed, the visitation may end before scheduled time.

All personal information will remain confidential. There should never be an exchange or a request for address, phone numbers, locations, or names from parents or children during any service or appointment. We do not give out information from forms unless contacted by a court official.

Conversations regarding legal issues, court orders, or discussing other parent is non-existence between participant and Visitation Supervisor. VS will remain neutral at all times. Please focus on your children!

Participants shall always provide correct contact information for each appointment or service.

Services and appointments are restricted to the agreed location for the specific date and time. Exceptions will not be considered.

All Participants must comply with scheduled times, dates, locations and follow all guidelines and procedures. Failure to do so will result in termination. Arrival and Departure times are extremely important for safety for all participants. Visits will begin at scheduled time and end at scheduled time.

Supervised Visitation is for the parties that are mentioned in the court order, which are typically the noncustodial parent and child(ren). Other visitors may be considered if agreed by both parties and at the discretion of the VS and will have to go through the intake/orientation process and pay the fee. This also includes when dropping and picking up the child(ren) to and from visitation.

All fees are paid in advance. Payments can be made via Cash, PayPal, Cashier Check, and Money Order or Credit Card. It is preferred that the advanced payment be at least 7 days prior to the visitation date. Typically clients pay for the upcoming visitation on the date of the current visitation. Advanced payment will guarantee you the upcoming visitation date. M8RC will NOT hold a date unless payment has been received.

Cancellations or rescheduling need to be made 48 hours in advanced or there will be a \$25 fee. No shows are counted as a visit so please be aware of this. If the non-paying party causes the no-show, that person is responsible for paying the fees. If refused, it will go to the courts for payment.

Participants are required to surrender car keys during visits. Please offer your keys to the VS. Do not make the VS ask for your keys.

Supervisor(s) may modify or change rules and guidelines to accommodate safe and successful visits.

Participants must cooperate with procedures stated by the VS or visits may be cancelled. Infractions are reported to court officials.

Each Participant MUST fill out an Intake packet and attend an orientation. The fee is \$20 non-refundable for each participant, including any potential visitors, and it needs to be paid in advanced.

The fee to subpoena a VS to court is \$75 an hour with a minimum of two-hours. This must be paid in ADVANCE. If more than 2-hours, the party will be billed for the difference.

The fee of \$2 per page for requested documents.

The Observation Report requested in lieu of court testimony: \$30. Visitation Supervisors DO NOT give opinions or recommendations. If reports requested older than six months, the fee will be \$75.

I have read and understand policies and procedures. I agree and will abide by all stated policy, procedures, rules and guidelines.

Cancellations, terminations, and No-Shows are counted as a visit.

I understand the results of noncompliance of these rules can be termination of visit and loss of payments.

I accept the rules of this contract. I will give at least **seven-day notice** if Exchange and/or Supervised Visitations are no longer required or I will lose my advanced fee.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Client Printed Name: \_\_\_\_\_

Intake Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_