

**SUPERVISED VISITATION  
CLIENT CONTRACT**

The conditions of the Client Contract are based on Parenting Time's desire and determination to create a safe, neutral, and productive context for child-Parent interaction. All parties will be held accountable for every part of the contract and it is crucial that each Parent carefully read each section following. If you have any question or concerns about any part of this document please contact Parenting Time before signing the contract.

**Client Relationship to Parenting Time**

\_\_\_\_\_ No client shall make excessive demands on Parenting Time's resources. This includes but is not limited to creating unreasonable difficulty in scheduling.

\_\_\_\_\_ No client shall share unsolicited personal information with staff members outside of Orientation. Any and all information shared by Clients following the confidential Orientation appointment may be documented and accessed by either Parent. Clients should remember at all points the role of the Supervising facility and individual Monitors.

Visitation is NOT:

- Counseling
- Venting sessions
- Mediation
- Legal advice
- Investigative
- Remedial Parent education
- Custodial evaluation

**Parent Interaction**

Custodial and Non-Custodial Parents need never have contact in regards to visitation. Parenting Time will act as intermediate between Parents in the scheduling and orchestrating of visits.

\_\_\_\_\_ Neither Parent nor any member of their families or other representative shall make any effort to initiate contact, either verbal, physical, or visual with any member of the other party while on Parenting Time premises including the parking area. This includes service of court documents.

\_\_\_\_\_ Neither Parent shall try to extract information regarding the whereabouts or avenues of contact of the other Parent either from staff or from the child(ren) before, during, or after a visit regardless of restraining order.

\_\_\_\_\_ Neither Parent may use the child(ren) to relay or receive messages to or from the other Parent. Any necessary correspondence should be done through Parenting Time staff if appropriate or through a private attorney.

\_\_\_\_\_ Rules regarding no-contact pickup and drop-off may not be waived, regardless of individual circumstances. If Parents choose to interact it is a decision which must manifest outside of the services provided by Parenting Time.

## **Custodial Parent**

The Custodial Parent's primary role in visitation is to drop-off and pickup children promptly and to provide support and understanding to the child(ren) participating in visitation. It is the role of Parenting Time to record and regulate what occurs during visits and while Custodial Parents may bring up concerns with Parenting Time they should not assume the responsibility of trying to know everything that happened during a visit.

\_\_\_\_\_ The Custodial Parent will bring the child(ren) to the Parenting Time office at the visit start time. Arriving early could result in contact with the Non-Custodial Parent either in the office or in the parking area and is not allowed. Arriving late will delay the visit and take visitation time away from the Non-Custodial Parent and the child(ren) which will be documented and if sufficient will be made-up.

\_\_\_\_\_ The Custodial Parent will be in the office to pick up the child(ren) at the time the visit is scheduled to end and leave the premises immediately after collecting the children and signing out with Parenting Time staff.

\_\_\_\_\_ If medication is needed during visits Parenting Time will require written permission and instructions from the Custodial Parent for the Non-Custodial Parent to administer the medication. Parenting Time staff will not be responsible for the administration of any medication.

\_\_\_\_\_ Any allergies or dietary restrictions of the children participating in visitation must be reported to Parenting Time by the Custodial Parent at the time of Orientation as the Non-Custodial Parent will be responsible for providing food and beverage for the child during the visit.

## **Non-Custodial Parent**

The Non-Custodial Parent attends visitation for two reasons:

1. To spend quality and concentrated time with her/his child(ren) and to establish or maintain the Parent/child bond
2. To demonstrate through the visit reports made by the Monitor her/his Parental aptitude and appropriateness in order to gain custody or visitation rights in court

Any motivation for visitation that falls outside of these two categories will not help your children and should cause you to reevaluate your choice to participate in visitation.

\_\_\_\_\_ The Non-Custodial Parent is responsible for bringing food and drink for the child(ren) during the visit. Food items brought to the visit will be documented in the Visit Report.

\_\_\_\_\_ The Non-Custodial Parent must arrive no less than fifteen minutes before the scheduled start of the visit. The Non-Custodial Parent shall wait in an assigned area that is physically and visually separate from the front lobby and parking lot after signing in and until the visit begins. This process ensures that there is no contact between the Custodial and Non-Custodial Parents preceding the visit.

\_\_\_\_\_ No member of the Non-Custodial Parent's family or other representative will be permitted to wait in the office or parking area. If the Non-Custodial Parent receives a ride to the visit that ride must leave immediately and not return until fifteen minutes after the end of the visit.

\_\_\_\_\_ The Non-Custodial Parent shall wait to be released by Parenting Time staff after the departure of the Custodial Parent and child(ren) in the assigned area that is physically and visually separate from the waiting area and parking lot. This procedure allows the Custodial Parent and child(ren) to leave the premises without fear of being confronted or followed.

\_\_\_\_\_ The Non-Custodial Parent may not at any time during the visit speak in any language other than that approved during enrollment. While Parenting Time does understand and respect that many families operate using multiple languages we cannot permit the possibility of our Monitor not being able to understand what is being said.

\_\_\_\_\_ The Non-Custodial Parent may not make any inquiries or imply criticism regarding the Custodial Parent or his/her family. Visits should be concentrated on the child(ren) and should never be used as a means to collect information about anyone other than the child(ren) present.

\_\_\_\_\_ The Non-Custodial Parent may not instigate any conversation about adult issues including: CPS, court orders, adult situations etc. Parents must respond appropriately to any such conversation instigated by a child.

\_\_\_\_\_ The Non-Custodial Parent must maintain emotional control throughout the visit. A visit may be stopped any time the Monitor feels that the emotional state of the Parent is causing stress for the child.

\_\_\_\_\_ The Non-Custodial Parent may not suggest activities that are outside of the CURRENT custody orders or activities that are pending approval from the Custodial Parent.

\_\_\_\_\_ The Non-Custodial Parent may not bring gifts to the child without prior consent from the Custodial Parent via a Gift Approval Form unless the family has an established Open Gift Policy. The Non-Custodial Parent will be allowed to bring one item for the child's birthday and one item for any holiday during which the family would normally exchange gifts without Custodial approval.

\_\_\_\_\_ The Non-Custodial Parent is the only person automatically allowed to attend visits. Any additional visitor must be approved by the Custodial Parent via the Visitor Request Form. This includes persons wishing to visit by phone/Skype etc.

\_\_\_\_\_ The Non-Custodial Parent may not ever remove the child(ren) from the Parenting Time facility without the approval and accompaniment of the Monitor. If the Non-Custodial Parent ever leaves the premises with a child the police will be notified immediately.

\_\_\_\_\_ Children who are potty trained will use the restroom alone. The Non-Custodial Parent may wait in the hall and enter the restroom only at the actual request of the child or to assist with hand-washing. Under no circumstances may the parent use the toilet while the child is present in the restroom. Diaper changing will occur in the visit room under the normal supervision of the Monitor.

\_\_\_\_\_ Cell phones may be used only as entertainment devices and cameras during visits. No phone/video call, text message, email, social media etc. may be used by/shown to the child without prior approval.

\_\_\_\_\_ If the Non-Custodial parent chooses to engage in any activity that requires the Monitor to incur any out of pocket expenses, the expense shall be paid by the Non-Custodial Parent. This includes admission tickets, entry fees and any other cost that is absolutely necessary in order for the Monitor to supervise the visit.

\_\_\_\_\_ All request forms must be filed at least 3 days in advance of the visit date they pertain too.

\_\_\_\_\_ The Non-Custodial Parent is responsible for the cleanliness of the visitation space following the visit. A \$10 fee will be added for Parents who choose not to return the visit room to the state in which they found it. This fee will be added to the regular visit fee of the next visit and no further visits will be allowed until it is paid.

\_\_\_\_\_ In cases in which allegations of sexual abuse have been listed in the court order as a reason for referral there is to be no physical contact, no exchanges of gifts money or cards, no accompaniment to the restroom, no photographing or recording of any kind, and no visitation at any location where alleged abuse occurred.

## **Documentation**

Parenting Time maintains extensive client files and detailed visitation reports so that information regarding visitation may be submitted objectively and professionally into court custody matters. All documentation must be ordered and submitted for court/mediation by a Parent. Documentation is provided at costs detailed on the Fee Schedule for the current year.

\_\_\_\_\_ Any information regarding a client will not be released to any party other than that client family unless the information pertains to suspected child abuse, violation of state or federal law, or is approved by the client to be issued to another individual such as an attorney.

\_\_\_\_\_ All parties are responsible for paying the fees associated with the documentation they request. Lawyers are not exempt and must either pay for the documents or defer the responsibility to their clients.

\_\_\_\_\_ Documentation must be requested in writing and paid in full at least 7 days before copies are needed. Documents will be emailed unless another mode of delivery is requested.

\_\_\_\_\_ All documentation requested less than 7 days prior to pick up date will be subject to an additional charge. All documents requests submitted less than 7 days prior to pick up date are subject to denial based on Monitor availability.

\_\_\_\_\_ The Parenting Time facility is equipped with video and audio recording to add to the safety of our staff and clients. All activities within the facility may be recorded and your entry into the facility is your consent to be recorded.

## **Scheduling and Cancelation of Visits**

While Parenting Time makes every effort to accommodate individual schedules it is crucial that both the Custodial and Non-Custodial Parents be as available as possible for visits. Visitation must be viewed as a high priority both for sake of the children and for custody issues. Parenting Time schedules all families on regular weekly visits. In special circumstances where regular visits are impossible accommodations may be made.

\_\_\_\_\_ Appointments will be made a minimum of 3 days in advance of the desired date of the visit unless shorter notice is approved by all parties including Parenting Time.

\_\_\_\_\_ After three attempts have been made to schedule or reschedule a single visit attempts will cease.

\_\_\_\_\_ Any visit canceled within 48 hours of the scheduled occurrence for unknown or non-emergency reasons will be charged in the amount of \$10 per hour to be paid by the Parent who cancelled regardless of whether that Parent is the one who normally pays for visits.

\_\_\_\_\_ Any visit cancelled without notice (no-show) will be charged in full to the absent Parent. If both Parents fail to appear the cost of the visit will be charged to the Parent normally responsible for visit fees. Only cases of documented emergency in which contact to Parenting Time was made impossible will be forgiven. Both Parents are encouraged to carry Parenting Time's phone number with them at all times in case the need to cancel should suddenly arise.

## **Fees**

Every client will be provided with a current Fee Schedule during their orientation. Any change in fees will be presented to each party in writing 14 days before their implementation.

\_\_\_\_\_ The party responsible for paying fees as decided by court order or as agreed upon in writing will pay each fee in full prior to receiving the service. Visits must be paid at the start of each visit and documentation paid at the time of the request. Failure to pay in full prior to time of service will cause the termination of the scheduled visit, incur a cancellation fee and require prepayment prior to the resumption of visits

\_\_\_\_\_ Fees must be paid by cash, check or credit/debit card (Visa, MasterCard, American Express and Discover). Fees may be prepaid online at [www.parentingtimeca.org](http://www.parentingtimeca.org). A receipt will be issued to the party paying as well as kept on file at Parenting Time.

\_\_\_\_\_ Parenting Time will exercise its right to contract with a collection agency to recover fees owed when they are 30 days past due. Attorney fees and costs shall be paid by the defaulting party within this contract should the need arise to seek legal or court action to recover fees due.

I, the undersigned client, agree to follow all rules and regulations of the above contract. I understand that violation of any of the conditions outlined above will be documented and could affect my custody if presented in court and/or my status as a client with Parenting Time. I further understand that the above rules and regulations are additions to the mandates and limitations set forth in state and federal law as well as any court orders or restraining orders that pertain to me and never supersede them.

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

**X**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date