

Connecting Families Visitation, LLC

Guidelines and Regulations



Contact Information

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Mission Statement

The mission of Connecting Families Visitation, LLC is to provide a safe and nurturing setting for children and families who are affected by separation, divorce, child abuse and/or neglect, domestic violence or have become mentally and physically debilitated.

Our goal is to connect families' one relationship at a time to create a bond that cannot be severed.

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I. CFV SERVICES

A. SUPERVISED VISITATION

There are two forms of supervised visitation that CFV provides which are supervised and monitored. During supervised and monitored visitation, a trained supervisor is present during the scheduled time. The visit supervisor generally does not participate in the visit but will do their best to insure the client and child do not feel uncomfortable with their presence.

Supervised

The visit supervisor will always maintain sight and sound contact with the child and all parties. This is the highest level of supervision.

Monitored

The visit supervisor is always on site and will maintain a line of sight or within hearing distance of the parent and child interactions. The visit supervisor will conduct fifteen (15) minute periodic checks to ensure child is conformation. This is medium level of supervision.

B. CHILD EXCHANGE

Child exchange is the lowest level of supervision. The child is exchanged from the residential parent to the visiting parent and then back from the visiting parent to the residential parent.

C. TRANSPORTATION

Transportation can be provided with any of the services mentioned above.

D. ZOOM VISITATION

Each party will be sent a zoom invitation that allows each party to participate in the call. A waiting room will be enabled to ensure that the parties are not making contact until the visit is to begin. The supervisor will be able to hear/see both parties during the conversation although the supervisor's camera and audio are off this is to ensure the conversation between the parties are clearer to understand for note taking.

All Zoom calls are subject to be recorded for note taking purposes.

Technical issues may arise during conversations. If a technical issue arises due to the supervisor's internet connection the time will be made up. If the technical issue arises on either clients' end the time is not subject to be made up.

E. PARENT COACHING (SERVICE AVAILABLE DEC 2022-FEB 2023)

Is a service that provides support to the visitation process. Following the Parent Coaching Institute (PCI) Model, the visit supervisor will work parents to be creative, energetic, and fulfilled mothers and fathers during visitation that assist with meeting the needs of child developmentally, emotionally, and physically with ease in timely and appropriate ways, intentionally focusing on the positive strengths, appreciating the good, and valuing the possibility of the parent-child dynamic.

These sessions would occur 24-72 hours after each of the visit. The parent will meet with the parent coaching to discuss their "preferred future" regarding their parenting goals. The coach will work from a strengths-based model to help guide the parent towards that "preferred future." It is recommended that each parent commit to a minimum

Initial: _____ Date: _____

of eight (8) sessions. In those session, we will be using the Appreciative Inquiry and the 4-D Model (Discovery, Dream, Design and Destiny). More information regarding methods used in the coaching can be provided upon request.

If one is interested in this service, please inform the visit supervisor so you can be placed on the waiting list, you will be eligible for a wait-listed discount.

F. MINIMUM AND MAXIMUM VISIT TIMES

IN-PERSON

Minimum visit times are two (2) hours a day if you choose to only visit for one hour you will still be charged for two (2) hours. Maximum visit times is eight (8) hours a day. Any time over eight (8) hours is subject to time and a half charge.

ZOOM VISITATION

Minimum visit times is one (1) hour a day if you choose to only visit for less than one (1) hour you will still be charged for those one (1) hour. Maximum visit times is two (2) hours a day. Any time over two (2) hours is subject to time and a half charge.

G. VISITATION LOCATIONS

Visitation location must be pre-arranged and planned for services to occur. Once the location is agreed upon it is not subject for change. The visit supervisor must have constant visual and audio contact during any service, especially during supervised visitation.

Visitation locations will vary and will be on a case-by-case basis. The visiting client and children may utilize multiple locations for their visits. Locations may include those within walking distance or by other forms of transportation such as car, transit and/or trolley, etc. In-home visitation may occur as well.

CFV will permit others to participate in visitation unless a Court Order states specific interactions are prohibited during a visit, or a licensed health professional provides a written documentation regarding potential emotional, physical, or psychological threat to the child or children.

During visitation, the child may engage in sports, playing games, or watching movies that one parent may not always approve of, as long as such activity is age-appropriate it will be permitted.

Please be sure to give the correct visit location address so you can be billed accordingly, or you may be subject to additional fees.

All visit locations must have access to a restroom for both women and men.

Fifteen minutes prior to the end of visitation, the visiting parent is required to make sure the area is cleaned, and the child or children is/are ready for transport or exchange with the residential parent. It includes having their diaper changed or the child or children taken to the restroom; they are clothed properly; shoes on and ready to go. Visit supervisor will give exit instructions for each party when the visiting plan is created.

H. PHYSICAL HOME ASSESSMENT

DUE TO THE RECENT PANDEMIC IT IS HARD TO CONDUCT VISITS IN A PUBLIC LOCATION

Initial: _____ Date: _____

CFV is offering to do physical assessments of visiting parents' home before in-home visits are to begin. This assessment is **NOT A HOME STUDY**.

The purpose of this is to determine if CFV views the visiting parents' home an acceptable and safe environment for the child and them to visit in. It will determine if the home is clean, has electricity and running water, a functioning kitchen and bathroom, is age-appropriate food available for the child, is the visiting parent prepared with any other items they will need to care for their child, does it have enough space for the child to play depending on the age of the child, and if there will be anyone else present in the home during visitation. The home will also be searched for any drug paraphernalia and/or weapons to make sure they are not present and if they are, they are stored properly.

CFV will view and search the whole house entirely, so please do not be offended, if CFV opens doors, closets, or dressers.

CFV will conduct a short interview with the visiting parent on why they are requesting in-home visits. CFV will conduct a short interview with the residential parent to determine how they feel about the visiting parent having in-home visits.

After CFV has viewed the home, a report will be generated to discuss the physical conditions of the home, if the parent is prepared to have the child in their home, if anyone else will be present in the home during visitation, was there any drug paraphernalia and/or weapons present or stored away, the views of the visiting and residential parent on in-home visitation occurring and the recommendations of CFV if in-home visitation should occur, and if not, what should the visiting parent do to get the home in a condition where in-home visitation can occur.

If any parent has any objections to in-home visitation, the visiting parent will need to go to court to get the matter resolved. CFV cannot force in-home visitation to occur.

CFV RESERVES THE RIGHT TO END IN-HOME VISITATION SHALL ANY INDICENTS OCCUR

I. CANCELLATION POLICY

If the visit supervisor arrives to conduct a visit or exchange service and the service does not occur or the child refuses, all fees for the service are due.

If either party cancels any of the scheduled services less than 24 hour prior to the scheduled start time, the party who cancelled is responsible for all fees that are due for that service. All cancellations must be sent via email; telephone calls and text are not acceptable methods of delivery.

If a cancellation occurs 24-48 hours prior to a scheduled service was to begin there will be a \$75 dollar cancellation fee will be charged or deducted from the paid service and the balance will be applied toward the next day of service or a refund will be issued.

If either party gives over 48 hours' notice all funds can be applied toward next day service or a refund will be issued.

No fees are charged if a service is cancelled by CFV.

THIS POLICY BELOW APPLIES TO CANCELLATION OF A SERVICE FOR ANY REASON

To cancel a service:

Initial: _____ Date: _____

You must send an email to connectingfamiliesvisitation@gmail.com

- ✚ Explain the need to cancel the service.
- ✚ Explain why the child is not available for the scheduled service.
- ✚ What days and times the child will be available for a make-up visit or scheduled service.

To request a refund:

You must send an email to connectingfamiliesvisitation@gmail.com

- ✚ Explain why you are requesting a refund.
- ✚ What didn't you like about the services and what you did like about the service.
- ✚ What recommendations can you offer to improve services and would you recommend others to use this company for services.

II. Client's Role and Responsibilities

A. SCHEDULING OF SERVICES

All services are on a confirmation basis with preference to regular weekly visit schedule. The visit schedule should remain consistent each week. The visiting or exchange parent is required to email each party requesting services a week before the actual visit day or exchange unless a consistent schedule is determined and agreed to by all parties. The non-visiting parent is required to email each party confirming the visit or exchange 72hrs in advance of such scheduled service.

All clients are required to schedule and make visitation with Carrie Lewis. If for any reason a visit is missed or irregular CFV cannot guarantee it will result in it being made up.

It is advisable to make all scheduled services payments in advanced and/or as soon as you receive your invoice to secure the confirmation of your service.

Please email visitation or exchange requests to connectingfamiliesvisitation@gmail.com. Please be sure to include the specific date, time, and visit or exchange location (full address including zip code).

If any parent has vacation time planned and will interfere with the visit schedule, each parent must communicate with the other party to discuss the make-up time and then relay the information from that conversation to the visit supervisor.

Both parties are expected to follow court orders and/or visit or exchange plan from this intake agreement when scheduling a service.

B. MAKING PAYMENT

The parties responsible for payment will be sent a PayPal invoice even if this is not the method you are planning to pay with unless your method of payment is creating a "trust account". "Trust accounts" will receive an excel spreadsheet outlining charges deducted from the money sent to CFV's PayPal account or received in any other form of payment, etc. cash, check or other digital POS's Venmo, CashApp, and/or Zelle.

All payments should be made 72-48 hours in advance of a scheduled service. If you are out of state, you may be subject to make your payment one week in advance.

Initial: _____ Date: _____

CFV does have a POS system that can take credit and debit cards. Please inform visit supervisor this will be your method of payment. Checks, money orders or cashier checks are accepted as well.

Clients are expected to resolve any debts that accrue for services in a timely manner. If you have a dispute with a charge, please be sure to email why you would like to dispute the charge. CFV promises to find a resolution that will suit the dispute with will be fair to all parties. If for any reason the client is not happy with the resolution brought forth by CFV, a third party will be brought into the matter, such as mediator or a collection agency, whichever best suits the situation.

IF YOU HAVE ANY QUESTIONS REGARDING YOUR BILL OR PAYMENT PLEASE CALL.

C. CONFIRMATION OF SERVICES

Once payment is made and accepted for a scheduled service, CFV will end and email of confirmation of service to each party, including date, time, and location of visit. CFV may also disclose the type of activity or other participants if deemed necessary.

Please be sure to schedule your services as stated above to receive confirmation. If a service has been established on consistent basis a confirmation will not be sent unless there is a change in service that has arisen.

No changes are allowed once visit is confirmed without proper notice. If a change has to be made in a visit that was not already pre-planned, it is subject to an additional fee.

D. TIME OF SERVICE

Clients are expected to be on time regardless of type of service being provided. If you are expected to be late, please notify visit supervisor as soon as possible.

IN-PERSON VISITS

The drop-off/pick-up client are expected to arrive ten (10) minutes prior to the visit/exchange start time at the designated location agreed to in this contract. Then expected to arrive no later than ten (10) minutes of visit/exchange time. If you are late, you are subject to late fees. All fees will be due for scheduled service relating to time spent providing such service.

The visiting parent is expected to be at visit location at visit start time, if a no-contact order is in place, visiting parent is expected to wait at designated location agreed to in this contract. Visiting parent is expected to be no later than fifteen (15) minutes to a scheduled service, if they are later than 15 minutes the visit may be cancelled and not subject to be made up. All fees will be due for scheduled service relating to time spent providing such service.

ZOOM VISITATION

Each parent is expected to have the Zoom app or web browser installed and ready before any scheduled service.

The visiting parent should be in the waiting room of the visit at least five (5) minutes prior to start time to ensure connection is working and ready for the visit to occur. If the visiting parent is more than 3 minutes late the visit will be considered cancelled. If you required to submit any Soberlink/other testing prior, it is encouraged that you be present ten (10) minutes prior to the visit.

The residential parent should be in the waiting room of the visit at least three (3) minutes prior to start time to ensure connection is working and ready for the visit to occur. If the residential parent is more than 3 minutes late

Initial: _____ Date: _____

the time will be extended to the visiting parent during that visit.

ANY CLIENT ARRIVING LATE TO THE BEGINNING OR END OF A SCHEDULED SERVICE WILL BE SUBJECT TO LATE ARRIVAL FEES.

E. PICK-UP AND DROP-OFF PROCEDURE

The residential parent will meet the visit supervisor to exchange the child or children at the designated location outlined in the confirmation email. The residential parent is expected to leave the area immediately once the visit supervisor has the child or children.

The visiting parent will be at the designated location outlined in the confirmation email and wait for the visit supervisor to arrive with the child or children.

At the end of the service, the visiting parent will exit the visit location as indicated in the confirmation email and the residential parent will meet the visit supervisor at the same location as the first exchange, once the residential parent has the children is expected to leave the area immediately. The visit supervisor will wait in the area for five (5) additional minutes to ensure there is not additional problems with the exchange.

F. NOTES AND REPORTS/VIDEO RECORDINGS

EACH CLIENT IS RESPONSIBLE FOR PURCHASING THEIR OWN NOTES/REPORTS/VIDEO RECORDINGS REGARDLESS OF WHO IS RESPONSIBLE FOR VISITATION FEES

Each client will understand that the purpose of visitation report is to give objective and non-biased notes regarding the whole visitation experience from the intake, scheduling, and each visitation. Notes and reports will be sent via email. Video recordings will be sent via OneDrive, Google Drive, and/or Dropbox.

Neither parent will have an influence on the content of the visit supervisor's report. Neither parent will ask the visit supervisor to make edits to the notes, especially after they have been distributed to the parties.

EACH PARENT DOES HAVE THE RIGHT TO SEND AN EMAIL TO ASK FOR CLARIFICATION REGARDING WHAT IS INCLUDED IN THE NOTES, IN WHICH THE VISIT SUPERVISOR WILL ADDRESS THE CONCERNS; EACH PARENT CAN USE THE EMAIL RESPONSE TO SUBMIT ALONG WITH THE NOTES.

ALL TEXTS, EMAILS, AND PHONE CALLS ARE SUBJECT TO BE INCLUDED IN THE NOTES OR REPORTS.

If either parent wishes for the visit notes, reports, or video recording to be uploaded to a cloud storage or other platform, it will be subject to an additional fee.

G. MEALS

It is recommended that the visiting parent provide age-appropriate meals and snacks during scheduled visitation, especially if the visit occurs during meal times (breakfast, lunch, or dinner).

Unless there are dietary restrictions the visiting parent may feed the child or children foods/snacks of their liking. Sometimes that may result in foods/snacks residential parent may not agree to.

Initial: _____ Date: _____

CFV will make sure that sweets are in moderation based on the child natural temperament or behaviors.

H. BATHROOM RULES

It is assumed that the visiting parent can help their child or children with any bathroom needs or the child be able to take care of their toileting needs. That includes diaper changes, wiping of privates or bottom, or bathing needs.

If there is any sexual abuse history, the visit supervisor will assist the child or children with any bathroom needs in the women's restroom.

ALL VISIT LOCATIONS MUST HAVE AVAILABLE RESTROOM FACILITIES.

THERE IS A CHANCE THAT THE VISIT SUPERVISOR WILL LOSE SIGHT OR SOUND OF CHILD OR CHILDREN WHEN USING THE RESTROOM, IF THE RESTROOM IS A SINGLE USE RESTROOM.

I. CHILD MANAGEMENT

The visiting parent is expected to be responsible and take care of their child or children's behavior during the schedule service. Corporal punishment is not an acceptable method of managing the child's behavior.

Visiting and residential parent are responsible for handling all of the children's possessions, stroller, gifts, etc.

VISIT SUPERVISOR/TRANSPORTER ARE NOT REQUIRED TO ASSIST CLIENTS WITH POSSESSIONS BROUGHT TO THE VISIT OR EXCHANGE

J. GIFTS

Gifts should not be given at every scheduled services. It is acceptable for birthdays, or cultural holidays.

A gift is defined as anything given to the child or children during a schedule service that they can take with them at the end of a scheduled service.

Parents who are able to communicate with each other should predetermine what gifts can be sent home with the child or if the visiting parent shall retain all of the gifts in their possession at the end of the visit.

GIFTS MUST BE PRE-APPROVED BY CFV AND MUST BE MENTIONED TO VISIT SUPERVISOR PRIOR TO BRING THEM TO THE VISIT OR THEY WILL NOT BE ALLOWED

VISIT SUPERVISOR RESERVES THE RIGHT TO INSPECT ALL GIFTS

K. PERSONAL SAFETY

PERSONAL SAFETY FOR THE CHILD, RESIDENTIAL AND VISITING PARENT AND VISIT SUPERVISOR/TRANSPORTER IS TOP PRIORITY.

It is expected that all parties follow the agreement outlined in this contract and confirmation email regarding their scheduled service. Each client is responsible to know and abide by all court orders pertaining to their case.

Initial: _____ Date: _____

If the visit supervisor suspects that a client has possession of a weapon (gun, knife, tools, pepper spray or mace, explosives, fireworks, acids, or toxic chemicals) the supervisor reserves the right to request the client empty their pocket, check the car or home prior to any service. If the client refuses to comply with the search or the things mentioned above are found the visit will be terminated. All fees will be due, and no refund will be issued. Each client is responsible for creating a health and safe exchange and visitation environment for their child's scheduled service.

If either party engages in fighting, threats, violence, discussion of legal matter or comments of the other parent, violating court orders, harassment of any kind, loitering, or creating a confrontation with any child, adult or supervisor will result in immediate termination of services. There will be no refunds. If an incident report is needed it will be at the client's expense.

If a client arrives for a service and the supervisor suspects the client is under the influence of drugs or alcohol the service will be terminated immediately. There will be no refunds.

If there is a pattern behavior of violations CFV reserves the right to terminate service and deny any future service. Incidents will be documented and becomes part of the client's file with CFV.

In cases involving allegations of sexual abuse, children are not allowed to sit on the visiting parent's lap or sit where the visit supervisor has an obstructed view of the child when sitting beside the visiting parent.

THE FOLLOWING IS NOT ALLOWED DURING ANY SERVICE:

ALL CONVERSTATIONS BETWEEN THE CHILD AND CLIENT MUST BE IN ENGLISH UNLESS A BILINGUAL VISIT SUPERVISOR IS AVAILABLE.

L. APPROPRIATE CLOTHING

It is expected that the residential parent will dress the child or children in appropriate clothing for the visit. The clothing of the child or children need to be weather permitted for the season. It is also expected that the visiting parent be prepared in having extra clothing or items for their child that will suit the activities of the visit.

M. CLIENT INFORMATION

Client information taken during their portion of the intake is confidential and will not be shared with the other party.

It is the client's responsibility to inform CFV of changes in the court order that affects their scheduled visit or exchange.

Clients must immediately notify CFV of any changes in their address, phone (work/home/cell), email address and credit/debit card information.

CLIENT INFORMATION IS NEVER SOLD TO THIRD PARTIES UNDER THIS CONTRACT

N. CHILD REFUSAL OF VISIT

If a child refuses to visit with the visiting parent prior to the visit starting, the residential parent will let the child inform the visit supervisor in their own words the reason for refusing to visit. The visit supervisor may ask the residential parent to walk away, so the child can speak freely. It would be encouraging for the residential parent to ensure the child that the visit will be a safe space, especially since the visit supervisor will be present the whole

Initial: _____ Date: _____

time, and the visit supervisor is there for their support/safety. As well, as encouraging the child to engage with the visiting parent, as they are their parent as well and want to spend time with them. And as we know, relationships are primary! Especially when these are now unique family dynamics.

If a child refuses to visit during the visit, the visiting parent will be informed by the visit supervisor that the child does not want to visit. The visiting parent is encouraged to refrain from becoming overtly emotional at this time. CFV, LLC understands it may impact the visiting parent when they are expecting to spend time with their child. However, CFV, LLC want to make it remains a positive experience for all parties. The visiting parent is encouraged to accept the child's refusal to visit, while remaining positive that it is okay that they don't want to visit right now but remain positive with the child that they will attend future visits. In doing this we can co-create a safe space for the parent-child dynamic even when things seem unsure.

If there are multiple children involved and one child does not want to visit that child can be excluded from the visit until they are ready to rejoin. It would be encouraged that the residential parent allow the child to formulate their own reasons to visit, or not, refraining the siblings from influencing their siblings decision.

III. SUPERVISOR'S ROLE AND RESPONSIBILITIES

A. INTAKE PROCESS

The visit supervisor will maintain a neutral role and will not discuss the case or support one client over another. The visit supervisor will not discuss fees that either party has accrued during service unless it is court ordered or costs are being split and/or it is relevant to do so.

All intakes are confidential so each client can openly express their needs for supervised visitation or exchange services.

At CFV we like to make this process easy for both parties to complete, so this packet was provided to collect all of the information needed for CFV to coordinate services. CFV does not typically hold formal meeting for this process to reduce cost on the clients, if you wish to have a conversation you are welcome to schedule a Zoom meeting, but it will be at your expense.

Carrie Lewis will make sure that she has received the application from both parties and answered any questions that have arisen. All court orders have been provided and match what the other party has provided.

CFV will attempt to accommodate the court ordered days and times for services. If unable, both parties should be flexible with the schedule proposed by CFV.

B. AFTER THE INTAKE

Anything shared after the intake process is subject to be shared with the other parties, if needed.

Carrie Lewis will be sure to send confirmation of services to all parties unless the schedule service is pre-scheduled on a regular basis.

Any questions the client has after the intake regarding services must be submitted via email so it can be properly documented and answered.

C. CHILD REFUSAL OF VISITATION

Initial: _____ Date: _____

If a child refuses to visit before a visit has occurred, the visit supervisor will ask the child why they are refusing to visit with the visiting parent. The visit supervisor will also ask the child if they want the visit supervisor to inform the visiting parent why they don't want to visit or do they feel comfortable with telling them their self. If the child wants to tell the visiting parent, the visit supervisor will call and inform the parent the child does not want to visit and use positive psychology that the child will be encouraged to visit in the future. The visit supervisor will encourage the child to visit with the visiting parent unless written proof from a licensed therapist or social worker suggesting otherwise. The visit supervisor will ALWAYS respect a child's reason not to continue with the visit and return them to the residential parent.

D. SUPERVISOR'S ROLE

The supervisor's role is to observe the visit or exchange between the clients and/or the child or children and to intervene when the child or children's emotional or physical safety is threatened or when a client violates CFV rules.

The visit supervisor will attempt to "fit in" with the atmosphere of the visit so it will not bring attention to "on lookers" during the visit.

E. NOTES AND REPORTS

If a client is seeking reports to be provided, they must indicate that they want notes or reports during their intake and the frequency in which they are requesting them. The visit supervisor will not take notes if it is not determined prior to the visit.

Reports will be provided to all parties as soon as possible. If a client is requesting the report sooner than visit supervisor is able to produce them the client is subject to an expediated service fee.

Report fees must be paid before they are released.

CLIENTS DO NOT DETERMINE THE CONTENT OF CFV REPORTS

F. VIDEO/AUDIO RECORDING

If a client is seeking video/audio recordings to be provided, they must indicate they want video/audio recordings during their intake and the frequency in which they are requesting them. The visit supervisor will not record visits if it is not determined prior to the visit.

Video/audio recordings will be provided as soon as possible. If a client is requesting the video/audio recordings sooner than visit supervisor is able to produce them the client is subject to an expediated service fee.

CFV clients will sign a waiver asking to be recorded during scheduled services.

G. MANDATED REPORTING

During any service should a client become physically, sexually, or emotionally abusive towards a child or children the service will be terminated, and a CPS report will be made and/or reported to law enforcement.

The client will not question the visit supervisor's decision to terminate the service and no refund will be issued.

Incident report will be charged to the appropriate party and/or parties.

Initial: _____ Date: _____

CFV SUPERVISORS ARE NOT MANDATED BY LAW TO REPORT BUT WILL REPORT FOR BEST PRACTICE PURPOSES

IV. SERVICE FEES

A. INTAKE

Each client is required to pay \$60 for their portion of intake when they return their application to CFV (residential and visiting parent= \$120 total). The intake fee is non-refundable. If clients are to split the cost of the intake, please be sure to include that in your intake information below.

Zoom meet and greets can be scheduled before the visitation starts, so that each parent can put a face to name, and the children get to see who will be supervising the visit. These calls will 15 minutes in length.

B. SUPERVISED VISITATION

Costs are \$68 per hour. If clients are to split the cost of the hourly rate, please be sure to include that in your intake information below.

C. CHILD EXCHANGE

Costs are \$68 per hour. If clients are to split the cost of the intake, please be sure to include that in your intake information below.

D. ZOOM VISITATION

Costs are \$68 per hour. If clients are to split the cost of the intake, please be sure to include that in your intake information below.

E. PARENT COACHING

PRICING WILL BE AVAILABLE DECEMBER 2022-FEBRUARY 2023!

F. TRANSPORTATION

Costs are \$68 per hour including the visit supervisor's time to and from visit locations and/or transporting a child or children.

G. RETAINMENT FEE

If you are wanting to save a day and time for regular visitation, but are not ready to get started immediately, you can pay for the day and time to be reserved. \$90 per week and/or \$200 per month until services are rendered.

H. PHYSICAL HOME ASSESSMENTS

Costs are \$300 per assessment; this does not include visit supervisor's transportation time to and from location.

I. DEBIT/CREDIT CARD PROCESSING FEES

If your total invoice for services is less than \$100 dollars you will be charged a \$5 processing fee. If your invoice for more than \$100 dollars you will be charged a \$10 processing fee. If your invoice is more than \$300 dollars

Initial: _____ Date: _____

you will be charged a \$15 processing fee. Add five (\$5) dollars of processing fee per every two (\$200) hundred dollars of total invoice.

A processing fee will be added to every invoice.

J. HOLIDAYS

CFV does not mind providing services on the holiday; however, the hourly rate is **doubled**. If you wish not to have a service on a holiday, please give one (1) weeks' notice to the visit supervisor if you fail to do so you will be billed as normal.

CFV considers the following days holidays: New Year's Eve and Day (2 days), Martin Luther King Jr. Day, President's Day, Easter, Mother's Day, Memorial Day, June-teenth, Father's Day, Independence Day (2 days), Labor Day Weekend (3 days), Indigenous People's Day, Halloween, Thanksgiving Weekend (4 days), Christmas Eve, Day, and Day after (3 days).

K. CANCELLATION/NON-CONFIRMATION

Any cancellation with 24-48 hours' notice of scheduled services is subject to a \$75 cancellation fee by the party who issued the cancellation or failed to cancel via email. Any cancellation less than 24 hours of scheduled services is due in full and/or does not receive a refund.

L. VISIT NOTES/CASE REPORTS/INCIDENT REPORTS

Charges for visit notes are the following: \$45 for 1-3 hours (In-person or Zoom). \$55 for 3.5-5.5 hours (In-person or Zoom). \$65 for 6-8 hours (In-person or Zoom). \$100 for anything over 8 hours (In-person or Zoom).
*Detailed report about the parent-child interaction during the visit. *

If reports are requested to be uploaded/sent via a cloud or storage place other than direct email an additional \$20 will be charged per report.

If a report is requested for exchanges the report will be \$35 dollars.

Charges for case reports are the following: \$75 per visit and \$160 per summary.

*Outlines the how the visits are going in general not as detailed as the visit notes. *

There is a \$100 charge for Incident Reports.

M. LATE ARRIVALS

Clients are charged \$1.00 for every minute the visit supervisor must wait for a service to begin or wait after any service. If the residential parent is late, they are subject to the late fees.

LATE TIMES ARE DETERMINED BY THE VISIT SUPERVISORS' CELL PHONE, WATCH, OR CLOCK

N. RELATED VISITATION COST

Any CFV client is subject to be responsible for cost related to movie tickets, entrance fees, tolls, parking and etc. on the supervisor's behalf to get to visitation or exchange location. These charges may be sent via a Venmo or CashApp request or added to the billing of the next invoice for the next visit.

Initial: _____ Date: _____

SUPERVISOR IS RESPONSIBLE FOR THEIR OWN MEALS

O. OTHER FEES

If the visiting party brings additional people to the visit a charge of \$40 will occur for each additional person.

Court Declaration are \$75 for single page and \$125 for double page and \$150 for anything over three pages. You will be billed once the report is completed.

Court Appearance/Depositions are \$300 per supervisor (confirmed date/time required)

- ✚ Supervisors are expert witnesses and do not appear for court, even under subpoena, until fees are paid.
- ✚ If cancelled within less than 72 hours' notice, no refund is issued; if cancelled more than 72 hours' notice, a \$100 cancellation fee will be deducted from total fee (s) paid and funds will be applied towards next day service, or a refund will be issued.

If letters or reports need to be sent via USPS to any party a \$75 charge will occur.

Non-Sufficient Funds charges are as the following: Checks will have a \$50 charge. Debit/Credit cards will have a \$25 dollar charge.

If there are any last-minute changes to a scheduled service a \$20 to \$30 charge can accrue depending on the type of change requested.

Initial: _____ Date: _____