

Supervised Visitation Ground Rules

English

- “KidSpace”, “Visitation Center” and “Center” are used interchangeably meaning the physical facility of 12 Roxanna Street and/or KidSpace’s staff and representatives.
- Custodial party includes any set of people which whom the child(ren) is living with at the time and/or whom escorts the child(ren) to the center for visitations.
- Non-custodial party and visiting party are used interchangeably referring to the persons whom the children are not currently living with but rather visit with at KidSpace.

These Ground Rules are in place to ensure the emotional and physical safety of all persons at KidSpace. Failure to adhere to the Ground Rules may lead to termination of services.

Starting Your Visits

- All necessary forms and releases must be signed before visitations can be scheduled.
- Additional rules and guidelines discussed at Intake and with your Department of Children and Families (DCF) Social Worker must be followed.
- KidSpace reserves the right to refuse, suspend or terminate services at any time.

Fees

- KidSpace non-refundable Program Intake fee of \$25.00 is due at the time of the intake. The intake fee is charged to both custodial and non-custodial party unless otherwise specified by a referring party.
- KidSpace charges an hourly fee for the supervised visitations. The fee is determined based on participant’s income and number of dependents. The visitation fee must be paid at the time of scheduled visitation or the visit will not occur. Should a visit be cancelled due to violation of any of our Ground Rules, the fee for the visit is still applicable and is charged to the offending party. An outstanding balance will lead to cancellation of visitations.

Procedures for Visits

- **Visiting Party**
 - * **MUST** arrive at the Center and check in with staff 15 minutes prior to the scheduled visitation to ensure that no contact will occur between custodial and non-custodial parties;
 - * Park in the parking lot next the playground and enter and exit only through the 12 Roxanna Street entrance;
 - * Remain in the assigned room after the child(ren) is returned to the Custodial party by the Supervisor for at least 15 minutes and until the Supervisor says it is ok to leave.
- **Custodial Party**
 - * **MUST** arrive at the scheduled time for the visit, park in front of the 12 Roxanna Street entrance and wait for staff to escort the child(ren) inside. Custodial party must leave after the child(ren) is dropped off;
 - * May only remain on premises during a visit if pre-arranged with the Coordinator;

* When the custodial party stays in the building during a visit, the custodial party must remain in the area assigned by KidSpace Staff. Custodial party and other children not in visit are prohibited from accessing the visitation center area (first floor - including hallways and bathrooms). Child(ren) in visit are not to be aware that custodial party is at the center.

* It is most important that the custodial party leave the premises with the child(ren) immediately after visitation. No loitering or confrontation of non-custodial party will take place at the Center or the immediate vicinity. If you refuse to leave the premises, the proper authorities, such as Police Departments will be notified.

Cancellations and Lateness

- Cancellations made with less than 24-hour notice and no-shows will result in charges for the scheduled visitation time. Fees will be paid by the offending party. Fees will only be waived if a visit was cancelled due to a sick child. A letter from the child's doctor is needed for verification.
- Cancellations will not be re-scheduled.
- Late arrival by the non-custodial/visiting party may result in cancellation of the visit. All fees are still applicable and will be paid by non-custodial/visiting party.
- Late arrival by the custodial party may result in cancellation of the visit and if cancelled, all fees are paid by the custodial party. OR if acceptable to the non-custodial/visiting party and KidSpace, the visit will take place and be extended by as many minutes as the custodial party was late.
- If you cancel or fail to show for any three visits, it may result in termination of services. Staff will review future use of KidSpace' Visitation Center.

Visitors

- No person, adult or child, not included in the Court Order, may accompany the visiting party to the Center for a visit without prior approval from the Program Coordinator. No person can remain in the parking area or wait in front of the building or in the general vicinity during a visit. Bringing a person, adult or child, not included in the Visitation Court Order, will result in cancellation of the visit that day. All fees still apply and are paid by the offending party;
- Child(ren) is told in advance about any additional non-custodial family members or other persons who will be attending subsequent visits in order for the child(ren) to be able to express any feelings about such proposed change;
- Any additional visiting person(s) included in a subsequent Court Order must complete KidSpace' intake process and pay the \$25.00 intake fee prior to coming to the visits.

Rules During Visits

- Violation of any of our ground rules will be noted in the case file and, if needed, reported to the appropriate authorities, including local Police Department, the Courts and DCF.
- A Visitation Supervisor will be present at all times during bathroom visits and will accompany the child(ren) to the bathroom as needed. Visiting party will not be allowed to accompany child(ren) to the bathroom alone. All diaper changes will be done by or in front of the Visitation Supervisor.

- The Visitation Supervisors will not make any exceptions to the rules and regulations. Special requests must be made to the Program Coordinator.
- The Visitation Supervisor may cancel visits if any of the rules are not followed. The Program Coordinator will determine if services will be terminated indefinitely.
- KidSpace reserves the right to add to and/or change their Ground Rules and policies at any time. All program participants will be given a new copy of the revised document should a change occur.
- **Permitted**
 - * Snacks for the child(ren). All items brought in will be reviewed by KidSpace staff.
 - * Arts and crafts supplies for the child(ren). All items brought in will be reviewed by staff.
 - * Appropriate gifts on birthdays and on monthly gift-giving days. All items brought in will be reviewed by staff. See the Gift Giving Policy for details.
 - * A camera (still pictures) to the visits to take still pictures of themselves and their child(ren). Pictures taken in visits may be shared, after review by staff, with the child(ren) in upcoming visits.
 - * English is the only language allowed at the Center. The only exception to this rule would be if KidSpace staff is fluent in the particular language that a program participant wishes to use.
 - * Physical contact will only be initiated by the child(ren) and is only allowed if deemed appropriate by the Program Coordinator and/or the Visitation Supervisor. See our Children's Right's Policy for more details.
 - * The visiting party is responsible for all clean up after the visit. This includes putting away the toys, games and art supplies, wiping of the tables used and sweep the floor.
- **Prohibited**
 - * Smoking on KidSpace' premises – inside and outside.
 - * Consumption of alcohol or drugs on KidSpace' premises or prior to a visit. If a staff member detects or suspects the use of alcohol or drugs or a parent appears intoxicated, the scheduled visit will be cancelled and the visitation fee will be paid by the offending party.
 - * Whispering or low tone talking. The supervisor must be able to hear all conversation.
 - * Low cut or revealing clothing, shorts, tank tops, mini skirts, clothing with inappropriate pictures or wording, or any other article of clothing deemed inappropriate by KidSpace' staff worn by visiting party. Improperly dressed persons will not be allowed to visit with the child(ren); the visit for the day will be cancelled and the visitation fee will be paid by the visiting party.
 - * Pictures not taken in visits are never allowed to be shared with the child in a visit. Exceptions to this rule will be made on a case by case basis by the Program Coordinator.

- **Prohibited (continued)**

- * Picture taking if the child(ren) has been kidnapped or there is a risk of kidnapping by the visiting party or if the child(ren) has been sexually abused by the visiting party or allegations of sexual abuse by the visiting party has been reported and verified. KidSpace reserves the right to prohibit the use of cameras for families as needed.

- * Possession of any weapon, including but not limited to, guns, knives, mace and pepper spray while at KidSpace or in the immediate vicinity; violation will result in immediate termination of visits. No reinstatement will be permitted.

- * All cell phones, beepers, recording devices and other electronic devices unless approved by Program Coordinator.

- * Use of the computers in the visitation rooms.

- * Provoking, fighting with, swearing at or physically disciplining the child(ren). If this behavior occurs, the visit will end immediately. Offending party will have to meet with the Program Coordinator to discuss the Center's Ground Rules prior to any possible reinstatement of visits. If deemed necessary, the visits will be terminated with no reinstatement.

- * Derogatory remarks, especially about the child(ren), custodial or non-custodial party.

- * Discussions regarding issues external to the visitation (including court cases, appointments, school, residents, addresses, friends and family members and places external to the visitation, events in the past, making promises, etc.). Restraining Order conditions are enforced by KidSpace' Staff. Should such discussion start, the Visitation Supervisor will intervene. If the behavior is repeated, the Visitation Supervisor may end the visit.

- * Any harassment, threats, intimidation, assault, reckless endangerment, engagement in conduct which is offensive or disorderly toward an individual, adult or child, in the Center or in the immediate vicinity of the Center, may result in immediate termination of the visits.

- * No information exchange or note passing will be allowed between any visiting party and child(ren). All communication between the parties must be done through the Department of Children and Families, respective attorneys or the court system. KidSpace will not facilitate communication between participating parties.

- Any additional inappropriate behavior will be documented and reported to the proper authorities.