

## **Supervised Visitation Ground Rules**

- “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 the people the child(ren) are living with and who are legally responsible for the child(ren) or who escort the child(ren) to the center for visitations.
- Non-custodial party and visiting party are used interchangeably referring to the persons who visit with the child(ren) 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.**

### **Prior to Your Visits**

- All necessary forms and releases must be signed before visits can be scheduled.
- 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. Violation of any of our Ground Rules will be noted in the case file and, in the case of severe violations, reported to the appropriate authorities, including local Police Department, the Courts and DCF.
- Restraining Order conditions and any additional rules or guidelines discussed at Intake will be followed by KidSpace staff.
- 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.
- KidSpace reserves the right to refuse, suspend or terminate services at any time.
- It is the responsibility of both the Non-Custodial Party and Custodial Party to inform the Program Coordinator of any changes to the agreed-upon visitation schedule.
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- If supervised visits at KidSpace are no longer required, the Program Coordinator must be notified of the cancellation 24 hours prior to the next scheduled visit. If visit is not cancelled, the regular Cancellation Policy is applied and a fee is incurred. The Court will be informed of any unpaid fees.

### **Fees**

- A non-refundable Program Intake fee of \$30.00 is due at intake. The Intake fee is charged to both custodial and non-custodial party unless otherwise specified by a court order or referring party.
- KidSpace charges an hourly fee for supervised visitations, paid by the non-custodial party unless otherwise specified by a court order or referring party. The fee is based on participant’s gross income and 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 may lead to cancellation of visitations.

### **Procedures for Visits: Non-Custodial/Visiting Party**

- **MUST ARRIVE** at the Center to 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; enter and exit through the 12 Roxanna Street entrance.

- Remain in your assigned visitation room before and after your visits unless using the Rest Room; do not talk or visit with other visiting parties.
- After the child(ren) return to the custodial party, remain in the assigned room for at least 15 minutes and until the Supervisor says it is ok to leave.
- 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 sweeping the floor.

### **Procedures for Visits: Custodial Party**

- **MUST ARRIVE at the scheduled time for the visit** and pull up in front of the 12 Roxanna Street entrance and wait for staff to escort the child(ren) inside. Do not arrive early to avoid contact with the Non-Custodial Party. Custodial Party must leave after the child(ren) is dropped off.
- The Custodial Party must 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 proper authorities, such as the Framingham Police will be notified.
- May remain on premises during a visit if pre-arranged with the Coordinator. When the Custodial Party stays in the building during a visit, they must remain in the area assigned by KidSpace staff. and avoid the visitation center area (first floor hallways and bathrooms). Visiting child(ren) is not to be aware that Custodial Party is at the Center.

### **Cancellations, No-Shows 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 cancelling party. Fees will only be waived if a visit was cancelled due to a sick child with written verification from the child's doctor.
- Cancellations will not be re-scheduled.
- 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.
- Late arrival by the Non-Custodial Party may result in cancellation of the visit and if cancelled, all fees are applicable and paid by the Non-Custodial 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. If acceptable to the Non-Custodial Party and KidSpace, the visit may take place and be extended by as many minutes as the Custodial Party was late.

### **Visitors**

- Only adults and children included in the Court Order may accompany the Non-custodial Party to the Center for a visit. The Program Coordinator is told in advance about any additional visitors who will be attending future visits. The Program Coordinator will inform the Custodial Party of any visitors. Any additional visiting person(s) included in a subsequent Court Order, must complete KidSpace' Intake process and pay the \$30.00 Intake fee prior to coming to the visits.
- No person can remain in the parking area or the general vicinity during a visit. Bringing anyone not included in the Court Order to the visit will result in cancellation of that day's visit. All fees still apply.

### **Rules During Visits: PERMITTED**

- Snacks for the child(ren). All items brought in will be reviewed by KidSpace staff. Head Start is nut and peanut free.
- English is the only language allowed at the Center unless arrangements have been made for bilingual supervision staff.
- General, non-specific talk about child's activities, family, school, sports, friends, pets.
- Arts and crafts supplies for the child(ren). All items brought in will be reviewed by staff.

### **Rules During Visits: PERMITTED (continued)**

- Gifts are allowed once a month and on the child's birthday. All items brought in will be reviewed by staff. See the Gift Giving Policy for details.
- Physical contact will only be initiated by the child(ren). See our Children's Right's Policy for more details and in cases of alleged or substantiated child sexual abuse.

### **NOT PERMITTED**

#### **Starting Your Visit**

- Cell phones, beepers, recording devices, computers and devices containing a GPS. Please leave these in your car or the front office. Other electronic devices must be approved by Program Coordinator.
- Picture taking is not allowed during the visit unless specified through the Court Order. Photos taken during visits do not go home with children. Children may bring photos to the Non-Custodial Parent.
- Possession of any weapon at KidSpace or in the immediate vicinity. Violation will result in immediate termination of visits. No reinstatement will be permitted. Toy weapons are not allowed.
- 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 the Non-Custodial Party appears intoxicated, the scheduled visit will be cancelled and the visitation fee will be paid by the Non-Custodial Party.
- Smoking on KidSpace premises – inside and outside.
- Low cut or revealing clothing; clothing, jewelry, etc. with suggestive or offensive pictures or wording. 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 Non-Custodial Party.

#### **During Your Visit**

- Provoking, fighting with, swearing at or physically disciplining the child(ren). If this behavior occurs, the visit will end immediately. Offending party will meet with the Program Coordinator to discuss the violations prior to any possible reinstatement of visits. Visits may be terminated with no reinstatement.
- Any harassment, threats, intimidation, assault, reckless endangerment, engagement in conduct which is offensive or disorderly toward any adult or child, in the Center or in the immediate vicinity of the Center, may result in immediate termination of the visit.
- Derogatory remarks, especially about the child(ren), Custodial Party.
- Discussions regarding issues external to the visitation:
  - Specifics or identifiable details about addresses, locations, names of teachers, schools, sports/outside activities schedules
  - Talk about the custodial party or anyone designated by KidSpace or the custodial party
  - Talk of the future or making promises of any gifts, trips or unsupervised visits
  - Talk of court, lawyers, legal matters or supervised visitation
  - Non-custodial/visiting party bringing up past events
 Should such discussion start, the Visitation Supervisor will intervene. If the behavior is repeated, the Visitation Supervisor may end the visit.
- Use of the computers in the visitation rooms.
- 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 an outside party or agreed-upon form of communication.
- Whispering, low tone talking, or speaking in a language other than English unless approved. The supervisor must be able to hear and understand all conversation in the visit.
- Non-Custodial Party will not be allowed to accompany child(ren) to the bathroom alone. A supervisor will be present at all times during bathroom visits and will accompany the child(ren) to the bathroom. All diaper changes will be done by or in front of the Supervisor.
- Any additional inappropriate behavior will be documented and reported to the proper authorities.