

SEVEN HILLS BEHAVIORAL HEALTH, INC.,
an affiliate of Seven Hills Foundation
SAFE CHILD VISITATION CENTER
1402 Pleasant Street, Fall River, MA 02723
Telephone: 508-646-3521

CODE OF CONDUCT AND PROGRAM RULES

THE FOLLOWING RULES APPLY TO BOTH CUSTODIAL AND NON-CUSTODIAL/VISITING PARTIES AS NOTED. BOTH PARTIES MUST SIGN. PLEASE READ THEM CAREFULLY. FAILURE TO FOLLOW ANY OF THESE RULES MAY RESULT IN SUSPENSION AND/OR TERMINATION OF VISITS AND MAY HAVE OTHER SERIOUS CONSEQUENCES, SUCH AS REPORTING ABUSE/NEGLECT TO THE AUTHORITIES AND NOTIFYING THE COURT OF NON-COMPLIANCE.

APPLYING TO THE PROGRAM FOR VISITATION SERVICES:

1. An initial visit is only scheduled upon completion / receipt of all appropriate documentation. This includes: intake interview/questionnaire, copy of your photo ID, copy of the applicable court order, copy of your vehicle registration, release of information forms, fee agreement, program rules and policies, and 209A and 51A information. Failure to accurately complete or provide any documentation will result in refusal to provide visitation services.

COMMUNICATING WITH THE PROGRAM

2. Each party must immediately inform the program of any changes in emergency contact information, address, phone number, any information previously provided, and personal or legal circumstances, on an on-going basis.
3. If when you call the telephone is not answered, leave a message or voice mail with at least your name, the phone number where you can be reached, and the reason why you are calling. Do not just hang up or assume that the Center already has your information.
4. Always inform the Program of any questions or concerns you may have. Our goal is to help make visitation as safe and as comfortable as possible for everyone. It is your obligation to help achieve this goal. If you are unsure of what to do or have a special concern, be sure to ask.

GENERAL RULES

5. The use of visitation services is a privilege, not a right. Keep in mind that the health and safety of all persons and the best interests of the children are most important. Confrontations and disruptions are prohibited. To ensure safety and smooth operation of the program, you must treat others with respect and promptly comply with staff instructions.
6. All parties must comply with all court orders, program rules, including the rules described in this notice; the fee agreement, and any other policy, rule or instruction of the Program.

7. Violation of any Program rule or policy, instructions given by a staff member, or program agreement, including the fee agreement, may result in services being restricted, suspended, and/or terminated at the Program's sole discretion. The Program has sole discretion to determine whether a rule has been violated, and may modify program rules and services if it determines that a modification is appropriate.

ARRIVING TO AND LEAVING FROM VISITS

8. Be advised that the premises are under 24-hour video surveillance. By participating in the program you consent to videotaping. The parties also hereby consent to additional video and/or audio taping of any transition (dropping off, picking up, arriving to and leaving from visits) at the Program's discretion without further notice.
9. Depending on staffing levels, the premises may be locked during visits (both front and side doors). The front doors will be opened on the hour to allow clients to enter and leave the building. Please plan accordingly.
10. If it is necessary for someone other than the previously identified parties to drop-off or pick up the child, notify the program in advance of the person's name, relationship to the child, and telephone number. The person dropping off or picking up the child must allow the program to take a copy of his/her photo ID and follow all applicable program rules.
11. Anyone providing transportation to any party must also follow all applicable program rules. For example, a friend providing transportation to the visiting party may not enter into any area designated for custodial parties.
12. Do not discuss the facts or issues of your case with other participants while you are in any waiting area or on Center premises.
13. Once a visit has ended, all parties and anyone associated with any party must leave immediately. Loitering is prohibited.

VISITING PARENTS

14. NO ONE may accompany the visiting parent unless allowed in the court order.
15. Visiting parents must arrive fifteen (15) minutes before the visit and may only enter through the side entrance on Mason Street. Ring the buzzer to gain entrance to the building.
16. Visiting Parents are not allowed to be outside on the Pleasant Street, or "custodial side," of the building, at any time on the day of the visit.
17. Visiting Parents must remain in the designated area for fifteen (15) minutes after the visit. Security or other staff will notify you when you may leave.

CUSTODIAL PARENTS

18. Custodial parents must use the front entrance at 1402 Pleasant Street and may wait in the reception area as long as doing so does not interfere with or disrupt the visit in any way.
19. Custodial parents are not allowed to be outside on the Mason Street, or "visiting parent side," of the building, at any time on the day of the visit.

PROHIBITED AND PERMISSIBLE ITEMS

20. Sunglasses may not be worn. They must be removed before entering the building.
21. Guns, knives, razors, weapons, and any dangerous instruments are prohibited. The program may use a metal detector device to scan individuals and/or items.
22. Digital cameras and audio / video recorders, as well as non-digital audio and video recorders, are prohibited. Disposable cameras are allowed unless picture taking is prohibited by court order.
23. All packages, purses, bags and containers are subject to a search before entering the Center. Leave any item you do not want searched at home or in your car outside the Center.
24. Cell phones must be turned off while in the building and at all times during your visit.

ALCOHOL, NARCOTICS, ILLEGAL SUBSTANCES AND IMPAIRMENT

25. Alcohol, narcotics, and illegal substances are prohibited. Abusing prescribed medication is also prohibited. If at any time a staff member feels you are under the influence of alcohol, he or she may require a Breathalyzer. If at any time a staff member determines that you are under the influence of alcohol or any illegal substance, or impaired from any substance, whether illegal or prescribed, he or she will cancel or suspend the visit. This determination may be based on a staff person's judgment and consideration of the circumstances. It need not be confirmed by a breathalyzer or drug test.

FOOD, GIFTS AND OTHER ITEMS

26. The Center provides snacks and juice boxes. However, visiting parents can bring food for the child as long as the food is appropriate. For example, peanuts may not be brought in for a child who is allergic to nuts. Custodial parents must inform the Center of any allergies or dietary restrictions. The Center will forward this information to the visiting party.
27. Letters and Cards must remain unsealed. Staff need to read the card or letter before you give it to the child.
28. Visiting parents may only bring gifts for a child on gift-giving holidays, such as: birthday, school graduation, first communion, Hanukkah, Easter, Confirmation, Christmas, Kwanzaa, Valentine's Day, Halloween, and other recognized holidays.

- Let staff know in advance that you intend to bring a gift. Gifts must be unsealed / unwrapped so that Staff can check them. You can use an unsealed gift bag or finish wrapping the gift after staff have checked the gift.
 - Gifts should be age- and child-appropriate and related to the holiday. Excessive or extravagant gift-giving can confuse a child. Ask Staff if you have questions – they can help you identify an appropriate gift.
 - Staff may refuse to allow gifts they find inappropriate.
 - Gifts that you give to your child/children will be taken home with them. Custodial parents may not refuse to allow a child to bring a gift home.
29. Visiting parents may bring in projects for child and parent to work on together at the Center. Once completed, the child may take the project home.
 30. Clothing and items for daily personal needs are usually considered necessities, not gifts.
 31. All items brought to the Center, whether gifts, necessities, or projects, must be unsealed or unwrapped so that staff can check them.

BEHAVIORAL EXPECTATIONS; INTERACTING WITH YOUR CHILD

32. Remember that your duty is to help make each visit as safe and as comfortable as possible for the child; regardless of your feelings for other parties.
33. Attempting to seek out or confront another party, raising your voice, using profane or derogatory language, or causing any disruption is prohibited. Any harassment, confrontation, fighting, or assault or battery of another person is prohibited. These behaviors will result in immediate termination of services.
34. Keep in mind that the child is meeting you in a new environment and may need time to adjust. Respect the child's feelings about touching, hugging, kissing, and physical interaction. Forcing unwanted physical attention on a child, or trying to make a child feel bad for refusing or resisting, is not allowed.
35. You can greet your child with a hug and kiss if your child agrees. However, keeping a child on your lap, carrying a child around, and holding/hugging a child for extended periods is not allowed. This is to keep your child from feeling upset or physically restrained or threatened.
36. Physical discipline is never allowed at the Center.
37. Do not use a child to relay messages from one party to another or to try to obtain information about another party. Inappropriate conversation with your child, including: adult discussions of court proceedings, making negative comments about the other parent, making promises about changes in visitation / coming home soon / going on vacation with you, and making promises you cannot keep can confuse and frighten a child.

38. Whispering or speaking in a low tone or otherwise taking action that interferes with staff's ability to see, hear, and fully observe the visit, is not allowed. Any attempt to frustrate supervision of the visit is prohibited.
39. Staff may use their judgment and discretion in determining whether your behavior is inappropriate or not. Failure to follow rules or comply with staff instructions will result in suspension or cancellation of visits, and may be reported externally to the court and/or to appropriate authorities.

REPORTING OF ABUSE AND NEGLECT

40. The Center is a mandated reporter of abuse and neglect. In accordance with state law, any activity or condition that staff have reasonable cause to believe constitutes abuse or neglect of a child will be reported to child protection authorities and, as appropriate, local police, and/or the court.

NO-SHOWS, TARDINESS, AND CANCELLATIONS

41. If either party is more than fifteen (15) minutes late without calling, the visit will be cancelled and the late party will be required to pay the visitation fee.
42. Cancellations require 24 hours advance notice. If this notice is not provided, the cancelling party must pay the visitation fee and the failure to appear is considered a "no show." This fee may be waived if the cancelling party provides a verifiable doctor's note indicating that the cancelling party had an emergency visit or other unanticipated medical problem that prevented the cancelling party from providing the required notice.
43. Two (2) no shows, or cancelling a visit on three (3) consecutive occasions, will result in terminating services and notification to the Court.
44. Remember: Calling without leaving a detailed message or voice mail is not adequate notice. See the section on "Communicating with the program."

LITIGATION POLICY

45. The Center's goal is maintaining neutrality in providing supervision. Records of services are observational and supervision staff make no predictions or expert opinions as to future behavior, risk assessment or parental fitness. The written visit notes generally provide the most accurate and complete information to the Court, and copies may be provided in accordance with the Client Record and Confidentiality Policy.
 46. In the event that a party subpoenas the attendance of any staff member for testimony or deposition, the parties acknowledge that visitation will cease until the litigation is resolved and the Center can again provide services in a neutral manner. The Center will be compensated for time attributable to such attendance, including preparing, traveling to and waiting for such testimony or deposition, and legal assistance in responding to such legal process. Compensation is due at the Center's private pay off-site fee rate plus actual expenses. The parties agree that the parent requesting the staff attendance is
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responsible for paying these fees and costs unless otherwise agreed by the parents or ordered by the court.

ACKNOWLEDGEMENT AND AGREEMENT

I have received, read, understand and agree to follow the rules and policies of the Safe Child Visitation Center as set forth in this and in other documents provided to me and as they may be interpreted, applied and supplemented from time to time by the employees and staff of Seven Hills.

I share the goals of ensuring the safety of all persons involved and serving the best interests of the child. I will immediately report any questions, concerns or changes in information.

I understand that the use of visitation services is a privilege, not a right, and that the Center has sole discretion and right to cancel, suspend, or terminate services for any reason, including but not limited to: safety concerns, non-compliance with program instructions, rules, policies, and agreements and/or the child's refusal to participate in the visitation.

Print Name	Signature	Date
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Print Staff Name	Staff Signature	Date
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