

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 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.

- 1) 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.
- 2) All necessary forms and releases must be signed before visitations can be scheduled.
- 3) Violation of any of our ground rules will be noted in the case file and reported to the appropriate authorities, including local Police Department, the Courts, Department of Children and Families, etc.
- 4) KidSpace charges an hourly fee for the supervised visitations. The fee is determined based on participant’s income and number of dependants. 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.
- 5) 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 to verify such.
- 6) To ensure that no contact will occur between custodial and non-custodial parties;
 - the visiting party **must** arrive at the Center and check in with KidSpace’ Staff *15 minutes* prior to the scheduled visitation.
 - the visiting party must also remain in the assigned room at least 15 minutes following the visit until the Visitation Supervisor says it is ok to leave.
- 7) Late arrival by the visiting party may result in cancellation of the visit. All fees are still applicable and will be paid by visiting party.
- 8) 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 visiting party and KidSpace, the visit will take place and be extended by as many minutes as the custodial party was late.
- 9) Cancellations will not be re-scheduled.

- 10) 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.
- 11) Smoking is prohibited on KidSpace' premises – inside and outside.
- 12) Consumption of alcohol or drugs on KidSpace' premises or prior to a visit is prohibited. If a staff member detects or suspects the use of alcohol or drugs, the scheduled visit will be cancelled.
- 13) Visiting party must park in the parking lot next the playground and enter and exit only through the 12 Roxanna Street entrance.
- 14) Custodial party must park in front of the 12 Roxanna Street entrance and wait for Center staff to come to escort the child(ren) inside. Custodial party must leave after the child(ren) is dropped off.
- 15) A custodial party may only remain on premises during a visit if pre-arranged with the Coordinator.
- 16) In cases 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.
- 17) Visiting party will be properly clothed at all times. No 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. 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 offending party.
- 18) Possession of any weapon, including but not limited to, guns, knives, mace and pepper spray while at KidSpace or in the immediate vicinity, is prohibited and will result in immediate termination of visits. No reinstatement will be permitted.
- 19) Only pre-approved persons, adults and children, will be allowed at the Center. Child(ren) is told in advance about inclusion of 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.
- 20) 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.
- 21) 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.

- 22) Visiting parties may bring a camera (still pictures) to the visits to take 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. Pictures not taken in visits are never allowed to be shared with the child in a visit. Exceptions to this rule, prohibiting the use of cameras, will be made on a case by case basis by the Program Coordinator. Exceptions will be made for families where: the child(ren) has been kidnapped by the visiting party in the past; a risk of kidnapping has been reported and justified: the child(ren) has been sexually abused by the visiting party in the past; a risk of sexual abuse has been reported and justified. KidSpace observes the right to prohibit the use of cameras for families as needed.
- 23) All cell phones, beepers and other electronic devices are prohibited from KidSpace facility. The computers in the visitation rooms are not to be used during visits.
- 24) A Visitation Supervisor will be present at all times during 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.
- 25) Provoking, fighting with, swearing at or physically disciplining the child(ren) is prohibited. 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.
- 26) Derogatory remarks, especially about the child(ren), custodial party or non-custodial, is prohibited.
- 27) Discussions regarding issues external to the visitation are strictly prohibited (including court cases, appointments, school, residents, addresses, friends and family members and places external to the visitation, 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.
- 28) The child(ren) will leave the Center first. Visiting party will remain in the Center until KidSpace staff indicates that it is appropriate to leave (at least 15 minutes). It is most important that the custodial party escort the children away from the premises immediately after visitation.
- 29) No loitering or confrontation of children, custodial party or non-custodial party will take place in the Center or the immediate vicinity. You are to leave the Center and the vicinity immediately following a visit. If you refuse to leave the premises, the proper authorities, such as Police Departments will be notified.
- 30) 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.
- 31) All communication between the parties must be done through the Department of Children and FamiliCF, respective attorney or the court system. KidSpace will not facilitate communication between participating parties.
- 32) 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.

- 33) Whispering or low tone talking is prohibited. The supervisor must be able to hear all conversation.
- 34) Physical contact will only be initiated by the child(ren) and is only allowed if deemed appropriate by the Visitation Supervisor. See our Children's Right's Policy for more details.
- 35) No information exchange or note passing will be allowed between any visiting party and child(ren).
- 36) Any additional inappropriate behavior will be documented and reported to the proper authorities.
- 37) Visiting party may bring in snacks for the child(ren). All items brought in will be reviewed by KidSpace staff.
- 38) Visiting party may bring in art supplies for the child(ren). All items brought in will be reviewed by KidSpace staff.
- 39) Visiting party may bring in appropriate gifts on birthdays and on gift giving holidays. All items brought in will be reviewed by KidSpace staff. See the Gift Giving Policy for details.
- 40) 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.
- 41) Additional rules and guidelines discussed at intake and with your DCF Social Worker must be adhered to.
- 42) The Visitation Supervisors will not make any exceptions to the rules and regulations. Special requests must be made to the Program Coordinator.
- 43) 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.
- 44) To provide services in a neutral and non-confrontational environment, KidSpace will refrain from being involved in Court litigation. If KidSpace or any of its staff members are subpoenaed to appear at any hearings or appointments, the client will be billed at \$60.00 an hour for all services including, but not limited to, attorney fees, case management, preparation and expenses incurred. The case will not be supported until litigation is resolved and KidSpace can provide services in a neutral manner. See our Litigation Policy for more details.
- 45) KidSpace reserves the right to refuse, suspend or terminate services at any time.
- 46) 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.

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