



SUPERVISED VISITATION GUIDELINES

Your child is our primary concern. In order to ensure their safety and to provide the most positive experience for visits, we have established the following guidelines.

1. Visitation reports will be completed by visitation staff at the time of each scheduled visit. Please note:
 - Visitation staff will not share with parents' information contained in the visit reports. All reports will be sent to the referring agent; GAL/court commissioner. The referring agent will be in charge of disseminating any information contained in the visitation reports. Parents should contact their GAL/court agent if they wish to review these reports. Staff will share with custodial parent any information that directly relates to the child's well being (ex. injury or illness).
2. The custodial parent will not be allowed to remain at the visitation location.
3. All supervised visits will be conducted at the Oshkosh Parent Connection office unless pre-approved by the referring agent and the Parent Connection. Supervised visits will not occur in residential homes.
4. Except in an unavoidable emergency such as sudden illness, parents will inform staff as soon as possible and at least 24 hours in advance, if a visit is being cancelled. Parents must provide staff with appropriate phone numbers so that cancellation calls can be made.
5. Our agency has a strict policy regarding promptness when arriving for supervised visits. If a parent does not arrive within 15 minutes of the scheduled visit time, the visit will be cancelled.
6. No other family members or persons will be allowed at visits without pre-approval.
7. For safety of all participants, our policy is to keep parental contact to a minimum. If there is a no-contact or restraining order in place, our agency will implement a scheduling plan to insure no contact is made between parents. Both parties must agree to this plan before visits will begin. No harassment, threats or negative comments will be allowed between custodial and non-custodial parents during drop-off or pick-up. Violation of this rule will be grounds for termination of visits/exchanges.
8. Participants will not use alcohol or illegal substances before or during visits. Visits will be terminated if the participant's behavior is negatively affecting the parent/child interaction (ex. falling asleep).
9. Weapons of any kind will not be allowed at any visits for any reason.

10. Family Services reserves the right to terminate a supervised visit at any time if a parent/client is acting in an inappropriate fashion, making threats, talking negatively about the other parent or using physical discipline with a child/children.
11. This is a designated time to spend with your child. Please avoid talking or texting on your phone during visits.
12. Staff must be able to see and hear all interactions during visits, this includes the use of electronic devices such as computers and phones.
13. Please make arrangements to have appointments with any other helping agency or authority agency happen before or after visit times.
14. Non-custodial parents will be responsible for a fee for service unless otherwise indicated in the court order. Payments must be received and posted in the Family Services NEW, Inc. Green Bay office no later than 12:00 noon, two days prior to the visit. Visits that are cancelled less than 24 hours in advance will be charged as 15 minutes. Visits that are cancelled 24 or more hours in advance will not be charged. Safe exchanges before and after the visits will be billed as 30 minutes.
15. Custodial parent will be asked to provide a diaper bag (if needed) with necessary supplies for the first 3 visits. This will allow for the non-custodial parent to learn the child's likes and dislikes. After 3 visits the non-custodial parent will be asked to provide these supplies.
16. Visitation staff will not send messages back and forth between parents unless it directly relates to the safety or well-being of the child/children.
17. Supervised visitation staff will not counsel any parent regarding their situation, court issues, divorce concerns, etc. We are not a mediation or counseling agency. Staff members can be contacted only when needed to cancel a visit or to indicate if you may be running late. If parents have additional concerns, we would be happy to make an appropriate referral.
18. Parent Connection often has intern students from the Social Work and Human Services Departments at the University of Wisconsin-Oshkosh. As part of their learning experience, they will shadow and supervise visits on a regular basis.

Please sign and bring this form to the first visit.

Parent signature

Date

Parent Connection staff signature

Date