

# BRIGHT HOUSE



125 W. 2<sup>nd</sup> Ave      Suited B  
p. 620-665-1471

Hutchinson, KS 67501  
f. 620-665-3609

## **Supervised Visitation Program Policy**

1. The safety and wellbeing of all participants in Supervised Visitation are the utmost priorities of the CVEC.
2. To ensure safety and privacy for our clients, no personal information (contact information, vehicle identification, photographs, etc.) will be released from our records without informed written consent, or a valid court order.
3. Information from client files collected during the provision of service may be used without a signed release in response to a court order; a request for summary of service by the client's attorney; in the event of case termination; or in the course of reporting a crime or threat to safety.
4. Written records of observations during visits will be maintained in the client file throughout the course of visitation. These records will include at minimum the following: a means of identifying who provided the service; the date, time, and duration of the service; summary of activities during the drop-off, the service, and the pick-up; relevant comments and/or requests made by children and/or parents; interventions made during the service, including early termination of the visit, and reasons for the intervention; account of any physical or verbal altercations, threats, violation of protection orders or court visitation orders; account of any failure to comply with the terms and conditions for participation in the service as set forth by the provider; and any incidence of abuse or neglect, as required by law.
5. Both parties involved in Supervised Visitation shall remain visually and physically separate before, during and after all visits.
6. CVEC reserves the right to suspend or terminate services if adequate security measures cannot be provided for a family, or due to any violation of these rules, or for any other reason. In most cases where no security threat is present, the CVEC will attempt remediation prior to suspension or termination of service.
7. Prior to the first supervised visit, both parents/guardians must complete an intake interview with the Program Coordinator. During this interview contact and other necessary information will be collected, a full description of services including rules and expectations will be provided, and any questions from the parent may be answered. Because these

interviews typically include some discussion of legal proceedings and case history, it is strongly advised that the child(ren) not be present during this interview.

8. Participants shall provide the CVEC with copies of any current court orders or mediated agreements pertaining to supervised visitation, as well as any applicable restraining or protection orders. These will be kept in the client's confidential file. It is the responsibility of the client to provide updated orders to CVEC, if such documents are modified.
9. Both Parents are responsible for the payment of fees unless a Court Order or other written agreement designates one parent as responsible for payment. Fees will be assessed to both parents until such a time as the CVEC has received documentation that one parent shall pay all fees. Fees will be assessed on a sliding scale based on the income and household size of the individual parent.
10. If there are no mutually agreeable visit times available, service will be suspended or delayed until such a time as an agreement can be reached or times are ordered by the Court. In such case, a report regarding the conditions of the delay may be returned to the referring court or other authority or the parties attorneys.
11. Parties must arrive punctually at the arranged times for Supervised Visits. If a parent is running late, they shall call the CVEC and provide an estimated arrival time. Any failure to arrive on time for supervised visitation will be documented. If a visiting parent is more than 10 minutes late, the visit may be cancelled and will be documented as a No Call/No Show. The visiting parent will be charged the full price for any such visits.
12. Clients shall notify the CVEC at least 24 hours in advance if a supervised visit needs to be cancelled, or as soon as possible. If no notification is provided by phone or email, the responsible parent will be charged for the visit. Unavoidable emergencies will be dealt with on an individual basis.
13. In the event that the Child Visitation and Exchange Center must be closed due to weather or an unforeseen emergency, the Center Staff will attempt to contact all clients that would be using the service that day and will post a note at each entrance regarding the cancellation. All cancelled exchanges by the Center will be made up as soon as possible.
14. Residential Parents (or designated third party) shall park on W. 2<sup>nd</sup> Street directly to the North of the BrightHouse offices at 125 W. 2<sup>nd</sup> St. Residential parents and children should remain in their vehicle or near the building entrance until a CVEC staff member comes to escort the child(ren) into the visitation center.
15. Visiting Parents and Additional Visitors shall park in the alley directly to the South of the BrightHouse offices at 125 W. 2<sup>nd</sup> St. Visiting parties should remain in their vehicle, or near the south entrance until a CVEC staff member comes to escort them into the building. Visiting parents are expected to arrive 5-10 minutes before the intended visit start time.



16. Additional visitors are limited to family members and may only be allowed by approval of the court, or mutual parental consent. Visiting parents must request clearance of additional visitors at least one week in advance of their first attendance. Exceptions may be made on a case by case basis by the Program Coordinator. All Additional Visitors are required to follow the same guidelines as visiting parents. Failure to do so may result in their dismissal from participation.
17. Visiting parents will be subject to a security screening prior to the beginning of every visit. Visiting parents may be asked to turn over any personal items including but not limited to cell phone, keys, and any tobacco products for the duration of the visit.
18. Participants in the Supervised Visitation Program shall not use illegal substances or alcohol before a Supervised Visit. Suspicion of intoxication will result in termination of the scheduled visit, and may prompt notification of law enforcement.
19. Visiting parents may be allowed to bring food and beverages to their visits. This allowance may be restricted at the discretion of CVEC Staff. Any pertinent medical considerations should be communicated with CVEC staff during the intake process, or as necessary throughout the course of service.
20. Visiting Parents may be allowed to bring gifts for their children. Gifts must be for the visiting children. The CVEC does not allow gifts which are violent in nature (i.e. play weapons, nerf

guns, violent video games or movies, etc.). The CVEC does not allow gifts of technology (Cell phones, computers, tablets, etc.) without written, informed consent of the residential parent. All gifts must be inspected prior to the beginning of the visit. To accommodate inspection, clients shall not bring wrapped gifts unless such wrapping can be easily removed for inspection. Any allowance for the giving of gifts may be restricted at the discretion of CVEC Staff.

21. No weapons or dangerous implements of any kind shall be brought to the CVEC at any time.
22. If a child refuses to participate in a visit, they must communicate this, at the time of the visit, in person to CVEC staff. Children reluctant to visit will be encouraged by Staff, but will never be forced to participate if they refuse. If a child refuses to visit the visiting parent in such a way or for such a period of time that it raises concerns that the continuation of service may be detrimental to a child's safety and emotional well-being, the CVEC will suspend service for the family, or the individual child, pending resolution of the issue.
23. CVEC staff may end a visit, or dismiss one or more children from a visit if they present verbal or behavior cues of distress or unwillingness to continue the visit. In such cases, the residential parent will be contacted immediately to pick up the child or children, and the children will be dismissed as soon as they are able to be picked up.
24. Responsibility for the care of the children and their belongings rests with the parent and not CVEC. Inappropriate behavior by the child shall be managed in a safe and appropriate manner by the parent. If assistance is needed in addressing a behavioral issue, CVEC staff may act in a supportive role. If inappropriate child behavior is not appropriately managed by the parent, the visit may be terminated if necessary to ensure safety. Visiting families are expected to clean up their visitation room prior to their departure.
25. Visiting Parents may be allowed to take photographs during their visit at the discretion of CVEC staff.
26. No participant may record audio or video throughout the provision of service. In exceptional circumstances, recordings may be made by the Visit Observer at the discretion of the Observer at the request of the client.
27. No adult may physically inspect a child for evidence of abuse. Physical inspection refers to the removal of clothing for purposes of identifying signs of physical abuse.
28. No adult may physically discipline or threaten to physically discipline a child at the Center.
29. No participant in the Supervised Visitation Program may follow, harass, or cause any other person to follow or harass another party.
30. No Participant may carry out or threaten acts of violence or violations of a court order.

31. Parents may not ask a child or observer to deliver support payments, verbal messages, legal documents, or other documents to the other parent. CVEC staff will facilitate communication between clients concerning service provisions. Exceptions may be made on a case by case basis by CVEC staff.
32. Parents should not make negative comments to the child about the other parent or their family members. Parents should not ask the child for information about the other parent's activities or living situations. Parents are expected to avoid discussions about court cases or other legal matters, future visitation arrangements, or unallowable activities while in the presence of the child. Parents are allowed to provide age appropriate factual answers to questions related to such subjects presented by the child. These discussions may be stopped or redirected at the discretion of CVEC staff.
33. Questions or concerns about service provisions may be presented to the Program Coordinator. If questions or concerns are not addressed satisfactorily, they may be addressed in writing to the BrightHouse Executive Director. If the client is not satisfied with the response of the Executive Director, they may submit a written grievance to the President of the Board of Directors. If no resolution or agreement can be reached following the aforementioned procedure, all written materials and information relating to the grievance will be presented to the BrightHouse Board of Directors and its decision will be final and binding.
34. It is the policy of BrightHouse not to discriminate for reasons of race, religion, sexual preference/orientation, national/ethnic origin, marital status or disability. If you believe you have been discriminated against because of race, religion, sexual preference/orientation, national/ ethnic origin, marital status or handicap, write immediately to the Kansas Human Rights Commission, Landon State Office Building, 8<sup>th</sup> Floor, 900 SW Jackson, Suite 851 South, Topeka, Kansas 66612.