

The **Safe Visitation Program** is a fairly new service offered by Waypoint at our Lebanon, NH office. Waypoint has the experience and demonstrated success, working with child and adult victims and promoting positive interactions between children and their parents, that has enabled us to fill the gap left by the closing of Emerge. Services are provided to families affected by domestic violence, contentious divorce, and abuse and neglect (children in out-of-home placements whose parents need additional training and supervision to be reunited with their children).

Waypoint offers TWO services: fully supervised visitation, and supervised exchanges. The visitation rooms are designed to be child and teen friendly and facilitate comfortable interaction between child and parent. Games, arts and crafts and other activities will be available for family use.

- Fully supervised visits are observed at all times by a trained staff member who remains in the room with the family and has complete visual and auditory contact with the child during 100% of the interaction. Fully supervised visits are most appropriate when there are concerns about the adult victim's safety and/or concerns about the child's safety. A member of the Lebanon Police Department is on site and provides security for these visits.
- Supervised exchanges will be facilitated by a trained staff member. Supervised exchanges are most appropriate when there are concerns for the safety of an adult victim of domestic violence and in situations of contentious divorce. A member of the Lebanon Police Department is on site and provides security for these visits.

Supervised visitation provides a range of benefits. Children who receive safe access to each parent individually experience less exposure to parental conflict. This safe access minimizes child and victim exposure to domestic violence, child abuse, and sexual abuse. Supervised visitation improves compliance with court orders and visitation agreements. It is an essential element of the Family Court and child welfare systems, both locally and nationwide. Safe visitation also plays an integral role in responding to domestic violence within the community. Through highly structured and secure programming, our **Safe Visitation Program** will provide an environment that promotes healthy interaction between parents and children, and prevents victimization.

WAYPOINT SUPERVISED VISITATION AND EXCHANGES SERVICES

Guidelines and Contract

Revised 9/4/19

The Waypoint's Safe Visitation and Exchange Center is available to assist parties and the Courts in supervising interaction between adults and children and assuring the safety of the children. Our goal is to provide as pleasant and normal an environment as possible, so children can have healthy relationships with their parents in a safe place. The guidelines set forth are not negotiable, and if they are not followed will be grounds to terminate services at our center.

Please initial beside each section and sign the last page of the documents.

SERVICES:

Waypoint offers two levels of service:

Supervised Visitation: "Observational Supervision" - on site visitation conducted by trained staff. This is the most common means of "having supervised visitation".

Supervised Exchanges: Supervised exchanges take place at our Center and are designed to allow exchanges without interaction between the parties.

HOURS OF OPERATION:

_____ The Waypoint Supervised Visitation Center's business hours are from 8:00am-4:00pm, M-F. The visitation center is not a drop-in center. Phone calls or appointments are required. Visits and exchanges can be scheduled for Mondays-Saturdays, 9:00am-6:00pm.

INTAKE:

_____ In order to begin services at the Waypoint Supervised Visitation Center, all parties must complete the intake and orientation process. All intake information must be received by 5:00pm at least 40 weekday business hours before the intake interview is to occur. After you have completed all required documentation, an appointment must be made to complete the intake process and pay the registration fees. No party's intake interview will be scheduled until both party's intake paperwork has been received by Waypoint.

Fees are payable in the form of credit cards, checks, or cash, and are expected at the beginning of each appointment.

If a party is more than 20 minutes late for an intake appointment that appointment will be cancelled.

Parties that fail to show for an intake appointment, cancel an intake appointment without at least two hours' notice to the center, or are more than 20 minutes late to their intake appointment will incur at least a 30 minutes case management fee which is due prior to scheduling another appointment for the party.

Once the intake process (including orientation for adults and child(ren) has been completed by all parties, Waypoint will begin to schedule visit appointments. Whenever possible, we will strive to accommodate court orders and parents' request. However, as we are serving the needs of a large population, we must operate within a balanced approach in order to assist as many families as possible. We try hard to provide a schedule that works for both the children and the adults involved. Once a session is agreed upon, a confirmation email (or text) will be sent.

Waypoint cannot attempt to rearrange or reschedule visits or exchanges within less than 40 weekday business hours.

FEES:

_____ Supervised Exchange Intake - \$85.00 for each parent; Supervised Exchange - \$65.00 per exchange. Supervised Visitation Intake - \$100.00 for each parent; Supervised Visitation - \$80.00 per hour. Case Management fees - \$50.00 per hour (this would include time spent with attorneys, case manager, G.A.I., and parents)

HOW EXCHANGES AND VISITATIONS OCCUR:

_____ Unless fees are specifically addressed in the court order, each party will be responsible for an equal portion of the cost of supervised visitation and exchange services.

For both visitation and exchanges only one adult per side may enter the center premises to visit or exchange the children. The center premises include the Waypoint building, the driveway, and the parking area adjacent to the center.

For supervised exchange services the party receiving the child must arrive at the center 15 minutes prior to the scheduled exchange time, or the exchange will be terminated, fees assessed to that party as the cancelling party, and the delivering party will be notified. The receiving party is to sign the exchanged log and remain in the waiting room. The delivering party is to arrive at the center no sooner than 5 minutes before the designated exchange time, and no later than 5 minutes after the designated exchanged time, or case management fees will

be assessed to the delivering party. Upon arrival at the center, the delivering party will sign the exchange log, drop off the child with the Supervised Center staff member, and immediately leave the premises. If the delivering party is more than 14 minutes late the exchange will be cancelled, and fees assessed to the delivering party as the cancelling party. Exchange fees are set at \$65.00 per exchange (\$130.00 for completed 2-way exchange).

For supervised visitation services, the party visiting the child must arrive at the center 15 minutes prior to the scheduled beginning of the visitation or the visit will be terminated, FULL visitation fees assessed to that party (regardless of any fee waiver agreement) as the cancelling party, and the delivering party notified. The delivering party is to arrive at the center no sooner than 5 minutes before the designated beginning of the visitation. If the delivering party is more than 15 minutes late (without notice to the center) the visit will be cancelled, and FULL fees assessed to the delivering party as the cancelling party.

Upon arrival at the center, the visiting party will be met and searched (frisked and wanded) by a member of the Lebanon Police Department. Likewise, any items they bring in will also be searched. Any keys and electronics will be locked in the lock box until the visit is over and the child has left the premises.

Upon arrival in the center the delivering party will drop off the child and immediately depart the premises. The visiting party will remain in the Visitation Room until the child is delivered by the Waypoint visit supervisor.

For supervised visitation services, 5 minutes prior to the designated time to end the visit the visiting party and child will clean up the visiting room and prepare to say goodbye. The child will remain with the visiting party until the delivering party returns to the center. The delivering party is to return at the exact time designated for the visitation to end, receive the child, and immediately depart. The visiting party is to remain in the visit room until 15 minutes after the delivering party has received the child and has departed.

All visits are to remain in the room they are assigned during the entire visit unless the party or child needs to use the restroom.

Only adults and children specifically authorized by the court are allowed to discuss the case with the staff, cancel appointments, schedule appointments, transport, exchange, or be present during exchanges and visitation with the child. Any party authorized by the court to be present must complete the entire intake process at least 48 weekday business hours before they may be present at the exchange or visit. No more than three authorized adults at a time may be present during a visitation.

Visitation fees are set at \$80.00 per hour.

CANCELLATIONS AND MISSED VISITATION/EXCHANGES:

_____ The canceling party will incur the FULL fee of the visitation or exchange if they fail to notify the Waypoint visitation staff by 24 weekday hours prior to the scheduled visitation or exchange. If both sides fail to show for a visit or exchange, each side will be responsible for their full portion of the full fee for the visitation or exchange. The balance will be due prior to the next exchange or visit. In the event of inclement weather, a two-hour advance notification is needed. If the agency is closed due to inclement weather, attempts to contact both parties will be made.

If you go to court and it is decided you will not be using supervised visitation or exchange services anymore, please notify our office. Do not depend on the courts or the other party to do so. If we are not notified 24 hours in advance of the next scheduled visit or exchange, each party will be responsible for an equal portion of the full fee for the visit or exchange.

If two scheduled visits or exchanges have been missed or cancelled the family's visits may be taken off the schedule. Parties must contact the Waypoint Center in order to reinstate services. All parties will be notified when services have been suspended or reinstated. If services have not been used for six months all parties wishing to reinstate will be required to repeat the intake process and pay the intake fees.

INTERACTION DURING THE EXCHANGE AND VISITATIONS:

_____ Parties are expected to take care of and be responsible for supervising the children's behavior during the visits and exchanges. Parties are expected to set limits and discipline appropriately when needed, however physical discipline or threats of physical discipline (spanking, swatting, pinching, or any type of corporal punishment) are not allowed. Children should not be allowed to interfere with other visits or exchanges, harm other people or property, or engage in other inappropriate behaviors. Families are expected to pick up toys, clean up after themselves, and throw away all the trash from their visits before leaving.

Children that are toilet trained will use the restroom privately without the visiting party; if needed they will be accompanied by visitation staff. If a child is in diapers or pull-ups a supervisor will remain in the restroom with the child and visiting party during changes. All contact between the visiting party and the children must remain supervised. Diaper changes may occur in the visitation room at the discretion of the supervisor.

During supervised visits, parties are expected to interact with the children in a positive and supportive manner. Any communication or behavior that is emotionally or physically threatening to the child will not be allowed. Profanity will not be allowed. Derogatory comments or comments that paint the other parties in a negative light are not allowed.

Interrogation of the child will not be allowed. The definition of interrogation is left to the discretion of the staff or volunteer but would include using the child to gather information about the custodial/delivering party and/or leading the conversation in such a manner that encourages the child to reveal information. Conversations should be natural and be directed by the child's interests rather than those of the adult. Conversations should focus on the here and now rather than the future possibilities.

Threats of physical violence will not be tolerated during exchanges and visitations. All parties must conduct themselves in a manner that clearly demonstrates that the well-being of the child is the highest priority.

All communication devices must be turned off prior to your entering the center. The use of cell phones or other communication devices is strictly prohibited during visits or exchanges without prior approval. Approval will only be given in cases of emergency.

The Waypoint Supervised Visitation Center will apply additional guidelines for cases involving any formal allegations of a sexual nature regarding the parent and child. Formal allegations are those which have been reported to the court, Child Protective Services or Law Enforcement and are either still pending or closed with an indictment or a "Reason to Believe" disposition.

Discussion of the litigations, the current legal situation, or issues involving the court with the child or other adults during visitation or exchange is not permitted. This includes any discussion of potential future issues that are not currently authorized by the court, such as "when you get to visit me at home", "when you get to see the other family or friends", "which this is all over...", "when we get to go to the fair together", or "when you get to live with me...".

All conversations between the parties and child must be audible to the visit supervisor. Unless a staff member is available who understands another language, the conversation between the child and the parties must be in English.

The Waypoint Supervised Visitation Center will only allow the exchange of children and items for the children. Neither the exchange or visit site, nor the children, may be used to pass messages, exchange items, make support payments, or serve papers to the other party. Any attempt to serve papers or pass messages at the exchange or during the visit will result in case management fees and possible suspension or termination of services. The only exception to this is that messages regarding medication of the children will be allowed, provided the message contains no other content. All other messages or information should be handled through the mail, attorney, or other methods which do not involve the center.

Parties are not to deliver messages through the children to the Waypoint Center staff. Messages can be faxed, texted, or mailed to the center.

Gifts may be given to children with restrictions. The staff reserves the right to inspect all gifts prior to presentation to the child. Expect that all gifts will be opened and inspected for

appropriate content. A gift is defined as anything that the children can take with them at the end of a visit or exchange. Nothing may be given to the child at any time with the understanding that it is theirs "when they go home" with the visiting parent or to keep at the visiting party's home. If a gift is given the children will take the gift with them. Gifts will be moderate and reasonable in number. Gifts should be age appropriate. Visiting parents need to call the Waypoint Center with plans for gift giving 40 weekday business hours for prior approval. Waypoint staff will notify the delivering parent, upon delivery of the child, when gifts have been brought. Staff members have the discretion to deny gifts if they are not appropriate. Money may not be given to the children at any time.

The staff has the right to determine appropriate and inappropriate behaviors and conversation with the children. Parties are to comply with the limits set by the staff without complaint, comment, or further explanation during the visit. Parties may contact the center during business hours or after a visit.

Parties are not to place their hands on the children in any way the staff deems inappropriate. Unless limited by the court, parties may have appropriate contact with the child. Visiting parties will not be allowed to touch the children on their genitals unless they are changing an infant. The parties are to ensure the children do not expose their genitals or undergarments during the visitation. If parties encourage the children to assume a position that reveals their genitals or undergarments the visit may be terminated.

Children may not be physically examined.

Pets or other animals will not be allowed in the facility without prior approval, except for therapy or service animals with the party they are assigned to.

The Waypoint Visitation Center staff are there to observe and record the behaviors and interactions between the adults and the children. The supervisor may interact when necessary at their own discretion.

Parties are not to involve the staff in discussion, disparaging the other parties, providing personal information regarding the party or the other parties, getting staff to try to "take sides", or discussing their opinion of the court's orders.

During exchanges and visits, parties are not to discuss with the staff the case, litigation, concerns, complaints, questions, or the other party. These issues need to be addressed in writing to the center at times other than during exchanges or visits.

Meals for the children should occur before or after the visit. Snacks and beverages during visits will be acceptable. Snacks are defined as finger foods which do not require extra plates, napkins or utensils to consume. As an example, on a child's birthday a cupcake would be acceptable while a birthday cake would not be. Infants may receive bottles during visits. Formula or

expressed breast milk should be provided by the custodial/delivering parent, along with written information regarding the child's usual eating habits if a nursing infant is visiting the center.

Video recording, audio recording, or photography is not allowed during visits unless authorized by the court or Waypoint staff. IF UNAUTHORIZED PHOTOGRAPHS, VIDEO RECORDINGS, OR AUDIO RECORDINGS DO OCCUR, THE MEDIA BECOMES PROPERTY OF THE WAYPOINT SUPERVISED VISITATION CENTER. Waypoint records video documentations for Supervised Visits and Exchanges from several cameras within the building, including audio recording in the visit rooms, as well as several video cameras outside the building aimed at our entrances and parking areas, all for security purposes. These videos are the property of Waypoint Services. They are not considered part of a client file. Video is destroyed after thirty days.

OTHER GUIDELINES:

_____The agency clocks determine the correct time concerning appointments, services, lateness, late fees, and cancellations.

_____Fees need to be paid at the beginning of services with either a credit card, cash or a check made out to Waypoint.

_____The center has the right to terminate individual sessions and suspend or cease future services for any reason deemed necessary, including but not limited to:

- If ongoing contact appears too stressful or traumatic for the child
- The center determines that it cannot effectively address safety or other issues involved in the particular case
- The case places an undue demand on the center's resources
- A party harasses or threatens staff or other parties

_____There is no smoking, illegal substance, or alcohol use allowed at any time during supervised visitation or exchanges. Any party who appears to be under the influence of drugs or alcohol will not be permitted to visit or exchange children.

_____Weapons are not allowed in the center with the exception of security personnel employed by the Waypoint Center. Weapons include, but are not limited to, guns, knives, tools, pepper spray, mace, explosives, fireworks, acids, toxic chemicals, or any other similar object. The Waypoint Supervised Visitation Center staff reserves to right the search any party by means that include but are not limited frisking and metal detection.

_____The parties will keep The Waypoint Supervised Visitation Center informed of any changes in attorneys, address, or telephone numbers.

_____ Attempting to contact staff or volunteers outside of the center will be considered harassment and will be grounds for immediate termination of services and possible charges filed against the individual.

_____ Unless a court has prohibited specific interactions during a visit or a licensed health professional provides written documentation regarding a potential emotional or psychological threat to a child from specific interactions, parent-child interaction which falls within the center guidelines will be permitted. This may include the parent and child watching movies or playing games which, the custodial parent may not always approve of, as long as such activity is age appropriate.

_____ All staff is required by law to report any reasonable suspicion of child abuse or neglect. This includes physical, sexual, or emotional abuse and physical neglect. We will also contact the appropriate authorities if there is harassment, threats, or physical contact during exchanges.

_____ If services are terminated, the parties are not allowed on the premises for any reason without the consent of the staff. Violations will result in prosecution.

_____ Visiting Party will park on Hanover Street and walk down the hill to the left of the building to enter the visiting facility, arriving 15 minutes before scheduled visit time. There is no parking behind the building at any time.

_____ Transporting Party will drive to the left of the building, down the hill and keep the car parked, just passed the Waypoint Visiting door, at the visiting time. A staff member will meet you outside to retrieve the visiting child(ren).

CONCERNS, QUESTIONS, AND COMPLAINT PROCEDURES:

_____ During the intake and orientation process there will be time set aside to respond to any questions that you might have. Please make sure that you have carefully read these guidelines and if you have any question you ask them at the time.

After the orientation session all concerns, questions, or complaints by any party must be addressed in writing to the center. No staff member will be able to discuss a concern or complaint with parties or take any action until the consideration is received in writing. Failure to follow this process will result in case management fees being assessed.

Once a complaint/concern is received, the center will respond by phone or in writing, as deemed appropriate, within 10 weekdays of receipt. All concerns, questions, or complaints are addressed by a Waypoint Supervised Visitation Center staff member during weekday business hours.

Parties may request an appointment to discuss issues other than grievances (which should be submitted in writing). Time set aside for appointment is billed at the same rate as case management. If a party fails to show or is more than 20 minutes late the appointment will be cancelled and will incur a 30 minutes case management fee which is due prior to scheduling any other appointment for the client.

CASE MANAGEMENT, RECORDS REQUESTS AND OTHER FEES:

_____ Case management fees are paid as noted above, as well as for noncompliance as set forth within this document. Waypoint Supervised Visitation Center staff members will occasionally make courtesy calls to parties or attorneys involved in cases; however, these contacts are intended to be minimal. Any cases requiring more extensive contact with parties or attorneys (including time spent in court) will be charged case management fees. Case management fees will be charged at a rate of \$50.00 per hour rounded up to the nearest 15 minutes increments. Case management fees include time spent interacting with parties and detailing noncompliance that occurred during the exchanges or supervised visitation or noncompliance outside of the time of the visit or exchange. The fee will be charged to each party that does not comply. These fees will be due within 10 days of receiving the invoice.

Case management fee, record fees, subpoena fees, late cancellation fees, and "no show" fees do not count toward intake or visitation fees.

ACKNOWLEDGEMENT OF UNDERSTANDING OF SERVICES, RULES, AND GUIDELINES:

_____ The most important rule to remember is that the parties are expected to comply with directives from the Waypoint Supervised Visitation Center staff while they are on site, whether for supervised visits or exchanges. Although parties may not understand why an instruction is given or agree with the instruction they are given, the time to address questions and concerns is not during the time assigned for supervised visitation or exchange. In certain cases, there may be changes to routine operations in order to accommodate unusual or unforeseen events or needs that may or may not relate to your individual case. Please remember that we are serving a number of families at any given time and that compliance with the rules outlined herein will enhance services to everyone.

These guidelines are not meant to be all encompassing. Additional rules may be appropriate to changing case specifics. Client receiving level 2 services will be required to sign additional guidelines for service.

I HAVE READ AND RECEIVED A COPY OF THESE RULES AND HAVE A COPY FOR MYSELF. I UNDERSTAND THE WAYPOINT VISITATION CENTER RESERVES THE RIGHT TO REVISE AND/OR CHANGE POLICIES AT ANY TIME OR MODIFY RULES ON A CASE BY CASE BASIS. MY SIGNATURE BELOW INDICATES I UNDERSTAND THESE RULES AND AGREE TO FOLLOW THESE RULES. I UNDERSTAND THAT THE INFORMATION GATHERED DURING THE EXCHANGES AND SUPERVISED

VISITATION WILL BE RELEASED TO THE COURT AND OTHER PARTIES AUTHORIZED BY THE COURT TO HAVE SUCH INFORMATION. I UNDERSTAND THAT IF I DO NOT COMPLY WITH THESE RULES, THE VISITATION OR EXCHANGES MAY BE SUSPENDED OR TERMINATED AND NOTICE OF SUCH MAY BE PROVIDED TO THE COURT.

Signature

Date

Waypoint does not discriminate in the delivery of services or benefits based on race, color, national origin, religion, sex, disability, sexual orientation or gender identity. If you believe you have been discriminated against for any of these reasons, you may file a complaint by contacting the Waypoint Program Director or the Chief Operating Officer, and the Vermont Center for Crime Victims Services (1-802-214-1250).

OUR MISSION

Empowering people of all ages through an array of human services and advocacy.

PROGRAMS & SERVICES

Early Childhood & Family Support

Adoption Services
Parent Education/Family Empowerment
Services for Children with Developmental Concerns or Chronic Health Conditions

Intervention & Treatment Programs

Mental Health Counseling
Intensive Family Preservation and Empowerment
Supervised Visitation
Foster Care
After School Program for Adjudicated Youth
Human Trafficking Response

Homeless Youth Continuum

Street Outreach/Runaway Homeless Youth Services
Transitional Living
Youth Resource (Drop-in) Center

Senior/Elder Care

Homecare

Camp Spaulding

STATEWIDE HEADQUARTERS

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PO Box 448
Manchester NH 03105**

TEL (800) 640.6486
FAX (603) 668.6260

WAYPOINTNH.ORG

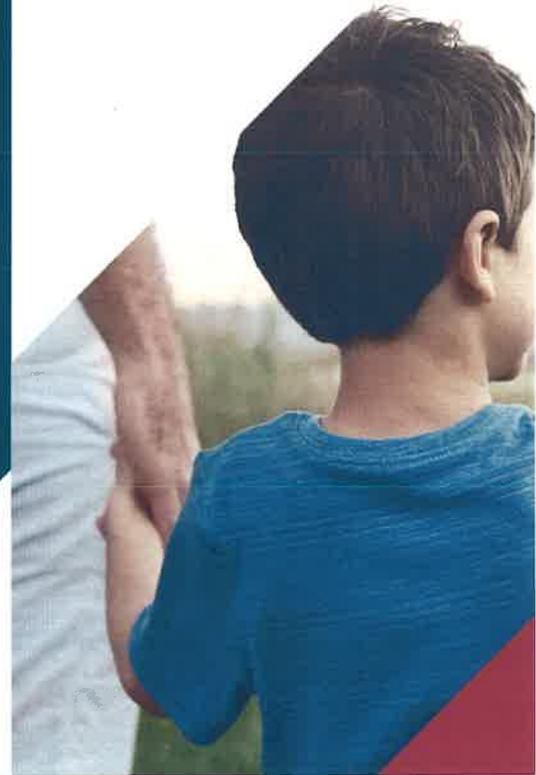


Safe Visitation & Exchange Program

Maintaining healthy and safe relationships for children and families


WAYPOINT
Help Along the Way

Founded by
CHILD AND FAMILY SERVICES



Benefits

You have the power to build healthy relationships for you and your child and we are here to help you do that.

For the children: Supervised visits and exchange allow your child(ren) to maintain healthy relationships with both parents in a comfortable, safe space, with a predictable routine.

For the Parents and Guardians: You can feel confident knowing that your child(ren) has a connection with the non-custodial parent in a safe, secure setting, without you having to have contact or communication with the other parent.

For the Family: It is our policy that staff will interact with you in a neutral manner. The goal of supervision is to strengthen your child's child/parent relationship, not to judge your parenting skills.

Services

Supervised visitation allows a child to interact with a parent in the presence of a neutral third party who is trained to ensure the safety of the child. Waypoint offers the following approach to supervised visitation:

Secure Observational Supervision:

On site visitation conducted by highly skilled staff.

Supervised Exchange:

The transfer of a child from one parent to another. This takes place at the Center and is designed to allow the exchange of child(ren) without interaction between parties.

"Parents are the ultimate role models for children. Every word, movement, and action has an effect. No other person or outside force has a greater influence on a child than a parent..." Bob Keeshan (Captain Kangaroo)



Location

Waypoint's Supervised Visitation Center

3 Atwood Avenue
West Lebanon, NH

Hours: weekdays, weekends, and evenings by appointment

Contact Us

If you are interested in scheduling supervised visitation or supervised exchange, contact our office at (603) 518-4235

For more information, visit waypointnh.org

