



Canopy Center

Dane County CASA • Oasis • Parent to Child

SUPERVISED VISITATION POLICY

Visitations take place in an environment where a child's health, safety, and well-being are the top priority. Our goal is for positive and active interactions between child(ren) and their parent. The Family Interaction Specialist (FIS) will help facilitate this goal.

Confidentiality/Notes:

- A FIS will be present and document all observations made during the visits. This includes any conversation with either parent that occurs in front of the child(ren).
- Both the visiting parent and primary caregiver may request a copy of the visit observations; this request must be made in writing via email to the assigned case coordinator.
- The primary caregiver will not be given further information about the visit unless it benefits the child(ren).
- I understand visit notes will not be available for release until 72 hours after the visit, unless indicated otherwise by a court order.
- All matters relating to my client records are considered privileged and confidential, and are treated as such by the Canopy Center staff. Information regarding such matters cannot be given without the consent of the client unless evidence of child abuse exists, a life-endangering situation exists, or staff is subpoenaed to testified in court according to the Wis. Stats: s.48.981; s.51.30; chapter 905.

Evaluations and Recommendations:

- Evaluations and recommendations about visitations are not given.
- Evaluations and recommendations for future contact outside of our facility are not provided.
- Visitation exists for the opportunity for parents to spend quality time with their child(ren).

Visit Rules:

- I will interact in a positive, active, and supportive manner with my child(ren).
- There will be no communication or behavior that is emotionally or physically threatening to my child(ren) or Canopy Center staff, volunteers or interns.
 - Angry outbursts and debating with Canopy Center staff, volunteers or interns should not occur and will result in immediate ending of the visit.
- I will remain in the presence of the FIS when I am with the child(ren) and will not remove the child(ren) from the premises.
- My child(ren)'s behavior at visits is my responsibility. I will set limits and discipline appropriately. Physical discipline of any type is not allowed.
- There will be no physical activities (such as wrestling or horseplay) that could result in an unintended injury.
- Tickling, hugging, kissing, or holding, must be freely initiated by your child(ren).
- I will not use non-prescription drugs, alcohol or any substance before or during my visit that impairs my judgment.

- o If this is suspected and the safety of the child(ren) is in jeopardy, staff will end the visit immediately.
- Audio recording of visits is not permitted.
- I will not bring any weapons or anything that could be used as a weapon on the premises.
- I understand that it is encouraged to leave my purse, cell phone, and other personal belongings in my vehicle as Canopy Center reserves the right to search any belongings brought into the facility.
 - o Refusal of search will result in my visit being canceled.
- I am expected to tidy up after my visit which includes, but is not limited to, washing dishes, cleaning up toys, wiping up spills, and disposing of any garbage or leftover food.
- I am expected to end my visit on time.
- Children who are toilet trained are encouraged to use the restroom privately. FIS will remain in the restroom if a parent and child(ren) are in the restroom together.
- I agree to be responsible for my child(ren)'s care while visiting. This includes bringing all necessary supplies for meals and snacks, as well as diaper bags for children who are not toilet trained.
 - o I understand that all outside items I bring must leave the premises with me; no outside items will be sent home with the child(ren) under any circumstances.
- Gifts, of any variety, including photos, letters, and cards, cannot be given to the child(ren) during a visit or while on Canopy Center property, regardless of the primary caregiver's wishes.
 - o The term "gift" encompasses any item given to the child(ren) during a visit with the intent for the child(ren) to leave the premises with said item. Including, but not limited to, the child(ren)'s previous clothing or toys the visiting parent may be in possession of.

Conversations:

- Conversations will be directed by my child(ren)'s interests.
- I will not discuss adult issues, such as court proceedings, with my child(ren).
- I will not make promises about unsupervised visits or future time together away from the Canopy Center or a visit location supervised by an FIS. For example, "we'll go fishing this summer" or "you'll live with me soon" are not appropriate.
- I will not speak of or question my child(ren) about their primary caregiver.
- I will not whisper to my child(ren) or pass notes. This includes letters and pictures.

Photos and Videos:

- Photos and videos are allowed during visits for the purpose of documenting and preserving family memories.
- All photos and videos must be taken by a staff person or FIS.
- Audio recording, other than the audio accompanied by videos taken by FIS/staff, is not permitted.

Child's Refusal to Visit:

- The Canopy Center will not force any child who is unwilling to visit to complete a visit.
- The Canopy Center will make every reasonable effort to encourage the child to participate in the visit.
- If the child is distraught emotionally or physically the Canopy Center will use best judgment on if and when that visit should be canceled.
- If a visit ends early due to the child(ren) refusing to continue, the visit fee will be assessed, in 15 minute increments, for the amount of time the child(ren) participated in the visit; refunds will be issued as necessary.

Confirmation Procedure:

- I understand that I need to confirm my visit within 24 hours of the scheduled visit start time in order for it to proceed.
- I understand that I need to reply to the confirmation message sent from Canopy Center staff by the deadline indicated in the message in order for the visit to be considered confirmed.
- If I do not respond to the confirmation message by the deadline, my visit will not proceed.
- If I cannot attend a scheduled visitation, I understand that I am still expected to reply to the confirmation message to inform the staff that I will not be in attendance.

Cancellations and Scheduling:

- If I need to cancel my visit, I will do so 24 hours in advance of the scheduled visit.
- If I cancel fewer than 24 hours before a scheduled visit, I will be responsible for the full payment.
 - If the visit is canceled by the Canopy Center, no fee will occur.
 - If the cancellation is due to an illness, no fee will occur.
- Consistent attendance is important to my child(ren). My visits may be terminated if I miss two consecutive visits or I establish a pattern of missed visits.
- If the visiting parent is more than fifteen minutes late, the visit will be canceled and they will be responsible for the full visit fee. This does not apply for separate arrivals. (See below in Separate arrivals)
- If the primary caregiver is more than fifteen minutes late, cancellation of visit is at the discretion of the visiting parent.
- In the event a no-call, no-show occurs after both the visiting parent and primary caregiver confirm their availability to proceed with the visit, the individual who did not show up to the visit will be held responsible for the full visit fee.
- The Canopy Center reserves the right to cancel a visit or services at any time.
- I will provide a minimum of 48 hours notice when scheduling or rescheduling a visit.
- I understand that my requested visitation schedule is contingent upon the availability of the staff members.
- Although visits can occur outside of normal business hours, I understand that all scheduling and rescheduling requests must be made during normal business hours of 9am-5pm, Monday through Friday.

Payment:

- Each hour of visitation will be assessed a fee of \$70.00.
- The parent requesting visitation is responsible for the \$70 intake fee, unless otherwise indicated by a court order or in the event of mutual agreement between parties.
- In the event of a no-contact order, staggered arrival times will be enforced for a fee of \$35; to be paid by the respondent named on the court order.
 - See in Separate Arrivals below
- I will make my payment at the start of each visit via cash, debit, or credit card. If I do not have my payment, the visit will not take place.
- Fees incurred as a result of a visit cancellation must be paid by the individual responsible for the cancellation prior to the next scheduled visit proceeding. Visits cannot resume until the outstanding balance is paid in full.
 - Please note, not all cancellations result in a fee. (See above in Cancellations and Scheduling for details)
- The fee for a staff member or FIS to appear in court for the day is \$150.
 - The party making the request is responsible for payment.
 - Phone-in or virtual court appearances are assessed at \$50 per hour
 - If appearance is less than 1 hour, the minimum fee of \$50 remains

Prior Approval:

- Requests to bring additional visit attendees must be made, in writing via email, one week ahead of time to the Program Director, Emmy Lita, and are subject to the approval of the primary caregiver, courts, guardian ad litem, or ongoing social worker.
 - Visitors are required to sign and follow the Canopy Center policies
 - Guests attending virtually are subject to the same policies and expectations.

Separate Arrivals:

- The use of Separate Arrivals includes: the visiting parent will arrive 15 minutes early to wait in the visit room. The child(ren) will be brought at the start of the visit. At the end of the visit, the visiting parent will remain in the visit room, up to 15 minutes, until the FIS joins them to walk them out.
- If separate arrivals are implemented, I understand that I must arrive no later than 15 minutes prior to the visit start time.
- In the event I am late, I understand Canopy Center staff will wait five minutes before calling me to inquire about my expected arrival time.
- I understand that if I am more than ten minutes late of my scheduled arrival time, my visit will be canceled and I will be responsible for the full visit fee.
- Canopy Center reserves the right to separate arrivals/departures if it is believed to be in the best interest of the child(ren).

Other Expectations:

- I understand that I am expected to interact with Canopy Center staff and FIS's in a professional and courteous manner. This includes any email and text communications.
- I understand that I must limit my communication with Canopy Center staff and FIS's to topics directly related to my visits or other services provided by Canopy Center.
- I understand that any unprofessional, disrespectful, or otherwise inappropriate communication with Canopy Center staff and FIS's will not be tolerated and may result in termination of services.
- I understand that Canopy Center does not provide any type of mediation or liaison services between the visiting parent and primary caregiver.
 - The communication provided by Canopy Center on behalf of the visiting parent and/or primary caregiver is limited to information directly related to visits.
 - All other types of communication or conversations must be handled by the parties themselves or by their lawyers.

I understand I am required to complete an intake meeting and an in-person orientation with a staff member in order for visits to proceed.

I have read and agreed to the above expectations and requirements. I understand that violating many provisions of this policy or making any threatening actions or abusive comments, can result in the termination of my visits on a permanent basis.

Signature of Visiting Parent

Date