



# 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 directly before, during or after a visit.
- Either parent may request a copy of the visit observations; this request must be made in writing via email.
- The custodial parent 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.

### 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 will 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, if this is suspected and the safety of the child(ren) is in jeopardy the visit will be ended immediately.
- Video and audio recording of visits are not permitted.
- I will not bring any weapons or anything on the premises that could be used as a weapon.

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- 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. 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 and cleaning up toys and to end my visit on time.
- Children that 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 that are not toilet trained.

#### Conversations:

- Conversations will be directed by my child(ren)'s interest.
- 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 custodial parent.
- I will not whisper to my child(ren) or pass notes. This includes letters and pictures.

#### 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.

#### 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).

#### 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 by 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 of the visitation.

#### 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 visit fee. This does not apply for separate arrivals. (See below in Separate arrivals)
- If the custodial parent is more than fifteen minutes late, cancellation of visit is at the visiting parent's

discretion. This does not apply for separate arrivals. (See below in Separate Arrivals) ● In the event of a no-call, no-show occurring after both the custodial and visiting parents confirmed their availability to proceed with the visit, the parent who did not show up to the visit will be held responsible for the full 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 \$50.00
- The parent requesting visitation is responsible for the \$50 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 \$25; 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.
- The fee for a staff member or FIS to appear in court for the day is \$100.
  - The party making the request is responsible for payment.
  - Phone-in or virtual court appearances are assessed at \$25 per hour
    - If appearance is less than 1 hour, the minimum fee of \$25 remains

#### Prior Approval:

- Requests to take still pictures or to bring anyone else to the visit, or on the premises, must be made one week ahead of time to the FIS and are subject to the approval of the custodial parent, courts, 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. ● Gifts, of any kind, including letters and cards, cannot be given at any time, regardless of the custodial parent's wishes.

#### 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 an 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.

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- 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 scheduling will begin upon receipt of the following three items; \$50.00 non-refundable intake fee, signed Supervised Visitation Policy form, Referral Form with contact information**

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**