



3700 Golden Street Evans Colorado, 80620 (970) 356-6751

## AGREEMENT FOR USE OF careHouse, A FAMILY VISITATION CENTER

(Please read and keeps for your records. Sign the accompanying application.)

MISSION: TO PROVIDE A SAFE AND NURTURING PLACE FOR CHILDREN TO VISIT WITH THEIR FAMILIES IN A SUPERVISED SETTING UNDER THE GUIDANCE OF A TRAINED SUPERVISOR. WE PROVIDE A NON-BIASED, NEUTRAL THIRD PARTY DOCUMENTING FACTUAL OCCURRENCES.

The undersigned parents or legal guardians agree to adhere to the following policies and guidelines to ensure a positive experience for your family during use of careHouse facilities.

- 1.To abide at all times by the client guidelines and policies for exchanges or visitation.
- 2.To sign a waiver of confidentiality for release of pertinent information to appropriate parties.
- 3.To waive any claim of parents or children against c.a.r.e., its staff, and volunteers for negligence (other than gross negligence or willful misconduct) relating to or in any way arising out of the use of the c.a.r.e. facility and/or services.
- 4.To pay a reasonable fee for use of the facility, agreed upon in advance. This fee shall be collected at the time of visitation or exchange.
- 5.Your use of the c.a.r.e. facility constitutes an agreement on your part that all documentation and reports prepared by c.a.r.e. will become part of the court records in your case.
- 6.If either parent subpoenas a c.a.r.e. staff member as a witness in a hearing in your case, that parent will be required to pay a fee of \$20.00 per hour, including travel time, in addition to any mileage fee or other fee required by statute. A minimum fee of one hour will be charged for each subpoena and should accompany the subpoena.
- 7.This agreement is only to be canceled in writin g, and only upon delivery of such document to a staff member of c.a.r.e. House.
- 8.Representatives of c.a.r.e. may terminate this agreement. with or without cause for any reason.

### DEFINITIONS

**SUPERVISED VISIT:** During a supervised visit at c.a.r.e., a trained supervisor is present in the visiting room but does not generally participate in the visit. Children will be dropped off at c.a.r.e. House and will stay with the visit supervisor in a family room while the drop-off parent/guardian leaves and the visiting parent arrives. During the visit, the supervisor will intervene if there is a question as to the child's comfort level and/or the safety of any participant. The supervisor will intervene as will if a parent does not adhere to the agreed upon policies or guidelines for the visit. Appropriate intervention in the form of parent coaching and/or support might be offered on a limited basis when necessary. A factual documentation sheet will be filled out during or after the visit and kept on file at c.a.r.e.

**SUPERVISED EXCHANGE:** In an exchange arrangement, the children will be exchanged from one parent to the other parent by utilizing a drop-off and pick-up arrangement under the supervision of a trained supervisor. The exchange is arranged so that parents do not need to have any direct contact with each other.

### **CLIENT/VISITOR POLICIES FOR VISITATION AND EXCHANGES**

1. Families are expected to sign the agreement prior to the scheduling of a visit or exchange. Copies of any existing court orders and/or restraining orders must be provided with application.
2. There will be no contact between the delivering parent and the visiting or picking up parent.
  - A. The delivering parent will arrive. The children will be left in the supervision of c.a.r.e. while the delivering parent leaves the premises, including the parking lot.
  - B. The visiting or pick up parent will arrive 15 minutes later. The visit will begin or an exchange will be made by c.a.r.e. staff.
3. If the visiting or pick up parent is 20 minutes late arriving for the visit or exchange, the visit or exchange will be canceled by calling back the delivering parent to pick up the children. No exceptions will be made unless the parent has called c.a.r.e. before the visit and left a message on the answering machine or spoken to c.a.r.e. staff. Frequent tardiness could result in termination of your contract with c.a.r.e. House. Exchanges are scheduled on a half - hour basis and lateness could create a problem for proper supervision for your child. If the visiting/pick up parent is late, the visit will not be extended. Visits will end at the already agreed upon time. Two missed visits without notice will automatically terminate your contract with c.a.r.e. Consideration of future visits will be at the discretion of the c.a.r.e. House staff.
4. If cancellation of a visit is necessary, it must be done at least 24 hours in advance to the c.a.r.e. staff. Please leave a message on the answering machine if you do not reach a staff person. c.a.r.e. will make every attempt to notify all parties of the cancellation.
5. In the event of illness of parent or child, there is to be no visit. This includes, but is not limited to: a 100-degree temperature, diarrhea, or vomiting in the past 24 hours. This is to safeguard that no other families or staff are exposed to the illness. Please call to cancel as soon as possible. We will make a reasonable attempt to reschedule the visit if possible. In the event of the supervisor being ill, c.a.r.e. will make every attempt to find a substitute. However, the visit may require rescheduling and will be made up as soon as possible.
6. The supervisor will prepare a detailed written, factual account of the visit. Arrangements can be made to provide information on an agreed upon schedule to attorneys, the Department of Social Services and the Court.  
Exchange notes will be kept at c.a.r.e. until they are requested by the attorney or court.
7. At no time before, during or after a visit or exchange is it permissible to serve legal papers to parents at the c.a.r.e. facility. This is distressful for children to witness.
8. c.a.r.e. reserves the right to schedule visit and exchange times. Court ordered times will be accommodated as quickly and closely as possible. C.a.r.e. will provide alternative plans to the court, parents, or attorneys when scheduling and availability problems arise. One week is necessary to schedule most visits and exchanges.

9. The parties must provide transportation. C.a.r.e. staff cannot transport clients. Parents are responsible for meeting the child safety restraint laws as mandated by the State of Colorado regarding the use of car seats and safety belts. During an exchange, persons listed to pick up children may need to show a picture ID, as well as a valid driver's license, unless the supervisor already is acquainted with the pick up person.

10. c.a.r.e. will not act as a mediator or go-between. We will make every attempt to arrange suitable and agreeable visit and exchange times. If we are not successful, we will refer the family back to attorneys, therapists, caseworkers, or parents involved. Any additional matters other than scheduling visits and exchanges will not be handled by the c.a.r.e. staff. Extended scheduling arrangements will be charged at the rate of \$10.00 per hour.

11. c.a.r.e. reserves the right to add additional guidelines if deemed necessary for a particular family by the court, caseworker, therapists, or other involved parties.

c.a.r.e.House will not handle any visits or exchanges on January 1<sup>st</sup>, Easter, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving, after 5 on Christmas Eve, Christmas Day, and after 5 on New Year's Eve. We will schedule other near-holiday visits and exchanges on a first come, first serve basis.

### **CLIENT/VISITOR RULES**

1. Please treat the c.a.r.e.House facility, it's belongings and people with care and respect.
2. You may make arrangements to eat or prepare a meal or snack during a visit. The visiting parent is to provide any needed food Created by Gwen Schooley or drinks for their children. A custodial parent (or foster parent) should provide formula and baby food. In warm weather, please supply the appropriate sunscreen for your child.
3. c.a.r.e.House has a limited selection of toys and games you may use during your visit. Parents should plan ahead for additional activities. Please ask staff persons for other resources and suggestions for visit activities. When appropriate and available, you may have the use of a kitchen, gym and nearby park.
4. There is no whispering or note passing allowed during a visit. The supervisor must be able to hear and see all participants during the length of the visit.
5. No foreign languages will be spoken during the visit unless the supervisor is proficient in that language. C.a.r.e. will make every effort to find a supervisor who speaks the foreign language spoken by the family.
6. There will be no hitting, spitting, spanking, threatening, biting, swearing, or destruction of c.a.r.e.House property. Only non-physical and non-threatening discipline will be used during a visit.
7. Avoid talk about divorce, the other parent, foster placement or court. This is a time for you and your child to be together, to build connections, to have fun together. Keep your conversation positive and light.
8. Parents may not undress children (unless changing diapers) or take the child to the bathroom unsupervised. In some cases, "field trips" to the bathroom with the entire family will be necessary.
9. No smoking is permitted during the visit even in the event of the visit being outdoors.

10. The telephone is not to be used except with the permission of the supervisor and for emergency calls or to order food.

11. No pets are permitted at visits.

12. Each family will be required to clean up their area before the end of a visit. This can be a family activity.

13. The visit is to be attended and children are to be picked up or dropped off only by the people originally agreed to. Any changes need to be discussed prior to the visit.

The visit will be terminated immediately if a rule is violated, there is a concern for the safety of the child or any person's well being, the parents appear to be under the influence of drugs or alcohol or the visiting party is 20 minutes late or more.