

Supervised Parenting Time Agreement For the Supervised Parent

This Agreement represents the Policies and Procedures of the Family Resource Center of Southwest Florida (FRC). Please read this Agreement carefully as it explains what is expected of you as the supervised parent, the roles and responsibilities of the monitor, and procedural and operational guidelines you are expected to follow as a client of the FRC.

Expectations of the Supervised Parent

All visits are scheduled in 55 minute blocks once a week unless ordered otherwise by the Court. The maximum time for a supervised session is 2 blocks of time (110minutes).

The supervised parent is expected to arrive at the FRC 15 minutes before the scheduled session time or the supervised parenting time may be cancelled. The supervised parent must remain inside the building for 15 minutes after the session has ended.

The supervised parent shall sign in to document his/her attendance.

If a party is unable to be present for a scheduled supervised parenting time session, twenty-four hours' notice must be provided; failure to provide such notice may result in a late cancellation fee, a no-show fee, and/or forfeiture of your deposit. The Family Resource Center is responsible for notifying all parties in case of a cancellation. Individuals who develop a pattern of cancelling scheduled supervised parenting time or who have more than two consecutive cancellations may receive a letter or a phone call requesting a commitment to comply with visitation arrangements. Failure to respond or commit to the services may result in a suspension of services pending further action of the Court. If the Family Resource Center suspends supervised parenting time services, future sessions will not be scheduled without a review of the case.

The supervised parent may not communicate with the non-supervised parent without the prior knowledge and consent of the supervisor. If there is an injunction in place, there shall be no contact between the supervised and non-supervised parents.

All contact between the child(ren) and the supervised parent shall take place within the supervisor's hearing and visual field or may be monitored and viewed by the supervisor through the use of technology.

The supervised parent shall notify the FRC Program Director of any changes to personal contact information.

The supervised parent shall keep the FRC Program Director apprised of the status of the court case warranting the supervised parenting time.

When the supervised parenting time session concludes, a staff member will escort the child(ren) to the transporter who will receive the child(ren) at the front entrance of the building. The supervised parent must remain in the building in the designated area for an additional fifteen minutes to ensure the parties do not have any unsupervised contact.

The supervised parent is expected to conduct him/herself within the following guidelines which model the recommendations of the Florida Clearinghouse on Supervised Parenting Time and include:

1. Any holding and touching of infants must be within appropriate boundaries;
2. Child(ren)'s clothes will remain on at all times. Diaper changes may be handled by the supervised parent unless stated otherwise by the court or unless the case has sexual abuse allegations. In such cases, diapers will be changed outside the supervision room by the unsupervised parent;

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3. Limited physical contact between parent and child(ren), defined as an appropriate hug or kiss at the beginning and end of the visit, if tolerated by the child; no prolonged hugs or kisses;
4. Child(ren) should not be coerced to sit in the supervised parent's lap;
5. Appropriate rough-housing or tickling as tolerated and accepted by the child(ren);
6. No forcing of physical attention;
7. No cards, gifts, money or candy, unless approved in advance by the FRC staff for birthdays, holidays or other special occasions; approved, unwrapped gifts may be brought to the Family Resource Center in gift bags only. (See Policy 2.11 for additional information regarding gift giving);
8. Cameras, cell phones, or recording devices of any kind may be used during the visit only with the knowledge and permission of the supervisor. Photos are permitted for personal use. Photos and messages from the supervised sessions may not be shared on social media. The first violation will result in all electronic devices being prohibited in the supervision space; all electronic devices will need to be turned over to FRC staff and will be returned to their owner at the end of the session. The second violation may result in termination of services at the FRC.
9. All items, including food, drinks, toys, games, books, written material, photographs, music, tapes (audio or video), dolls, jewelry or household items, may be brought to the session and shared with the child(ren) only with the prior approval of the supervisor.

Supervisor's Duties and Responsibilities

The Supervisor's duties during the supervised parenting time include the following:

1. Following procedures to help ensure that no physical harm is directed toward child(ren) and/or to the other parent or to other program participants;
2. Monitoring conversations between the supervised parent and child to protect against inappropriate remarks made to the child(ren) regarding other parent, other family members, or the case. Parent may be coached on appropriate responses to queries made by the child(ren).
3. Providing guidance during the session when necessary by suggesting age-appropriate games or activities;
4. Redirecting or correcting inappropriate behavior, both physical and verbal, in a manner consistent with program rules;
5. Not letting personal feelings about the parents, child or situation interfere with objectivity;
6. Conducting an audio or visual recording of the session, if court ordered, with the mutual consent of the parents or if deemed necessary for the ongoing provision of services in the client's case.
7. The supervisor is not responsible for supervising the child(ren), but rather, supervising the parent's interaction with the child(ren).

Supervisors cannot:

1. Discuss information pertaining to families serviced by the FRC with people outside the FRC network without a signed release and designation as to with whom information may be shared;
2. Give out personal information about themselves
3. Offer advice or counseling about problems shared by the parties
4. Engage in dialogue about the "other" parent, stepparent, boyfriend/girlfriend
5. Engage in therapy or counseling, including suggesting a diagnosis, offering treatment interventions or advising clients on a course of action to take in their case.

In addition to attendance issues, The Family Resource Center may refuse or suspend supervised parenting time in cases where there are concerns for the level of risk, the safety of participants and/or other issues

that cannot be effectively addressed or serviced by the Family Resource Center and its resources, or one or both parties have failed to comply with the program's or court's conditions for participation.

Timeliness and Late Arrival/Pick-Up Policy

At the Family Resource Center, we are committed to providing a structured, predictable, and respectful environment for all families, children, and staff. Timeliness is an essential part of maintaining this environment and ensuring that all scheduled services run smoothly.

We understand that unexpected situations may arise. We encourage open communication and ask that families notify the Director as soon as possible if they anticipate being late. When prior communication and approval are provided, we will make reasonable efforts to accommodate the situation when feasible.

However, in order to maintain fairness and minimize disruptions to other families and staff, the following policy will apply:

- If the non-supervised parent/caregiver arrives late for either drop-off or pick-up without prior approval from the Director, a fee of \$20 per 15-minute increment will be assessed.
- This fee will be applied beginning at the scheduled transition time and will continue in 15-minute increments until the child(ren) are dropped off or picked up.
- All late fees must be paid in full prior to the next scheduled visit.
- If outstanding fees are not paid, the next scheduled visit may be canceled until the balance is resolved.
- Missed or canceled visits due to nonpayment will be documented and, when appropriate, communicated to the court as part of routine reporting regarding compliance with program policies.
- Repeated lateness may result in additional review of scheduling and service continuation to ensure that the needs of all families are being met.

Our goal is not to be punitive, but to promote accountability, consistency, and respect for everyone's time. We appreciate your cooperation in helping us provide a safe and reliable environment for the children and families we serve.

Procedural and Operational Guidelines

The Family Resource Center observes holidays recognized by the Twentieth Judicial Circuit Court's, Administrative Office of the Courts. The FRC reserves the right to reschedule a supervised parenting time session due to a holiday, scheduling conflict, an emergency or other reasons at the discretion of the Program Director.

The FRC staff may interrupt or terminate the supervised parenting time session if a violation of the Policies and Procedures or the signed Supervised Parenting Time Agreement occurs. In addition, staff will interrupt any visit during which any of the following occurs:

1. A child becomes acutely distressed;
2. When it is deemed by the supervisor that the child is in a situation of possible risk either emotionally or physically;

3. If the supervised parent acts in an inappropriate manner towards the child, staff or others present;
4. If derogatory comments or gestures are made about the other parent or staff members;
5. If there is conversation or sharing information with the child(ren) about custody, allegations, or court related issues;
6. The supervised parent asks the child(ren) who they want to live with;
7. The supervised parent asks the child(ren) for information about the other parent;
8. Either parent asks the child(ren) to carry messages to the other parent;
9. The supervised parent predicts and/or promises the child(ren) future changes in parenting time or the parenting plan;
10. The supervised parent making false promises, such as vacations, different parenting arrangements, or any inducements to unduly influence the child(ren).
11. The supervised parent discusses the details of any ongoing legal processes;
12. The supervised parent is under the influence of alcohol/drugs or exhibits belligerent, defiant or other inappropriate behavior. In the event a drug screen is deemed necessary or is ordered by the Court, the cost of the screening is the responsibility of the parent being tested. If the FRC staff suspects drug or alcohol may be present in the parent's system, the parent agrees to an on-site swab test and is responsible for the cost of the test.

If the Family Resource Center suspends supervised parenting time services, future sessions will not be scheduled without a review of the case. A notice of suspension or cancellation of services will be sent to the parties, their attorneys and to the Court.

A notice to suspend future supervised parenting time for any reason shall be generated to the parenting parties within 48 business hours of the decision to suspend the services. This notice may be verbal or in writing and shall be documented in the case file. Upon suspension of services pending further review, the parties' current scheduled time slot may not be maintained.

Services may be suspended for violation of the signed agreement with the Family Resource Center, violation of the FRC's policies and procedures, and for behaviors including, but not limited to:

- Failing to keep scheduled appointments
- Endangering behaviors to the child(ren)
- Fighting, harassment or threatening confrontations with anyone in the Center
- Verbal or non-verbal threats
- Possession of weapons
- Derogatory remarks about the unsupervised parent/guardian
- Writing notes,
- Speaking in a foreign language without prior approval
- Profanity
- Use of social media
- Making inappropriate comments or promises to the child(ren) about the future
- Failure to amend inappropriate behaviors after being redirected by a supervisor
- Observable evidence that a child is traumatized by participating in the visit
- Non-payment of fees

Termination of Services

Supervised parenting time may be suspended by the Family Resource Center of Southwest Florida and then be reviewed afterward by the Court to determine if visits are to be terminated. Reason for suspension, and ultimately termination could include but are not limited to the following reasons:

- Safety concerns or other case issues that cannot be effectively managed by the Family Resource Center;
- Excessive demand on the resources of The Family Resource Center;
- The parent's failure to comply with the conditions or rules for participation in the program;
- Threat of violence or abuse;
- Relocation of the supervised parent or child(ren);
- Use of social media;
- Graduation - the successful completion of the program;
- Court order for the termination of supervision;

If the supervised parenting time is terminated due to numerous interventions or violations to the Policies and Procedures, the supervisor may speak to the supervised parent about the violation(s) and may provide suggestions on how the supervised parent correct the behaviors in question. The supervised parent is expected to respect the input and guidance of the supervisor.

Supervised parenting time will be cancelled or terminated if the supervised parent is suspected of being under the influence of alcohol, non-prescription drugs, or other substances that appear to be mood altering or affecting the parent's ability to manage their behavior according to the Policies and Procedures of the FRC.

Family members or friends may participate in the supervised parenting time when authorized by the Court (#4 in the Order for Supervised Parenting Time); if the court order does not limit or restrict additional persons from participating in the parenting time session, prior approval must be granted by the Supervisor in accordance with the Policies and Procedures of the Family Resource Center. All additional visitors are expected to comply with the terms of this agreement and the Policies and Procedures of the FRC. Failure to comply may result in being denied permission to participate in future sessions.

Mandated Reporting

The Family Resource Center staff are, by law, mandated reporters, and as such will report a child's disclosure of abuse or a suspicion of abuse to the Department of Children and Families. It is not the responsibility of the FRC staff to investigate the accuracy of the disclosure or suspicion.

Gift Giving

In developing the Family Resource Center's gift-giving policy, for supervised parenting time, the following issues are considered:

- The potential for manipulation of the child by the parent through gift-giving;
- The potential for the gift to create a trigger that reminds the child of prior abuse;
- The opportunity for the parent/visitor to use the gift as a means to communicate with the other parent, contrary to court order;
- The socio-economic constraints of some parents, and the possible embarrassment a child may feel when seeing other children receive gifts at visits;

- The potential for other families to feel as though they must compete with the gifts;
- The need to treat all program participants fairly;
- The fact that, in dependency out-of-home cases, parents are often encouraged to bring toys, clothes, food, etc. to visits with their child(ren);
- The “normal” expectation of a child to receive a gift on or around his/her birthday, or certain holidays;
- The degree to which (if at all), food brought to the visit is to be considered a gift;
- The degree to which (if at all), money, gift cards, or items such as diapers and formula are to be considered gifts, when provided by the parent/visitor for the benefit, care, and/or maintenance of the child.

The Family Resource Center permits gift-giving with the following minimum provisions:

- For the safety of children and other individuals present at the supervised parenting time, all gifts brought for the child must be unwrapped or in a gift bag to allow for staff inspection prior to the visit;
- Any items brought to the supervised parenting time session but not permitted in the visitation room will be secured and returned to the parent/visitor at the conclusion of the visit;
- The Executive Director (or designated staff person) has the authority to prohibit the giving of a gift in any situation where it appears that the gift may be inappropriate, potentially harmful, or disturbing to the child or non-supervised parent.

The gift giving policy also includes the following minimum provisions in cases involving allegations (or known issues) of domestic violence and/or sexual abuse:

- FRC staff will require that the parent/visitor refrain from engaging in any discussions, activities or giving of gifts that are deemed inappropriate;
- Electronic devices (i.e., radio, CD players, head phones, tape recorders, cell phones, cameras, MP3 players, etc.) are permitted in the supervised area only with the approval of the monitor.

In making the case-by-case determination as to whether or not gift-giving is to be permitted, consideration will be given to the following:

- Input from the non-supervised parent;
- Information obtained from the dependency case manager (if applicable);
- Information obtained at the intake;
- Information from previous observations and supervised parenting time of the parent and child.

All packages brought to the session will be checked by a staff member prior to the commencement of the supervised parenting time. Packages that are wrapped must be unwrapped and shown to staff.

Confidentiality of Case Notes and Records of the Supervised Session

All records are maintained by the Family Resource Center in individual case folders. Clients do not have the privilege of confidentiality, which protects against having client records subpoenaed by the court or by another party as a part of a court proceeding. Records are presented only with a court order and subject to rules of discovery regarding the confidentiality of records; refer to Florida Statute 415.51 regarding child abuse/neglect, when appropriate. Staff will produce the records, including video or audio tapes (if available) to the court, upon request of the judge or a subpoena duces tecum.

Record Retention: Files are kept secured and confidential in accordance with regulatory privacy statutes and for the time period mandated by the State of Florida.

The FRC provides intern learning opportunities and utilizes interns from accredited college/university programs of study and other community volunteers to assist with the monitoring or supervision of the supervised parenting time. Employees, student interns and volunteers are all held to the same standard of privacy and confidentiality of client cases. They are also regarded as mandated reporters in their supervision role with the FRC.

Fees for Programs and Services

The fee schedule for the supervised parenting time program at The Family Resource Center:

- Orientation/Intake fee:
 - \$80 Administrative fee to be paid by the supervised parent
 - \$80 Orientation and intake fee to be paid by each parent
 - \$80 Fee paid in advance for the first supervised parenting time to be paid by the supervised parent, unless otherwise directed by the Court order.
- Session fee for supervised parenting time:
 - \$80 per 55 minute session to be paid by the supervised parent unless otherwise ordered by the court
 - Longer sessions are prorated based on the \$80/55 minutes
- Parent Coaching:
 - \$95 per 55 minute session
- Therapeutic Supervision:
 - \$110 per 55 minute session
- Late Cancellation Fee:
 - Up to the total amount charged for the booked session.
- No-Show Fee:
 - The total amount for the booked session.
- Late Arrival/Pick Up Fee:
 - \$20 assessed in 15 minute increments
- Court testimony:
 - \$125/hour with a two hour minimum to be paid in advance of the court date; additional time, exceeding two hours, will be billed in 15 minute increments.
 - The fee for court testimony shall be paid in advance of the court date by the party whose attorney issued the subpoena.
- Subpoena for the Production of Documents from Non-party

The Family Resource Center requires a minimum fee of \$250.00 as a deposit to cover estimated cost for time and material. This takes into consideration a \$125.00 hourly fee and per page charge. Should the cost exceed the minimum fee, an amended invoice will be presented along with the documents. Fees must be paid in advance of the production and delivery of the requested documents by the party whose attorney issues the subpoena.

All fees for court proceedings, including request for documents and response to subpoenas must be paid in full prior to the court date. If fees are not paid in advance the FRC staff will not be required to appear or to provide any information in response to the issuance and service of a subpoena.

- Fee for rushed records: There will be a fee of 1.5 times the total cost of the records if a subpoena for records is received with less than 48 hours notice.
- Correspondence:
 - \$125 for correspondence related to client compliance with the supervised parenting time order.
- NSF Returned Checks:
 - A \$35 minimum fee will be charged for a check returned for nonsufficient funds. The party whose check is returned for NSF will be required to pay all subsequent fees in cash.
- FRC staff time for services not specified above that is expended by FRC staff in response to a request by either of the parenting parties or their attorneys shall be billed to the party making the request at the rate of \$125/hour, prorated in 15 minute increments.

Services may be suspended until any outstanding balances are paid in full.

I have read and understand the terms of this Agreement. The Policies and Procedures have been explained to me and I accept the responsibility to follow the terms defined herein.

He leído y entiendo los términos de este Acuerdo. Las pólizas y procedimientos han sido explicados y acepto la responsabilidad de seguir los términos definidos en este documento.

Signature of Supervised Parent

Date

Signature of Program Director

Date