

Family Time, Inc.

VIRTUAL (Video and Telephone) Supervised Visitation Guidelines For Participants

Client Name:

Our Expectations of you:

During your virtual visitation, we expect you to:

1. Actively engage and interact with your child(ren) in a positive and nurturing manner. Your Service Provider/Visitation Supervisor "SP/VS" will be available to assist if necessary.
2. Be present for the visit free of the influence of drugs or alcohol. Otherwise, the virtual visit may be ended or canceled.
3. Remain free of the influence of drugs or alcohol throughout the visit. Otherwise, the visit may be ended or canceled.
4. Be on time for all scheduled video visits. If you are late, the visit may be canceled.
5. Anything that you wish to show to your child(ren) must first be reviewed and approved by your SP/VS (at least 10 minutes prior to the beginning of virtual visit). This includes but is not limited to cards, letters and photographs.
6. Follow through with your visit plans. Your child is counting on this time with you. We expect that video visits will be shorter than face to face visits but will be held more frequently, so you will need to plan accordingly. Please discuss scheduling with your SP/VS.
7. The visiting parent is encouraged to be prepared with activities as well. Examples of ideas: read a book to the child(ren), color together or an art activity, play a game, discuss ideas for the next video visit and have some crafts prepared or games that both sides will have at the next visit. Cook together, watch a movie together, do homeschool work together. We are all challenged in this new and current way of life, so do your best to embrace the fact That everyone is home, being healthy and safe and getting creative.
8. Complete all visits unless prior arrangements have been made.

Client Name: _____

9. Choose an appropriate place in your home for the video visit.
We are mandated to report any abuse or neglect or concerns.
10. The following are not allowed to be displayed during a video visit: fireworks, weapons, guns, knives, drugs or alcohol.
11. Smoking during video visitation is not permitted.
12. Use appropriate language.
13. Speak audibly at all times during the visit, NO whispering.
14. Make no disparaging remarks regarding anyone.
15. No yelling or threats are permitted.
16. Follow the directives of your SP/VS. If you fail to follow the verbal instructions of the SP/VS the visit may be terminated immediately.
17. Make no probing statements (example "who is mom dating?") solely for the purpose of obtaining information for personal gain.
18. Leave adult matters to the adults. You must keep conversation appropriate. Do not discuss the CPS or court proceedings (ie: what your lawyer, FCM or judge said) with the child(ren) or with other adults when the child(ren) may overhear.
19. Do not make predictions or promises to your child(ren). For example, "you are coming home".
20. Refrain from talking on the telephone during video visits. Cell phones should be put away during visits.
21. Refrain from cursing at, threatening, or behaving in a belligerent manner towards the SP/VS or anyone else. If this behavior occurs, the visit will be terminated.
22. Sleeping during a visit is not permitted.
23. Audio and/or video recording are not allowed during supervised visitation.

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24. Visitation time is not considered therapy. It is not the role of the SP/VS to be a therapist for you or your child(ren). Visitation time should be as positive as possible. While it is very important for all families to discuss problems and issues openly, supervised visitation is usually not an appropriate place to do this. Your time with your child(ren) is limited right now and we want to help you make the most of it. If you are interested in therapy services, please talk to your SP/VS or contact your FCM.
25. The SP/VS must be able to see you and your child(ren) at all times. The SP/VS must see and hear all interaction between you and your child(ren).
26. Special requests for approval of visitors must be obtained through your Family Case Manager.
SP/VS must be told directly by FCM the names of any additional persons who are allowed to attend the visit prior to the start of the visit; otherwise, NO VISITORS WILL BE PERMITTED.
27. Only individuals who have been approved to visit by your FCM may attend the visit. Visitors coming to the door should be sent away until the visit is over unless they are approved to attend the visitation. All unauthorized visitors will be required to leave.

The following persons have been approved to attend your visits:

28. Any and all changes in the visitation plan (frequency/length/location/supervision level) must be authorized by your FCM. Your SP/VS cannot make any changes without prior FCM approval.
29. In the event that you have to cancel your visit due to emergency or illness, please contact your SP/VS directly at least 24 hours prior to the scheduled time of the visit.
30. In addition to the above obligations, your FCM has issues the following guideline:
- You must telephone the SP/VS at least _____ minutes prior to confirm your intent to be present for each visit.
 - Location restrictions: Your visit has been assigned for Video supervision until further notice.
 - No contact between _____ and _____
_____ before, during or at the conclusion of visit. (Your SP/VS will help you coordinate this.)

Other restrictions (specify):

Client name: _____

What you can expect from Family Time

1. To treat you and your family in a professional manner with dignity and respect at all times.
2. To provide a safe environment for your family to visit.
3. To provide timely feedback to you regarding your parenting skills, strengths and concerns observed during visitation.
4. To offer suggestions regarding alternative, safer or more appropriate ways of managing particular situations during visitations.
5. To coordinate visitation appointments in a manner which best accommodates the schedules of all involved parties.
6. To communicate with your Family Case Manager in a timely manner regarding the strengths or concerns observed during your visitation.
7. To assist you in structuring your visitation for maximum enjoyment.
8. The role of your SP/VS is to maintain safety, observe and intervene only if necessary. The SP/VS is not a visiting party. Supervised Visitation time should be centered around the parent(s) and child(ren).
9. Family Time SP/VS's have the discretion to conclude any visit at any time if she or he determines the visit to be contrary to the child(ren)'s immediate best interest.
10. Family Time, Inc. reserves the right to suspend or cancel supervised visitation services if an individual fails to comply with program requirements or to regularly attend visitations.
11. After 3 consecutive or excessive missed visits, Supervised Visitation services will be suspended until further review.
12. Family Time Case Engagement Protocol:
After 2 no shows for the video visit, SP will contact the family with the next appt date. If the client doesn't attend the next schedule video supervised visit, SP will request a CFTM and

cc the FCM's Supervisor and SP Supervisor. If FCM does not respond to the CFTM request within a week or Client doesn't attend CFTM, FT Service Provider will send an official deadline letter. If the client doesn't respond to FT Service Provider deadline letter, the case will be closed.

By signing below, you acknowledge the above guidelines and expectations and that you agree to abide by them. Further, your signature below authorizes Family Time, Inc. and the Indiana DCS to communicate regarding the services provided to you.

Client(s):

Printed Name	Signature	Date
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Printed Name	Signature	Date
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Service Provider/Visitation Supervisor:

Printed Name	Signature	Date
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Agency Contact Info for Questions/Concerns

FT SP/VS Name and Phone #: _____

FT Supervisor Name and Phone #: _____

FT Assistant Director Name and Phone #: Milena Olivas 502-599-2349

DCS Ombudsman: phone: 877-682-0101
email: DCSOmbudsman@idoa.in.gov website: <https://www.in.gov/idoa/2610.htm>

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