

Case No.: _____

Diapering & Personal Care Policy

To ensure the safety, comfort, and dignity of all children during supervised visitation, the following diapering and personal care policy applies:

1. Non-Custodial Responsibility:

The non-custodial party **is responsible for changing diapers, assisting with diapering, or providing personal hygiene care** unless specifically noted in writing by a current court order.

2. Provider Responsibility:

If the non-custodial party cannot provide diaper changes for any reason, the supervising provider will perform diaper changes as needed during the visit to maintain the child's comfort and hygiene. Diapering will be conducted in a private, sanitary space, using gloves and appropriate supplies.

3. Parent Responsibilities:

The **custodial parent** is required to arrive with the child in a **clean diaper** and to provide all necessary items, including diapers, wipes, creams, and extra clothing. If supplies are not provided, visits may be shortened or paused to ensure proper care.

4. Documentation:

All diaper changes performed by the provider will be **documented**, including time of change and any notable observations (e.g., rash, excessive soiling, signs of discomfort). These notes will be included in the visit summary.

5. If a toilet-trained child has an accident during the visit:

- Either the provider or visiting party will assist the child with changing and cleanup as needed, while maintaining the child's dignity and privacy.
- The provider will document the incident, including any signs of discomfort, refusal to use the restroom, or lack of appropriate supplies.

6. Health & Safety:

The child's well-being takes priority. If a diaper change is urgently needed, it will be completed by the provider regardless of whether supplies were provided. The custodial party will be charged \$10 for every diaper and/or replacement clothing item supplied by THROUGH THE VALE.

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Parental Abduction Prevention Policy

The Safety of children and families is our top priority. The following policies are in place to **prevent parental abduction** from occurring during visitation services:

1. Secure Entry & Exit:

All visits take place in a **secure location** with controlled entry and exit points. The outer office door may be **locked during visitation** to prevent unauthorized access to or removal of the child. Only the provider will open the door for arrivals and departures.

2. Escorted Transitions:

When necessary, the provider or other staff will **personally escort the child** from one point to another, such as walking them from the visitation space to the custodial party's vehicle. Visiting parties may not leave the visitation space under any circumstances, unless approved by the supervising provider.

3. No Unauthorized Departures:

Any attempt by a parent or another individual to **leave with the child without approval** will be treated as a **potential abduction attempt**. Law enforcement will be contacted immediately if a child is removed or threatened with being removed without authorization.

4. Identification Requirements:

All parties and approved visitors must **show valid photo identification** at intake and any time upon request. No third parties may attend or participate in visitation unless **specifically authorized** by court order and pre-approved by the provider.

5. Court Order Compliance:

Visitation will follow the **exact terms of the court order**. No changes in schedule, location, or participants will be honored without written documentation from the court. Attempts to violate or alter the visitation plan without approval may result in suspension of services and notification to the court.

6. High-Risk Cases:

In cases with a documented history or risk of abduction (ie: prior threats, restraining orders, custody disputes, etc.) **will require enhanced safety protocols**, as determined necessary by the provider. Additional fees may apply due to these enhanced protocols.

7. Emergency Response:

If an abduction attempt is made, suggested, joked about, or threatened at any time, the provider **will immediately contact 911**. The custodial party will be notified as soon as reasonably possible to do so **and an incident report will be generated**. Future visitation services will be denied until a new court order is made and a new intake interview is conducted.

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Mandatory Reporting Policies

As a supervised visitation provider in the State of California, your provider is a **Mandated Reporter** under California Penal Code §11165.7. This means providers are **legally required** to report any suspected **child abuse or neglect** to the appropriate authorities. This applies to custodial parties and non-custodial parties equally.

1. What Must Be Reported:

Physical abuse, Sexual abuse or exploitation, Neglect (including medical neglect or failure to provide basic needs), Inappropriate or unsafe behavior by any party during the visit, Exposure to domestic violence, General threats, Emotional abuse, Any other behavior that a reasonable person would determine to be inappropriate, dangerous, and/or likely to cause harm

2. How Reports Are Handled:

If a concern arises during a visit or through communication with a child or parent, a report will be made to **Child Protective Services (CPS)** or **law enforcement**, as required by law. Reports are made **immediately by phone**, followed by a written report within 36 hours. Reports are **confidential**. THROUGH THE VALE providers are **prohibited by law from informing any parent or party** involved once a report has been made.

3. Compliance with Standard 5.20:

This policy is consistent with **California Standard of Judicial Administration 5.20**, which outlines the responsibilities of supervised visitation providers. As stated in Standard 5.20, all professional providers must adhere to **the legal requirement to report suspected child abuse or neglect** and maintain neutrality while prioritizing the child's safety and well-being. Compliance with this standard is mandatory and guides the provider's conduct, documentation, and reporting responsibilities during supervised contact.

4. Additional Notes:

Your provider's role is **not to investigate** or determine guilt—only to report **reasonable suspicion**. Staff may also report any threats of harm to self or others, in accordance with safety laws and ethical standards.

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Recording & Photography Policy

1. Audio & Video Recording:

No audio or video recording is allowed by parents, children, or visitors during supervised visitation sessions. This includes but is not limited to the use of:

- Cell phones
- Smartwatches
- Hidden devices
- Tablets or laptops
- Cameras

Any attempt to secretly record a session may result in immediate termination of the visit, documentation of the incident, and possible suspension of services.

2. Photography is not permitted during visits unless:

It is specifically authorized in the current court order, or both parents agree in writing and the provider gives advance approval.

If approved:

- Photos must be taken by the provider only, or under provider supervision.
- All photos must be child-appropriate and non-disruptive to the visit.
- The provider reserves the right to limit or deny photography at any time.

3. Special Events:

When allowed by court order, during special events, birthdays, and holidays, the provider may take photographs or videos of the child(ren) with the non-custodial/visiting party. **No photographs or videos will be taken on the visiting party's behalf if there is an order blocking such activities.** Photographs will not be provided directly to the visiting parties. Photographs and video will be sent to the attorneys for both parties upon visitation completion. Appropriate distribution of these photographs is the sole responsibility of attorneys and/or court personnel.

4. Violation of Policy:

Any unauthorized use of recording or photography devices will be documented and may result in visit termination, suspension of services, notification to the court and/or legal representatives.

5. Providers Rights:

There are cameras in the visitation areas to aid in safety and documentation purposes. **Video footage will only be released in response to a valid subpoena or in situations where immediate safety concerns require disclosure** and is not part of normal visit summaries. Video footage is only kept temporarily and is stored securely. Requests for footage by any party will be denied until and unless a court order is provided.

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Arrival & Pick-Up Policy

To ensure safety, reduce conflict, and maintain a smooth visitation process, the following procedures must be followed for all drop-off and pick-up transitions:

1. Arrival Procedures:

The custodial party **must arrive on time and remain until the provider has escorted the child to the visiting area**. The visiting party must arrive at least 15 minutes prior to the scheduled start time and **wait in the designated waiting area** or in their vehicle until the provider initiates the visit. Late arrivals may result in a shortened visit or cancellation at the provider's discretion.

2. Pick-Up Procedures:

The custodial party **must return promptly at the end of the visit**. Late pickups will be documented and repeat issues may be reported to the court or result in rescheduling limitations. The visiting party is expected to remain on-site until the provider returns the child to the custodial party, unless specifically directed by court order. **The visiting party may not leave with the child unless clearly authorized by court order**. Children will be escorted in and out of the visit by the provider only. Visiting parties are not permitted to escort the child without supervision.

3. No Contact Between Parties:

Parents should not have any direct interaction during arrival or pick-up unless specifically authorized by court order. If a conflict or encounter occurs, the provider will document the incident and may temporarily suspend visits until the matter is reviewed.

4. Missed or Late Arrivals:

A 15-minute grace period is provided for both parties. If the visiting party fails to arrive within this period, the visit may be canceled and marked as a no-show. If the custodial party is more than 15 minutes late picking up the child, the provider may:

- Contact the emergency contact on file
- Charge a late pickup fee
- Report repeated issues to the court
- Contact CPS or law enforcement, if necessary

5. Safety First:

All transitions will occur in a secure, neutral environment. Any concerns about safety, compliance, or unusual behavior during drop-off or pick-up will be documented and, if necessary, reported to legal counsel or the court.

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Termination of Services Policy

Supervised visitation services may be terminated at the discretion of the provider when the safety, appropriateness, or integrity of services is compromised. Termination may be temporary or permanent depending on the severity of the issue.

1. Grounds for Termination:

Services may be terminated for any of the following reasons, including but not limited to:

- Repeated failure to comply with visitation rules, policies, or court orders
- Aggressive, threatening, or unsafe behavior toward the child, provider, or other party
- Attempts to manipulate the child or provider, or to coach or interrogate the child during visits
- Three or more no-shows or late cancellations without reasonable excuse
- Failure to pay required fees in a timely manner
- Discovery of inaccurate or incomplete information provided at intake that affects safety or appropriateness of services
- Substance use before or during visits (including alcohol, marijuana, or illegal drugs)
- Any attempt to remove the child from the visit area or leave with the child without permission
- Failure to provide updated court orders or necessary documentation
- If the provider determines that the child is experiencing distress, fear, or emotional harm during visits

2. Process for Termination:

In non-emergency situations, written notice of intent to terminate services will be provided to both parties and, if applicable, their attorneys. In cases involving immediate safety concerns, services may be **terminated without advance notice**, and the court or attorneys will be notified within 24 hours. All terminations will be **documented in writing** and may include a final summary or incident report upon request.

3. Reinstatement of Services:

Reinstatement may be considered only if:

- The underlying issue has been resolved
- A new court order is issued
- Both parties agree to comply with all provider policies going forward

4. Provider's Right to Refuse Service:

The provider reserves the right to refuse or discontinue services at any time if they determine that continuing would compromise **safety, neutrality**, or the **best interests of the child**.



Case No.: _____

Core Policies & Summary

- ❖ **Arrival & Pick-Up:** Timely drop-off and pick-up are required. No contact is allowed between parties. Repeated tardiness may result in shortened or suspended visits.
- ❖ **Recording & Photography:** No audio, video, or photographs may be taken by parents. If allowed by court order, the provider may take photos during holidays or special events to be sent to counsel—not directly to either party.
- ❖ **Mandatory Reporting:** The provider is a mandated reporter under California law and must report any suspected abuse or neglect to the appropriate authorities without informing the parties.
- ❖ **Parental Abduction Prevention:** Children cannot be removed from the provider's care by the visiting party. Any attempt to do so will be treated as an emergency.
- ❖ **Behavior Expectations:** Visits must remain calm, respectful, and child-focused. No verbal abuse, threats, manipulation, or inappropriate topics.
- ❖ **Drug, Alcohol & Tobacco Policy:** Visitation will not occur if a parent appears to be under the influence of alcohol, marijuana, or drugs.
- ❖ **Discipline Policy:** No physical discipline or aggressive correction is allowed during visits.
- ❖ **Illness Policy:** Visits may be rescheduled for contagious illness or medical concerns.
- ❖ **No-Show & Cancellation:** A minimum of 24 hours' notice is required to cancel. Three no-shows may result in service termination.
- ❖ **Termination Policy:** Services may be paused or ended if there are safety concerns, repeated policy violations, or noncompliance with court orders.

Acknowledgment & Agreement

I acknowledge that I have received, read, and understand the policies summarized above and as fully outlined in the intake packet. I agree to follow these policies and understand that failure to do so may result in denial, suspension, or termination of supervised visitation services.

Party to the Case:

Through The Vale:

Signature

Signature

Print Name

Fiona K. Coffey, B.S. Ed., Director

Print Name

Date: _____

Date: _____