

# Supervised Visitation Information Packet

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39 West Winter Street • Delaware, Ohio 43015  
740-369-4520 • [info@andrewshouse.org](mailto:info@andrewshouse.org)

ANDREWS



HOUSE  
People Strengthening People

## A Brief Orientation to Andrews House

Andrews House is a kind of community center. It was founded 15 years ago when a local church purchased a former fraternity house – which was then renovated largely by volunteer labor. The Andrews House founders envisioned the facility as “...a place for hospitality, healing, and education and to advocate for individuals and families in the community. It is a safe place of acceptance, where people meet, learn, find solutions, overcome differences and achieve wholeness.”

Along with its Supervised Visitation Program, Andrews House supports programs separate from those of its resident partners. These programs include:

- Second Fridays – a monthly nutritious meal for those in need
- Third Thursdays – also a monthly nutritious meal for those in need
- Interfaith Legal Clinic – monthly free legal aid provided by local lawyers
- Grace Medical Clinic – a weekly free medical clinic that is run by Grace Brethren Church of Powell
- Free Computer Learning Center
- Ohio Benefit Bank – a software program that links low-income persons with benefits for which they are eligible

Andrews House is also the home of seven, small social service agencies. We call these agencies our “resident partners” and we provide them with *below-market* rental office space. The relatively modest rent allows the agencies to spend their dollars on programs and direct services as opposed to overhead. The agencies are:

Action for Children	Arthritis Foundation
Alzheimer’s Association	Big Brothers Big Sisters
Connections Volunteer Center	
Concerned Citizens Against Homelessness/Family Promise	
The Women of the Well	

When this many help-giving agencies are in such close proximity, referrals are easier, costs can be shared (e.g., common photocopy and fax machines), programs can be cross promoted, and peer support is more likely to occur. This is a kind of synergy that many for-profit entities seek in their operations.

We also provide office space for a new church in its very early stage of growth and we house two small service-oriented businesses. With these three resident partners, we are a kind of incubator.

As you can imagine, many of the things we do produce some heartwarming moments. With our resident partners (the aforementioned social service agencies) and our largely volunteer-based programs, we are able to live out our mission of “People Strengthening People.”

# Andrews House Supervised Visitation Program

Thank you for your interest in the Andrews House Supervised Visitation program. To be considered for our program, we will need the enclosed court referral form completed by court personnel, copies of all court and protection orders and all Andrews House forms completed by both parties.

Supervised Visitation refers to contact between a non-custodial parent and one or more children in the presence of a third person responsible for observing and seeking to ensure the safety of those involved. The goal of supervised visitation is to assure that children can visit with non-custodial parents in a safe, conflict-free place.

Supervised exchange is the supervision of a child being transferred between parents. Only the exchanged is monitored. The actual visit between the parent and child is not supervised. Exchanges are usually recommended when the two adults exchanging the child may not come into contact with one another due to protection orders.

Supervised visitation at Andrews House is \$30 per hour payable in cash only before the visit takes place. Exchanges are \$15 cash per exchange.

## Why are Visits Important?

Supervised Visits and Exchanges are designed for families as they go through difficult and/or transitional times. They provide a child safe contact with an absent parent. While decisions for supervised visitation should be based on the child's needs, it is a tool that can benefit all parties involved. The Supervised Visitation Network suggests the following benefits:

### **For the children:**

- It allows the children to maintain a relationship with both of their parents, something that is generally found to be an important factor in the positive adjustment to family dissolution.
- It allows them to anticipate the visits without stress of worrying about what is going to happen and to enjoy them in a safe, comfortable environment without having to be put in the middle of their parents' conflict and/or other problems.

### **For the custodial parents:**

- You do not have to communicate or have contact with a person with whom you are in conflict or by whom you might be frightened or intimidated. The arrangements can be made by a neutral party (the visit supervisor) and there does not have to be contact before, during, or after the visits.
- You can relax and feel comfortable allowing your child to have contact with the other parent-and can get some valuable time to yourself.

### **For the non-custodial parents:**

- You can be sure that your contact with your children does not have to be interrupted regardless of any personal or interpersonal problems you may be having.
- If allegations have been made against you, which is often the case when supervision is ordered, you can visit without fear of any new accusations because there is someone present who can verify what happened during your time together. When using a professional service, you can also be assured that the supervisors are neutral and objective.<sup>1</sup>

For more information on supervised visitation & exchanges, please go to: <http://www.svnetwork.net/questions-parents-ask.asp>

## Program Guidelines

### **Arrivals and Departures**

- Arrival and departure times of the residential and non-residential parent/party will be scheduled at different times.

- Families are expected to arrive on time for the start and end of the visits. If an emergency arises, call Andrews House as soon as possible. If either party is more than 20 minutes late, the visit may be cancelled. Residential parents who are late to pick up children will be charged a \$1 per minute fee.
- Families shall sign in upon arrival and out upon departure. Identification will be required. The Residential/Custodial party is **required** to check with Andrews House after drop-off for supervised visitation to be sure that the visit took place. If the visit did not take place, the Residential/Custodial party will be **required** to return to Andrews House to immediately pick up the children). **In case of an emergency, the residential parent must provide Andrews House with the name of an emergency contact, phone number and relationship to the child, in the event the residential parent cannot be reached.**

### **Parking**

- Families must park in the designated lot and use the appropriate entrance.
- Families using Andrews House **may not wait** in the parking lot before, during or after a visit or exchange.
- Families using Andrews House agree that they (and if applicable, approved visitors) will remain separate, physically and visually, so that contact between them does not occur, unless there has been a specific agreement between the parties and Andrews House.

### **Cancellations**

- All cancellations need to be made 24 hours prior to the scheduled supervised visit or exchange. A message may be left on the Andrews House voice mail after business hours. Two cancellations due to illness will result in the need for documentation of the illness by a physician. Parents are encouraged to provide medical documentation whenever it is available. A family's attendance will be reviewed for compliance on a regular basis.
- Failure by the visiting parent to show for two visits may result in termination of the services. Any party who fails to show for a scheduled visit will be charged a \$25 fee.
- Notification will be made to the courts or referral agencies concerning cancellations and no-shows.
- In cases where Andrews House must cancel a visit, documentation will clearly reflect the reasons for the cancellations.

### **Visitation Room**

- Families will be assigned a room in which the visit will occur. You must remain in that area at all times unless otherwise previously arranged.
- All families are asked to respect the privacy and safety of others in the building. Confidentiality is expected.
- Families are asked to put rooms back in order before departure.

### **Bathrooms**

- Children who need assistance will be escorted to the bathroom by Andrews House staff. Changing diapers is the responsibility of the visiting party, but shall be done in the presence of staff. Residential parents are asked to send diapers and wipes.

### **Visitors**

- Visitations are only for the parents and child(ren) designated at the time of the intake. Additional persons wishing to visit must obtain prior approval from the court.
- Andrews House must be notified in advance of each visit if any additional persons wish to visit (even if already approved). Only one pre-approved visitor may participate in each visit; additional visitors will be approved on a case-by-case basis.

### **Courtesy toward staff, volunteers and others is expected.**

- Andrews House staff will be present and available at all times during visits. Families are expected to take guidance and instruction from the staff/volunteer that is monitoring the visit.
- The Andrews House staff may end a visit at any time if: the rules of the House are not being followed, a family member is violent, disruptive, or disrespectful to others in the House or it is in the best interest of the child (ren).

### **Physical Contact**

- Physical contact (hugs, kisses, etc.) is determined by the comfort level of the child. Failure to respect a child's request in regard to physical contact may result in suspension of visitation.

### **Documentation**

- Written records of observations during supervised visits will be maintained by Andrews House. All participants are responsible for notifying Andrews House of changes in address, phone number, income, court order or anything else relevant to services. Parents are asked to notify Andrews House if they wish to end services.

## **House Rules & Guidelines**

The House Rules and Guidelines are to ensure that the services are rendered in a safe and efficient manner. Infractions will be noted in the monitoring reports, reported to the appropriate agencies, and could result in termination from the program.

- **Alcohol/drugs**-Any family member suspected to be under the influence of drugs or alcohol will have his/her visit cancelled. The appropriate law enforcement agency may be notified.
- **Threat of violence/abusive behavior**- Harassment of any kind will not be tolerated. Families may not make any threat of violence or threaten to break any court order during supervised visits, including the transition before and after the visits. Fighting, harassment of any kind, loitering, or confrontations with any child, adult or staff member within or in the vicinity of Andrews House will result in immediate termination from the program.
- **Weapons**- Possession of a weapon (i.e. gun, pocket knife, etc.) will result in immediate termination of your visit, and will jeopardize your ability to use Andrews House in the future.
- **Language**- No derogatory remarks about either parent/guardian will be tolerated. Questioning or talking about the children's residential family members, school, residence, court case, counseling, etc. will result in immediate intervention by the visit monitor. Whispering, low-tone talking or swearing will not be allowed.
- **Exchange of material**- All toys, gifts, food, and beverages brought to Andrews House must have prior approval. No photographs will be taken without prior approval of Andrews House.
- **Discipline**- The visiting party is responsible for managing the child's behavior. Spanking, hitting, or other physical punishment or threats to do so are not permitted.
- **Other activities not permitted:**
  - No video cameras, digital cameras, tape recorders
  - No pets
  - Ignoring staff requests or directives
  - Inappropriate behavior inhibiting visitation
  - Attempting to intercept other parent
  - Early/Late arrivals, no shows
  - Accompanied by an unauthorized person
  - Inappropriate questioning of a child
  - Promises regarding visitation/living arrangements
  - Discussion of adult problems
  - Questioned child regarding where they live/attend school
  - Used manipulative techniques to extract information from the child
  - Brought unapproved food for the child

### **The following are child welfare concerns we currently record and report to the courts:**

- Child has suspicious cuts/bruises/welts, etc.
- Child appears coached in negative behavior
- Child brought to visit excessively dirty/unkept
- Child extremely disobedient to parent or staff
- Child appears ill/unhealthy
- Child inappropriately clothed
- Child appears injured

*Please note: Any action, including those not specified here, that is considered inappropriate will be recorded and reported to the proper authorities.*

# Visitation/Exchange Application

## Andrews House Visitation Program

39 W. Winter Street, Delaware, Ohio 43015  
740-369-4520 • 740-369-5252 (fax) • programs@andrewshouse.org

Date \_\_\_\_\_ Referred by \_\_\_\_\_

Applicant full name \_\_\_\_\_

Address \_\_\_\_\_ City/State \_\_\_\_\_ Zip \_\_\_\_\_

Home phone \_\_\_\_\_ Work \_\_\_\_\_ Mobile \_\_\_\_\_

Email \_\_\_\_\_

Vehicle: Make/Model \_\_\_\_\_ Color \_\_\_\_\_ License Plate \_\_\_\_\_

Relationship to child:  Parent  Grandparent  Foster parent  Other \_\_\_\_\_

Custodial or  Non-custodial

Applicant's Attorney name \_\_\_\_\_

Email \_\_\_\_\_ Phone \_\_\_\_\_ Fax \_\_\_\_\_

Address \_\_\_\_\_ City/State \_\_\_\_\_ Zip \_\_\_\_\_

Full names of children

\_\_\_\_\_ Date of birth \_\_\_\_\_

\_\_\_\_\_ Date of birth \_\_\_\_\_

\_\_\_\_\_ Date of birth \_\_\_\_\_

\_\_\_\_\_ Date of birth \_\_\_\_\_

Specific medical information (attach additional if necessary) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Do you currently have an open case with Children's Services?  Yes  No

If so, Caseworker \_\_\_\_\_ Phone \_\_\_\_\_

Has Children's Services investigated allegations regarding your children? \_\_\_\_\_

What were the findings: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Any special court or protection orders \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Full name of other involved individual \_\_\_\_\_  
Home phone \_\_\_\_\_ Cell phone \_\_\_\_\_ Work phone \_\_\_\_\_  
His/Her Attorney \_\_\_\_\_ phone \_\_\_\_\_

Have you been involved in previous supervised visitation or exchange arrangements? \_\_\_\_\_  
\_\_\_\_\_

Please describe your current visitation arrangements \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

List any concerns you have about the child(ren)'s involvement in supervised visits? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Next hearing date \_\_\_\_\_

Court \_\_\_\_\_

Judge/Magistrate \_\_\_\_\_

CASA, if involved \_\_\_\_\_ Phone \_\_\_\_\_

GAL, if involved \_\_\_\_\_ Phone \_\_\_\_\_

**Residential Parent/Guardian only:**

Authorized person who could pick up the child(ren) if you cannot be reached:

Name \_\_\_\_\_

Relationship to child(ren) \_\_\_\_\_

How can he/she be reached? \_\_\_\_\_

**I hereby certify that the above information is true and accurate to the best of my knowledge.**

Signature \_\_\_\_\_ Date \_\_\_\_\_



Purpose or need for information: Documentation of visitation/exchanges at the Andrews House

Specific information to be released: Supervised Visitation/Exchange monitoring reports

This consent to disclose information may be revoked by me at any time except to the extent that action has been taken in reliance thereof. Any revocation of the authorization shall be made only in writing and will only be effective when received by the Andrews House Visitation Program.

This consent expires **one year after all Andrews House Visitation Program services have ceased.**

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(Signature of Parent/Guardian)

(Date)

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(Signature of Andrews House Staff)

(Date)

# Andrews House Visitation Program

## Liability Release

Date: \_\_\_\_\_

Child(ren)'s Name: \_\_\_\_\_

Residential Party: \_\_\_\_\_

Non-Custodial Party: \_\_\_\_\_

**By signing this form I agree to hold harmless and release Andrews House, their individual members and all of their officers, directors, agents, assigns, volunteers and employed from any and all loss, damage, liability, injuries, medical conditions, and costs or expenses as may arise, or may be caused in any way by participation in Andrews House operated visitation services. I further understand that I assume all responsibility for any loss, damage, liability, injuries, or medical complications from participation in Andrews House operated supervised visitation services in which my family or I participate. I have read and understand the above conditions for participation in the Andrews House visitation program.**

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Signature of Participant

Date

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Signature of Participant

Date

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Andrews House Staff Member

Date

# Court Referral Form

(to be filled out by referring court)

## Andrews House Visitation Program

39 W. Winter Street, Delaware, Ohio 43015  
740-369-4520 • 740-369-5252 (fax) • programs@andrewshouse.org

Supervised visitation services will not begin until a copy of the Court Order and a complete referral form is received. Please return this form and a copy of the Court Order to Andrews House, Supervised Visitation.

Date \_\_\_\_\_ Referring Agency:  Domestic Relations Court  Juvenile Court

Judge or Magistrate \_\_\_\_\_ County \_\_\_\_\_

Court Case# \_\_\_\_\_

Contact Person (if different) \_\_\_\_\_ Phone \_\_\_\_\_

### **Parent/Guardian Information:**

**Father** \_\_\_\_\_ Telephone \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email \_\_\_\_\_

**Mother** \_\_\_\_\_ Telephone \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email \_\_\_\_\_

Number of Children \_\_\_\_\_ Custodial Parent \_\_\_\_\_

**Check Service Requested:**  Regular Supervised Visitation  Exchange Only  Other \_\_\_\_\_

### **Recommended LENGTH of Supervised Visitation:**

Check ONE:  60 min.  90 min.  120 min.  Other: \_\_\_\_\_

### **Recommended FREQUENCY of Supervised Visitation:**

Check ONE:  1x per week  2 x per week  1x every other week  Other \_\_\_\_\_

### **Recommended LEVEL of Supervision:**

- Check ONE: \_\_\_\_\_ Level 1 Monitor in room with family at all times.  
\_\_\_\_\_ Level 2 Monitor outside/nearby room checking in every 10 minutes.  
\_\_\_\_\_ Level 3 Monitor outside/nearby room checking in every 30 minutes.  
\_\_\_\_\_ Facilitated Visit: where visiting parent receives additional information in regard to age appropriate toys or activities; How to engage a baby or toddler in play; How to set appropriate limits during a visit; Assistance with basic parenting skills (e.g. how to change a diaper, how to feed an infant, nutritional information, communication, etc.).

Are there any protection orders in place?  Yes  No

Name Persons allowed/not allowed to participate in visitation/exchanges

Allowed \_\_\_\_\_

Not allowed \_\_\_\_\_