

SUPERVISED VISITATION CENTER POLICIES

Our Mission: To provide a safe and comfortable environment for children and their families so that they may maintain healthy relationships.

A summary of the Supervised Visitation Center's policies are below. A complete listing of policies are contained in the Agreement to Participate signed by both parents during registration.

LOCATION HOURS AND PHONE NUMBER:

The Visitation Center is located on the 10th floor of the Anderson Clayton Building, at 1310 Prairie, Suite 1030, Houston, Texas 77002.

Supervised Group Visitation occurs on the Saturday that follows the first, third and fifth Friday of every month of every month (1st, 3rd and 5th weekends) from 9:00 a.m. to 1:00 p.m.

You may call the Visitation Center at (713) 274-7285, Monday – Friday from 8:00 a.m. to 4:30 p.m. You may call Family Court Services from 8:00 a.m. to 4:30 p.m., Monday through Friday, excluding holidays, at (713) 274-7305.

REGISTRATION AND FEES:

Registration – Each party must appear at the Visitation Center and complete registration paperwork and orientation. Visits are not scheduled until both parties complete registration.

Registration Fee: A nonrefundable, annual registration fee of \$75.00 is assessed to each party at the initial registration and each year thereafter.

Fees for Services: The fee for a Saturday visit is \$35.00. Choosing to visit for less than four hours does not result in the reduction of this fee. The number of 1st, 3rd and 5th weekends in a month will determine the amount due for that month. The total amount due for a month must be paid before noon on the first Friday of the month. Payment is accepted by credit card, money order, cashier's check or cash. Personal checks are not accepted. If the fee is not paid before noon on the first Friday of the month, a \$10.00 late fee will be collected. Failure to pay fees may result in termination of services or temporary suspension of services until fees are current. Fees are subject to change without notice.

SUPERVISED VISITATION:

For the safety of all parties, the Domestic Relations Office prohibits contact between the custodial party and the visiting parent during arrivals and departures. **The person visiting** shall arrive at the assigned visitation site at 8:30 am. After the visit is over, the visiting person will remain at the site until 1:30 pm after the child has left.

The person delivering the child shall arrive at the designated hour, sign the child in, and leave the visitation site. The person picking up the child shall arrive promptly at the end of the designated visitation, sign the child out and leave.

Alternative adults dropping off or picking up the child:

Another adult may be designated to drop off or pick up the child only if the Visitation Center staff is notified by the custodial parent in writing ahead of time of the name of the alternate adult by the completion of a Designated Alternative Adult to Release Child form. The alternate adult must present proper state-issued identification to the Visitation Center staff for the child to be released.

CANCELLATIONS:

Timely cancellation of a visit must be made by noon on Friday before scheduled visit by calling the main office at 713-274-7285. Contact after noon on Friday will be considered "late cancellation" and will result in a \$35.00 no-show fee. In case of an emergency the day of a visit, call should be made to site supervisor at least 1 hour prior to visit start time to avoid no-show fee. Site supervisor's cell phone numbers are on visit schedule. **Do not call the cell number except on visit date.** If parties mutually agree that a visit is cancelled both must notify the Domestic Relations Office to avoid no-show fees.

If your child has a contagious illness as verified by a doctor's note, please call and cancel the visitation.

CANCELLATION OF VISITATION CENTER USE:

If the visiting parent has two consecutive no-shows, future visits can be suspended and notification will be provided to attorneys. In addition, no more than two visits can be missed within a 2-month period.

If the non-visiting person routinely fails to deliver the child for visitation, use of the Visitation Center will be cancelled and the visiting person will need to file a contempt action and bring the matter to the court's attention.

Use of the Visitation Center is contingent upon following our policies. Inappropriate conduct or violations of our policies will result in cancellation of use of the Visitation Center.

Persons visiting shall NOT:

Use profane or vulgar language.

Talk to the child about custody, child support or anything else related to the case.

Talk to the child about the other parent or the other parent's family.

Talk to the child about future plans with the child.

Question the child about what goes on at the other parent's house or about activities with the other parent.

Use physical force to discipline the child, including spanking.

Swing, toss, or roughhouse with the child.

Whisper or speak so quietly that the staff cannot hear you.

Complain to the staff about your legal case (call your attorney)

Argue with the staff.

Stay longer than the time allotted for visitation.

Bring pets/animals, except for seeing-eye dogs.

Bring a weapon, cell phones, or camera phones.

Can't clip nails of child, cut hair, apply lotions, or clean our ears, or put on makeup.

Continue with any behavior that a supervisor has asked to stop.

