

Human Resource Training, Inc.
Parenting Skills Program
2131 East Broadway Road, Suite 14 Tempe, Arizona 85282
Tel: (480) 967-6895 ext 102 Fax: (480) 967-4986

To: New Clients

Re: Setting up services at our agency.

Please take note of the proper procedures for setting up services:

1. Our agency charges a \$10 per person, \$20.00 per case intake fee to set-up services. Basic supervision is \$60.00 per hour. Supervised Exchanges are \$30.00 per exchange. Therapeutic Services with a master's Level Prepared Mental Health Provider are \$90.00 per hour. Fees are due at time of service; payable in cash or by money order made payable to Parenting Skills Program or by card if prepaid. We do not accept personal checks. Please bring exact amounts for payments as we do not have change available. If supervised visitation is court ordered, we ask that the minute entry be submitted with paperwork.
2. Both parties involved must comply with that court order by calling our Exchange and Visitation Service line at 480-967-6895, Extension 102 and leaving their daytime/evening contact phone numbers; then both parties must complete and return the appropriate agency paperwork and the intake fees. Paperwork can be sent to the parties or obtained from our website: www.hrtaz.com/programs/familycourtservices/newclientforms.

These procedures must be completed before any services are provided.

Once an exchange/visitation schedule has been agreed upon by the parties and our agency, it is the party's responsibility to be present at that scheduled time. If for any reason you need to cancel the appointment you must call at least 24 hrs ahead of the appointment day. Please note: all Saturday, Sunday, and Monday visitation/exchange appointments must be cancelled by 9 am on Friday. Failure to do so will result in the missing party(s) being responsible for the fees. Confirmation of appointments must be made promptly, within 24 hours, or you will lose the appointment time offered.

It is very important to note that Parenting Skills Program will not accept letters signed by 3rd parties or accept compliance calls from 3rd parties (attorneys, spouses, friends, relatives etc., unless the court order allows such 3rd party to be involved). Both parties are responsible for communications with the agency regarding their services and appointments.

Please complete the appropriate paperwork for the service you are requesting and return it to the address above along with your intake fees. Paperwork can also be submitted to our email at familycourtservices@hrtaz.com. Thank you for your cooperation in setting up services.

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**Family Court Services Rules
and Regulations For
Supervised Visitation and Exchanges**

Overview

Exchange monitoring and visitation monitoring are to be times when children can expect parents to be cooperative and the situation to be physically and emotionally safe and conflict free.

It is imperative that no confrontation or unpleasantness between parents, or any participants in the event, occur during the exchange or visitation. We all need to make this a positive experience for each child.

No process servers will be allowed on the premises at the exchange/visitation time. Court papers should not be given to parents during the exchange/visitation time. Supervisors will not relay verbal messages between parents; however, open letters, may be exchanged through the supervisor. Supervisors are not responsible if the other party refuses to take offered documents.

Supervisors are assigned based on their availability, not on client preference or request.

The Actual Exchange or Visit

Only one parent (or parent's authorized representative) from each party is allowed in the Parenting Skills Program office at a time for exchanges. Unless your court order specifies other may attend, please do not bring grandparents, new spouses, friends, or anyone else inside the office at the time of drop-off, pick-up or for visits. Non-visiting parents must leave the office during the visit. They may wait in the parking lot, or they may leave the property. Non-visiting parents may come back in the office during the last five minutes of the visit. Please be prompt in picking up children. Non-visiting parents may be charged for late pick-ups.

Other visitors may be allowed in the visit if both parents agree 24 hours in advance of the visit, or if the court order designates additional attendees. Parenting Skills prefers that parties agree to others attending a visit in writing at least two weeks before the visit.

Safety Issues

The children are never to be left alone with the supervisor. The children must remain with one parent or the other until services are concluded. Parents are responsible for the children's safety. If a child or parent need to use the restroom during the visit the Supervisor will escort all visit participants to the bathroom area.

Parents will be separated from each other during exchanges or visitation. If you as a parent do not want to be in contact with the other parent, please come to the office a few minutes early. You will be placed in a private area. The supervisor will bring the children to you or the other parent, depending on the nature of the service.

There will be a minimum of a five (5) minute delay between parties leaving the office after the exchange or visitation. Parenting Skills Program recognizes that it is best if children do not witness any hostility. Refusal to abide by this policy will result in a report to the court.

Parenting Skills Program is not responsible for interactions between parties that may occur outside of our office, such as in the parking lot, restrooms, or other common areas of our complex.

Visitation

Visiting parents should come prepared for the whole visit. Long visits need planned activities, snacks etc. Parents are not allowed to go back to their cars to get additional items for a visit and visit supervisors are not

allowed to escort parties to their cars to retrieve items during visitation. Please be prepared with all items needed for visitation. If it will require multiple trips for you to get the items into the visit room, then please arrive early to allow for the extra time needed.

Visiting parents are free to bring games, toys, food, or crafts. We do not allow any live animals or pets. Sometimes a VCR/DVD player is available for watching any videos you may want to bring, but we do not guarantee VCR or DVD availability. The visit is a time for good interaction between the non-custodial parent and the children. It is not a time for grilling children about details of what the other parent is doing or how the child likes a new stepparent, etc. If a child becomes distressed over the nature of questioning, the supervisor has the right to terminate the visit. Visiting parents may wish to take photographs for the purpose of keepsakes; however, investigative picture taking for the purpose of documentation for court will not be allowed.

During the last 5-10 minutes of the visit parents are expected to clean up and put toys that have been used away.

The non-visiting parent should prepare the child emotionally to have an enjoyable time at the visit.

Gifts

Gifts may only be exchanged or taken home by the child(ren) at the discretion of the custodial party. If the custodial party does not permit the gift(s) to go home the child(ren), the gift(s) will be returned to the visiting party. The visiting party will be informed that the gift was not permitted.

Food Restrictions

It is HRT's policy to only enforce food restrictions during EVS services if they are noted in a court order or a doctor's note is provided to HRT with the restriction documented. HRT will do this to the best of the staff's ability as they are not trained medical professionals.

Custodial party will provide HRT with a court order or doctor's note of a food restriction for the child(ren) to be enforced during EVS services. HRT will place a copy of the order or doctor's note in the case record.

Bathroom Breaks

In the event a child needs to use the restroom, the Supervisor will escort the visiting party and children to the restroom area. Children who still require assistance will be assisted by the visiting party. The Supervisor will stand outside the open door to monitor for conversation. Supervisors are not authorized to assist children with their toileting needs.

Diapering

It is the responsibility of the visiting party to provide all diapering needs for their children during EVS services. The Supervisor will continue to monitor the visiting party and their interactions and conversations with the child(ren) during the diapering process. Supervisors are not authorized to provide diaper changes during the visit.

Authorized Representatives

Unless your court order states otherwise, the custodial party may sign a form authorizing other persons to bring the child to the exchange/visitation site and also pick them up on their behalf.

This person will be required to show picture ID at the time of the exchange or visitation. If parties picking up the children do not have identification or are not appropriately authorized (having the authorization form signed by the parent and in our records) you risk that the children will not be released to these parties. These authorized persons are expected to obey and follow the same rules and regulations as the court ordered parties. Failure of your authorized person to follow the rules may result in suspension of services.

Regular Scheduling

Once an appointment or schedule (day/time) is agreed upon by all parties involved, it will be followed without further phone contact (we will not call to remind you).

Parenting Skills Program hours are Monday through Friday 9:00 am – 5:00 pm. Parenting Skills Program staff will notify the supervisor and the other parties involved in the appointment of any cancellation or appointment changes.

Holiday Scheduling

Parenting Skills Program office is closed on the following holidays: New Year's Day, Martin Luther King, Jr. Day, President's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day. Depending on supervisor availability visitation and exchanges may still occur on holidays. Exchanges may be held at limited times on holidays depending on supervisor availability. No one will be in the office to answer phones, make schedules, etc. Parenting Skills Program office will close at 3:00 pm the day before each holiday.

Cancellations

To cancel appointments, you must call our office. Each party is responsible for calling to be sure we have notice of the cancellation. Failure to come to a visit that you have confirmed may result in your being charged for that visit if it has not been cancelled properly.

Appointments scheduled for Tuesday through Friday must be cancelled at least twenty-four (24) hours before the scheduled appointment.

Appointments scheduled for Saturday, Sunday and Monday must be cancelled by 9:00 am on Friday.

Parenting Skills Program staff will notify the supervisor and the other parties involved in the appointment of any cancellation or appointment changes.

Late Cancellations/Missed Appointments

If we do not receive a call to cancel your appointment as outlined above, the person responsible for the missed appointment will be obligated to pay the entire charge for the visit/exchange (even if your court order states the other person is supposed to pay or that the fees are split) plus a \$20.00 service charge. No further appointments will be made until this obligation is met.

If an emergency prevents you from keeping a scheduled appointment (illness, car trouble, auto accident, etc.), you may be released from the obligation to pay if you provide proper documentation of the emergency (verifiable letter from the doctor, mechanic's report, police report, etc.). Documentation must carry the date of the missed appointment to be valid.

Acceptance of the emergency documentation is subject to approval by the Program Director.

Punctuality

Parenting Skills' supervisors will wait fifteen (15) minutes for parties to arrive. If either or both parties fail to arrive for the scheduled appointment, it will be treated as a missed appointment (see above). Please also allow the supervisor fifteen (15) minutes grace time to arrive at the office. If, for some reason, the supervisor does not arrive within the fifteen (15) minute grace period, you are free to make the decision to either exchange the children on your own or wait and call the office on the next business day to reschedule. It would be expected that visits would not occur if the supervisor failed to show.

Fees

Fees are as follows:

- \$60 per hour for basic supervision
- \$30 per supervised exchange
- \$90 per hour for therapeutic supervision

Parenting Skills Program expects payment at the time you arrive for each appointment. We accept cash or money order only the day of the visit. You may prepay by card for visit. Bringing in a check for payment will be considered as non-payment (see Missed Appointments above).

- If paying by cash, you must pay the day of your visit in exact change.
- If paying by card you must prepay with the EVS administrative staff.
 1. If paying by card for a visit scheduled on a Saturday, Sunday, or Monday the visit must be prepaid by Friday at 1pm.
 2. If paying for a visit scheduled for Tuesday, Wednesday, Thursday or Friday the visit must be prepaid 24 hours prior.
- If the child(ren) refuses to visit you will not be eligible for a refund by card or cash.
- If the custodial party or visiting party fails to attend the scheduled visit they will be responsible for the payment.

*****Your visit supervisor will not be able to take a card payment, they will only be able to accept cash or money order. *****

If you do not pay at the time of the visit/exchange, it will be treated as a missed appointment.

You will be charged a service fee and all further appointments will be suspended until you are paid in full.

All non-payments, missed appointments, and late cancellations will be collected with a \$20.00 service charge.

Documentation and Reporting

Visitation supervisors and exchange monitors document the interaction between all involved parties. Office scheduling personnel document all phone calls, messages left on voice mail and emails by either party. These records become a part of your file and are subject to subpoena. Reports of visits and exchanges are sent to the court monthly.

Testimony and Records

Parenting Skills Program's records are confidential. We report directly to the court.

If for any reason you feel the need to access our files, we must have a subpoena before we can release the records. Subpoenas should be addressed to Custodian of Records. Parenting Skills Program Records will be sent electronically. If paper copies are requested there will be a minimum fee of \$20 to cover copying costs. This fee must be paid at the time the subpoena is served. We need at least 2 weeks' notice to prepare and copy records. Therapeutic records require signed releases from both parties or a signed court order in addition to the subpoena before they will be released.

Should any member of Parenting Skills Program staff be called to testify, the court provides that we must be compensated for our time. Our fee is \$100 per hour for a three-hour minimum (\$300) for personal appearances for basic services. Telephonic testimony fee is \$120 for the person requested to be available at a company phone for the court to contact them during the hearing within a specified period. Masters level therapist testimony rates are \$200.00 per hour with a two-hour minimum (\$400). Any time involved in testimony above the minimum hours will be collected at the additional hourly rate for each level. This fee must be paid at the time the subpoena is served.

Subpoenas for court appearances or copying of records should be served in a timely manner, at least two (2) weeks before the date when the records are needed and should be delivered to our Tempe office at 2131 E

Broadway Rd., Ste 14. Subpoenas can also be submitted via email at familycourtservices@hrtaz.com. This is the location where these records are maintained. Please be aware that if we are given insufficient notice regarding court appearances, copying of records, or if payment does not accompany the subpoena, we will approach the court to quash the subpoena.

Complaints or Correspondence

If you have any concerns with services provided by Parenting Skills Program, these concerns must be in writing, with all parties copied (this includes both parents, the Judge, attorneys, or Best Interest Attorney, or any other involved party appointed by the court). Writing your concerns and copying all parties will ensure a written response from the Program Director. Calls or e-mails to the Program Director will not receive a response.

Final Comments

It is our hope for this service that, by minimizing opportunities for conflict, families will realize their children's need to have meaningful, safe contact with all their family members and parents will be able to come together in a peaceful way to assure that this happens. We wish you the best in this process.

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I acknowledge having received a copy of the rules and regulations for court-ordered and elective domestic relations services. I have read the rules and regulations and have had any questions I may have had answered by Parenting Skills Program staff.

Please indicate the service you are requesting:

Supervised Exchange

Supervised Visitation

Please list below the days and hours that you are available for visitation or the days and times that you are requesting for exchanges:

Client's Signature

Date

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CLIENT IDENTIFICATION

Your Name: _____ Name of Other Party: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Email: _____ Cell #: _____ Work #: _____

Gender: Male Female **Race/Ethnicity:** _____

Legal Status: Self-Referred Court Ordered CPS Domestic Relations Other _____

Date of Birth: _____ Age: _____

Client Occupation: _____ Employer: _____

Employer's Address: _____ Employer's Phone: _____

(Name of Party to notify in case of emergency)

Spouse or Nearest Relative: _____ Relationship: _____

Address: _____ Phone #: _____

Payment Agreement: The undersigned agrees to pay the supervisor/ therapist the determined fee when service is rendered unless other arrangements have been made. Accepted forms of payment are cash, or a money order made payable to Parenting Skills Program.

Payment Source: Self Other (specify): _____

Client's Signature

Date

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Acknowledgement of Being Informed of Cancellation Policy for Family Court Services Clients

- A client is expected to keep his or her appointments with Parenting Skills staff
- Barring an unforeseen documentable emergency, if a client cannot keep his or her appointment, he or she will be expected to call the agency to cancel within 24 hours of the appointment if the appointment is Tuesday through Friday. Saturday, Sunday and Monday appointments must be cancelled by 9 am on Friday. Failure to do this will be considered a missed appointment.
- If a person had an unforeseeable emergency, written, verifiable documentation of this emergency must be given to Parenting Skills Program. The Program Director will make a decision as to the integrity of the excuse and deem the occasion either an emergency or a missed appointment.
 - Any person responsible for a missed appointment shall be obligated to pay for the entire appointment plus a \$20.00 service charge. No further scheduling or appointments will be made until this obligation is met.

It is the custodial party's responsibility to prepare the child(ren) for the visitation process. The assigned Supervisor will do their best to help transition children to a visit; however, if the child is unwilling to attend the visit despite best efforts, the Supervisor will not force the child to participate in the visit and the visit will end. HRT will document the efforts and interaction in the record. In the event a visit is cancelled due the child/children's refusal to participate, the party responsible for payment of the visit is required to pay the visitation fees.

I have been informed of the agency cancellation policy and any questions I had were explained to me.

Client's Signature

Print Name

Date

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I _____, the parent of _____

_____ minor child(ren), agree to have the exchange/visitation of my child(ren) supervised by Parenting Skills Program. I understand that Parenting Skills Program follows the minimum guidelines for exchange/supervision issued by Expedited Visitation Services, and I will be obliged to abide by the responsibilities of the parents designated in the guidelines, as well as the policy and procedures established by Parenting Skills Program.

Client's Signature

Date

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Visitation Guidelines for Parents

The purpose for visits is for you and your child(ren) to enjoy each other and maintain contact with one another. Only the parent(s) and the children involved are to attend the visits

Please bring enjoyable activities that you and your child(ren) would enjoy doing throughout the duration of the visit. Most visitations go very well, and both the child(ren) and the parent look forward to them. However, certain subjects should be discussed with your attorney, assigned judge and/or assigned EVS case worker and not with your child(ren). If you have questions about how to discuss something with your child, you and the visitation supervisor can step outside the room to discuss it.

You may not

- Interrogate, threaten, or harass your child.
- Criticize your child or others, such as spouse or ex-spouse, other family members, parent(s), court or court appointed officials, etc., during the visit.
- Ask the child for information regarding the other parent or other parent's spouse/boyfriend/girlfriend, to include whereabouts or activities.
- Make reference to future orientation regarding modification of visitation and/or custody or future living arrangements.
- Make cell phone calls, Skype (or other similar applications) without prior approval given by custodial party. This request should be made to administrative staff to verify before visitation occurs.
- Visiting parents may take photographs or short video clips for the purpose of keepsakes. However investigative picture taking and videotaping for the purpose of documentation for court will not be allowed. Appropriate photographs and short video clips can be shown to child in moderation. (However, if the child finds this activity upsetting you will be directed to stop by the visitation supervisor).
- Discuss your case, court or court documents with child.
- Say things that make your child feel sad or guilty, or sorry for you
- Use vulgar language
- Speak in another language other than English unless there is a Professional Provider present who speaks a family's native language.
- Parents must speak loud enough for Supervisor to hear. No whispering.
- Bring guns, knives or other dangerous instruments to the visit
- Bring animals or pets of any kind

Reasons for stopping visits may include any of the following

- Any of the behaviors listed above
- Creating a scene (becoming angry, yelling, or screaming) which upsets the child
- Coming to the visit in an intoxicated or "high" condition or smelling of alcohol
- The court order or Parenting Skills Program's visitation guidelines repeatedly being broken

Client's Signature _____

Date _____

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Authorization to Exchange/Drop Off or Pick Up Children

I authorize (list names)

to pick up my children in lieu of myself. I understand that the parties I authorize will also be required to follow the Parenting Skills Program rules regarding exchanges and visitation. I understand that they may be required by Parenting Skills Program staff to show a driver's license as proof of identification. Failure to provide identification may result in children not being released to that party.

Client's Signature

Print Name

Date