



## HOW DOES SUPERVISED VISITATION WORK??

ABC's visitation program is designed to allow children and their parents have a comfortable and safe place to engage with each other. It is not a parent education program; it does not assess parents' capacity to be unsupervised. It does not provide testimony for custodial hearings. It merely provides a safe and comfortable place for those who require supervision to visit.

**VISITATION vs GUIDED VISITATION:** Guided Visitation is a higher level service needed when a parent would not be successful with engagement without the support of our supervisors. Typically used when a parent has been separated for a long period of time from the child, or the child needs emotional support during the visit. – Guided Visitation IS NOT Reunification support or Parent/Child therapy.

Our visitation houses (Carlisle and Chambersburg) are natural home settings with playrooms, kitchens, living rooms and all the toys, games, crafts and supplies to keep kids engaged. Our visitation supervisors remain in the playroom with children at all times, they do not look through mirrors, they are present and provide guidance, support, prompts to appropriate play and communication. Visits are ended if visiting parent is non-compliant with visit expectations. Visiting parents must attend a pre-service orientation (at a fee) to learn and agree to visit expectations. The custodial parent may pay for an orientation if they feel it would be helpful for them or their child to see the facility ahead of time.

Staff do document all interactions internally, this information is not released, but used to create quarterly summaries. **One Summary Report is provided each 90 day period.** Summaries are given to both custodial part and visiting party. Additional summaries can be requested; a \$50 admin fee is required for additional reports. If at any point during a visit, there is an occurrence worthy of an incident report, that information will be released to the custodial parent within 24 hours. An incident report may not necessarily require a visit to end and may not involve any wrongdoing by the visiting parent. An incident is any communication, action or behavior of the child or visiting parent that results in any discomfort or violation of visit expectations. All supervisors are mandated reporters and will follow PA ChildLine guidelines. If there is no incident report given, custodial parents should assume the visit was appropriate.

- All sessions are No-Contact exchanges for families. Visiting parents enter the building while custodial parents remain in their car. Staff retrieve the children from them.
- We will follow the recommendations of the court order for frequency and duration and payment responsibility. If not is specified in a court order both parties must agree. We cannot require either party to comply with a court order, but will provide documentation if they do not. We do not mediate between parents. If there is disagreement regarding interpretations of the court order, that must be resolved outside ABC.
- Payment must be received 48 hours prior to any session. Cancellations or no-shows result in charge for the 1<sup>st</sup> hour of service, or ½ of the visit time, whichever is more. Cost of the service is \$50 an hour.
- ABC reserves the right at any time to refuse to serve a family if we feel the environment is not supporting a positive interaction with the child, or visiting parent is disrespectful to staff or ABC guidelines.

**For more information go to [ABCHELPS.com](http://ABCHELPS.com)**