

KAREN ROHAN-HUKILL †
EXECUTIVE DIRECTOR

AZ DPS Clearance
#2018E08722



†Domestic Violence Advocate
Breakthrough Parenting Instructor

Professional Affiliations
Supervised Visitation Network
AFCC Arizona Chapter
Maricopa County Assn of Family Mediators
Maricopa County Bar Paralegal – Family Law

515 E. Carefree Highway, Suite 822
Phoenix, Arizona 85085

OFFICE: 951-500-3700
www.parentaldynamicsllc.com

SUPERVISED PARENTING TIME POLICIES AND PROCEDURES

The following policies and procedures are designed for the safety and wellbeing of every participant. Safety is paramount to supervised parenting time. It is the goal of this program to ensure the safety of all parties involved in the supervised visit. Parental Dynamics Policies and Procedures meet the standards of practice as adopted by the Arizona Superior Court and the Supervised Visitation Network. All employees and independent contractors must review and agree to the Safety and Security Protocol terms prior to supervision of parenting time.

1. Safety and Security Protocol:

The central criterion of safety is that there is a match between the capacity of the provider, the service being provided, and the needs of and the risk presented by the family. Parental Dynamics makes every effort to assure safety; however, adult clients remain responsible and accountable for their own actions.

2. Declining Unsafe Cases:

Parental Dynamics will refuse to accept any case when the safety needs and risks presented by the family cannot be managed.

3. Client Relationship:

The physical safety measures described in this section are not a substitute for maintaining a relationship with each client that will help reduce potential risks of harm. This means treating each client with respect and fairness.

4. General Policy for Security:

Parental Dynamics makes reasonable efforts to ensure that security measures are provided, which include, but are not limited to:

- Intake and case review;
- Collaborating with local law enforcement to facilitate a rapid response;
- Reviewing security measures on a regular basis;
- Ensuring that the facility meets all state and local fire, building, and health codes; and
- Establishing written protocols for emergency situations.

Each party is expected to not have any weapons! This includes but is not limited to guns, knives of any kind, pointed scissors, mace, pepper spray, or any other object intended for the harm of another person. Each party is expected to not use any drugs or alcohol before, during, or at the visitation or exchange. Parenting time will be terminated if the visit supervisor suspects that any party has used, is using, or is anyway influenced or intoxicated by legal or illegal drugs or alcohol. In addition, if the visit supervisor suspects that any party in possession of illegal or legal drugs or alcohol before or during the visitation or exchange, the visit or exchange will be cancelled and noted on the file.

Each party is expected to not use violence, profanity or abuse (verbal or nonverbal) during the visit or exchange. No corporal punishment of any type is allowed during parenting time. No hitting (including spanking) or force may be used as punishment during the visit or exchange. The use of time-out is recommended when discipline is necessary.

Each party is expected to not use derogatory comments either to or about the child(ren) or the other parent. Each party is expected not to use the child to gather information about the other parent. No child shall be used to transfer or disseminate documents, gifts or any other information or artifacts from one parent to the other parent.

The parenting time supervisor will inform all necessary parties if there has been any violation of the policies and procedures, injury, illness, critical incident, or an incident that presents a risk to the child or the parents' safety. No parents are allowed unsupervised in the restroom with the child(ren).

ALL SUSPECTED CHILD ABUSE WILL BE REPORED TO THE PROPER AUTHORITIES AS MANDATED BY LAW.

5. Additional Security Measures in High-Risk Situations:

In cases when there is any risk of violent behavior or highly conflicted interaction by one parent against the other or between parents, Parental Dynamics will have:

- Written policies and procedures that describes the layout of premises or other arrangements that keep parents physically and visually separate;
- Written procedures so that contact or interaction between the parents does not occur;
- Copies of relevant court documents readily available;
- A safety response plan for the agency; and
- A plan for safe arrival and departure and safe use of the service for the client at risk.

6. Case Screening:

Parental Dynamics recognizes that safety policies and security measures are not a substitute for screening for potential risks of harm. Parental Dynamics will maintain policies and procedures to screen for risk on a case-by-case basis.

7. Staff to Client Ratio:

The ratio of supervisor to child must be tailored to each case. In cases requiring supervision of more than two children, a provider must consider having more than one visit supervisor present during visitation. If it

is determined that more than one supervisor is necessary, an additional charge for adding such supervisor will occur. Visit supervisor to client ratio will depend on:

- Nature of the supervision necessary for needed safety in each case;
- The degree of risk factor present in each case;
- Number and ages of children being supervised;
- The number of people visiting the child during the visit.
- Duration and location of the visit or exchange; and
- Experience of the supervisor.

8. Critical Incidents:

Parental Dynamics, at intake, will review with both parents its written policies and procedures regarding critical incidents including recording, reporting, and actions taken to resolve the incident.

9. Feedback to Parents:

Parental Dynamics will inform a parent if there has been an injury to their child, a critical incident during a supervised visitation, or an incident that presents a risk to that parent's safety. An exception will be made if a critical incident involves a mandatory report to Child Protective Services and Child Protective Services instructs Parental Dynamics not to inform the parent. Parental Dynamics will inform a parent if he/she has violated the terms of its policies and procedures which may lead to the suspension or termination of services.

10. Protocol for Supervision of Sexual Abuse Cases:

Parental Dynamics' supervisors will adhere to the following policies and procedures for the supervision of cases with allegations or findings of sexual abuse that provide for the safety of all participants using the service:

- All supervisors facilitating parent/child contact when sexual abuse has been alleged or proven must have specific training in child sexual abuse and its effect on children;
- The contact between the visiting parent and the child must be supervised continually one-on-one so that all verbal communication is heard, all physical contact is observed; and
- If there is an allegation of sexual abuse that is under investigation, Parental Dynamics will not accept a referral or will suspend service unless there is a court order to the contrary or an opinion by a sexual abuse expert involved in the case.
- In cases where there are allegations of sexual abuse, we shall not allow the following behavior, unless otherwise ordered by the court:
 - (a) Exchanges of gifts, money, photographs or cards;
 - (b) Photographing, audio taping, or videotaping of the child;
 - (c) Physical contact with the child such as lap sitting, hair combing, stroking, hand holding, prolonged hugging, wrestling, tickling, horse playing, changing diapers, or accompanying a child to the bathroom;
 - (d) Whispering, passing notes, hand signals, or body signals; and
 - (e) Supervised visitation in the location where the alleged sexual abuse occurred.

11. Protocol for the Supervision of Domestic Violence Cases:

Parental Dynamics' visitation supervisors will adhere to the following policies and procedures for supervision of cases with allegations or findings of domestic violence that provide for the safety of all participants using the service:

- Parental Dynamics will develop and implement an individual plan for safe arrival and departure and safe use of the service for the client at risk;
- Parental Dynamics will refer any victim of domestic violence to a resource expert that can assist and help the victim in developing a personal safety plan;
- Parental Dynamics will develop and implement policies and procedures that address no shared decision-making, unless in a specific case shared decision making has been explicitly ordered by the court; and
- Parental Dynamics will develop and follow policies regarding no contact or interaction between the parents, unless in a specific case contact or interaction is allowed by order of the court.

12. Protocol in Emergency Situations:

Parental Dynamics' staff will adhere to the following policies and procedures for responding to emergency situations, such as abductions, physical threats, verbal threats and general threats to the safety of all participants using the service:

- All visitation supervisors will receive, prior to providing services, training on crisis prevention and crisis intervention, including but not limited to, de-escalation techniques, conflict-resolution techniques, decision-making training, levels of intervention required, and other training appropriate to enhance the ability of the supervisors to respond to crisis.
- In the event that the supervisor perceives that proper intervention is beyond his/her ability to safely resolve the crisis situation, supervisor will call 9-1-1 and report the incident to the authorities. Supervisor will follow any directions given by the authorities to address the safety of all participants.
- After first ensuring the safety of the child(ren), the visitation supervisor will contact the Program Supervisor and the custodial parent to report the incident.
- Visitation supervisor will document incident in the visit notes and complete a Critical Incident Report.

13. Abduction Protocol:

Threat of abduction will be considered as serious as an abduction attempt and the visit will be terminated immediately. Upon disclosure to Parental Dynamics of a threat of parental abduction, the location of a child's birth certificate and passport shall be determined. The Custodial Parent will be asked to provide a photograph of the child which is no greater than 2 weeks old.

The following steps will be taken in the event of a threat or attempt to abduct a child during the visitation:

- The parent threatening or attempting the abduction will be asked to leave the premises immediately.
- The supervisor shall remove the child(ren) from the area where the visiting parent is located if

the parent refuses to leave and call the Custodial Parent to come and pick up the children immediately.

- In the event the Non-Custodial Parent removes the child from the visitation site, the supervisor shall immediately call 9-1-1 and report that there is a child abduction in progress.
- The Visit Supervisor shall follow the directions given and give all relevant information requested by the law enforcement or emergency dispatch professional.
- The Visit Supervisor shall inform the Custodial Parent as soon as possible after altering the local authorities of the abduction.
- The Visit Supervisor shall document all events in the visit notes.
- The Visit Supervisor shall immediately inform the program supervisor of the incident.
- Future visit services shall be terminated pending a further court order which addresses the abduction attempt and directs that supervised parenting time may be resumed.

14. Role of the Supervised Parenting Time Provider:

The role of Parental Dynamics staff is to review with all parties and ensure that all rules of supervision consistent with the court orders and adopted recommendations of a mediator are followed. During the visit or exchange, the visitation supervisor acts as a neutral and objective observer of the interaction between the visiting parent and the child(ren). During the visit or exchange, the visitation supervisor's role is to ensure the safety and welfare of the child(ren). If necessary, the visitation supervisor has the right to terminate the visit if he/she believes that continuing with the visit presents eminent danger to the emotional or physical safety of the child.

Parental Dynamics' visitation supervisor's role is to document parent-child interaction and follow reporting procedures to the Court and to the parents, when appropriate. The report provided by the visitation supervisor is not intended as a recommendation. The report is a written record of the observations made by the visitation supervisor during the visit. Although the notes taken during the visit are extensive, it is impossible to record every detail, word, or interaction between the non-custodial parent and the visiting child(ren) during the visit. The report is not intended to make any recommendations as to the Custodial or Non-Custodial parent's ability to properly or safely parent the child(ren).

15. Intake and Orientation:

Before the first visit takes place, both the custodial and non-custodial parent must register and attend an intake and orientation meeting and complete an initial intake screening with the program director. All policies and procedures must be read, signed and agreed to before the first visit is scheduled. During the intake process, each parent must provide relevant documents, including copies of any protective order, current court or custody orders, a report of any written records of allegations of domestic violence or abuse and in the case of a child's chronic health condition, an account of the child(ren)'s health needs, inclusive of any health care instructions which may need to be administered to the child(ren) during a supervised visit.

During the two intake and orientation meetings, the supervised visitation program will review all provided documents and gather all necessary information from any and all relevant parties and determine the appropriate level of supervision if not already determined by the court.

16. Supervised Visitation:

Supervised visits are the responsibility of BOTH the custodial and the non-custodial parents. If either parent must cancel a visit, he or she is required to inform the supervision program at least 48 hours before the scheduled visit. The cancellation will be documented and the party canceling the visit will be responsible to pay a late cancellation fee. The late cancellation fee is equal to the cost of the scheduled visit if the visit was held.

All court orders and agency protocol must be strictly followed!

Neither parent shall discuss anything concerning the case or ask for information regarding any party involved with the case, with the visitation supervisor, the other parent, or other family members. Parents are expected to interact and supervise their own child(ren) regardless of custodial or non-custodial status. While parents are responsible for their own behavior during supervised visits, a visitation supervisor may hold a parent accountable for their behavior by ensuring that the parent follows the signed program policies and procedures and the court order(s).

Parents are responsible for the care of the child and the child's belongings during the supervised visits, subject to any contrary order of the court. During the visits, food, toys, snacks and gifts are acceptable (except in matters involving sexual abuse allegations) unless there is a contrary court order or the Custodial Parent limits or prohibits such items.

Parental Dynamics does not permit the use of cell phones during a visit. If the visitation supervisor believes that a cell phone or laptop computer is necessary to accommodate a child's homework, this item shall be permitted. Parental Dynamics does not accept responsibility for loss or damage of any electronics used by a child for this purpose.

17. A Child's Refusal to Visit:

If a child refuses to participate in a scheduled visit, the visitation supervisor will encourage, but will not force that child to visit. The child must be willing to participate in the supervised visit as to ensure the safety of that child's emotional well-being. Services will be suspended until the issue is resolved. If the visit is canceled due to the child refusing to visit, the Non-Custodial Parent will be responsible for the full cost of the visit.

18. Off-Site Supervised Visitation:

Off-site supervised visitation refers to a supervised visit that occurs in the community. Visit supervisor entrance fee to any events or activity except for eating during the visit must be paid by the visiting parent. Off-Site supervised parenting time, depending on location, may include an additional charge for travel time of the visit to the location of the visit and well as mileage from Parental Dynamics at a rate of \$0.55 per mile. Times for drop-off and pick-up will be arranged before the visit. Parental Dynamics does not transport clients in personal vehicles. If transportation is necessary for off-site visitation, the Custodial Parent must use his or her own vehicle to transport the children to and from the agreed upon supervised visit location.

19. Custodial Parent Responsibilities:

It is the responsibility of the custodial parent to drop off and pick up the child(ren) at the appropriate times. If another party is to pick up or drop off the child(ren), prior notice of such arrangements are mandatory. Punctuality is crucial! The custodial parent shall drop off the child(ren) at EXACTLY the time arranged NOT BEFORE the scheduled visit or exchange. The custodial parent shall pick up the child(ren) at EXACTLY the

ending time of the scheduled visit or exchange. Waiting around in the parking lot or nearby areas before the visit or exchange is concluded is strictly prohibited. The supervised visit will end EXACTLY at the scheduled time. After the visit or exchange is concluded, the custodial parent and the child(ren) must leave immediately. Waiting around in the parking lot or nearby areas after the visit or exchange is strictly prohibited. A late fee will apply when the custodial parent is not on time to pick up the children. The exchange of items during a supervised visit is discouraged with the exception of prescription medications or other health care items. The visiting parent is responsible for providing snacks, bottles, diapers, etc.

20. Non-Custodial Parent Responsibilities:

Only the non-custodial parent shall participate in visits unless the court orders indicate a specific name or relationship of a person to be allowed to participate in the visit or exchange or unless agreed upon by all parties and there is no contrary court order. Non-custodial parent will arrive EXACTLY fifteen minutes before the scheduled visit or exchange. Do not arrive at the scheduled time of the visit or exchange. The non-custodial parent will wait fifteen minutes AFTER the visit or exchange ends before he/she is allowed to leave. Punctuality is crucial! If the non-custodial parent is more than fifteen minutes late, the visit or exchange will be cancelled, and the custodial parent will be instructed to leave with the child(ren).

21. Serving of Paperwork or Exchange of Non-Essential Items:

Parental Dynamics expects that neither parent, family member, representing attorney, professional serving agency, nor any affiliated party with the case will have paperwork handed, served, transferred or otherwise delivered to any participating party (custodial parent or non-custodial parent) before, during, or after the visitation time or location. This includes all parking lots immediately surrounding the visitation site.

22. Termination of Supervised Parenting Time Services:

If a visitation supervisor determines that the rules of the visit or exchange have been violated or the policies and provisions outlined in this document have been violated, the child has become acutely distressed, or the safety of the child(ren) or the visitation supervisor, or program is at risk, the visit may be temporarily interrupted, rescheduled at a later date, or terminated. All interruptions and/or terminations of visits or exchanges will be recorded in the case file along with the reason for the interruption or termination of the visit. A written notice of cancellation or termination of the visit will be given to each party, their attorneys, the attorney for the child, and the court, along with the reason for termination.

23. Payment for Services:

Payment for services must be made before the services are rendered. Parental Dynamics prefers to accept cash, Zelle, Venmo or Paypal. Failure to provide payment in advance will cancel the visit. Arrangements for who pays for the visit is to be determined before the visit occurs. When there is no court order regarding the determination of fees and a parent disagrees regarding the allocations of the fees set by Parental Dynamics, the Custodial and Non-Custodial parents must refer back to the court for determination. When there is no court order, referring source or arrangement agreed by the Custodial and Non-Custodial parents, Parental Dynamics reserves the right to deny services until an agreement can be made. A Schedule of Fees will be provided during the orientation appointment. Parental Dynamics reserves the right to change the Schedule of Fees at any time. However, a notice of fee changes shall be given to the paying parent prior to the scheduled visit or exchange.

24. Cancellation Policy:

Supervised parenting time is the responsibility of BOTH the custodial and the non-custodial parents. If either parent must cancel a visit or exchange, he or she is required to inform the supervision program at least 48 hours before the scheduled visit. The cancellation will be documented and the party canceling the visit or exchange will be responsible to pay a late cancellation fee. If the child refuses to attend the visit, the late cancellation fee will be the responsibility of the Non-Custodial parent. The late cancellation fee is equal to the cost of the scheduled visit or exchange if the visit or exchange was held.

25. Maintenance and Disclosure of Records:

A written record of each visit or exchange shall be maintained including but not limited to the date, time, and duration of the visit or exchange; who attended the visit or exchange; observations made by the supervisor of the activities or conversations during the visit or exchange; actions taken by the visitation supervisor, including any interruptions, termination of a visit or exchange, and reasons for these actions; an account of critical incidents, including physical or verbal altercations and threats; violations of protective or court orders; any incidents of abuse as required by law. Written reports can be generated for either parent as requested.

26. Appearances in Court:

If a Parental Dynamics representative is requested to appear in court, he or she must be subpoenaed at least 10 business days before the scheduled court appearance. We do not accept phone messages left as a subpoena. Subpoenas served by email are acceptable by agreement. When a subpoena is received, and the Parental Dynamics representative is available to appear, we will require a half-day fee (4 hours or less to complete the appearance) or a full day fee (4 hours to 8 hours to complete the appearance) prior to the court date at the current rate (See Schedule of Fees). If the time to appear is more than the subpoena fee, a balance will be required by the person who issued the subpoena. There will be no refund of a subpoena fee unless court has been canceled and we have received notice of not needing to appear at least 48 hours in advance. If there is a continuance or recess on the same day of required appearance, and we are expected to return for the appearance, the billing rate will continue to apply during this recess or continuance.

Parental Dynamics does not make recommendations for custody or changes to parenting plans, increasing or decreasing of supervision time, or whether the parent is able to have unsupervised parenting time.

27. Confidentiality:

Communications between parties and providers of supervised visitation or exchange are NOT protected by any privilege of confidentiality including all communications between parties, attorneys, mediators, investigators or the courts. We will not provide communications, visit notes, or any other forms of communication regarding the case except in the following circumstances:

- as ordered by the court
- requested by law enforcement and/or Child Protective Services
- subpoenaed to produce records or testify in court
- requested by parties or their attorney or mediator in conjunction with court-ordered supervised visits, mediation, investigation, evaluation.
- threatened or potential harm to another party
- contact with any previous or future visit or exchange supervisors regarding the case

If ordered by the court or requested by either party or the attorney for either party or the attorney for the child, a report about the supervised visit should be produced. These reports should include facts, observations, and direct statements and not opinions or recommendations regarding future visitation unless ordered by the court. A copy of any report will be sent to both parties, and as may be directed by court order. Any identifying information about the parties and the child, including addresses, telephone numbers, places of employment, and schools, is confidential, should not be disclosed except if parenting time is exercised in the home of the Non-custodial parent. Said information will be provided to the attorney for the child, mediator, evaluator, mental health professional, social worker, or referring agency upon written request. The visitation supervisor will not share personal information with either party.

28. Conflicts of Interest:

All visitation supervisors must maintain a neutral role. In an effort to maintain this neutrality, visitation supervisors will refuse to discuss the merits of the case and not agree or support one party over another. Any discussion with the program or its independent contractors and/or employees should be for the purposes of arranging visitations or exchanges and providing for the safety of the child(ren).

In order to avoid a conflict of interest, no visitation supervisor shall be: financially dependent of the person being supervised; an employee of the person being supervised; an employee or affiliated with any superior or municipal court in the county in which the supervision is ordered unless specified in the employment contract; or in an intimate relationship with the person being supervised.

29. Employees and Independent Contractors:

All supervised visitation providers employed by Parental Dynamics shall:

- Have no record of a conviction for child molestation, child abuse, or other crimes against a person.
- Have no current or past court order in which the provider is the person being supervised.
- Have a valid Fingerprint Clearance Card with the State of Arizona Department of Public Safety pursuant to ARS-41-1758.
- A current CPR certification.
- Be over the age of 21 years.
- Agree to adhere to and enforce the court order regarding supervised visitation.
- All Supervisors have received at least 24 hours of training that includes training in the following subjects:
 - (a) The role of a professional provider and all Agency policies and protocol.
 - (b) Child abuse reporting laws.
 - (c) Recordkeeping procedures.
 - (d) Screening, monitoring, and termination of visitation.
 - (e) Developmental needs of children.
 - (f) Confidentiality.
 - (g) Issues relating to substance abuse, child abuse, sexual abuse, and domestic violence.
 - (h) Basic knowledge of family and juvenile law.

30. Cultural and Language Accommodations:

Parental Dynamics' staff is trained to be culturally sensitive, aware, and competent. Every effort will be made to assign a visitation supervisor with the ability to speak and understand the language of choice of the family. If no accommodation can be made, we require that the language spoken during the visit is in English. If no member of Parental Dynamics can speak the language required and the person supervised refuses to or cannot speak English, we will be unable to properly supervise the visit.

31. General Provisions:

Neither Parental Dynamics nor any of its employees/independent contractors are responsible for items that are lost or damaged during the visits or exchanges. Neither Parental Dynamics nor any of its employees or its independent contractors are responsible for injuries that occur during the visits or exchanges. It is the parent's responsibility, regardless of custodial or non-custodial status, to maintain their child(ren)'s activity.

Neither Parental Dynamics nor any of its employees/independent contractors are responsible for any damage to vehicles or any other property caused during a supervised visit.

Notification of any changes in the case including but not limited to change of address, telephone number, relationship status, or court decision must be made to the program immediately.

Neither Parental Dynamics nor any of its employees, independent contractors or volunteers perform any mental health, custody, parenting, developmental and/or attachment assessment and evaluation that more appropriately should be provided by a licensed mental health professional. This includes drawing conclusions about future parenting time arrangements, child custody determinations, and or making recommendations.

Parental Dynamics reserves the right to update, change, or otherwise modify these policies and procedures as deemed necessary by Parental Dynamics. All parties will be given the opportunity to review the updated policies and procedures and a signed copy of the new policies and procedures must be on file before the next scheduled visit or exchange.

Parental Dynamics has a right to terminate supervised visit services at any time in the event of the following:

- Either party challenges the authority of Parental Dynamics, LLC or staff
- Either party fails to comply with court orders
- Either party exhibits hostility or aggression to staff members
- Excessive cancellation and/or rescheduling of supervised parenting time

ANY NON-COMPLIANCE WITH THE ABOVE POLICIES AND PROCEDURES MAY RESULT IN A CANCELLATION OF VISIT OR REPORT TO THE COURT, AND/OR DISMISSAL FROM THE SUPERVISED PARENTING TIME PROGRAM.