



FAMILY FOCUS INSTITUTE, LLC

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Supervised Visitation Services - Program Information and Supervision Mission

Family Focus Institute, LCC has more than a decade's experience providing professional confidential services; we added supervised visitation to our client-focused services in 2014, offering professional visitation supervision services to Court-involved families.

The goal of this program is to facilitate parent-child contact in a neutral, safe and observed environment, and to assure that non-custodial/visiting parent receive factual, accurate, and instant reporting of the activities and the quality of their visits. Family Focus offers professional, respectful, and timely customer interaction at all points of service and contact.

Family Focus offers community-based visitation, in locations nominated by the non-custodial/visiting parent and approved by the FFI supervisor. Our Supervisors are trained, CPR- and first aid-certified, and must pass a background check. Supervisors strive to be unobtrusive, in an effort to avoid intrusion into interactions between the visiting/non-custodial parent and their child(ren), while always prioritizing the safety, security and appropriate behavior of all involved.

Prior to beginning visitation, each parent's referral information will be gathered by Family Focus via completion of our Intake Forms by both the custodial and visiting/non-custodial parents, and collection of all current Court Orders regarding visitation and/or contact between the parties. Once the Family Focus file is complete, the Intake Fee is requested from the financially responsible parent(s); a phone Intake Interview will then be conducted separately with the custodial and visiting/non-custodial parents, reviewing the child(ren)'s temperaments and medical/special needs, and establishing the scheduling requirements of each parent and the child(ren).

Once all Family Focus intake requirements are met, the first visit will be tentatively scheduled by Family Focus, and a Visitation Supervisor assigned. An email will then be sent separately to the custodial and visiting/non-custodial parents, introducing the assigned Visitation Supervisor and confirming the tentative initial visitation schedule; the visitation supervisor will contact each shortly thereafter to introduce themselves and to coordinate/clarify visit details.

The Visitation supervisor is responsible for arranging all visit details, separately with each parent, well in advance of each visit, confirming age- and supervision-appropriateness of all activities planned, and coordinating the drop-off and pick-up of the child(ren). In addition to facilitating no-contact exchanges before and after each visit, the supervisor will remain attentive to all interactions between parent(s) and child(ren) during each visit.

The non-custodial parent is required to bring all items the child(ren) may need or want during the course of the visit. The visiting parent, not the visitation supervisor, will do the parenting during visits; the supervisor will participate only to the extent necessary to ensure that the non-custodial parent is not alone with the child(ren), and to intervene if the visitation participants are not following visitation policies, or if, for any reason, it is determined that the child(ren) is/are unsafe or inappropriately uncomfortable during visitation. Such interventions would include, for example, ensuring the visiting parent does not pass anything to the child(ren) without the supervisor's direct involvement in

confirming that the item(s) passed are safe, appropriate, and allowed by the court-ordered parenting plan.

Visitation supervisors transcribe their observations of the quality and activities of each visit onto a "Supervised Visit Contact Sheet," in triplicate form. Immediately upon conclusion of each visit, an identical copy of this report is provided to each parent; the third copy is kept in our files should it be needed at some future date by the court, by attorneys, by parents, or by Family Focus for review.

BEGINNING THE SUPERVISION PROCESS:

Step One: Both parents (or their attorneys) contact Family Focus to initiate service.

Step Two: Parties will initially be sent the Family Focus "Supervised Visitation Services - Program Information and Supervision Statement" (this form), together with the Visitation Information, Service/Fee Agreement, and Additional Visitation Guidelines.

These three forms (also available online at www.FamilyFocusInstitute.com/forms) must be completed and signed by both the custodial and non-custodial parents, and returned together with copies of all current Family Court Orders, Criminal Protective and/or Restraining Orders (if applicable).

Step Three: Completed Intake Forms and Court Orders are provided to Family Focus via:

- **Hand Delivery or USPS:** Hard copy of the intake forms can be returned by mail or hand delivered to the Family Focus Institute office, located at 303 E 16th St – Suite #208, Vancouver, WA 98663 (during the hours of 8:30 a.m. – 4:30 p.m.).
- **Scan and Email:** The intake forms can be scanned and returned via email. Scanned documents can be returned at FamilyFocusInstitute@gmail.com; please specify "Completed Intake Forms" and the case name in the subject line.

Once the Family Focus file is complete, we will confirm receipt to both parties; at this time, the Intake Fee of \$150 must be paid full by the responsible parent(s) to proceed with visitation scheduling.

Step Four: Once all required completed documents are received and the intake fee is paid, Family Focus will contact each parent, by phone, to complete an Intake Interview and to discuss their and the child(ren)'s availability for visits in accordance with the current Court Order.

Step Five: A visitation schedule will be implemented once the previous four steps are successfully completed. It is usually possible to schedule the first visit within 7-10 days.

Family Focus LLC's rates are as follows:

- Non-Refundable Intake Fee: \$150
- Regular hourly supervised visitation rate: \$60 hour (with 2-hour visit minimum).
- Holiday hourly supervised visitation rate: \$100/hour (with 2-hour visit minimum).

For further information, please call 360-909-7041, or via email at FamilyFocusInstitute@gmail.com.

We look forward to working with you.