

Greene County Family Visitation Center

Supervised Visitation and Neutral Exchange

Parent Handbook



Greene County Family Visitation Center
143 East Market Street
Xenia, OH 45385
Telephone: (937) 562-5687
Fax: 562-5691
Email: GCVC@co.greene.oh.us

*The Greene County Family Visitation Center is under the direction of the
Family and Children First Department.*

Dear Parent or Guardian,

The purpose of this letter is to prepare you for your future orientation appointment and to provide you with information about the Supervised Visitation and Neutral Exchange Program.

What to do before your Orientation Appointment:

- Read the enclosed information about the supervised visitation program
- Complete and sign the Intake Form
- Sign the Procedures Acknowledgement Form (pg 9)

What to expect at your Orientation Appointment:

- You will be given a tour of the Visitation Center.
- Policies and Procedures will be explained in more detail
- Program forms and releases will be explained and signed
- A Financial Screening will be completed to see if the visitation/exchange services qualify for funding
- You will be asked questions to complete information about your case

Please be prepared to be at your appointment for at least an hour and half. **No one** will be able to stay with you during the appointment if they are not on the referral. If you are being dropped off, you will be allowed to call your ride towards the end of your appointment.

What to bring to your Orientation Appointment:

- Your Driver's License or a State-Issued Identification Card
- Completed and signed Intake Form and Procedures Acknowledgement Form (pg 9)
- Any questions you have about the Supervised Visitation and Neutral Exchange Program
- Please inform us if you need to bring children with you so we can be prepared.

We look forward to meeting you at your Orientation Appointment and providing your family a safe and structured environment for supervised visits or exchanges. We have attached a frequently asked questions handout with information about supervised visits and exchanges. **Call the Visitation Center TODAY at 562-5687 to find out if the Visitation Center has received your referral and/or if you qualify for funding.**

Frequently Asked Questions

What is the Greene County Family Visitation Center?

The Family Visitation Center provides a safe, comfortable and structured place where children can visit with or be escorted to their non-custodial parents.

What Is a Supervised Visit?

A supervised visit is the contact between a child and an adult (non-custodial parent/party) in a safe and family-friendly setting that will be monitored by a professionally-trained visitation monitor to protect the safety and rights of everyone involved.

What are Neutral Exchanges?

Neutral exchanges are for parents who are not required to have supervision during parenting time, but need to be able to make the exchange without interacting with the other parent. During an exchange, a professionally-trained visitation monitor escorts the child through the center from one parent to the other.

Why is time with each parent important for a child?

A child will feel that each parent loves him/her. A child is given the chance to build and keep a relationship with both parents. A child sees that the visiting parent is doing well and that they have not abandoned him/her. Both parents can help the child develop positive self-worth and self-confidence for a greater chance to be successful in life. Parents are given the chance to provide the child with a positive role model.

What are the Visitation Center hours of service?

The Family Visitation Center Office hours are Monday through Friday 8:00 am-4:00 pm. Visitation and Neutral Exchange hours are Sundays 12:00-6:30 pm, Mondays and Wednesdays 3:00-8:30 pm, Tuesdays, Thursdays, and Fridays 1:00-5:30 pm and limited services by appointment only.

When will I get my first visit or exchange?

The orientation appointment will be scheduled with the visiting parent after the Visitation Center receives the referral. After a successful orientation for the visiting parent, an orientation appointment will be scheduled with the residential parent. After both parties complete an orientation, visitation/exchanges will be scheduled. The visits or exchanges are scheduled based on what time is available on the program's schedule, the referring agency's request, and input from all parties. **Please know that this process can take some time to complete because of the limited orientation appointments available.**

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PROCEDURES FOR SUPERVISED VISITATION AND EXCHANGE SERVICES

MISSION

The Greene County Family Visitation Center's mission is to provide supportive supervised visitation and exchange services in a neutral, safe, comfortable, and structured environment.

ORIENTATION

- All participants must complete an orientation before any visitation services can be scheduled.
- All participants agree to sign all program forms and releases.
- For identification purposes, each party is required to bring a state-issued ID.
- Visitation Services are for the parties designated by the referring agency.
- Additional Authorized Visitors participating in supervised visits have to be approved by the referring agency.
- Additional Authorized Visitors and Alternate Transport Parties must complete an orientation and sign program forms and releases before being approved to attend visits or exchanges.
- A financial screening will be completed. If your case does not qualify for financial assistance, you will be instructed to pay the fee amount ordered by the Court or indicated by the Center's policies.

PREPARING THE CHILD(REN) FOR VISITS OR EXCHANGES

Help the child(ren) understand that he/she has done nothing wrong and that it is not his/her fault that the family is involved in supervised visitation services.

RESIDENTIAL PARENT

- Maintain a positive outlook about the visitation.
- Prepare the child(ren) for visits or exchanges by using an age-appropriate method to explain about supervised visits or exchanges.
- Bring the child(ren) to their scheduled child(ren) orientation prior to the first visit or exchange.
- Be consistent with bringing the child(ren) to their scheduled visits. Consistency will provide the child(ren) time to form and maintain a relationship with the visiting parent.

VISITING PARENT

- Maintain a positive outlook about the visitation. Use the time with your child(ren) to build a healthy relationship and assist the child(ren) to feel comfortable during the visit or exchange.
- Be consistent with attending scheduled visitation with your child(ren). Showing up to the scheduled visitations will show your child(ren) that you care and love them. The time will allow you to build and maintain a relationship with your child(ren).
- Concentrate on the present not the past - relax and have fun at the Center. Involve everyone in choosing activities.

PARKING, ENTRANCES, ARRIVAL and DEPARTURE TIMES, and SIGN-IN

VISITING PARENT- You will be asked to wear a face covering if you have not been vaccinated against COVID-19. We will be following current directives from the Greene County Board of Commissioners.

PARKING

- Park in the Family and Children First Dept. parking lot at 158 E. Main St.
- Use Main and Detroit streets to get to your parking lot. Do not drive on Market St. one hour prior to or after the visit or exchange.
- Do not wait in the parking lot before or after the visit or exchange. Parties driving you to the Center are not allowed to wait in the parking lot during the visit.

ARRIVAL TIMES

- Arrive 15 minutes before the visit or exchange is scheduled.
- Exchanges should return at the exact time that their unsupervised visit ends.

ENTRANCE

- Only approved and scheduled parents and additional authorized visitors will be admitted to the Center.
- Enter the white gate at the back of the Family and Children First Dept. parking lot. (If you are being dropped off, taking a cab or walking, you must still use this entrance.)
- Walk to the side door. Doors to the Center are locked.
- Have your picture ID with you.
- Push the button to ring the bell. You should be able to hear the bell ring outside.
- A staff member will respond via the audio-visual equipment. You will be asked:
 - To identify yourself.
 - If you have a cell phone. If you are walking or being dropped off you may bring in your phone but you must turn it off and hand it over to the monitor while at the visitation center. If you are driving, please secure your phone in your car.
 - If you have anything in your possession considered a weapon (pocketknife, box cutter, gun, etc.). No weapons are allowed in the Center even if you have a Concealed Carry License.
- Staff may use a metal detector screening device on you and any items you have carried onto the premises. Any items causing the detector to sound must be disclosed to staff. Anyone not following the staff's directions will be removed from the building immediately.

SIGN-IN

- Sign your name, time you arrived, and the description of the clothing you have on.
- Sign in additional child(ren) accompanying adults into the Center or any authorized visitors.
- After your visit ends, sign out; Exchanges sign in when returning to exchange the child(ren) back.

RESIDENTIAL PARENT- You will be asked to wear a face covering if you have not been vaccinated against COVID-19. We will be following current directives from the Greene County Board of Commissioners.

PARKING

- Park on Market St. Parking meters are monitored Monday-Friday until 5 pm.
- When leaving the Center, drive up Market St. to Monroe St., make a left onto Monroe and then away from the Center. Do not turn on Collier St. to get to Main St.
- After dropping off the child(ren), do not wait in your vehicle before, during or after the visit or exchange.

ARRIVAL TIMES

- Arrive 5 minutes before the visit or exchange is scheduled to start.
- When returning to pick up a child(ren), arrive 15 minutes before the scheduled visit or exchange.

ENTRANCE

- Use the front door entrance.
- Only one approved scheduled parent or transport party will be admitted to the Center.
- Alternate transport parties have to be licensed drivers.
- Have your picture ID with you.

- Doors to the Center are locked. Push the button to ring the bell. You should be able to hear the bell ring outside.
- A staff member will respond via the audio-visual equipment. And you will be asked:
 - To identify yourself.
 - If you have a cell phone. You will not be allowed to bring in your phone. Please secure it in your car.
 - If you have anything in your possession considered a weapon (pocketknife, box cutter, gun, etc.). No weapons are allowed in the Center even if you have a Concealed Carry License.
- Staff may use a metal detector screening device on you and any items you have carried onto the premises. Any items causing the detector to sound must be disclosed to staff. Anyone not following the staff's directions will be removed from the building immediately.

SIGN-IN

- Sign your name, time you arrived, and the description of the clothing the child(ren) have on.
- Sign in additional child(ren) accompanying adults into the Center.

RESIDENTIAL AND VISITING PARENTS

- The Visitation Center is drug-free space. Do not arrive under the influence of any substance or have any illegal substances on you. Your visit will be terminated. You may be subject to screening or intervention by law enforcement.
- A party is considered late or early if they arrive more than 5 minutes before or after the scheduled arrival time. If either party arrives more than 15 minutes after the scheduled visit or exchange, the visit or exchange may be cancelled.
- Any requests to end a visit early will be documented.
- Individuals who exhibit potentially violent behavior, have a history of violent behavior or who have consistently violated the Center's procedures, may be asked to remain at the Center 5-10 minutes after the visit ends or the exchange takes place. Civil Protection Orders (CPO) respondents will be held 5-10 minutes after the visit ends or the exchange takes place. When both parties have CPO's against each other, Center staff will determine which party will be held for the safety of both parties.
- If you or the child(ren) is contagious or running a fever, you must cancel the visit.
- Any positive test results for Coronavirus/COVID-19 (anyone in your household) must be reported to us so that we can keep one another safe.
- If you have proof of illness for missed visits/exchanges, bring it for our staff to view and note it in the record.
- Please notify staff immediately if you have or suspect lice, bedbugs, etc. Head lice checks on child(ren) are performed by staff after the notification of treatment of lice.
- No Electronic devices of any kind are permitted in the Center. This includes phones and any device with the ability to connect to a phone or the internet. Staff may have phones in use for safety or security purposes.
- Purses or personal bags are not allowed in the visits. Please lock these in a safe place in your car or see staff to secure in a locker.
- All parties agree not to have contact with the other party (including parking areas) while involved in visits or exchanges.
- Respect the privacy and confidentiality of other people using the Center.
- Speak without using foul language or swearing.
- No whispering. Speak in a tone of voice loud enough for the staff to hear all conversations. The Center is monitored for inappropriate conversations and behavior and it will be documented on the visit report.
- Speak positive about the other parent or party in front of the child(ren).
- Set limits and boundaries for children to keep them safe and know what behavior is appropriate.
- Do not talk about future visitation outside the Center or future custody or living arrangements. Focus your time and conversation on and about the child(ren) and in the present time. Do not discuss the past or future.
- Do not talk about adult related topics such as court, counseling, etc. with the child(ren).
- Avoid questioning the child(ren) about personal information about the other parent or how the visit went.
- Ask staff to communicate questions, activity information, etc. with the other parent instead of sending information or questions through the child(ren).
- For safety purposes, leave all pets at home.

- Tobacco products and/or chewing gum are not permitted inside or in the yard of the Center.
- No digital cameras. Only disposable cameras with film or instant print film cameras are permitted in the Center. Staff will keep the camera in his/her possession at all times. Staff will take all pictures. Visiting parents/parties are not allowed to take pictures. No audio-visual equipment is allowed.
- Be respectful of staff - no personal comments to or about staff or volunteers. Avoid engaging staff in non-emergency conversations.
- Please allow 2-3 business days to process requests.
- It is your responsibility to keep the Center informed of any address and telephone changes.
- A professional interpreter is required for limited English proficiency parties.
- Significant case information is only discussed with the parties ordered to the Center.

SUPERVISED VISITS

- **Children, age two and older, not vaccinated against COVID-19 will be asked to wear a face covering. We will be following current directives from the Greene County Board of Commissioners.**
- Upon entering the Center, visiting parents must place their keys and all items not going into the visit in a designated area/locker. Any cell phone will need to be powered off.
- You will be assigned a specific visit room; notify staff if you need to leave the room during the visit.
- Food and drinks must be consumed at the table. 100% juice drinks and water are preferred drinks. NO POP/SODA or caffeinated drinks are allowed in the Center. NO peanuts or peanut containing food is permitted due to potential allergies of children.
- Prior approval is needed for any item you would like to bring to the visit. Gifts are only permitted for holidays and special occasions like a birthday. Give gift cards as gifts instead of cash. Gifts must be brought in unwrapped.
- All written messages will be read by staff. This includes journals and anything written during the visit by the parent or the child. Cards have to be unsealed to be reviewed by staff before being given to a child.
- All bags (to include containers) and gifts brought to the Center are checked by staff.
- Leave all toys representative of violence and electronic games/equipment at home.
- Use a non-physical method of discipline. Don't threaten or use spanking or hitting as a form of discipline.
- Staff will advise you when there is 10 minutes left in the visit. This is the time for you and your child(ren) to begin clean-up of the visit room. Children should be ready to exit the room at the visit ending time.
- Parents, wipe down the table and chairs used during the visit with cleaning supplies located in the rooms.
- You may accompany a child(ren) to the restroom to assist them as long as the door stays open and staff can observe both parent and child(ren). Diaper changes are your responsibility and must be observed by staff. Staff will inform parents if they are not permitted to assist the child(ren) in the restroom.
- Additional authorized visitors may attend every other visit.
- If you are approved to use the back yard during a visit, a monitor will be present at all times. Staff will determine appropriate weather conditions, clothing and shoes of family members, and availability of staffing.
- Children's clothing is not to be changed during a visit unless the extra clothing is needed and is provided by the residential parent.
- Parents must request to use the kitchen for any use of the stove or oven before the day they plan to use the kitchen. The type of food preparation must be simple. Use of the kitchen and oven is dependent on staffing and outside temperatures. Parents are expected to clean any equipment that is used.
- If weather sirens are activated to indicate threatening weather, everyone in the Center will be escorted to the basement (a designated shelter). Adults will have the option to leave the Center if they choose not to go to the shelter. Children will not be permitted to leave the Center with visiting adults. Children will be permitted to leave the Center with the residential parent only. Please contact staff to pick up the child or to take shelter with the child. The Center's staff may not be able to answer the door or the telephone if in the basement.

NEUTRAL EXCHANGES

Exchange policies:

- Children may carry a cell phone through the Center for use during visitation time but it must be turned off while in the Center.
- Only one transport party should be entering the Center unless otherwise coordinated with the Center prior to exchange. If either party requires the use of an alternate transport party (ATP), the ATP will be required to complete a mini-orientation and paperwork. **ONLY LICENSED DRIVERS MAY BE ALLOWED TO BE AN ATP.** After completion of the mini-orientation an ATP will be allowed to transport the child(ren) without prior approval. Please contact the Center as soon as possible if you require an ATP that has not had an orientation.
- Car seat checks are done at the discretion of the Staff.
- The Center encourages visiting parents/parties to keep a change of clothing, shoes, and personal hygiene items for each child at their home. The Center will process only one "Return" Request for clothing, other items, and sports activity clothing/equipment. If the party who is being asked to return an item refuses to return it, no additional requests for the item will be processed.

Parenting Time/Visitation Guidelines:

- The Visitation Center will provide each parent/party with a monthly visitation schedule that will follow the guidelines by the referring agency and/or specific Court ordered modifications.
- Child(ren)'s Birthday visitation will need to be requested a month in advance. The Center will not automatically put it on the visitation schedule.
- If you believe there is an error with scheduling or need to make any changes, please let staff know immediately.
- If you are court-ordered to use *Our Family Wizard*, or any other website or app for parenting communication, please do so first and then inform the Center of scheduling decisions so that the Center can work with your plans.

Outside exchanges:

- If both parents/parties decide to do an outside exchange (not at the Center), both parents/parties are responsible for informing the Visitation Center. If you do not call the Center to cancel your scheduled exchange at the Center, it will be recorded as a no-show for the exchange.
- If you are asked to do an outside exchange by the Center because the Center is closed or there is severe weather concerns you will be asked to follow your court order or pick an alternate exchange location. If both parties are unable to agree on a location, the exchange is to occur in the basement of the Xenia Police Department. The Xenia Police Department is aware of the use of their facility as a secondary location.

CANCELLATIONS AND NO SHOWS

- You must ask if you want to be rescheduled due to a Greene County designated holiday closure. Exchanges will be scheduled accordingly as in your court order. Rescheduled visits are subject to availability of the parties and time on the Center's schedule. A list of holidays is located in each waiting area.
- Holiday reschedules must be requested within ten (10) days after the holiday. There are no reschedules of a canceled reschedule.
- Cancellations should be made 24 hours in advance. Less than a 24-hour cancellation notice results in a "late" cancellation. We only share cancellation information regarding the health of a child between the parties.
- No-shows are when one or both parties do not come to the visit or exchange and do not call to cancel. When a party has a no-show or has multiple cancellations, they may be required to confirm their attendance 24 hours in advance of the visit or exchange for a minimum of four (4) weeks.
- Multiple cancellations, late arrivals, and/or no-shows can result in suspension or termination of services.

RECORDS OF VISITS AND EXCHANGES

Reports are completed for each visit and exchange. These reports are compiled with factual information about what occurred during the visit or exchange. The highlights of these reports are compiled and sent to the Court or CS, and attorneys representing the parties, one to two weeks before a court hearing. The Center is not always aware of the dates of hearings. **To ensure this information is received in a timely manner, tell staff if your case has a hearing scheduled in the future.**

TERMINATION OF A VISIT OR EXCHANGE

Your visit or exchange may be terminated:

1. If you arrive suspected to be under the influence of alcohol or drugs,
2. If you make any threat of violence before, during or after the visit or exchange,
3. If you bring a weapon or anything considered to be a weapon (example: knife, box cutter, etc.) to the Center. This includes individuals with Concealed Carry Licenses.
4. If the Center's procedures are not being followed INCLUDING CURRENT HEALTH PROCEDURES DUE TO COVID-19.
5. If staff determines it is in the best interest of the child(ren).

The Visitation Center staff may have to ask you to agree to additional procedures to keep everyone in the Center safe.

Family Visitation Center
143 E. Market St. Xenia, Ohio 45385
(937) 562-5687

INTAKE FORM

Please fill in the following information and bring to your scheduled orientation

Date: _____ Are you the Residential Parent Visiting Parent Other _____

Referred by: Juvenile Court Domestic Relations Court Children Services County: _____ Case#: _____

Name: _____ Date of Birth: _____ Social Security # _____

Current Address: _____
Street City State Zip

Primary Phone Number: _____ Secondary Phone Number: _____ E-mail: _____

Best time to contact you? _____ May we leave a message at Primary Secondary Work

Employer: _____ Occupation: _____ Work Phone Number: _____

Spouse Significant Other/Partner Name: _____

Date of Birth: _____ Phone Number: _____

DEMOGRAPHIC INFORMATION	
Marital Status <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Partnered <input type="checkbox"/> Divorced <input type="checkbox"/> Widow(er) <input type="checkbox"/> Separated	
Race or Ethnic Group: <input type="checkbox"/> African American <input type="checkbox"/> Asian <input type="checkbox"/> Bi-racial <input type="checkbox"/> Caucasian <input type="checkbox"/> Hispanic <input type="checkbox"/> American Indian <input type="checkbox"/> Other (<i>please specify</i>) _____	
Education Completed: _____	Gross Annual Household Income: _____
Do you live in Greene County? _____	Number of people living in your home: _____

SCHEDULING AND VISITATION/EXCHANGE INFORMATION

(Visits will be scheduled according to what days and times are available on the Visitation Center Schedule and the days and times BOTH parties are available.)

What days/hours do you work? _____

Possible days/times for visitation/exchanges: _____

Explain past visitation or exchange arrangements: _____

Date you last visited with child(ren): _____ I have had no or very little contact with child(ren).

HOUSEHOLD INFORMATION

Please list all children living in the home who will be participating in supervised visits or neutral exchanges. List additional children involved in supervised visitation or neutral exchanges on the back of this page.

CHILD #1: Name: _____ Gender: Female Male

School Attended: _____ Date of Birth: _____

Race or Ethnic Group: African American Asian Bi-racial Caucasian Hispanic
 Native American Other (please specify) _____

CHILD #2: Name: _____ Gender: Female Male

School Attended: _____ Date of Birth: _____

Race or Ethnic Group: African American Asian Bi-racial Caucasian Hispanic
 Native American Other (please specify) _____

CHILD #3: Name: _____ Gender: Female Male

School Attended: _____ Date of Birth: _____

Race or Ethnic Group: African American Asian Bi-racial Caucasian Hispanic
 Native American Other (please specify) _____

Please list the names of other children living in the home who will not be involved in supervised visitation services.

Please list additional adults living in the Home: (Besides yourself and spouse/significant other)

ADULT #1: Name: _____ Gender: Female Male Date of Birth: _____

Race or Ethnic Group: African American Asian Bi-racial Caucasian Hispanic
 Native American Other (please specify) _____

Relationship to child(ren) involved in supervised visitation or exchanges.

Mother Father Stepmother Stepfather Grandparent Other relative Non-relative

ADULT #2: Name: _____ Gender: Female Male Date of Birth: _____

Race or Ethnic Group: African American Asian Bi-racial Caucasian Hispanic
 Native American Other (please specify) _____

Relationship to child(ren) involved in supervised visitation or exchanges.

Mother Father Stepmother Stepfather Grandparent Other relative Non-relative

TRANSPORTATION INFORMATION

Please list the vehicle you will drive (or the vehicle driven by the person providing transportation for you).

Year of Car Make/Model of Car Color of Car License Plate Number

Will you be walking dropped off riding the bus taking a cab? Name of Transport: _____

For residential parents and exchanges only. Do you have an additional person who can transport the child(ren)

Name: _____ Primary Phone Number: _____

Secondary Phone Number: _____ Work Phone Number: _____

Relationship to child(ren) involved with supervised visits or exchanges: _____

ADDITIONAL INFORMATION

Attorney's Name

Name: _____

Address: _____

Street City State Zip

Firm: _____ Phone Number: _____ Fax: _____

Do you know your next Court Hearing date? Yes No If yes, give date: _____

Is a CASA or GAL involved with your case? Yes No Name _____

HEALTH INFORMATION

List any health-related illnesses/conditions/disabilities for adults and children involved in supervised visitation services.

Person's Name	Diagnosis	Limitations
_____	_____	_____
_____	_____	_____
_____	_____	_____

List all medications taken:

Person's Name	Medication	Strength	Dosage
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

If needed, list additional medications on the back of this page

List all allergies:

Person's Name	Allergy	Limitations
_____	_____	_____
_____	_____	_____
_____	_____	_____

I hereby certify the information on this intake form is true and accurate to the best of my knowledge. I agree to allow the Visitation Center to contact emergency medical personnel (911) if needed for my child(ren) or myself. I have listed all medical concerns to which emergency personnel should be made aware.

Signature _____

Date: _____

Intake form reviewed by: _____

Date _____