

# Quality Moments Inc.

1388 Court Street Suite H

Redding Ca 96001

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Phone (530) 768-1334

## Program Policies and Contract for Services

### Goal Statement

The Goal of the supervised visitation program is to promote and facilitate healthy parent and child relationships' in a safe and respectful environment. Quality Moments and its staff, working as professional providers of supervised visitation, are required by law to ensure the

### Safety Rule Note:

#### Violation of any rule below could cause you to immediately lose future program services:

- \* **Never come to the office without an appointment.**  
We will not serve you and your arrival disrupts office staff conducting visits.  
If you have a question or concern - telephone or email us.
- \* **No one is allowed to come to come to the office with you.**  
Only the visiting or custodial parent is allowed onsite. (This includes our parking area.)  
No one can wait outside onsite (in or out of your car). If you are being transported by someone they will need to stay off the property and can drop you only at the corner of West Street and Tehama or other. They can park on the street but are not allowed on the property, including the parking area and no one is allowed to stand or park on Court street. (*Our business contract with the landowner disallows Court street parking.*)
- \* **No loitering in the parking area or front of building** (and no smoking onsite or in parking area).  
If you are waiting for a ride you must wait at the corner of West and Tehama Streets or somewhere other than parking lot.
- \* **Arguing onsite with any staff member is cause for immediate termination of services.**  
Follow safety procedures and telephone or write the office for any concern you may have.  
If you begin to question staff, before-during-or after a visit onsite they will advise you to stop and follow visit termination protocol. Do exactly as they say. You will have opportunity to discuss all issues through the proper communication channels. By phone and/or in writing.
- \* **Attempting to bring any weapon onsite or bringing a cell phone or any recording device to the visit or intake.**
- \* **Any attempt to have court papers exchanged or subpoena service by a third party onsite.**

safety and well-being of the parent, the child and staff. Quality Moments provides only on-site visitation to custodial and non-custodial parents with a court order.

### **Supervisors Qualifications**

Our supervisors meet and or exceed the requirement of Standard 5.20 and Family Code Section 3200.5. Supervisor also have passed a federal background check and have fingerprint clearance and registered with trustline. In addition are also mandated reporters and must report any suspected abuse to the appropriate agencies. This report is confidential.

### **Intake**

Before we can provide services, the staff must complete an in-person intake with the parties named on the court order. During intake, we will assess each individual case for safety and our ability to carry out your court order. The staff will take copies of your court order and other relevant information to see how we can best provide services and answer any questions you may have. The staff will meet with your child at a separate appointment prior to the first supervised visit. The child will be informed according to age and stage of development, about the purpose of the visit and safety arrangements. The staff will always try to create an environment that allows the child to feel safe and able to convey any concerns or needs the child may have.

If we find that the Non-custodial party has an active warrant we will suspend/terminate services until the warrant is cleared.

### **Changes**

It is your responsibility to inform agency of any changes to address, phone number, (attorney information or address change) and court or mediation dates.

**You must bring a copy of new court orders when changes are made by court.**

### **Confirmations and your voicemail**

We are experiencing great difficulties with client's voice mail. You must set up your voice mail and check your messages and or inform us of your new number.

**If we can't reach you to confirm a change or any issue that may arise your visit will be cancelled for that day.**

### **Scheduling**

1. The agency will try to follow the frequency and times as outlined in the court order. Because we may be restricted in the time slots available, you may not get the time you requested and you may have to find another provider for all or part of your order. If the parents cannot agree on a visitation schedule the parents will have to return to court and resolve the terms before services can commence. Every effort will be made to put the

appointment on the same time and day each week. We do understand that sometimes this is not possible and occasionally the visit will have to move to another slot. Once the visit schedule has been set, this is your required visit time. Please make every effort to plan around this schedule. Keep in mind that a court order takes priority over extra-curricular activities. The agency may have to reschedule and or move your visit as needed.

2. We will schedule a minimum of one hour a week. If your court order allows for additional visit hours we will make every effort to give you additional time BUT we will have to adjust additional hours per the availability of a supervisor and the number of clients we have which does change weekly. You are not guaranteed any additional hours and they are only as available.
3. Do not come to the office unless you have a scheduled appointment. If you show up at our office with- out an appointment your presence will be a rule violation.
4. Our staff can-not speak to either party about anything other than a safety or scheduling issue once your intakes are complete. Do not try to engage us in other conversations.
5. Starting immediately, a companywide policy to address excessive emails received or those that have to be responded. Excessive will be determined by management. Typically, emails are limited to one exchange regarding a visit and/or payment. Occasionally, two exchanges for clarification will be needed. All emails will be professional in nature and be specifically about an upcoming visit or payment or you will be charged a minimum of \$15.00 for each occurrence.

#### **Cancellations, No Show and Tardiness**

1. **Your visit is the same time and day each week. We are there for you each week, we need you to be there too. By signing this contract you agree to be at your visit each and every week.**
2. **COVID- if you or the child has a fever, show any symptoms of any illness or have been exposed to COVID - please call the office immediately. Your visits will be placed on virtual visits for at least 10 days.**
3. We do not “excuse” or “not excuse” visits. We exist to enforce the court order visits as scheduled. Any missed visit is an incident and will be reported as such. It is the court who will decide whether or not there is any parental fault in the visit being missed.
4. If your child is sick (*any communicable illness or virus, including pink-eye and/or head lice do not bring them*) you cancel the visit as early as possible and it will be written as such in our reporting to the court. If you have any documentation from your doctor or other to support the illness do save it

in case you are asked for documentation. Cancel the visit as soon as you know the child may not be able to come...

5. We do not re-schedule cancelled appointments nor do we do make-up visits or time if anyone arrives late. It is your responsibility to be there on time / every time.
6. **Any visit cancellation must be done at least 24 hours before the visit time. There are two ways you may notify us of cancelation:**
  - \* **Voice mail Office to: 530 768-1334.**
  - \* **Email to: [pamsmoments@gmail.com](mailto:pamsmoments@gmail.com)**We do not re-schedule any visit, there will no make-up visit. The party that is not present will receive a letter about missing the visit which also goes to the court and all parties named on the order.
7. We do not give reminder calls, you must remember your visit day and time.
8. If you are going to be late, please call the Agency immediately.
9. Visit time is not extended if either parent is late arriving.
10. **If your case settles both parties must call and cancel out your scheduled visits. If the Non-custodial party does not inform us of the court order change or settlement agreement it will impact future services and you will be ineligible for the free visits.**

#### **Visit Late-Cancellation or No-Show:**

11. **Custodial Parent:** If you late cancel your visit or no show your visit this will not be held against the non-custodial parent. Visits will continue and the agency will file an incident report for each missed visit. At the second missed visit or first no-show or late cancel the noncustodial parent may seek council with the grant coordinator, the Court Facilitator or their attorney or may take the documentation to the District Attorney to help with enforcement of the court order.
12. **Non-Custodial Parent:** Each visit is scheduled for your benefit. Do not cancel your visits unless it is impossible for you to attend. If you cancel more than two visits in a two month period, or late-cancel/no-show even one single visit you are off the grant funded program. If you are removed you may re-enroll with any paid provider, but visits will no longer be grant funded. A failed drug test or a drug test ordered that you failed to take would be considered a late cancel, refer to late cancel policy.
  - \*Do not lose this important funding for free service: Come to your appointments and never no-show.

### **Self-Paying Clients**

The agency will collect a banked fee from both parties equal to one visit-\$60.00 If either party late cancels, no shows or does not inform us that they no longer need our services because their court order changed and they have a visit scheduled we will keep the banked fee and or deduct it depending on the issue. The party must replenish the fee prior to the next visit. You must also pre-pay at least 48hrs in advance for your visit either by pay-pal to Quality Moments or by sending a money order to our PO Box listed on the first page. Visits are \$60.00 an hour. Weekends are \$75.00 an hour. If you fail to provide payment the visit will be cancelled. If for any reason a banked fee was not collected or the banked fee is not replenished after use then your visits will be taken off the schedule and suspended until you have spoken to the Director and brought the account up to date. Other deductions- Starting immediately, a companywide policy to address excessive emails received or those that have to be responded. Excessive will be determined by management. Typically, emails are limited to one exchange regarding a visit and/or payment. Occasionally, two exchanges for clarification will be needed. All emails will be professional in nature and be specifically about an upcoming visit or payment. Each excessive occurrence will be charged a minimum of \$15.00 each regardless if we respond or not. If you subpoena us to court that takes a day to prepare and re-arrange the schedule the fee for this is \$500.00 and is YOUR responsibility to pay prior to the required appearance date and is non-refundable and you agree to pay this fee when you sign this contract. If you miss your intake appointment you must still pay for it and another to start services.

### **Alcohol and Drugs**

The agency site is a drug – tobacco and alcohol- free environment. Any parent who, in our opinion has an odor of alcohol or appears to be under the influence of any drug (prescription or illicit) will be asked to leave immediately. Law enforcement may also be called. The agency might decide to no longer serve you and an incident report will be submitted to the court and all parties.

### **Terminated or Suspended Visit**

When a visit is suspended, the visiting party is to say a quick good-bye to the child and remain in the room. Do not address or attempt to argue with the supervisor. Please remain in the room with the door closed. The custodial parent will be called and must return within 10 minutes to retrieve the child. The non-custodial parent is dismissed from the visit room 15 minutes after the child's departure. An incident report will be mailed to all parties and the court within 24hours.

Please remember that if your visit is suspended for the day this does not mean you will not be able to visit your child again. Remain calm to avoid trauma to your

child. After careful review of the situation and considering the behavior of the parties following the incident, the agency will make a decision concerning future visitation with the parties.

### **Other Visitors**

The agency will allow only the person named on the court order to visit. If you wish to have someone else visit, example siblings, grandparents, you must go back to court and have them added to your order. If any individual comes on site that is not scheduled to visit, that is a serious safety violation and you may lose all future service.

### **Therapy dog**

We do have a fully licensed and vaccinated mini-dachshund that is frequently in the office which is beneficial to Supervised Visits. Please let us know during your intake if you or your child is allergic or afraid of dogs so that we may mark your visit day and not have "Kona" in the office that day.

### **Medication and Diet**

Staff must be informed of any allergies and/or medical conditions and special diet or needs by both parents. No medication will be given on site by the non-custodial parent or staff, this includes prescription and non-prescription drugs. In the event of an emergency 911 will be called and then the custodial parent.

### **What is Not Allowed During the Visit**

No cell phones. Phones must be left in your car or at our front desk. No photos, videos or electronic devices are allowed - ever. This includes our parking lot and all segments of our Agency period. No gifts are allowed. The agency is not allowed to disclose any personal information or to discuss your case. No keys, Sharp objects, guns or any other item which is not child friendly is NOT allowed. Backpacks and purses must be left in your car or with receptionist. The agency is not responsible for any lost or stolen items. No one is allowed to have a party served with any documents this would be cause for suspension and or termination. GIFTS ARE NOT ALLOWED EVER.

### **What is Allowed During the Visit (Suspended during COVID crisis)**

If there are no medical issues associated with food consumption, the visiting parent is allowed and encouraged to bring prepared food and beverages with all necessary plates, forks, spoons and napkins. No knives. Beverages must have a lid to avoid spills. Remember this is the non-custodian's parenting time and staff and the custodial parent can not interfere with what a parent chooses to feed a child.

If your child does not finish what he/she are eating, it may be taken home. The agency does not consider this a gift and your child can bring home what is left over if the child chooses. *Exception*, in the case of sexual abuse allegation, no food is allowed to leave with child. Please bring items in an open bag. The agency reserves the right to inspect the bag for any sharp items, weapons or inappropriate items. You may bring toys, games and or a craft to do during your visit but remember your child cannot take this home.

### **Visitation Room**

We hope parents and children enjoy playing with our games and toys in our visit room; but while you and your children do so , we would ask respectfully that the toys, books and room be left as clean and picked up as is was when you arrived for your visit. Please do not put the toys just anywhere. Take note where your child took the item from and the child should return everything to the same spot when done playing. Additionally, we currently allow food and drinks in our playroom. After many spills and food left on the floor we are asking that you monitor your child with the drinks and food. We also have a vacuum that you may request to use as needed. Our supervisors and staff are not here to clean up after your visits.

We ask that during your visit time and while playing with your child to be respectful of others here. If your visit reaches a certain noise level, the supervisor will intervene. While this is your parenting time, remember you want to show the court you can interact appropriately and maintain boundaries. If noise or clean up continue to be an issue, we will not be able to provide services.

### **Restroom**

The non-custodial party will wait in the visit room with the door open. If your child has a need for assistance with wiping, flushing, or an accident, you give your permission allowing the non-custodial to help with the door open and the VS present. If your child is not wearing a diaper, they must be potty trained. If the child is an infant please provide everything that may be needed for that visit time. No child will be left alone with the non-custodial party. If your child is not potty trained they must be in a diaper/pull-up. The Agency does not provide diapers and wipes, if there is a soiled diaper and none is provided by the CP the child will remain in the soiled diaper until the visit is over.

### **Custodial Parent's Responsibilities**

It is the custodial parents' responsibility to ready the child to visit. Parents may be able to properly prepare the child on their own or may enlist help before the visit. We do not provide this service. Do bring the child ready to visit. If a child or custodial parent refuses to come for a scheduled supervised visit, please remember the court order. There could be legal repercussions because of this decision. If the custodial parent does not bring the child, this is considered a missed visit and an incident. A written incident report is prepared by the supervisor and submitted to the court and all parties. If the custodial party no-shows or does not comply with the policy and court order this is a violation and the other party may choose to take this to the District Attorneys' Office for enforcement.

Additionally, it is the custodial parties' responsibility to be on time for the visit and the pick-up. Do not bring anyone else with you when you drop or pick up the child. If you designate someone other than yourself to deliver and or pick up the child, the agency must have their phone number in case there is an emergency or the visit is terminated early. If no one has arrived within 30 minutes of end of visit, Law Enforcement will be called. Make sure the person you designate knows the rules for pick-up and drop-off- you are responsible for their actions.

### **Child's Refusal to Visit**

If the child arrives stating he/she does not want to visit, every effort will be made to facilitate the visit. The staff will give the child a 10 minute adjustment period. It is not our responsibility to get the child ready to visit. The staff will simply give the child the adjustment period to reconsider the visit. The child may identify barriers to the visit that may be resolved. The child will be reminded that we must enforce the court order and remind the child of the safety procedures in place to protect them. The child can chose not to talk during the visit and can read a book or do homework. The staff will terminate the visit if the child becomes acutely distressed. The custodial parent has the responsibility to find the resources to have the child ready to visit the following week.

### **Non-Custodial Parent's Responsibilities**

It is your responsibility to arrive 15 minutes prior to your visit. You must call the agency if you are going to be late. If you are late, the visit will still end at the scheduled time. Remember for every visit plan to be here 1.5 hours. If you do not arrive for the visit and do not call, you are at risk of having services terminated. If someone is dropping you off they may not wait in the parking lot. You must arrange for any ride to arrive at least 15min after the visit ends so no one is

waiting in area that might have contact with the custodial parent as leave or arrive on the premises. Anyone you involve in the visit is your responsibility. If your ride arrives early or leaves late and has any contact with the staff or the other party, their actions are your responsibility! Don't enlist help from someone that does not understand the rules or might cause any problem that could cause you to lose services.

**When you arrive please leave your phone and keys on the front desk. Visiting parties are subject to a random wand search and must walk thru the metal detector. No recording devices allowed period.**

### **Arrival and Departure**

Please see attached pages for Custodial Parent and Non-Custodial Parent individual instructions.

### **During the Visit**

1. The visiting parent and child may not whisper and must speak in a voice the supervisor can hear.
2. Neither parent is allowed to use the visit to gain information regarding the other parent, relative or anyone else associated with the case.
3. Do not make future plans and or promises to the child.
4. Both parents are prohibited from using the agency for the service of passing court documents or any other item. The parents may not allow a third party to serve documents or be at the agency.
5. Neither parent is allowed to speak or comment about the other parent.
6. No one is allowed to spank, hit or threaten physical harm to the child, staff or other parent.
7. No derogatory comments about any party or name calling to the child.
8. No discussion of the court case or possible future outcomes.
9. No tickling or rough playing.

### **Interventions During a Visit**

The child's emotional and physical safety is of vital concern as well as the safety of parents and staff. The supervisor will intervene immediately if there is a:

1. A violation of the program policies or guidelines by a parent.
2. Child is distressed.
3. The supervisor may interrupt, suspend and/ or terminate a visit at any time.

## **Confidentiality**

Parties who use the program do not have the privilege of confidentiality. However, whenever possible we maintain confidentiality and do not release and or put in reports personal information including that of the child unless we are required to release that information by law enforcement, ordered by the court, the mediator or Child Family Services.

**Social media: Do not post and or share your supervised visits on any social media outlet nor allow a third person to do so. Both parties are held to confidentiality.**

**Non-custodial parties are not allowed to contact any party bringing or picking up child from the visit.**

## **Client Files and Reports**

All our case files are stored in a locked secure area maintained by the agency. The staff maintains a written record of the contact with each individual. Case reports are limited to facts, observations and direct statements made by the parties. The reports do not have personal conclusions, suggestion or opinions. The reports are not discussed between this agency and the parties and are never modified. The reports are a neutral narrative and will be free from subjected language or evaluation by our employee. You may disagree with information in a report. If you have a different impression of what happened in a report, keep your own documentation that you might represent your different view when/if you take your case back to court.

You must request a copy of your reports in writing. The reports will then be copied and mailed to you and all parties within 7 business days. Reports are only mailed.

## **Safety and Security**

The following will help eliminate the possibility that a party could be stalked, harassed or lay in wait to confront the other party. In addition in the cases where there is a restraining order the parties are allowed no contact and must stay at least 100 yards away. If there is an active warrant out we will not allow visits until the warrant is cleared.

1. All staff will activate law enforcement or other emergency service by calling 911.
2. Once the child has arrived at the agency the party must leave the child for the visit then leave the premises.

3. Staff must have the phone number of the party to whom the child will be picked up in case of an emergency and or if the visit is suspended/terminated.
4. Non-custodial is to arrive 15 minutes prior to the visit and if they are going to be late they must call the agency. Staff will then call the custodial parent to delay the arrival of the child.
5. There is to be no contact between the parties.
6. After the visit the non-custodial party must remain in the visit room for an additional 10-15minutes.
7. Neither party may intercept, detain or speak to any person on the premises or in our building for any reason.
8. In a case where there is a restraining order the non-custodial parent may not ask child where they attend school or where they reside.
9. After your initial intake you may only speak to the supervisor or the receptionist regarding a safety or scheduling issue.
10. If you violate a TRO services will be reviewed and could be suspended or terminated.
11. If any party is late to a visit, time will not be extended and will end at the previously set time.
12. The Agency door is kept locked at all times for the safety and security of our staff and clients. Do not come to the Agency with -out an appointment it is not allowed. We have installed a ring doorbell, if you do not have a scheduled appointment you will not be allowed to enter. You must call the office for an appointment.

### **Agency Security Cameras**

The security cameras in Quality Moment's office are for agency use only.

Quality Moments staff may view tapes for training purpose; however, each recording exists only long enough for us to review or to retain for police in case a crime has occurred in the office. Quality Moments is not responsible to maintain any camera or ensure that video is uploaded to the security site.

Do not ask us to produce any video, we do not have that ability and we will not attempt it. Your signature on this contract confirms your agreement that you and/or your children may be recorded onsite through security cameras and that that you realize and agree those recordings are not accessible to you. You agree that you will not attempt to have the agency capture or reproduce any recording. *by request or subpoena.*

### **When There are Allegations of Sexual Abuse**

1. There will be no exchange of gifts or money.
2. No photographing, audio taping, videotaping of the child.
3. No physical contact with the child such as lap sitting, hair combing, stroking, hand holding, hugging, wrestling, tickling, horse play or diaper changing.
4. No whispering, passing notes, hand or body signals.
5. The non-custodial parent cannot initiate contact with the child. If the child initiates contact, it is the responsibility of the non-custodial parent to re-direct the child. The supervisor will intervene when appropriate.
6. The child cannot take anything home with them from the visit.

### **Termination/Suspension of Services**

The general policy of the program is that visitation will be terminated or suspended on the following grounds including but not limited to:

1. Violation of the program rules.
2. Threats of physical harm to the child, the other parent or staff.
3. If the staff determines that there are risk factors present that are placing in jeopardy the safety and welfare of the child, the parent or the staff.
4. Arguing with any staff member.
5. Approaching any person in our building or parking lot.
6. Late Cancel or No Show
7. Violation of a Restraining Order

### **Masks and COVID**

**The visiting parent must wear a mask at all times while in the center. Our staff is vaccinated which is why we are not wearing masks but we are asking our visiting parents to because you could be a carrier to the virus and not know this and or could have been exposed and not know which would then put your child and our staff at risk. Thank you for your co-operation.**