



**Guidelines for Supervised Visits**  
**(unless otherwise agreed or court-ordered)**

**Dropoff\*:**

- The custodial parent should plan to arrive 5-10 minutes before the scheduled visit.
- The custodial parent will deliver the child to the supervisor.
- Once the custodial parent has left the vicinity, the supervisor will text the visiting parent (who is waiting nearby) that it is clear to begin the visit. The visiting parent should remain in their car until the supervisor texts him/her it is clear to begin the visit.

**Pickup\*:**

- The custodial parent should remain in their car until the supervisor texts the parent it is clear to retrieve the child.
- The supervisor will ensure the visiting parent has cleared the vicinity before texting the custodial parent for pickup.

**General:**

- The supervisor will remain in the vicinity of the visiting parent and child(ren) at all times during the visit.
- The visiting parent will not question the child about the custodial parent, their home, or family members.
- The visiting parent will not discuss the reason for, or terms of supervision with the child(ren).
- Any questions a child may have about the reason for, or terms of supervision should be deflected. The visiting parent should focus conversation on the present, not the past or future. The visiting parent should not make any promises to the child (the visiting parent may tell the child that he/she will see them next time).
- The supervisor will interject, as necessary.
- Parents will not be permitted to send items to the other parent or family members through the visit supervisor or child unless agreed upon in advance. The visiting parent may give the child gifts or personal belongings during the visits.
- Even though a visit may occur in a public location, only the visiting parent is permitted to participate in the visit, unless the parties agree otherwise in advance or there is a court order permitting a third party to join the visit.

- Similarly, a visiting parent may not “FaceTime” or otherwise electronically bring a third-party into the visit with the child, unless the parties agree otherwise in advance or there is a court-order permitting it.
- Because supervisions often occur in public places, the supervisor cannot guarantee that the parents will not come into the other’s line of sight. The supervisor will make every effort to minimize the parents’ contact during supervised visits and exchanges.
- Both parents should not be out of their vehicles at the same time.
- If an injunction is in place, the parent who is restricted is responsible for ensuring the distance requirements are met at all times.
- The custodial parent should remain within proximity of the location for supervised visit during the scheduled visit, but out of sight (within 10 minutes’ drive).
- A 24-hour or less response time is considered reasonable when communicating regarding scheduling (unless communicating about a visit scheduled to occur that day).
- Please provide at least 24 hours’ notice of cancellation of a visit, or the fee for the visit may be charged to the person cancelling the visit.
- Payment for the visit is due at or before the scheduled visit.
- A visit may be terminated early at the discretion of the supervisor for any reason.
- It is not the supervisor's responsibility to schedule the visits; it is the parents’.