



Arizonaans for Children

Supervised Visitation and Safe Exchange Information Packet

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Phoenix Visitation Center – 1112 W. Camelback Rd. Phoenix, AZ 85013
Monday – Friday 9-6 pm, Saturday 10-4 pm, Sunday 12-4 pm

Mesa Visitation Center – 1020 N. Horne Mesa, AZ 85203
Monday – Friday 10-6 pm, Saturday 10-2 pm

Supervised visitation - \$50/hr

Scheduled visits between a non-custodial parent/guardian and child(ren) in the presence of a neutral third party (aka: Supervisor). The supervised visits occur onsite. Supervisor will document facts and observations, not opinions. This will include arrival and departure times and the general content of the visit.

Safe exchange - \$35/exchange

Scheduled monitored exchange of child(ren) between custodial and non-custodial parents/guardians in the presence of a neutral third party (aka: Supervisor) at Arizonans for Children. The process is quick and documented for all parties. Monitoring is limited to the actual exchange with the remainder of the visit occurring unsupervised and offsite.

Getting started:

1. **Referral** – Most families are referred by Family Court, however we do work with families that voluntarily wish to use our services.
2. **Intake** – Both parents will schedule a time to meet with staff to review the specifics of each situation, assess the risks and decide if services can be provided and agreed upon. A list of information and forms necessary to complete the intake will be provided.
3. **Scheduling** – After both intakes have been completed, the Agency calendar will be reviewed for openings. If an immediate opening is not available, families will be placed on wait list.

Visitation Centers

- You will find an outside playground, kitchen and dining area, toys and playrooms, game room (pool tables, air hockey, etc), arts/crafts sessions, and special events.
- Centers are expected to be free of drugs/alcohol/smoking/weapons/corporal punishment. Vulgar language or aggressive behavior will not be tolerated. Visits will be terminated if parents are unable to keep visits safe and positive.
- Non-custodial parents will arrive 15 minutes prior to each visit. Directions on whether to wait in the lobby or a separate room will be provided. An assigned Supervisor will be present at all times to document the visit. No whispering is allowed. A formal report will be sent to each parent and the Judge. Non-custodial parents wait inside for 5 minutes before leaving after the child is picked up by the custodial parent.



Helping Abused, Neglected and Abandoned Children

- Custodial parents will arrive at the start of each visit and are expected to leave the property during the non-custodial's parenting time. Custodial parents will return at the end of the visit and will wait in the lobby for pick up. If a non-custodial parent is late for a visit, the custodial parent is expected to wait at least 15 minutes from the start of the visit before leaving with the child. Custodial parents can authorize friends/family to help with transportation of children to and from visits.
- Discussion about court, the other parent and finances are not to occur during the visits and/or when children are present. Parents are not to make promises to children about future gifts, trips, visits, or changes in custody/visitation.
- Unless otherwise outlined in a court order, phone use is allowed. All phone calls must be on speakerphone.
- Unless otherwise outlined in a court order, guests are not allowed during the visits at any time.
- Fees are due at the time of service payable with debit, credit, cash or money order. We do not accept checks and are unable to make change. Staff will bill the appropriate party for fees associated with services. If a court order does not outline who is responsible, each party will be billed half. Twenty-four hour cancellation notice is required to cancel a visit. The fee for the entire visit will be charged to the party that cancels without providing 24-hour notice. The cancellation fee is a fee agreement between each party and the Agency outside of the court order.

Guidelines for all Parents/Guardians

- Be aware that change in routine can be upsetting for everyone. We all have a court order to follow and we can all work together to make a difficult situation a positive experience for all.
- Recognize these visits are for the best interest of your child.
- Some rules may be court ordered, others are specific to Arizonans for Children. We appreciate your cooperation to keep the centers a safe and positive place for all guests.
- Set aside negative feelings about the other parent. Reassure the child that you support them in having a pleasant time with the other parent.
- Have the child ready on time and help the Supervisor start and end visits on time; do not linger and create emotional drop offs or pickups.
- Do not make the child a messenger to the other parent.
- Do not quiz your child about what occurs when he/she is with the other parent; allow them to share what they wish.
- We understand restrictions and the idea of a visitation center is not ideal. We do encourage you to focus on your child to make the experience positive.
- Understand that your love, patience, communication, and commitment throughout this difficult process is appreciated.