



# Arizonaans for Children

Supervised Visitation and  
Safe Exchange  
Information Packet

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Helping Abused, Neglected and Abandoned Children

Thank you for contacting Arizonans for Children regarding our Supervised Visitation and Safe Exchange services.

### **Getting started:**

1. **Referral** – Most families are referred by Family Court, however we do work with families that voluntarily wish to use our services. Start by reaching out to the Director of Supervised Visits via email: az4children.sv@gmail.com
2. **Intake** – Both parents will schedule an intake to meet with the Director to review the specifics of each case, assess the risks and decide if services can be provided and agreed upon. If you live out of state, please let us know.
3. **Visitation schedule** - After both intakes have been completed, the Agency calendar will be reviewed for openings. If an immediate opening is not available, families may be placed on a wait list. We do take preference into consideration in regards to the use of the Phoenix vs Mesa center, however we schedule visits based on where we have availability to ensure visits occur. We only supervise visits in our centers vs. traveling in the community. We can schedule a maximum of 4 hours per day.

**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

*(As of 2/8/2022 we no longer offer Saturdays 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 at one of our visitation centers. 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.

### **Visitation Center guidelines and procedures:**

- You will find an outside playground, kitchen, and dining area, playrooms, game room (video games, pool tables, air hockey, etc), arts/craft materials, and special events. Our playrooms have toys, books, movies, and board games. Please use available cleaning supplies when necessary and clean up before leaving the area.
- 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. After the visit is complete, and the child leaves with the custodial parent, the non-custodial parent will wait inside for 5 minutes before leaving.



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- Custodial parents will arrive at the start time of each visit and are expected to leave the property (including the parking lot) 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. Parents are expected to call or email if running late.
- 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. A parent can authorize for a debit/credit card to remain on file. 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. If a visit starts late or runs over time, the responsible party will be billed in 15 minute increments. The cancellation fee is a fee agreement between each party and the Agency outside of the court order.
- Negative conversations about court, the other parent, and finances are not to occur during the visits and/or when children are present at drop off/pick up. Parents are not to make promises to children about future offsite visits, trips, or changes in custody/visitation.
- Unless otherwise outlined in a court order, use of phones during the visit is allowed. The person on the other line must be announced and the call must be placed on speakerphone for documentation purposes. Please respect the privacy of other families. Photos, if allowed per the court order, are to be taken of one's own family only. Visits are not to be video or audio recorded.
- Unless otherwise outlined in a court order, guests are not allowed during the visits at any time.
- We discouraged trips to the vehicle during the visit. If needed, the visiting parent will be allowed to go to his/her vehicle, however the child will wait with the Supervisor away from the vehicle.
- All food and drinks are to be consumed in the dining areas or outside only. This includes water and sippy cups. Infant baby bottles may be used throughout the center, however prepare formula in the dining areas only.
- A formal written report will be emailed to each parent and the assigned Judge.
- Restrooms are kept locked for safety. The Supervisor will obtain the restroom key and must accompany the family to the restroom. Parents are not to be in a closed stall alone with a child. All diaper changes will be supervised. Please use changing tables and dispose of diapers in the provided containers.



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- Please do not visit the center if anyone in the household is ill. Please refrain from personal grooming such as nail clipping, ear cleaning, nail painting, and cutting/combing hair to ensure the centers remain safe and sanitized.
- 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. All staff and volunteers are mandated reporters.
- If an address, phone number, court ruling, or child's medical needs change, please provide an update to the Director via email.
- Email is the preferred method of communication to keep documentation in place for parents, the courts, and Arizonans for Children.

## **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.



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## Supervised Visitation and Safe Exchange Information Packet

My signature below indicates that I have read and agree to the policies and procedures outlined in the Information Packet regarding the use of Arizonans for Children's services. I understand failure to follow the policies and procedures may result in termination of services.

\_\_\_\_\_  
Parent's printed name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent's signature

\_\_\_\_\_  
Director of Supervised Visitation

\_\_\_\_\_  
Date