



# Family Tree Parenting Time Program Parent Handbook Program Rules and Procedures

## PARENTING TIME PROGRAM (PTP) SERVICES

**Supervised Parenting Time:** During a supervised parenting time, parents and children are under the direct supervision of a specialist the entire time the visit is occurring. Parenting Time sessions are scheduled to occur in rooms that are comfortable for parents and entertaining for children.

**Safe Exchange:** This service provides a supervised exchange of children between residential and non-residential parents, monitoring the separate arrival and departure times. During this service parents do not come into contact with one another, ensuring that the children are not caught in the middle of any conflict.

**Phone Visitation:** Phone visitation is used when a child's parent lives too far away to use the Parenting Time Program for regular or frequent supervised parenting time or exchange services. This service allows a child to speak on the speaker phone with their non-custodial parent with a professional staff supervising.

## TRAUMA FREE ENVIRONMENT:

### WE ARE COMMITTED TO BEING A TRAUMA-FREE ENVIRONMENT!

**Participants are expected to conduct themselves in a professional, respectful manner. Inappropriate behavior or language directed toward Family Tree Parenting Time Staff while at one of the facilities or over the phone will NOT be tolerated. Participants will be given a warning; further inappropriate behavior may result in suspension of services and potentially termination from the program.**

## PARENTING TIME PROGRAM GUIDELINES:

<p>1. <b>Willingness to cooperate:</b> Parenting Time Program (PTP) requires a willingness to cooperate from both parents.</p> <ul style="list-style-type: none"> <li>a. Scheduling parenting time sessions is first contingent on our availability regardless of any specified days that are requested. PTP staff will attempt to follow the court order or requests of days / times to the best of our ability. Families will not be guaranteed time slots, rooms available, or certain staff members.</li> <li>b. Services cannot be scheduled until both parties fill out an application, attend orientation, and fees are paid-in-full.</li> <li>c. Unwillingness to cooperate will result in suspension or termination from the program and we have the right to inform attorneys, courts, the other parent, and others appointed by the court of misconduct.</li> </ul>	<hr style="width: 100%;"/> Initials
<p>2. <b>Suspension/Termination:</b> PTP uses a 3-strike policy. Families will be verbally warned in-person or via phone/email when a protocol has been</p>	



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<p>broken. After the verbal warning, families may be suspended from their program for a minimum of 2 weeks if protocols continue to not be followed. After suspension, if the problem continues, families will be terminated from the program.</p> <p style="text-align: center;"><b>Use of the Parenting Time Program is a privilege- not a right.</b></p> <p>The following are cause for immediate suspension/termination of services:</p> <ul style="list-style-type: none"> <li>• Non-Payment of fee</li> <li>• Excessive or harassing phone calls</li> <li>• Conflict of interest</li> <li>• Inappropriate language or behavior directed at another participant or staff</li> <li>• Threats of violence or abuse towards anyone</li> <li>• Excessive rule violations</li> </ul>	<hr style="width: 100%;"/> <p>Initials</p>
<p>3. <b>Mandated Reporters:</b> Under Colorado law, all PTP staff are mandatory reporters of suspected child abuse and/or neglect. We are also obligated to warn identified persons, and/or police, when a person is deemed to be a danger to self or others.</p>	<hr style="width: 100%;"/> <p>Initials</p>
<p>4. <b>Confidentiality Agreement:</b> Each party must respect the privacy of others and is required to sign a confidentiality agreement. All files in the PTP are confidential. Parents may sign a “Release of Information” form and must do so prior to staff communicating with anyone on a parent’s behalf.</p>	<hr style="width: 100%;"/> <p>Initials</p>
<p>5. <b>Liability Clause:</b> The PTP will not be held responsible for the loss of property, injury, or abduction of the child(ren) by either party or persons acting on their behalf.</p>	<hr style="width: 100%;"/> <p>Initials</p>
<p>6. <b>Child Refusal:</b> The child(ren) are allowed to refuse services (visitation, exchange, or phone calls) at any time. A child refusal form will be filled out in the event PTP staff witnesses or speaks to the child regarding their refusal. If a parent calls and says the child is refusing, and PTP staff do not witness it, a cancellation form will be completed.</p> <p>a. It is imperative that parents talk with their children prior to their first visit/exchange/call explaining who they will be coming to see. Allow your child to express any concerns or to ask questions. This is especially important if the child has not seen the other parent for an extended period of time.</p>	<hr style="width: 100%;"/> <p>Initials</p>
<p>7. <b>Specialist Role:</b> Specialists are present to provide a safe environment for visits, exchanges, and calls. Specialists will not provide child care or participate in the session unless deemed necessary. Responsibility for the</p>	



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<p>care of the children and their belongings remains with the parents. Parents are responsible for their children and their children's behavior.</p> <p><b>Parent's Role:</b> Parents/Guardians should be positive and encourage the children to enjoy their visit, exchange, or call. Neither parent will speak negatively about the other parent or situation in front of the child(ren).</p> <p><b>The non-residential party is responsible for providing any supplies needed, including diapers, wipes, bottles, etc. unless otherwise agreed upon with the Program Coordinator.</b></p> <p><b>Court's Role:</b> It is necessary that we work with the judicial system but we are <b>not</b> a part of that system. <b>We do not have the authority to enforce or change court orders.</b> It is crucial that parents understand they may need to petition the court to enforce or make changes to the existing court order. We cannot give legal advice or advocate for either party.</p> <ol style="list-style-type: none"> <li>a. The court order may specifically list Karlis Center as the site for visits, exchanges, or calls. However, this does not exempt a family from suspension/termination.</li> <li>b. PTP does not require a court order for use of services, but does request a copy if one is in place. PTP cannot change court orders, therefore, if a consensus cannot be reached between both parties regarding scheduling/payment, no activity will be scheduled.</li> </ol>	<hr style="width: 100%;"/> <p>Initials</p>
<p><b>8. Cancellation Policy:</b> If you need to cancel a scheduled appointment please contact us as soon as possible- preferably within <b>48 hours</b>. Please do not bring your child to a visit/exchange if they are ill. Parties will not receive a credit for missed or cancelled visits/exchanges, unless they are cancelled by PTP. Excessive cancellations are grounds for suspension. Non-emergency, same day cancellations will be charged their normal fee.</p> <p><b>Late fees:</b> A party will be documented and charged a late fee each time he/she is late without notice. To ensure the safety of the child and all parties involved, a late fee will be charged if either party is late to a scheduled visit or exchange. The party who arrives late will be charged \$5 after 5 minutes and \$1/minute they are late after that. Excessive tardiness is grounds for suspension.</p> <p><b>No call/No show (NCNS):</b> If any party is 15+ minutes late for their scheduled visit, exchange, call, and has not reached out to PTP staff, their service will be forfeited with no refund. Excessive NCNS are grounds for suspension.</p> <p><b>Weather cancellations:</b> It is very rare that Karlis Family Center closes due to inclement weather. We ask that you call Karlis Family Center during normal business hours for updated information.</p>	<hr style="width: 100%;"/> <p>Initials</p>



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<p><b>9. Documentation:</b> Documentation is solely for the use of the PTP. During supervised visits or when there are safety concerns during Safe Exchanges, staff will complete an observation form that will recount adult/child interaction. These observation forms are kept in the file. For a fee, each party may have access or copies of their own individual information. Any court or attorney wishing to have access to such documentation will need to ask their client to sign a Family Tree Release of Information. Fees for copies must be paid in full before the file is copied. Request for copies may take seven business days. All files are kept for TWO years after the last date of service. At that time the file is destroyed.</p>	<hr/> Initials
<p><b>10. Payment for Services:</b> Payment is due at the time of service. The PTP accepts cash, checks or credit cards. See Financial Agreement for list of fees charged. Fees are charged on an hourly basis for visits and per each exchange/call. Fees are subject to change at any time. Clients may qualify to receive reduced fees based on their income and on a sliding fee scale. If a court order is in effect, it will be used to determine responsibility for payment. All services may be suspended for outstanding balances.</p>	<hr/> Initials
<p><b>11. Subpoenas or legal action:</b> Subpoenas or any form of legal paperwork may not be served on the other party at any Family Tree location. A fine of two-hundred fifty dollars (\$250) will be levied against the party initiating the subpoena. <b>Services will be suspended until the fine is paid.</b> Additionally, we are committed to remaining trauma-free. Police warrants, arrests, or immigration services should not happen at a Family Tree property.</p>	<hr/> Initials
<p><b>12. Reinstatement:</b> If a client has been suspended and wishes to continue services, they may be asked to sign a behavior contract and/or be assessed a \$45 fee upon reinstatement. All clients wishing to resume services after 6+ months of being inactive, must go through the orientation process again, this includes paying the orientation fee.</p>	<hr/> Initials



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<p><b>13. Behavior Expectations:</b> The PTP requires individuals utilizing our center to demonstrate respect for all children, staff, parents, property, etc. Participants shall abide by the following rules while using the Parenting Time Program:</p> <ol style="list-style-type: none"> <li>a. Threats, perceived threats, intimidation, or physical punishment directed toward any child or staff person is not permitted. The parenting time session will be stopped if anyone uses these types of negative communications and/or behaviors. Future sessions and services may be terminated if there is lack of cooperation.</li> <li>b. PTP prohibits use of/presence of alcohol, drugs, tobacco and weapons. Individuals who arrive for services and display symptoms or odor of alcohol or drugs (including marijuana) will not be permitted to use PTP services and may be required to submit to a breathalyzer and/or be reported to proper authorities.</li> <li>c. Parties will refrain from discussing the other party or legal matters with the child(ren).</li> <li>d. Parties will refrain from passing notes or whispering. PTP staff cannot pass messages between parties nor can children. Any cards/envelopes brought into Karlis will be opened by staff and read for appropriateness.</li> <li>e. Parties will refrain from making promises, giving false hope, or making future plans with child(ren).</li> <li>f. Be respectful of the child's personal space. NO rough housing or excessive tickling during play. Respect the child's wishes if he/she does not want physical contact/affection.</li> <li>g. Parties will refrain from smoking cigarettes/taking smoke breaks during visits or exchanges.</li> <li>h. Unless a bi-lingual staff member is present, or translator is provided, exchanges, visits, and phone calls will be in English only.</li> </ol> <p><i>For supervised visits only:</i></p> <ol style="list-style-type: none"> <li>i. Photos of children or video recordings are allowed at the discretion of the PTP staff and for personal use only. They are meant to be shared memories NOT for court purposes. Therefore, photography time will be limited and will not occur for the entire session. Staff will document that photos were taken and if there were any concerns. Due to confidentiality, other families or staff may not be in the photo. Sessions are not allowed to be audio/video recorded.</li> <li>j. Movies/video games rated G or PG only – no violence-based movies or video games will be allowed.</li> <li>k. Parties will refrain from using their cell phones/texting except for emergencies only.</li> </ol>	<p><i>Initial each bullet in this section</i></p> <p>a. _____ Initials</p> <p>b. _____ Initials</p> <p>c. _____ Initials (SPT)</p> <p>d. _____ Initials</p> <p>e. _____ Initials</p> <p>f. _____ Initials</p> <p>g. _____ Initials</p> <p>h. _____ Initials</p> <p>i. _____ Initials</p> <p>j. _____ Initials</p> <p>k. _____ Initials</p>
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<p><b>14. Grievance Procedure:</b> Clients should direct any concerns or complaints about the services to the Parenting Time Program Coordinator. If the Parenting Time Program Coordinator is unable to resolve the issue, the client should submit a written grievance to the Parenting Time Program Supervisor.</p>	<hr/> <p>Initials</p>
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