



1100 Walnut Street, Suite 218-B  
Owensboro, KY 00000  
Phone: (270) 684-3837  
[www.TheCenterODC.org](http://www.TheCenterODC.org)

The Center offers a family visitation space for families currently experiencing out-of-home placement by providing a safe, neutral environment in which supervised visitations may take place. This interactive space is welcoming for children of all ages, encouraging positive interaction for children with court-ordered supervised visitation with their families.

### **SCHEDULING FOR VISITATION SPACE**

The Center's Family Visitation Center is located at 1100 Walnut Street, in Suite 218-B. Clients are asked to enter on the Walnut Street side of the building, following signs to Suite 218-B. The Family Visitation Space has a dedicated entrance and lobby, in order to allow privacy and ease of access to our visitation clients.

- It will be assumed that the case worker or other qualified supervising party will be in attendance to provide supervision unless otherwise indicated in the request for an appointment. The Center does have a roster of trained individuals that can be scheduled to supervise a visit if needed.
- Scheduling may also be completed by calling The Center between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday at (270) 684-3837. To submit a scheduling request after business hours or for any questions, email [FamilyVisitation@TheCenterODC.org](mailto:FamilyVisitation@TheCenterODC.org).
- A copy of the current court order must be submitted to The Center prior to the visitation appointment. Court orders must be provided at least 24-hours prior to the scheduled appointment time.
- The names of all parties that will be attending a visit, in addition to the primary point of contact for the children's case must be provided in advance of the scheduled appointment time.
- Each party must complete a Client Information Form upon arrival at The Center.

### **Cancellations:**

- If a visit is cancelled by either party, the cancelling party must notify The Center **24 hours before** the scheduled visitation time.
- Frequent cancellations may result in suspension or termination of services and notification to the court or other referral source.

- In the event of severe weather, The Center will follow the cancellation decisions of Owensboro Public Schools. Please e-mail us at [FamilyVisitation@TheCenterODC.org](mailto:FamilyVisitation@TheCenterODC.org) if you ever have any questions regarding closures.

## GENERAL GUIDELINES

### Safety:

- The Center reserves the right to refuse, terminate, or suspend visitation services for non-compliance with guidelines or if it is believed that there are potential risks of harm to clients, staff members or volunteers.
- Smoking or using any type of tobacco product on The Center property is not allowed.
- The Center prohibits weapons or anything that the Visitation Supervisor may consider a weapon.
- No person suspected to be under the influence of alcohol or drugs will be allowed at The Center. If a visiting party arrives for a supervised visit under the influence of any substance, he or she will be asked to leave and the visitation will not take place. If a parent or other designated individual arrives to pick up a child and is suspected to be under the influence of any substance, the child will not be allowed to leave with that individual. Authorities may be notified if drugs or alcohol are affecting the visit and are compromising safety.
- No person may threaten or harm any parent, child or staff.
- If there is a disruption on the premises before, during or after a visit, the service may be terminated, and the police may be notified.

### Parent-Child Interaction During Supervised Visitation:

- Parents should not question or discuss with a child issues such as future arrangements of visitation, living arrangements, the other parent, finances, court proceedings, law enforcement investigations, child protective services investigations, or any other such matters during visitations. These issues are not appropriate for children and should be handled outside of the visitation period. Likewise, parents may not make negative comments to the children or to the visitation monitor about the other parent, the other parent's friends or family, supervisors or any other professionals involved with the case.
- Children who are able will be allowed to go to the restroom unaided. Children who need assistance with diapering or toileting may be assisted by the visiting parent, provided there is no history of sexual abuse, the door is left open and the Supervised Visitation Coordinator supervises. Children shall not accompany other adults to the restroom while the adult is using the facility.
- Cameras may be allowed during a supervised visitation at the discretion of the Visitation Supervisor. Video recording is not allowed. *Note: All visitation sessions are video monitored by The Center.*

- Cellphone use (other than for taking photos, if approved) is not allowed. No texting, taking phone calls, or browsing the internet.
- At times, parents may need to discipline children. Nurturing discipline techniques include time-out, redirection, or taking away of privileges.
- In order to maintain a pleasant environment for the many families who utilize our visitation spaces, The Center asks that all parties clean up after themselves.
- At the conclusion of each visit, we ask that the parent(s) / visiting party remain in The Center for at least 5 (five) minutes while the children exit with their transport.

### Visitation Supervisors:

- The Visitation Supervisor's responsibility is to be a neutral, third party observer and monitor. They are in place to make sure that the visitation environment is safe for all involved.
- During a supervised visitation, the visiting parent and child will remain within sight of the Visitation Supervisor at all times. The Visitation Supervisor needs to be able to hear everything that is said between the visiting parent and child and be able to see everything that is written or given to the child (such as a card, letter, or photographs).
- No personal items or communication shall be passed from one parent to another by the Visitation Supervisor or the visiting child. These matters are the responsibility of both parents outside of the visitation period.
- The Visitation Supervisor may intervene during a supervised visit if at any time he or she believes that the safety or well-being of a child, staff or visitor may be in question. This may include, but is not limited to, rough play, questionable conversation, inadequate parental supervision, or in situations in which a child appears to be very upset. If necessary, the Visitation Supervisor may end the visit. Parents must comply with all staff intervention.
- Questions or concerns about visitations may be discussed with the Visitation Supervisor or The Center's staff before or after a visitation or during office hours, but not during a visitation.

_____	_____	_____
Client Signature	Name (Printed)	Date

_____	_____	_____
Visitation Supervisor Signature	Name (Printed)	Date

_____	_____	_____
Staff Signature	Name (Printed)	Date