



VisionQuest Family Court Services Intake Packet

To: New Clients

Please take note of the proper procedures for setting up services:

1. A signed court order/minute entry must be received in our office specifically appointing VisionQuest as the agency for services. We must know who is responsible for the fees. **Our agency charges a \$45 per person, intake fee to set-up services.** Fees are due at time of service; payable by credit card, cash, and by money order made payable to VisionQuest. We do not accept personal checks. Please bring exact amounts for payments as we do not have change available.

2. Both parties involved must comply with that court order by calling our office at 520-326-8816, and leaving their daytime/evening contact phone numbers; then both parties must complete and return the appropriate agency paperwork and the intake fees. Paperwork can be sent to the parties or obtained from our website: www.vqarizona.com

These procedures must be completed before any services are provided.

Once an exchange/visitation schedule has been agreed upon by the parties and our agency, it is the party's responsibility to be present at that scheduled time. If for any reason you need to cancel the appointment you must call at least 24 hrs. ahead of the appointment day. Failure to do so will result in the missing party(s) being responsible for the fees. Confirmation of appointments must be made promptly, within 24 hours, or you will lose the appointment time offered.

It is very important to note that VisionQuest will not accept letters signed by 3rd parties or accept compliance calls from 3rd parties (attorneys, spouses, friends, relatives etc., unless the court order allows such 3rd party to be involved). Both Service participants are responsible for communications with the agency regarding their services and appointments. Please complete the appropriate paperwork for the service you are requesting and return it to the address above along with your intake fees. Thank you for your cooperation in setting up services.



VisionQuest Family Court Services Intake Packet

Overview

Exchange monitoring and visitation monitoring are to be times when children can expect parents to be cooperative and the situation to be physically and emotionally safe and conflict free. It is imperative that no confrontation or unpleasantness between parents, or any participants in the event, occur during the exchange or visitation. We all need to make this a positive experience for each child. Supervisors are assigned based on their availability, not on client preference or request. Please remember that the role of the visit supervisor is to follow the court order regarding visitation and exchanges.

The Actual Exchange or Visit

Only one parent (or parent's authorized representative) from each party is allowed in the VisionQuest office at a time for exchanges. Unless your court order specifies others may attend, please do not bring grandparents, new spouses, friends, or anyone else inside the office at the time of drop-off, pick-up or for visits. Non-visiting parents must leave the office during the visit. They may wait in the parking lot or they may leave the property. Non-visiting parents may come back in the office during the last five minutes of the visit. Please be prompt in picking up children. Non-visiting parents may be charged for late pick-ups.

Safety

The children are never to be left alone with the supervisor. The children must remain with one parent or the other until services are concluded. Parents are responsible for the children's safety.

Parents will be separated from each other during exchanges or visitation. There will be a minimum of a five (5) minute delay between parties leaving the office after the exchange or visitation. Refusal to abide by this policy will result in a report to the court.



VisionQuest Family Court Services Intake Packet

Visitation

Visiting parents should come prepared for the entire visit. Long visits need planned activities, snacks etc. Visiting parents are free to bring games, toys, food or crafts. We do not allow any live animals or pets. The visit is a time for good interaction between the non-custodial parent and the children. It is not a time for asking children about details of what the other parent is doing or how the child likes a new step- parent, etc. If a child becomes distressed over the nature of questioning, the supervisor has the right to terminate the visit.

Visiting parents may wish to take photographs for the purpose of keepsakes; however, investigative picture taking for the purpose of documentation for court will not be allowed. Photographs and video taping of the visit supervisor will not be allowed.

The non-visiting parent should prepare the child emotionally to have an enjoyable time at the visit.

Authorized Representatives

Unless your court order states otherwise, the custodial party may sign a form authorizing other persons to bring the child to the exchange/visitation site and pick them up on their behalf. This person will be required to show picture ID at the time of the exchange or visitation. If parties picking up the children do not have identification or are not appropriately authorized (having the authorization form signed by the parent and in our records) you risk that the children will not be released to these parties. These authorized persons are expected to obey and follow the same rules and regulations as the court ordered parties. Failure of your authorized person to follow the rules may result in suspension of services.

Regular Scheduling

Once an appointment or schedule (day/time) is agreed upon by all parties involved, the visit supervisor will schedule the visit or exchange. Each party will receive a confirmation call the day before visit. VisionQuest staff will notify the supervisor and the other parties involved in the appointment of any cancellation or appointment changes.



VisionQuest Family Court Services Intake Packet

Cancellations/Missed Appointments

To cancel appointments, you must call our office. Each party is responsible for calling at least 24-hours in advance to be sure we have notice of the cancellation. Failure to come to a visit that you have confirmed may result in your being charged for that visit if it has not been cancelled properly.

VisionQuest will notify the supervisor and the other parties involved in the appointment of any cancellations or appointment changes.

If we do not receive notice to cancel your appointment, the person responsible for the missed appointment will be obligated to pay the entire charge for the visit/exchange. No further appointments will be made until this obligation is met.

If an emergency prevents you from keeping a scheduled appointment (illness, car trouble, auto accident etc.), you may be released from the obligation to pay if you provide proper documentation of the emergency (verifiable letter from the doctor, mechanic's report, police report, etc.). Documentation must carry the date of the missed appointment to be valid. Acceptance of the emergency documentation is subject to approval by the Program Director.

Visit Supervisors will wait **fifteen (15)** minutes for parties to arrive. If either party fails to arrive for the scheduled appointment, it will be treated as a missed appointment (see above). If you are the parent bringing your child/children to the visit, please be aware that if the other parent has not arrived within the 15 minutes you will receive a call to return and pickup your children.



VisionQuest Family Court Services Intake Packet

Fees

Service fees are as follows:

- \$60 per hour for basic supervision
- \$20 per supervised exchange (\$40 round trip)
- \$20 per 15 minutes supervised phone calls / \$25 per 15 min Skype video calls

We accept credit card, cash and money order.

Credit card payments must be confirmed the day before visitation. Cash payment will be accepted before visitation starts on the day of.

Documentation and Reporting

Visitation supervisors only document incidents that they deem significant or concerning. Reports of visitation dates and exchanges are sent to the court monthly.

Office scheduling personnel document all phone calls and any messages left on voicemail by either party.

Confidentiality

VisionQuest program's records are confidential. Questions are not to be asked regarding the case or the other party.

It is against policy that clients contact VisionQuest staff via social media.

Complaints or Correspondence

If you have any concerns with services provided by VisionQuest, these concerns must be made to the program coordinator Leslie Valdez at 520-326-8816, or Leslie.Valdez@vq.com. Director of operations is Carol Keller: 520-881-3950, or Carol.Keller@vq.com.



VisionQuest Family Court Services
Intake Packet

I acknowledge having received a copy of the rules and regulations for court-ordered services. I have read the rules and regulations and have had any questions I may have had answered by my Intake specialist.

Please indicate the services you are requesting:

- Supervised Visitation
- Supervised Exchanges
- Supervised video/phone calls

VisionQuest Hours:

Monday-Friday: 9 AM -6 PM

Saturday/Sunday: 8 AM- 6 PM

Please list below the days and hours that you are available for visitation or the days and times that you are requesting:

Monday ____ AM/PM - ____ AM/PM

Tuesday ____ AM/PM - ____ AM/PM

Wednesday ____ AM/PM - ____ AM/PM

Thursday ____ AM/PM - ____ AM/PM

Friday ____ AM/PM - ____ AM/PM

Saturday ____ AM/PM - ____ AM/PM

Sunday ____ AM/PM - ____ AM/PM

***Times vary given certain circumstances**

Signature

Date

Print Name

VisionQuest Staff

Date



VisionQuest Family Court Services
Intake Packet

Your Name: _____ Phone #: _____ Birth Date: _____

Address: _____ City/Zip code: _____

Gender:

Male

Female

Marital Status:

- Single
- Divorced
- Married
- Separated
- Widowed

Maiden Name (if different): _____

Employer: _____

Employer's Address: _____

Employer's Phone: _____

(Name of party to notify in case of emergency)

Spouse or Nearest Relative: _____

Relationship: _____

Payment Agreement: The undersigned agrees to pay the supervisor the determined fee when service is rendered unless other arrangements have been made. Accepted forms of payment are cash, or a money order made payable to VisionQuest

Client Date

Print Name Date

VisionQuest Staff Date



VisionQuest Family Court Services
Intake Packet

I _____, the parent of
_____ minor child(ren), agree
to have the exchange/visitation of my child(ren) supervised by VisionQuest. I understand that VisionQuest follows the minimum guidelines for exchange/supervision issued by Superior Court, and I will be obliged to abide by the responsibilities of the parents designated in the guidelines, as well as the policy and procedures established by VisionQuest

Client

Date

Print Name

Date

VisionQuest Staff

Date



VisionQuest Family Court Services
Intake Packet

Visitation Guidelines for Parents:

The purpose for visits is for you and your child(ren) to enjoy each other and maintain contact with one another. You and the schedule coordinator will need to work out specific instructions and information regarding visitation dates and times. Only the parent(s) and the children involved are to attend the visits. If you wish to have others present during the visits, you will need to make the request to the courts and the other party (3rd party) must be specifically named within the court order. Your visits will take place at the VisionQuest office or off-site location and supervised by a trained supervisor, who will be present to assure the visit is carried out properly. Please bring enjoyable activities that you and your child(ren) would enjoy doing throughout the duration of the visit. Most visitations go very well and both the child(ren) and the parent look forward to them. However, certain subjects should be discussed with your attorney, assigned judge and case worker and not with your child(ren). If you have questions about how to discuss something with your child, you and the visitation supervisor can step outside the room to discuss it.

You may not:

- Interrogate, threaten, or harass your child
- Criticize your child or others, such as spouse or ex-spouse, other family members, parent(s), court or court appointed officials, etc., during the visit
- Ask the child for information regarding the other parent or other parent’s spouse/boyfriend/girlfriend, etc.
- Discuss your case, court or other involved parties
- Say things that make your child feel sad or guilty, or sorry for you
- Use vulgar language
- Bring guns, knives or other dangerous instruments to the visit
- Bring animals or pets of any kind

Reasons for stopping visits may include any of the following:

- Any of the behaviors listed above
- Creating a scene (becoming angry, yelling, or screaming) which upsets the child
- Coming to the visit in an intoxicated or “high” condition or smelling of alcohol
- The court order or VisionQuest visitation guidelines repeatedly being broken

Client Date

Print Name Date

VisionQuest Staff Date