

PEACEFUL PARENTING VISITATION LLC

Parent Handbook & Service Agreement

Welcome:

Thank you for choosing Peaceful Parenting Visitation LLC.

I understand that supervised parenting time often takes place during a difficult period for families. My goal is to provide a safe, neutral, and supportive environment where children can maintain and strengthen healthy relationships with their parents while ensuring everyone's safety and compliance with court orders or agreed-upon service plans.

Every family is unique. I strive to treat each family with professionalism, respect, compassion, and fairness while keeping the child's best interests at the center of every visit.

Thank you for trusting Peaceful Parenting Visitation LLC to be part of your family's journey.

Our Mission:

Peaceful Parenting Visitation LLC provides professional supervised parenting time services that promote safe, meaningful, and positive parent-child relationships while maintaining neutrality, professionalism, and a child-focused approach.

Our Values:

Our services are guided by the following principles:

- Child safety comes first.
- Every family will be treated with dignity and respect.
- Neutrality will be maintained at all times.
- Services will remain focused on the child's emotional and physical well-being.
- Communication will be professional, respectful, and transparent.
- Families deserve consistency, fairness, and reliability.

Services Provided:

Peaceful Parenting Visitation LLC offers several professional services depending on each family's needs and court order.

Supervised Parenting Time:

Community-based supervised parenting time provides children and parents the opportunity to spend meaningful time together while a professional supervisor observes the visit and ensures safety.

Visits may take place at:

- Libraries
- Parks
- Museums
- Playgrounds
- Restaurants
- Family entertainment centers
- Community locations approved by the supervisor

Home Visits:

Home visits may be considered on a case-by-case basis, subject to the agreement of all parties, when applicable, and consistent with any court orders or legal requirements.

Supervised Exchanges:

Peaceful Parenting Visitation LLC provides supervised exchanges when ordered by the court or agreed upon by both parties.

The supervisor monitors only the transfer of the child between parents.

Telephone or Virtual Visits:

When appropriate, supervised telephone or virtual visits may be arranged to help maintain parent-child contact.

Extended Family Visits:

When permitted by the court order and agreed upon by the parties, children may spend time with grandparents or other approved family members during supervised visits.

The supervisor must approve all additional participants before the visit.

Court Testimony:

If requested by subpoena or court order, the supervisor may testify regarding observations made during supervised parenting time.

Court testimony, preparation time, travel, and waiting time will be billed according to the current fee schedule.

Before Services Begin:

Before supervised parenting time can begin, the following steps must be completed.

Step 1 – Referral

Services may be initiated through:

- Court Order
 - Attorney Referral
 - Self-Referral
 - Agency Referral
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Step 2 – Initial Consultation

An initial phone consultation will be scheduled to discuss:

- Court order or agreement (if applicable)
- Family needs
- Availability
- Fees

- Service expectations
 - Questions regarding services
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Step 3 – Intake Process

Whenever possible, separate intake meetings will be completed with each parent before services begin.

The intake allows the supervisor to:

- Review applicable court orders or agreements
 - Learn about the child's routines, needs, and developmental considerations
 - Identify any safety concerns or special accommodations
 - Review agency policies and procedures
 - Answer questions regarding the supervision process
 - Establish expectations for services
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Step 4 – Review of Policies

Each participating parent will receive a copy of the Parent Handbook and Service Agreement.

Services will begin once all required documents have been reviewed, signed, and returned, and any applicable fees have been paid.

Step 5 – Scheduling

The supervisor will work with the appropriate parties to establish a visitation schedule that is consistent with the court order or the parties' agreement, when applicable.

Scheduling will consider:

- Court orders or written agreements
- The child's schedule and developmental needs
- Parent availability
- Supervisor availability

Once a visitation schedule has been established, every effort should be made to maintain consistency. Requests for schedule changes should be made as far in advance as possible. Changes cannot be guaranteed due to existing commitments and supervisor availability.

Step 6 – Payment

Required fees must be paid before services begin unless other arrangements have been approved.

Step 7 – Beginning Services

Services will begin once the intake process has been completed, payment arrangements have been made, and scheduling has been finalized.

When required by a court order, scheduling will be coordinated in accordance with the terms of that order. In cases where the order requires coordination with both parents, the supervisor will work with both parties to establish visits.

Before Services Begin

Please note:

- The supervisor cannot modify court orders.
- The supervisor cannot require either parent to agree to services or scheduling beyond what is required by the court.
- If both parties' participation is necessary under the court order or service arrangement, services cannot begin until those requirements have been met.
- Any disagreements regarding custody, parenting time, or interpretation of the court order must be addressed through the parties' attorneys or the court.

Fees & Payment Policy:

Peaceful Parenting Visitation LLC is committed to providing transparent and consistent pricing for all families. Fees are reviewed during the intake process and are due prior to services unless other arrangements have been approved.

Intake Fee:

\$100

The intake fee includes:

- Review of the court order and referral documents
- Initial phone consultation

- Individual intake meeting(s)
- Review of policies and expectations
- Scheduling of services
- Opening of the family file

The intake fee is non-refundable once the intake process has begun.

Supervised Parenting Time:

\$110 per hour

A minimum of two (2) hours is required for all supervised parenting time visits unless otherwise approved by the supervisor.

Visits are billed from the scheduled start time until the conclusion of the visit.

Supervised Exchanges:

Fees for supervised exchanges vary depending on:

- Distance
- Time involved
- Complexity of the exchange

Pricing will be discussed before services begin.

Travel Fee:

Travel fees vary depending on the location of the visit and will always be discussed before services begin.

Examples include:

- Local travel
- Extended travel
- Out-of-area visits

Travel fees are charged per visit.

Holiday Rate:

Visits requested on the following holidays are billed at 1.5 times the standard hourly rate:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Eve
- Christmas Day
- Other major holidays approved by the supervisor

Holiday availability is limited and is not guaranteed.

Court Testimony:

If subpoenaed or requested to testify, the following rates apply:

- Court testimony
- Court preparation
- Travel time
- Waiting time

These services are billed at \$150 per hour with a two-hour minimum.

Payment:

Payment is due no later than 48 hours before each scheduled visit unless other arrangements have been approved in writing.

Accepted forms of payment include:

- Credit Card
- Debit Card
- Electronic Payment
- Cash (when approved)

Invoices will be provided upon request.

Returned Payments:

A \$35 fee will be charged for returned payments or declined electronic transactions.

Services may be suspended until payment has been received.

Outstanding Balances:

Services may be postponed or suspended if an outstanding balance exists.

Future visits will not be scheduled until the account is brought current unless other arrangements have been approved.

Refund Policy:

Refunds are handled based on the circumstances of each situation.

Examples include:

- If a visit is canceled by the supervisor, any prepaid visit fees will be credited toward a future visit or refunded.
 - If a visit cannot occur because of weather, emergencies, or circumstances beyond everyone's control, fees may be credited toward a future visit.
 - If prepaid visits are no longer needed because services have ended, any unused supervision fees will be refunded after deducting fees for services already provided and any applicable processing fees.
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Credit Card Processing Fees:

Payments made by credit or debit card may include third-party processing fees.

If a refund is issued, any non-refundable processing fees charged by the payment processor may be deducted from the refund amount.

Fee Changes:

Peaceful Parenting Visitation LLC reserves the right to update service fees.

Families with ongoing services will receive reasonable advance notice before any fee changes take effect.

Scheduling & Service Coordination:

Peaceful Parenting Visitation LLC understands that family schedules may change from time to time. Every effort will be made to accommodate reasonable scheduling requests; however, scheduling must also consider the supervisor's availability and commitments to other families.

The goal is to provide children with a consistent visitation schedule whenever possible.

Establishing a Visitation Schedule:

Before services begin, the supervisor will work with the parties to establish a regular visitation schedule based on:

- Court orders (when applicable)
- Parent availability
- Child's schedule
- Supervisor availability

Once a schedule has been established, families are encouraged to maintain that schedule to provide consistency for the children.

Requests to Reschedule:

Requests to reschedule should be made as far in advance as possible.

While every effort will be made to accommodate scheduling changes, approval is based on:

- Supervisor availability
- Availability of another assigned supervisor
- Existing appointments with other families
- The amount of notice provided

Rescheduling requests are not guaranteed.

Make-Up Visits:

If a visit is missed or canceled, a make-up visit may be offered depending on:

- Supervisor availability
- Availability of both parents
- The child's schedule

- Court orders

Make-up visits are not guaranteed.

Supervisor Availability:

The supervisor cannot guarantee availability outside of the established visitation schedule.

Once the supervisor's calendar is full, additional visits or schedule changes may not be possible.

Coverage by Another Supervisor:

As Peaceful Parenting Visitation LLC continues to grow, another qualified professional supervisor may be assigned to cover a visit when appropriate.

This helps minimize disruptions while ensuring families continue receiving services.

Whenever possible, families will receive advance notice.

Court-Ordered Parenting Time:

The supervisor's role is to coordinate and supervise parenting time- not to interpret or enforce court orders.

If parents disagree about scheduling, make-up visits, or interpretation of the parenting plan, those issues must be addressed between the parties, their attorneys, or the court.

The supervisor will remain neutral and will not advocate for either parent regarding scheduling disputes.

Late Arrivals:

Parents are expected to arrive on time.

Late arrivals may reduce the length of the visit. Visit can be cancel if more than 15 minutes late.

Visits will end at the scheduled end time unless otherwise approved by the supervisor.

Missed Visits:

If a parent fails to attend a scheduled visit without notice, the visit may be considered a missed visit.

The scheduled supervision fee may still apply.

Repeated missed visits may result in suspension of services until scheduling concerns have been addressed.

Cancellation Policy:

Whenever possible, cancellations should be made at least 48 hours in advance.

Late cancellations may be subject to the full supervision fee unless the cancellation is due to:

- Medical emergency
- Family emergency
- Severe weather
- Other circumstances approved by the supervisor

Supervisor Cancellations:

If the supervisor must cancel a visit due to illness, emergency, or unforeseen circumstances, every effort will be made to:

- Reschedule the visit, or
- Apply the payment as a credit toward a future visit, or
- Issue a refund when appropriate.

Scheduling Communication:

To avoid confusion, scheduling changes should be communicated directly with the supervisor.

The supervisor will confirm any approved schedule changes with both parties whenever appropriate.

Professional Boundaries:

The supervisor will make reasonable efforts to accommodate families while balancing the needs of all clients served by Peaceful Parenting Visitation LLC.

Because the supervisor may be coordinating multiple court-ordered cases each week, last-minute scheduling changes cannot always be accommodated.

Families are encouraged to maintain their established visitation schedule whenever possible.

Parent Expectations:

Parents play an important role in helping visits be successful. To promote a safe, respectful, and child-focused environment, parents are expected to:

- Arrive on time for scheduled visits.
- Communicate respectfully with the supervisor and all parties.
- Refrain from discussing court proceedings, litigation, or adult conflicts during visits.
- Avoid making negative comments about the other parent in the child's presence.
- Follow directions provided by the visitation supervisor.
- Notify the supervisor as early as possible of any scheduling conflicts.
- Keep the focus on spending meaningful time with the child.
- Comply with all policies outlined in this handbook.

Parent Acknowledgment & Service Agreement:

Parent Acknowledgment

By signing below, I acknowledge that I have received and reviewed the Peaceful Parenting Visitation LLC Parent Handbook & Service Agreement.

I understand the policies, procedures, fees, and expectations outlined in this handbook and agree to comply with them while participating in services provided by Peaceful Parenting Visitation LLC.

I understand that:

- ☐ The supervisor's role is to remain neutral and child-focused.
- ☐ The supervisor does not provide legal advice or enforce court orders.

☐ Scheduling changes and make-up visits are based on supervisor availability and are not guaranteed.

☐ Payment is required in accordance with the fee schedule.

☐ Travel fees, holiday rates, and additional professional services may apply.

☐ Home visits or expanded visitation are not guaranteed and may require agreement of both parties and/or a court order, depending on the circumstances.

☐ Failure to comply with these policies may result in suspension or termination of services.

Parent Information

Parent Name: _____

Relationship to Child: ☐ Mother ☐ Father ☐ Guardian ☐ Other: _____

Address: _____

Telephone: _____

Email: _____

Emergency Contact

Name: _____

Relationship: _____

Phone: _____

Signature

I acknowledge that I have received, read, and understand the Peaceful Parenting Visitation LLC Parent Handbook & Service Agreement.

I understand that these policies are intended to promote safe, consistent, and professional supervised parenting time services.

Parent Signature: _____

Printed Name: _____

Date: _____

Supervisor

I have reviewed the Parent Handbook & Service Agreement with the individual listed above and have answered any questions regarding these policies.

Supervisor: Christian Morales, LSWA

Owner & Professional Parenting Time Supervisor

Peaceful Parenting Visitation LLC

Supervisor Signature: _____

Date: _____

Office Use Only

Date Referral Received: _____

Court Order Received: ☐ Yes ☐ No

Intake Completed: ☐ Yes ☐ No

Parent Handbook Provided: ☐ Yes ☐ No

Service Agreement Signed: ☐ Yes ☐ No

Identification Verified: ☐ Yes ☐ No

Initial Payment Received: ☐ Yes ☐ No

First Visit Scheduled: _____

Case Number: _____

Assigned Supervisor: _____

Peaceful Parenting Visitation LLC

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