

PEACEFUL PARENTING VISITATION LLC

Where Every Visit Builds Peace and Trust

Parent Handbook & Service Agreement

(617) 468-8352

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www.peacefulparentingvisitation.com

WELCOME

Thank you for choosing Peaceful Parenting Visitation LLC.

We understand that supervised parenting time can happen during a difficult or stressful time for families. Our goal is to provide a safe, neutral, and supportive setting where children can spend meaningful time with their parent while everyone feels respected and the requirements of the court order or service plan are followed.

Every family and situation is different. We approach each family with respect, compassion, fairness, and without judgment. Our focus is always on the children and helping create a safe and positive environment for parenting time.

Thank you for trusting Peaceful Parenting Visitation LLC to work with your family.

OUR MISSION

Peaceful Parenting Visitation LLC provides professional, child-focused supervised parenting time services for families navigating separation, custody, or other family transitions. We are committed to providing services with neutrality, consistency, and respect.

OUR VALUES

Our services are guided by the following principles:

- Our focus remains on the child's safety and well-being.
- Every family is treated with dignity and respect.
- We remain neutral and do not take sides between parents.
- Communication is professional, respectful, and clear.

We strive to provide families with consistency, fairness, and reliable services.

SERVICES PROVIDED

Supervised Parenting Time

Community-based supervised parenting time gives children and parents an opportunity to spend meaningful time together while a professional supervisor is present to observe the visit and maintain a safe environment.

Visits may take place at:

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

Home Visits

Home visits may be considered on a case by case basis when appropriate and consistent with the court order or service agreement.

Before supervised parenting time can take place in a family residence, the supervisor will complete an in-person home visit and assessment. This allows the supervisor to become familiar with the home, gather any additional information needed, and determine whether the setting is appropriate for supervised parenting time.

A \$100 home assessment fee is required before supervised visits begin at the residence. This fee is separate from the parent/guardian intake fee.

Supervised Exchanges

Supervised exchanges may be provided when ordered by the court or agreed upon by both parties.

During a supervised exchange, the supervisor is present to monitor the transfer of the child between parents.

Telephone or Virtual Visits

When appropriate, supervised telephone or virtual visits may be arranged to support continued contact between a parent and child.

Extended Family Visits & Additional Participants

Extended family members or other participants may attend when permitted by the court order or service arrangement and approved by the supervisor in advance.

The supervisor will determine the number of participants that can attend based on the visit setting, the children's needs, and the ability to maintain appropriate supervision. Additional fees may apply when additional participants require increased supervision, coordination, or documentation. Any additional fee will be discussed before the visit.

Approval for one visit does not automatically approve participation in future visits.

Court Testimony

If requested, subpoenaed, or ordered by the court, the supervisor may provide testimony regarding observations made during supervised parenting time. Court-related services are subject to the fees outlined in the Fees & Payment Policy.

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

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

Step 3 – Intake Process

Separate intake meetings will generally be completed with each participating parent or guardian before services begin.

Each parent or guardian completes their own intake so they have an opportunity to provide relevant information, discuss the child's needs, review policies and expectations, and ask questions regarding services.

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

Step 4 – Review of Policies

Each participating parent or guardian will receive a copy of the Parent Handbook & 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 parenting time 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(s) availability

Once a 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.

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, payment responsibility, scheduling, or interpretation of the court order must be addressed through the parties, their 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 Per Parent/Guardian

The intake fee is \$100 for each participating parent or guardian completing an intake. The intake fee is non-refundable once that individual's 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.

The hourly supervision rate includes routine visit coordination and objective documentation of the supervised parenting time.

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

The standard rate applies to visits with up to two children. Visits involving three or more children may have an additional fee based on the level of supervision, coordination, and documentation needed. The applicable rate will be discussed and confirmed during intake before services begin.

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. Travel fees are charged per visit.

Examples include:

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

Holiday Rate

Visits requested on the following holidays and designated special days are billed at 1.5 times the applicable hourly supervision rate:

- New Year's Day
- Mother's Day
- Memorial Day
- Father's Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Eve
- Christmas Day

Other major holidays or designated special days communicated by the supervisor

Holiday availability is limited and is not guaranteed.

Court Attendance & Testimony

If the Professional Parenting Time Supervisor is requested, subpoenaed, or ordered to attend a court hearing, trial, deposition, or other legal proceeding related to services provided to the family, court-related professional services are billed at:

\$150 per hour with a four (4) hour minimum (\$600).

Court-related time may include:

- Reasonable preparation
- Review of relevant records and reports
- Required waiting time
- Testimony

Any required time exceeding four (4) hours will be billed at \$150 per hour, prorated.

Advance notice should be provided whenever possible so the supervisor can reserve the necessary time.

A valid subpoena or court order will be honored in accordance with applicable legal requirements.

PAYMENT RESPONSIBILITY

Payment responsibility will be established during the intake process based on the applicable court order, written agreement between the parties, or another approved arrangement.

Payment Responsibility:

- ☐ Visiting/Non-Custodial Parent – 100%
- ☐ Custodial Parent/Guardian – 100%
- ☐ Parents/Guardians Share Fees Equally – 50% / 50%

As Specified in Court Order Dated: _____

Other Arrangement: _____

Parent/Guardian Responsible for Payment: _____

If fees are divided, please indicate the agreed/court-ordered allocation: _____

This payment arrangement will remain in effect unless modified by a subsequent court order, written agreement between the responsible parties, or another arrangement approved by Peaceful Parenting Visitation LLC.

Peaceful Parenting Visitation LLC does not determine or resolve disputes between parties regarding financial responsibility.

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.

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 parenting time schedule whenever possible.

Establishing a Parenting Time Schedule

Before services begin, the supervisor will work with the parties to establish a regular parenting time 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. Rescheduling requests are not guaranteed.

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

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

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 parenting time 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.

Coverage by another supervisor will only occur when permitted by the applicable court order or service arrangement and when appropriate for the case.

If a court order specifically identifies or appoints a particular supervisor, another supervisor will not be assigned unless the change is authorized by the court or appropriate parties.

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, payment responsibility, 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 these disputes.

Late Arrivals

Parents are expected to arrive on time.

Late arrivals may reduce the length of the visit. A visit may be canceled if a parent is more than 15 minutes late without prior communication or approval.

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;
- 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 parenting time schedule whenever possible.

PARENT EXPECTATIONS

To help keep parenting time safe, respectful, and focused on the children, parents are expected to:

- Arrive on time for scheduled visits.
- Communicate respectfully with the supervisor and others involved.
- Avoid discussing court matters or adult conflicts during visits.
- Avoid negative comments about the other parent in the child's presence.
- Follow reasonable directions from the supervisor during visits.
- Provide as much notice as possible for scheduling changes or cancellations.
- Keep the focus on spending meaningful time with the child.
- Follow the 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 interpret 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 and payment responsibility established for the case.
- ☐ The intake fee is \$100 for each participating parent or guardian completing an intake.
- ☐ The standard supervised parenting time rate is \$110 per hour with a two-hour minimum unless otherwise approved.
- ☐ Routine visit coordination and objective documentation are included in the hourly supervision rate.
- ☐ Services involving three or more children may have an additional fee that will be finalized during intake and disclosed before services begin.
- ☐ Additional participants may result in additional fees due to increased supervision, coordination, and documentation.
- ☐ Travel fees, holiday rates, court-related services, and other additional professional services may apply.
- ☐ Home visits or expanded parenting time are not guaranteed and may require agreement of the appropriate 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/GUARDIAN INFORMATION

Parent/Guardian 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/Guardian 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.

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: _____

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