

CoreTsolutions, llc

A limited Liability Company

Resolving Conflict & Helping Families Thrive

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Main company Email - CoreTsolutions@att.net

For Service enrollment – must use CoreTsolutionsEnroll@yahoo.com

Web. www.CoreTsolutions.com

SUPERVISED VISITS OR EXCHANGES – POLICIES & PROCEDURES, ACKNOWLEDGEMENT & SERVICE CONTRACT

Services Provided:

Our primary service is to provide the supervision of court ordered parent-child visitation, as well as assisting in the reintroduction of a parent in to a child's life. There are many situations in family law cases (or other cases) affecting the parent-child relationship, and the need arises for a neutral third party to supervise visitation between a parent, or another party, and a child or children. Reasons for referral include sexual, physical, and emotional abuse of a child, parent alienation syndrome, domestic violence, kidnapping, drugs and alcohol abuse by a parent and mental illness of a parent.

We have a great deal of experience in dealing with family trauma and as an organization, we have over 20 years of experience. All staff with our company are family law experts, off duty or retired law enforcement personnel, supervised college interns, court professionals, or mental and/or health and/or sociological professionals. We also have assistance from those who work as drug and alcohol and/or abuse counselors.

Services are established by mutual consent of all parties involved and can only continue because of cooperation by all parties.

All additional persons to be present at visitation periods shall be pre-approved or the visitation will be denied.

INITIAL HERE TO ACKNOWLEDGE YOU HAVE READ ALL ITEMS IN THE SECTION ABOVE.

Initiating Services:

Services begin with an intake interview in which each client completes paperwork, learns about policies and procedures along with an assessment of the family situation to ensure proper services to each individual family. This interview provides the forum where questions are answered and a cooperative working relationship is established therefore creating a foundation for successful supervision. To schedule an intake interview, please contact **CoreTsolutions** at CoreTsolutionsEnroll@yahoo.com or call our office at (559) 400-5425.

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Fees are as follows: Price increase for services as of Jan. 1, 2018

Visits:

\$50.00 initial administration fee for setting up services:

\$65.00 per 2-hour visit for one child and one other party.

\$80.00 per 2-hour for two children and one party.

\$95.00 per 2-hour for three children and one party

\$15.00 add for each additional child.

\$35.00 per hour for video-taping.

\$35.00 per hour for single hour sessions.

Exchanges:

\$20.00 Exchanges at our agency. Additional \$65.00 if at law enforcement locations.

Payment is required for copying of video tapes or written record. Fee will depend upon volume.

NOTES: We charge for the Notes taken. We will provide a typed summary for the parties, who then file such with the Court if you want the Judge to review them. Costs: Minimum \$50.00 (1-15 pages) – Maximum of \$75.00 (15 - 30 pages) - \$1.00 per page if exceeds 30 pages. ***Please allow 10 days for preparation of the notes.*** Therefore, request them in ample time to meet court filing deadlines.

Payment for all services is expected 48 hours in advance by cash, money order or online on our website at our PayPal account. PayPal payment link --

[Pay CoreTSolutions, LLC using PayPal.Me](#)

Go to paypal.me/CoreTSolutions and type in the amount of your bill.

Failure to provide 24 hours' advance notice of cancellation of a scheduled visitation period will result in a cancellation fee equal to the amount of the visit/exchange, payable by the party canceling visitation.

Failure to provide 24 hours' advance notice of rescheduling visitation will result in a \$35.00 rescheduling fee. Any party who is a "no-show" for a scheduled visit will be financially responsible for the entire fee.

If any supervisor is subpoenaed to court to testify, a charge of \$195.00 per hour, door to door, plus mileage and expenses will be assessed and shall apply to all time spent either on travel time, court time, waiting time, etc. to the party issuing the subpoena.

If you are more than 10 minutes late picking up your child/children or more than 10 minutes late dropping off your child/children, there will be a charge of **\$2.00 per minute added until your arrival. If the visiting parent is more than 15 minutes late, the custodial parent may cancel the visit.**

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Service Policies:

Parking and arrival policies:

1. For custodial parents who bring child to the visits – You must park to the EAST of the ramp/walk-way that enters the office complex, nearest to Van Ness. You must use Van Ness or Shaw to enter and exit our office complex. Please arrive 5 minutes early. If visit is at the agency, please use far South/Main door entrance and escort the child to the door. Visiting parent will only use the Back gate/North door for visits. Depart only after the other party has arrive and when the child has been taken to visitation area. Please keep phone on for emergency purposes. Parties are not to interact with other while picking up/dropping off before or after a visit to prevent any conflict between the two parties in the presence of the child(ren).

*** For Visiting parent - only use the Back Gate/North door for visits. This enters directly into the visit room. You must park to the WEST of the back gate, closer to Hughes street use only Hughes Street to enter and exit the parking lot during visits.**

2. No visitation will take place with any person who appears to be, or who is believed to be, under the influence of alcohol, drugs, or who appears to be experiencing emotional problems to the extent that the physical or emotional welfare of the child/children might be endangered.

3. No weapons are allowed to be in the possession of anyone during the visit.

4. No physical discipline will be used by anyone participating in a supervised visit. Verbal threats, vulgar or abusive language directed toward anyone present during supervised visitation is not permitted. We may terminate visits due to such behavior.

5. During a visit, no one will discuss issues related to Court, the divorce or separation, pending litigation, or future living arrangements in the presence of the child/children. No derogatory remarks about the other parent or family members shall be made in the presence of or hearing range of the child/children. No one is permitted to ask questions of a child/children or encourage a child/children to discuss information about the other parent or Court issues.

6. Any threats of physical violence to anyone present during a visit, or any implied threat of kidnapping, will be taken seriously and will result in summoning of law enforcement officers.

7. The supervisor reserves the right to terminate services at any time, when appropriate.

8. Any party who is known or suspected of being a “flight risk” while visiting the child must surrender their car keys, cell phone, pager, or any other outside communication/transportation means they may have prior to the start of the visit. Failure to do so will forfeit your right to the visit and it will be rescheduled and a rescheduling fee will be assessed.

The supervisor will need to have adequate information about the allegations to additional boundaries may need to be set beyond the standard guidelines.

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Visitation Policies:

1. Parents are expected to be responsible for their child/children's behavior during visits and are expected to exhibit appropriate parenting skills during parent-child visits.

2. CoreTsolutions, LLC will work with the families and present a “Non-confirmed possible visit schedule.” **Parents must confirm within 24 hours of the offer.** We will also offer a set “event style” visitations and we will have all such schedules posted on our website at www.CoreTsolutions.com and available upon a request to our office. A schedule can be mailed or emailed to any persons upon request. Our email for services is

CoreTsolutionsEnroll@yahoo.com **Rescheduling a visit must be made 24 hours before a visit to prevent a \$35 late rescheduling fee from being assessed.** A cancellation of a visit must be made 8 hours before a visit in order to prevent the total amount of the visit being required to be paid. CoreTsolutions must be provided assurance that the parent bringing the child to the visit is aware of any cancellations in advance.

3. Any parent desiring other adults or children to attend their supervised visit is required to secure **permission from the custodial non-supervised parent**/party and CoreTsolutions **48 hours prior** to the scheduled visit. Any unauthorized visitor will not be allowed to remain for the visit.
4. Visits are only for the party or parties named in the Court's order. Any additional person(s) attending a visit must follow the guidelines and policies. **There will also be a 15.00 per hour charge.** If the additional person(s) interferes with the positive nature of the visit, then the supervisor has the sole discretion to deny the additional person visitation or may ask them to leave at any time.
5. We have the final authority in determining the activities during visits. We will gather suggestions from parents as well to help create future visits.
6. During visitation times, parents are to keep the child/children within the supervisor's sight and hearing at all times. Any attempt to evade the supervisor or to trail far enough were you can no longer be heard will terminate your visit.
7. Should the supervisor determine that the health, safety or welfare of the child/children is endangered at any time during the visit, the supervisor has the authority to terminate the visit. If it is determined that services need to be terminated, the Court, attorneys of record, attorney ad-litem and Child Protective Services will be notified, if appropriate.
8. Do not attempt to discuss with your supervisor about any information about the other party or the courts regarding your case. Any information known about the matter is confidential and if you are inquiring about something regarding your case, then please consult your attorney or the Court.
9. No photos / social media posting/facetime etc... is allowed without express written permission from the custodial parent.

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Guidelines for Supervision When Sexual Abuse Has Been Alleged

If the Court has ordered supervised visitation because of allegations of sexual abuse of a child, it is not the supervisor's role to validate or invalidate such allegations. However, it is important to create an environment that is safe and will operate with a structure which serves to protect all parties.

The following are the standard behavioral/physical boundaries which must be maintained between a child/children and parent who has been allegedly sexually abused the child/children:

1. The child may not sit on the parent's lap.
2. No full-body frontal hugging is permitted.
3. No kissing on the lips is permitted.
4. No wrestling or tickling is permitted.
5. Only English may be spoken during the visits unless CoreTsolutions' supervisor is fluent in the same language.

6. All dialogue between the visiting parent and the child/children must be loud enough for the supervisor to hear. No whispering or speaking in the ears of the child.
7. The supervisor must be able to see the child/children at all times.
8. The visiting parent may not change the diapers or the clothes of the child/children, and may not be present in the room while the child is being changed.
9. The visiting parent may not examine the child/children physically, ask questions about intimate body functioning, discuss any sexual topics or body parts, or tell sexual jokes.
10. The child cannot be transported to or from the visit by the alleged perpetrating parent.
11. The visiting parent may not assist the child in the bathroom.

It is important that the visiting parent understands the boundaries, and have a plan for dealing with them, before visit begin. Both the child and the visiting parent will be more comfortable if the parent takes responsibility for adhering to the boundaries without intervention. If the visiting parent does not adhere to the rules of the visit, they are at risk of losing their rights to future visits with the child.

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CoreTsolutions will maintain event logs of each visit and will report back to the Court or any designated persons allowed, such as Attorneys, as to the overall summary of each visit and any incidents that may have occurred. All such logs will be properly redacted to comply with Cal. Rule of Court 5.20. Fees for the logs will be assessed to both parties. We need a minimum of 10 days to prepare the notes once the Note fee is paid.

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For Exchanges Services: The custodial parent shall use the MAIN CoreTsolutions office entrance. The visiting parent shall use the far Northside /Back Gate of the CoreTsolutions patio office entrance. They must both follow the parking rules noted above. All parties used to assist with transportation must also follow the parking rules. The parents/parties are not to engage in any discussions at the exchange.

For exchanges at Law Enforcement parking lots – CoreTsolutions, LLC will select a location and advise the parents. We are currently using the Fresno Police Statin located at Cedar and Teague.

Visitation is a right granted by the Court and cannot be modified by CoreTsolutions, LLC. Further, we will not discuss the visits granted by the Court and any insistance that staff do so will result in a termination of our services.

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**Heather C. Tackitt, JD
CoreTsolutions, LLC - Owner**

By signing below and initializing all subsections above, I am agreeing to follow all policies and procedures herein and will make payments to CoreTsolutions, LLC accordingly.

PARTIES NAMES and Court Case identifying information:

1. Print Name _____

Signature _____ DATE _____

2. Print Name _____

Signature _____ DATE _____

Case No. _____ County of _____

List all children who will have supervised visits with parent:

Name _____, age ____

Name _____, age ____

Name _____, age ____

Name _____, age ____