SHILOH MONITORING 

horizontal line

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**POLICIES, PROCEDURES, AGREEMENT FOR SERVICES.**

We want any visit to be safe, comfortable and pleasant for the child(ren). Let’s all work together in making that happen. It is therefore agreed that the following must be followed: We ask that the custodial parent/guardian encourage children to look forward to visits with the other parent as something positive. No inappropriate conversation from either parent - custodial or non-custodial - or guardian such as, criticizing the other parent, discussing the court case or asking for information about the other parent will be permitted.

**SCHEDULING and TRAVEL**

* Be advised that the first visit may take up to one week to schedule.
* Frequency and duration of visits will be subject to the court order or mutual agreement between all parties.
* Pick up and drop off will be at SHILOH MONITORING for public visits that are several hours with more than one planned destination. We will meet at another location upon request only when the visit will be taking place at that location.
* We will travel up to 30 miles with up to 10 miles at no charge. After 10 miles, a surcharge of $20 each way will apply. For monitored exchanges that do not take place at our facility or one of our normal nearby locations a $10 surcharge per exchange will apply
* Payment must be made 72 hours prior to the visit to secure your time and visits not cancelled with 24 hours notice will incur a $50 fee.

**REPORTS and ADDITIONAL FEES**

* Observation notes will be kept by the monitor for each visit.
* Observation notes are $25 per report generated.
* If a parent/guardian requests observation notes, they will be sent directly to your attorney of record. They are also available when requested by CPS, law enforcement agencies, the court or attorneys.
* No confidentiality exists between the monitor and parent.
* During planned activities, parent will pay for the monitor's admission or other expenses.
* On major holidays the fee will be 50% higher.

**ADDITIONAL VISITORS and ENDING A VISIT**

* The first 3 visits will be between the parent and child(ren) \*some exceptions apply/can be made at the discretion of the monitor\* . After 3 visits we can discuss family members/additional guests joining the visit provided there is no stipulation in the court order disallowing it.
* For families who do not have a court order, it must be agreed upon by all parties for visitors to join.
* If the custodial parent objects to family members joining, they must petition the court to have that included in the court order.
* If a child wants to end a visit we will try to make them comfortable. If we can not, we will encourage the parent to end the visit. If they do not, we may need to make the decision for them.
* Alcohol or drugs are strictly prohibited; if you appear to be under the influence the visit will be ended.
* Challenging the supervised monitor or non-compliance with any of the above listed policies and procedures will lead to termination of services.

PLEASE SIGN, DATE AND RETURN WITH A COPY OF YOUR DRIVER'S LICENSE.

Thank you and we look forward to serving your family.

Bianca and Jean - SHILOH MONITORING