



Supervised Visitation

1225 EAST 5TH STREET, WS NC 27101 | 336-776-0322

VISITING PARENT OR GUARDIAN

1. Guardian/ Custodial Parent Name: _____

2. Visiting Parent Name: _____

3. Intake Forms Including:

a. Address — Confidential Page

b. Full Application

c. Fees and Visitation Hours

d. Guidelines

e. Verification of Privacy Notice

Start Date _____

Visitation Day(s)/Time(s) _____

Child(ren):

Name _____ Age _____

Name _____ Age _____

Name _____ Age _____

Name _____ Age _____

Therapy Note Date:	Review Date:	Completely By:



Supervised Visitation Intake Form

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Please complete to the best of your ability in English.

Date of Application: _____

PERSONAL & FAMILY INFORMATION

(Circle One) Father/ Mother Visiting, specify relationship to child (ren): _____

Name: _____ DOB: _____

Phone Numbers:

Cell: _____ Work: _____ Home: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Education/ Highest Grade Completed: _____

Religious Preference: _____

Racial-Ethnic Origin (Check One):

White (Non-Hispanic) Hispanic Native American African American Asian

Middle Eastern Bi-racial specify: _____ Other, specify: _____

Name of the other party involved (guardian or visiting parent): _____

Please indicate status of your relationship with guardian or visiting parent (Check One):

Divorced Separated Never Married No Relation

Relative, specify relationship: _____

If married, date of marriage: _____ Date of separation: _____

Date filed for divorce: _____ Date divorced: _____

Do you have contact with this guardian or parent? Yes No Not Applicable

Step and/or Half-Siblings and/or others living in home? Yes No Not Applicable

If Yes: Name(s):	Gender:	DOB:	Age:



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COURT INFORMATION (IF APPLICABLE)

Judge: _____

Your Attorney: _____ Phone Number: _____

Attorney's Address: _____

Child(ren) who are mentioned in the order for visitation at the Cool Program:

Name:	Gender:	DOB:	Age:

LEGAL INFORMATION

Estimate how many times you have been to Court concerning visitation disagreements? _____

Is there a restraining order preventing you and the other party from having contact with each other?

Yes (submit a copy) No

How many times have the police been contacted to enforce the restraining order? _____

Have you and/or other party ever been convicted of a felony? **You:** Yes No

Other Party: Yes No Do not know If yes, please describe: _____

Is there any history of abuse by the other party toward you? Yes No

TYPE OF ABUSE:

Physical (slapping, kicking, burning, destroying/throwing object) Yes No

Sexual (raping, forcing/threatening sex, in presence of other) Yes No

Emotional (humiliating, name-calling, isolating, threat to hurt/kill) Yes No

If yes, estimate how often these incidents have occurred? _____

If yes, did any incidents occur in the presence of others? _____

Please describe the most recent incident: _____

Have there ever been charges filed against you or the other party for physical abuse?

You: Yes No **Other Party:** Yes No Do not know

Do you or other party own any weapons?

You: Yes No **Other Party:** Yes No Do not know

If yes, please describe type: _____

Have these weapon(s) ever been used/threatened to be used in a domestic dispute? Yes No

If yes, please describe incident(s): _____

Is there a 50B or any form of no contact order in place? _____



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Have you or the other party assaulted or made threats to a law enforcement official, social worker or court official?

You: Yes No **Other Party:** Yes No Do not know

If yes, please describe incident(s): _____

Has your child(ren) witnessed the abuse? Yes No

If yes, estimate how often: _____

Has your child(ren) intervened? Yes No

If yes, please describe: _____

Has your child (ren) ever been abused (hit, hurt, threatened)? Yes No Do not know

Type of Abuse (see previous for examples): Physical Sexual Emotional

If yes, please explain: _____

Have you ever been involved with Child Protective Services? Yes No

If yes, please explain: _____

HEALTH INFORMATION

Do you have any special or medical problems that staff should be aware of? Yes No

If yes please specify: Diagnosis/Disability: _____

Medications: _____

Does your child (ren) have any special or medical needs (include allergies) that the visiting parent or staff should be aware of? Yes No

If yes please specify: _____

Is your child (ren) receiving psychiatric/psychological treatment (ex: therapy, medications)? Yes No

If yes please specify: Diagnosis/Disability: _____

Medications: _____

Substance Abuse (by either party):

History of drinking alcoholic beverages: **You:** Yes No **Other Party:** Yes No Do not know

History of non-prescription drugs: **You:** Yes No **Other Party:** Yes No Do not know

If yes, please state substance(s) of choice: _____

Please estimate how often these substances are used: _____

Do you believe that there is a problem with drugs or alcohol?

You: Yes No **Other Party:** Yes No Do not know

Behaviors experience/observed while under the influence: _____

Treatment: _____

Length of Sobriety: _____



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CUSTODY AND VISITATION ARRANGEMENTS:

Who presently has legal custody of the child (ren)?

- Guardian Father Mother Joint Not determined at this time

Who presently has physical custody of the child (ren)?

- Guardian Father Mother Joint Not determined at this time

If there are different custody arrangements for each child, please specify: _____

Pre-Supervised Visit/Monitored Exchange Visitation Arrangements:

Until today, what arrangements were in place between you and the other party for contact/visitation with the child (ren)?

How frequent were the visits with the child (ren)? _____

How long, on average, have these visits lasted? _____

Where have these visits taken place? _____

The decision for visitation arrangements was made by/with assistance from:

- You and your ex-spouse/partner Counselor or mediator Judge or an arbitrator

What was the date of the last contact between the visiting parent and child (ren)? _____

What is the understanding of the reason(s) why you were referred to The COOL Program?

DOMESTIC VIOLENCE ALLEGATIONS OR HISTORY

Children Witness Abuse (a.k.a. Emotional Abuse) _____

Child Abuse Allegations or History, please specify: _____

- Physical Emotional Neglect Sexual

Substance Abuse Allegations or History, please specify: _____

- Alcohol Psychoactive Drugs Prescription Drugs

Lack of Access/ Alienation of the child _____

Lack of contact/ Re-introduction, specify time absent: _____

Poor Parenting Skills Allegations or History _____

Abduction Risk (threatened or attempted kidnapping) _____

Diagnosed Mental Illness

Other, please explain: _____

Have you informed your child (ren) of The COOL Program court order and the reasons why The COOL Program services are needed? Yes No

If no, please explain why not: _____



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What do you anticipate your child (ren)'s response to coming to The COOL Program Visits will be? (ex: happy, shy, sad, scared, angry): _____

Custodial Party: For Supervised Visitations ONLY: Is there a court order that prohibits photographs to be taken of the children during supervised visitations? Yes No

If yes please provide proper documentation. _____

SPECIFICS OF THE COOL PROGRAM

Are you in agreement to using our services? Yes No

If no, please explain: _____

CONCERNS: Is there anything that you feel we need to know to best serve your court-ordered visitation needs? _____

Client Signature: _____ Date: _____

Staff Signature: _____ Date: _____



Supervised Visitation Guidelines

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These guidelines exist and are facilitated to promote safe and healthy relationships while diminishing the risk or provocation of incidents or allegations against any program participant. Our primary goal is to ensure the safety of every individual that uses our services; therefore all rules must be followed.

ARRIVAL AND DEPARTURE

The following procedures must be followed:

- The visiting parent must arrive fifteen minutes prior to the custodial parent, or designee's arrival with the child(ren). The visiting parent shall remain in a designated area until the visit begins.
- The custodial parent, or designee, must arrive fifteen minutes after the visiting parent's arrival time. At the start of a visit the custodial parent has the option to wait in the waiting area or leave the facility after notifying staff. The parent must return 10 minutes prior to the conclusion of the visit. Staff will notify custodial parents when he/she may depart from the facility at the conclusion of the visit.
- The visiting and custodial parents must arrive promptly at their scheduled arrival times. Do not arrive early at the start of the visit if you are the custodial parent/designee. The Cool Program clocks in the waiting area will determine arrival times documented by staff rooms and visit rooms.
- All parties must arrive at and depart from The Cool Program using the streets, parking areas and building entrances that are assigned during intake. The visiting parent shall always arrive first and enter using the entrance in the front of the building coming through the double doors. The custodial parent shall always arrive second and enter using the single door to the left of the front of the building.
- Upon arrival, the visiting parent will go through a check in procedure.
- When staff returns the child (ren) to the custodial parent, at the end of the visit, the custodial parent and child (ren) must leave the facility and the surroundings immediately.
- When the visit is over, the visiting parent must wait fifteen minutes after the custodial parent has departed the facility. Program staff will notify the visiting parent when he/she may depart from the facility. The visiting parent shall leave the facility and surrounding area immediately upon notification.
- Failure for either visiting or custodial parent to arrive within fifteen minutes of their designated time of arrival, without calling to let The Cool Program know that they will be running late will result in the program canceling the visit.
- All visits to The Cool Program, for services or to meet with staff, must be scheduled in advance with program staff.
- No unannounced visits to the program.

PAYMENTS AND FEES

Fees for the visit must be paid in full either by cash, credit card, money order, or check. Clients can obtain a receipt reflecting all fees paid. Failure to make payment for one visit or exchange will result in suspension of services. No further visits will be scheduled until the parent pays the balance owed. Accrued balances must be paid no later than one week after the last date of service.

SCHEDULING VISITS, CANCELLATIONS AND NO SHOWS

Before any visit is considered "scheduled", each party must confirm their availability for the date and time of each visit. A visit cannot be canceled until the visit has been scheduled by the facility. It is each parent's responsibility to ensure that new visits have been requested or cancellations reported to the program.

We have a number of paid staff and volunteers who generously donate their time to supervise visits and when cancellations occur, this affects our overall functioning. If for any reason you are unable to bring the child (ren) or attend the visit with your child (ren), it is your responsibility to notify The Cool Program by calling 336-776-0322 no less than 48 hours before the visit. Each party must confirm mutually agreed upon cancellations to The Cool Program.



If a visit or exchange is not canceled at least 24 hours in advance, it will be documented as a late cancellation and the canceling party (custodial or visiting) will be charged a \$20 cancellation fee. This fee will only be waived if documentation of emergency or illness is provided to staff. Cancellation fees are due by the next scheduled visit/exchange. Reasons for cancellations are noted by staff and documented for the courts in a Case Report. If supportive documentation is provided for a visit cancellation, this will be confirmed in the Case Report. The Cool Program does not supply the other parent with the reasons for cancellation due to the level of conflict and concerns that arise.

We make every effort to maintain consistency with visitation. This process goes best when children can trust that they will be able to visit with their parent every time they are scheduled. "No Shows" will be assessed an automatic fee equal to the amount of the entire visit. This payment must be received by the program before another visit is scheduled. Three "no shows" in a period of 6 months by either party may result in termination of services.

SUSPENSION/TERMINATION OF SERVICE

Clients who are unable or unwilling to abide by program guidelines will be redirected or reminded by staff and may receive a follow up in writing. Non-compliance with any rule or challenging the authority of staff may lead to termination of The Cool Program services. When The Cool Program terminates services, we may inform each parent in writing of the reason for termination of services or provide written notice to the court and/or referring source stating the reason for the termination and we will close the case file.

CHILD REFUSAL

The Cool Program will not force children to visit if they refuse to participate in the visitations. Staff will attempt to encourage participation. If a child refuses to visit with the visiting party after 3 attempts on different occasions and it raises concern that continuation may become detrimental to the child's safety and emotional well-being, The Cool Program will suspend services pending resolution of the issue.

SHARING YOUR CONCERNS

We want to give your concerns that may arise from visitation the time and effort they deserve and be able to discuss those concerns in a way that respects your privacy. For that reason, we ask you not to discuss visitation concerns during service hours. You can schedule a phone appointment or call during program office hours, Monday to Friday, from 9am to 5pm (please allow at least 24 hours for staff to return your call). Neither parent should attempt to engage staff in lengthy conversations during the visitation service as the time is to be focused on facilitating the visit.

GRIEVANCE PROCEDURE

If you have a concern, please speak directly with the staff member with whom you have the disagreement. If you are not able to resolve the issue, you may contact Kenya Thornton at 336-682-2331. If the issue remains unresolved, you may submit a grievance in writing by requesting a grievance form and the appropriate actions will be taken to resolve the matter.

PROGRAM PROCEDURES

The following must be avoided at all times:

- Use of foul language, shouting or yelling at ANYONE.
- Threat of physical abuse or violence to ANYONE.
- Inappropriate touching of the child (ren)'s body.
- Inappropriate demands for physical contact.
- Attempts to move child (ren) away from the sight and/or hearing range of staff.

Pursuant to North Carolina General Statute 7B-101, The Cool Program staff is mandated to report knowledge of or reasonable suspicion of child abuse, neglect and/or dependency to the appropriate authorities. Abuse includes physical, sexual, extreme emotional abuse, physical neglect and children's direct exposure to domestic violence. The



Cool Program staff does not investigate or determine if child abuse did or did not occur. Parents, designees, and/or additional participants, must avoid each other completely. Neither parent should attempt to make contact (visually, verbally or physically) with the other party or their designees at any time for any reason. **Note:** It is prohibited to use the visitation facility or surrounding areas for the service of court documents (e.g. restraining orders).

CORRESPONDENCE AND CHILD-RELATED COMMUNICATION

There will be no correspondence (e.g. regarding child support payment or other monetary exchanges, personal mail, tax information, etc.), messages to the other parent or property exchange by means of the child (ren) and/or Cool Program staff. Parents are responsible for taking home any items brought to the visits. Communication not related to the child (ren) should be directed to parents' legal representatives (attorneys). Cool Program staff will only exchange information in regards to the child (ren)'s medical needs (i.e. medications, dietary needs) that are noted on the Medical Instructions Form. Medication, including vitamins, will not be administered during supervised visits. Under special circumstances, pre-approval for medication administration will be considered and, if appropriate, approved by the Program Manager. In these circumstances, the visit will be briefly stopped, to allow the custodial parent to administer the medications outside the supervised visit.

VISIT PROCEDURES

The "DO - DONT'S" -

1. Parents must not use alcohol or non-prescribed drugs 24 hours before visiting the child (ren). Visits will be canceled if a parent is suspected of using alcohol or substances.
2. Weapons, or any articles that could be used as a weapon, are not permitted at The Cool Program
3. Do not leave visit rooms and/or waiting areas without cleaning up. It is expected that children and parents treat Cool Program staff, environment and toys with respect. Parents are responsible for putting toys away and leaving the playrooms in the same condition as they were found. We encourage parents to include their child in the cleaning process.
4. Do not use your cell phone during visits – phone calls to or from other individuals are not permitted at any time during supervised visitation. Cell phones must be turned off prior to the start of the visit. Cell phones are permitted in the designated waiting area.
5. No permanent alteration of the child (ran) during the visit, including, but not limited to: haircuts, tattoos, body/ear piercing, etc.
6. Do not play rough at the Facility – The Cool Program promotes non-violent play during visits. Parents should set limits for their child's behavior. If at any time the children's behaviors appear to be a danger to themselves, other program participants or program equipment and the parents do not redirect, Cool Program staff will intervene.

Gifts

For the child (ren) are permitted only on the first visit, child (ren)'s birthday(s) and six different visits throughout one calendar year (it is entirely up to the visiting parent to choose the six occasions). All gifts must be presented to Cool Program staff unwrapped for staff inspection to ensure the gifts are age appropriate, harmless and free of unallowable communication information. **Note:** If gifts are brought wrapped, staff will unwrap gifts individually for inspection and the visit will not start until all gifts have been inspected. If the gift is not age appropriate, the custodial parent must give consent. Following staff review, gifts may be re-wrapped or placed in a gift bag prior to the visit.

Food

The visiting parent may bring a meal or snack for child(ren) who is over the age of two. If the child is younger than two, the custodial parent may provide a meal (snack, bottle). Staff will only monitor meals/snacks for food allergies noted on the Medical Instruction Form. Meals/snacks are not considered "gifts".



Toileting/Bathroom/Diapering

If a child is old enough to use the bathroom without assistance, a staff member will accompany the child to the bathroom and wait in the hallway. If the child requires assistance (potty training), the visiting parent may accompany the child to the bathroom under staff supervision. Visiting parents may diaper the child under staff supervision except in special circumstances. Custodial parents must bring diapers, bottles, formula, etc., to the visits.

Inappropriate Conversations

Parents will not speak negatively about the child (ren)'s other parent, his/her family, and designees or The Cool Program staff/program in front of the children. Parents must not share detailed court information or court documents with the child(ren) or make promises to the child(ren) about future living arrangements, time-sharing or visitation modification. Topics involving a court date scheduled or unscheduled for the future shall not be discussed during the visits. Discussions and activities should focus on the present so as to avoid added pressure and/or disappointment of the child(ren). Parents must not question the child (ren) about the other parent's whereabouts or activities. Parents and child (ren) must speak English unless staff is present who speaks the individual's native language. Parents and child(ren) must speak loud enough for staff to hear. **No whispering.**

VISITORS

Other than the designated visiting parent, visitors are limited to immediate family only (Grandparents,Siblings) and with prior approval from the COOL Program. If approval is not given prior to the visitation day staff has the right to refuse other visitors other than the visiting parent.

PHOTOS AND VIDEOS

Photographs may be taken during visitation with the prior approval of The Cool Program as long as there is no court document prohibiting so. The parent must bring a camera, **no cell phone use is allowed during visit.** Visiting parents may ask the monitor to take photos on their phone if the monitor is comfortable to do so. The photos will then be sent to the visiting parent. Photographs should not be taken of program staff or any other program participant at any time. Photographs brought by the visiting parent or child (ren) to the visit must be presented to Program staff prior to the start of the visit for approval by staff. Photographs cannot be exchanged during the visit, with the exception of those pictures brought by the child (ren) wherein the child is the only subject in the photo (ex. School pictures) and the picture is approved by Program staff. No Video, Audio or photos are to be posted or shared to social media including but not limited to facebook, tik tok and instagram. Photos, Audio and Video are not to be taken to be held against the custodial parent.

No audio or visual recording devices are permitted for any reason. Electronic equipment such as computers, radios, hand-held or portable electronic games are not allowed during the visits for any reason. Cool Program will allow for use of a TV and VCR for viewing of movies that are provided by the program. Parents are allowed to bring G-rated movies to the program for viewing. Staff can take away this right if a parent does not abide by the program's rules.

OBSERVATION NOTES AND INTAKE FORMS

The Cool Program is committed to keeping its records confidential and adheres to The Cool Programs confidentiality policy. You may review observation notes from visits or exchanges in which your child participated. To review notes, schedule an appointment at least one week (7 days) in advance. You must come to The Cool Program to review the notes in the presence of a staff member. You may review them once every 60 days free of charge. If you wish to review notes more frequently, a \$20 fee will be charged, payable at the appointment. You may not remove observation notes from our office or write down information about the contents of the observation notes.

Copies of notes will only be provided by subpoena or by the request of the Department of Social Services for an active case or the child (ren)'s therapist. If you or your attorney subpoenas the observation notes associated with your visits/exchanges, you must allow seven (7) days for these documents to be provided. If you or your child is currently working with our therapist and you would like the therapist to have access to copies of visit notes, please notify the Intake facilitator when completing the Consent for Release form. This form provides a list of agencies/persons that may receive information about your case. Client's address and telephone numbers are held in strict confidence.



RELEASE OF DOCUMENTATION

The Cool Program will release any documentation (i.e. letters, copies, fax of any documentation) by request of the client or their representative without cost as long as staff is given 48 hours to produce any type of documentation. Clients have the option of receiving this documentation within a 24 hour period for a \$25 expedite fee.

Designees, family members and acquaintances that do not comply with C.A.R.E & COOL rules will not be allowed at the Program. Parents and designees will show appropriate ID upon arrival at the Program, if requested by staff. All applicable forms and identification, per the orientation, must be completed and submitted prior to the commencement of C.A.R.E. & C.O.O.L. services.

COURT INFORMATION

Role of staff: Staff is present to facilitate visits and exchanges per the court orders and intervene when guidelines are not adhered to. Staff cannot provide legal advice, mediate issues between parents, provide therapeutic interventions, and conduct assessments of parenting skills or custody evaluations. If you have concerns, please contact the Program Manager during office hours. Changes (singular or ongoing) to the court order must be made through the Court. The Cool Program will not implement changes until a new court order is provided in writing.

COOL & CARE provides supervised visitation/monitored exchange services using a model of service provision that is designed for neutrality, safety, structure and consistency. Therapeutic interventions are neither provided, therefore CARE AND COOL does not provide recommendations nor should staff be subpoenaed to testify in court. If subpoenaed, agencies will charge the issuing party a fee of \$125.00 per hour, with a nonrefundable minimum of 2 hours. Payment is due 72 hours prior to the time of the scheduled court appearance. This fee applies for each court visit, whether or not testimony actually takes place.

CARE & COOL produces formal Case Reports for scheduled court hearings addressing visitation or custody. The Case Reports are neutral, observational and non-recommending. Case Reports reflect factual patterns of behavior and document any non-compliance to program guidelines. Case Reports include cancellations, no shows, and late and early arrivals of either parent along with the reason provided for the cancellation, no show, late arrival, early arrival. If supportive documentation is provided for all of these circumstances, it will be confirmed in the case report. Parents, or their attorneys, are responsible for informing The Cool Program at least two weeks prior to the scheduled court hearing such that adequate time can be given to produce the report; appropriate documentation of such hearing must be provided soon after the request has been made. The Cool Program provides the reports to the visiting parent and custodial parent and/or their attorneys directly, regardless of the source for the case report. **Note:** Any case report provided will be subject to a fee of \$50, \$75 or \$100 depending on length of report. The parents court was ordered to assume service cost will be responsible for the fee associated with the case report unless parents agree to split the cost.

If you go to court and it is decided that you will not be using supervised visitation or exchange services any more (or you choose not to use the services), it is the client's responsibility to notify OUR AGENCY. Do not depend on the courts or the other party to do so. If you do not continue using our services and you have a balance owed, it is also your responsibility to pay off this balance. If payment is not received within one month of discontinuation of services, CARE AND COOL holds the right to bill you in writing for the amount owed.

The above program guidelines are subject to change. Clients will be given sufficient notice of such changes in writing or verbally. By signing below, you agree to comply and have received a copy of these guidelines.

Client Name (Print): _____

Client Signature: _____

Date: _____

Date copy given to parent: _____

EHH/CIES Staff: _____



C.A.R.E AND COOL SERVICES

THE FOLLOWING NOTICE DESCRIBES HOW YOUR PROTECTED HEALTH INFORMATION (PHI) MAY BE USED AND DISCLOSED, AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW THIS NOTICE OF YOUR RIGHTS AS DEFINED IN THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA).

Protected health information (PHI) is individually identifiable health information that relates to the covered person's past, current, or future health status, the provision of health services, or payment for the provision of health care services to covered persons.

CIES & Eliza's is legally required to maintain the privacy of PHI and to abide by the terms of this notice and the Health Insurance Portability and Accountability Act (HIPAA).

Information regarding your health care, including payment for health care, is protected by the two federal laws: the Health Insurance Portability and Accountability Act of 1996(HIPAA), 42U.S.C. 1320D ET SEQ., 45C.F.R. Parts 160 & 164, and the Confidentiality Law, 42 U.S.C.290dd-2, 42C.F.R. Part 2. Under these laws, Triangle Family Services may not disclose to a person outside Triangle Family Services that a person attends the program, nor may Triangle Family Services disclose any information identifying a person as an alcohol or drug abuser or a participant in our prevention program, nor disclose any other protected information except as permitted by federal law.

CIES AND Eliza's Services will typically ask for your written authorization to share or obtain however we may use and disclose information about you without your authorization in the following circumstances: Coordinate treatment within the agency. For example, you therapist may share information with another therapist or with your physician to coordinate services

Payment: We may use and disclose necessary information about you to obtain payment for our services. For example, this information could include information that your health insurance plan may require before it approves or payments for treatment services

Health Care Operations: We may need to use or disclose information for our agency activities which might include assessment of the quality of our services, clinical supervision of staff, education and training of students and other professionals, and compliance activities required to ensure that we are following policies, procedures, laws, and regulations. And professional standards.

THE COOL PROGRAM SUPERVISED VISITATION FEES AND VISITATION HOURS

- **Assessment fee** \$20
- **2 or more children visiting** \$5 each additional child
- **Mon - Sat** **before 2 p.m.** \$35/ hour
- after 2 p.m.** \$45/ hour
- **Sunday** \$45/ hour
- **Offsite Visitation** \$25 additional for the day

DAY	TIME	TIME REQUESTED FOR YOUR VISITATION	COMMENTS
Monday	9 a.m. - 5 p.m.		
Tuesday	9 a.m. - 7:30 p.m.		
Wednesday	9 a.m. - 5 p.m.		
Thursday	9 a.m. - 7:30 p.m.		
Friday	9 a.m. - 2 p.m.		
Saturday	9 a.m. - 5 p.m.		
Sunday	9 a.m. - 5 p.m.		