Northwest Rocky Mountain CASA

Supervised Family Time

Parent Handbook

The purpose of the Supervised Family Time program is to support, strengthen, and empower children by providing a safe, neutral, and financially accessible place for them to meet with their non-custodial parents in a setting that is free of conflict and further abuse.

Welcome Statement

We are pleased to welcome you to the Northwest Rocky Mountain CASA Supervised Family Time Program (SFT). Choosing to participate in this program demonstrates your commitment to fostering a safe and nurturing environment for your child(ren). At Supervised Family Time, our priority is your child's physical and emotional safety. We strive to offer a consistent and supportive space for families during what we recognize can be a difficult and emotional time.

Supervised Family Time may feel unfamiliar or structured in a way that seems restrictive. However, many families find that these visits can still be positive, loving, and transformative experiences. Our goal is to support you throughout the process while upholding a standard of safety and compassion for everyone involved.

Program Services

Supervised Family Time: Visits are held at the NWRM CASA offices in a child-friendly environment under the supervision of trained staff at all times. These visits aim to allow safe, consistent contact between children and their parents while building positive interactions.

Off-Site Supervised Family Time: These visits offer the same level of supervision but are conducted at a pre-approved location outside the facility after the family has been enrolled in the program for a minimum of 2 months and has demonstrated adherence to program guidelines. This service is offered only with prior approval, when staffing allows and must follow all program guidelines and agreements.

Monitored Family Time: This transitional service supports families moving from supervised to unsupervised time. Staff are present at the beginning and end of the visit but do not remain in the room. These visits require prior approval and are contingent upon positive progress in supervised settings.

Virtual/Telephone Family Time: This service is offered only under extenuating circumstances and follows all program guidelines and agreements.

Program Expectations

Intake Meeting: The intake process is a critical component of SFT services. It ensures that all participants understand program expectations, supports the safety and well-being of children, and allows staff to assess and appropriately structure services. Both visiting and non-visiting parents are required to complete intake appointments with SFT staff prior to the first SFT session being scheduled. Each party participates in a separate intake to maintain neutrality and confidentiality. There is a one time $65 Intake fee charged to custodial and non custodial parents. Payment is due prior to, or at intake appointment. Intake appointments will review program guidelines, safety protocols, expectations, and relevant child and family history. Paperwork will be completed and families will be given the opportunity to familiarize themselves with the CASA SFT room and facilities. It is very important that the children are given the chance to explore the room, meet the provider, and ask any questions that they may have.

Professional Conduct: Everyone participating in the program is expected to act with respect and consideration. Inappropriate behavior or hostile language toward staff or other participants may result in suspension from services.

Willingness to Cooperate: SFT requires a willingness to cooperate from both parents and operates based on staff and space availability. While court orders are considered, they do not guarantee specific scheduling. Both parties must be flexible and work in good faith with the program. Attorneys, the courts, the other parent, GAL, the case worker and others appointed by the court may be notified if any party is uncooperative, does not follow the guidelines and/or is suspended or terminated from the program.

Mandatory Reporting: All staff are mandated reporters under Colorado law. If child abuse, neglect, or any immediate safety concern is suspected, staff are legally obligated to report it to the appropriate authorities.

Confidentiality: Client privacy is important to us. All files are confidential and shared only with written authorization. Parents must sign a Release of Information form at intake before staff may communicate with outside parties.

Emergency Contacts/Authorized Designees: Both parties are required to provide emergency contact and authorized designee information during their intake. Emergency contacts/authorized designees should include anyone who a parent may send in their place to pick up or drop of their child(ren) in the event of an emergency. In addition, the SFT program may also contact these individuals if unable to contact the client directly for issues regarding emergency situations.

The SFT staff must be notified in advance when an authorized designee will be picking up or dropping off the child(ren). Children will only be released to authorized designees listed on the intake forms.

When an authorized designee arrives to pick up or drop off the child(ren), individuals should be prepared to present staff members with photo identification. Failure to provide such identification may result in child(ren) not being allowed to leave with the authorized designee.

It is the responsibility of each parent to explain the program rules to their authorized designees. Clients will be held accountable for the actions of their designees.

Location & Safety

NWRM CASA SFT Office Locations:

Steamboat Springs: 2550 South Copper Frontage Rd, Suite 202 (Enter through the door on the north end of the building, follow the stairs to the second floor of the building and the Family Room is the first door on your right)

Craig: 1280 Industrial Ave, Suite 101A (Enter through the main door off the parking lot, Family Room is in the first group of offices to your right)

Visits take place at NWRM CASA SFT offices with designated rooms designed with the developmental needs of children in mind. Any attempt to remove a child from the visit area without authorization will be treated as a safety violation, and law enforcement may be contacted.

In situations involving domestic violence, our staff work with other agencies to ensure the safety and well-being of vulnerable individuals.

Additional Information

Indemnification: Northwest Rocky Mountain CASA is not liable for loss of property, injury, or abduction that occurs while participating in services.

Roles

SFT Provider's Role: Our staff are present to maintain a safe space and uphold guidelines. They are not childcare providers. SFT Providers will document interactions between parent and child in the visit time objectively. SFT providers do not provide recommendations or opinions on the case.

Parents' Role: Non-visiting and visiting parents play key roles in supporting a positive visit. Visiting parents must bring items such as diapers, snacks, toys, and anything else their child may need. Parents are responsible for the needs and behavior of their children.

Court's Role: While we collaborate with the judicial system, Supervised Family Time does not have authority to enforce or change court orders. Parents are encouraged to consult legal counsel for those matters.

Holidays & Closures

Supervised Family Time is closed on all court observed holidays. Weather closures are rare. Please contact our office for current information during inclement weather.

Visit Cancellations

Cancellations must be communicated at least 24 hours in advance. Visits canceled without adequate notice may still be charged.

Documentation

During SFT, staff will complete an observation form that will recount the interaction. These observation forms are kept in the file. Each party may have access or copies of their own individual information. Any court or attorney wishing to have access to such documentation will need to ask their client to sign a NWRM CASA SFT Release of Information. All files are kept for TWO years after the last date of service. At that time the file is destroyed.

Northwest Rocky Mountain CASA SFT Staff and Location Information

Executive Director:	Jim McCormick jmccormick@kidscasa.org	970-875-8846
Asst. Executive Director:	Lauren Rising lrising@kidscasa.org	970-819-0660
Operations Coordinator:	Theresa Howard thoward@kidscasa.org	469-230-0787
Supervised Family Time/ Volunteer Coordinator	Lauren Patton lpatton@kidscasa.org	970-875-4118
NWRM CASA Administrative Office	2550 South Copper Frontage Rd, Suite 112	Steamboat Springs, CO
SFT Locations:		
Steamboat Springs (Routt Co)	2550 South Copper Frontage Rd, Suite 202	Steamboat Springs, CO
Craig Co (Moffat Co)	1280 Industrial Ave, Suite 101A	Craig, CO
Mailing Address (all locations):	PO Box 776292 Steamboat Springs, CO 80477	

Website: www.kidscasa.org

Northwest Rocky Mountain CASA Supervised Family Time

Program Guidelines and Agreement

The following is a list of the Supervised Family Time Program Agreements. Each party is required to enter into an Agreement for Services agreeing to abide by the program guidelines. The staff of SFT reserves the right to suspend or amend these program guidelines at any time. The SFT program reserves the right to discontinue services at any time. Law enforcement will be contacted immediately if the safety of any individual associated with our services is a concern.

The Supervised Family Time Program requires individuals utilizing our program to demonstrate respect for all children, staff, volunteers, parents, and property. All participants are expected to adhere to the following agreement in order to maintain a safe and respectful environment.

1. Court Orders

The SFT program requires a Court Order or referral from the County Department of Human Services for use of services. The Court Order or referral must be provided to the SFT program prior to scheduling intake appointments. SFT does not have the authority to enforce court orders; therefore, if a consensus cannot be reached between both parties and the program regarding scheduling, no activity will be scheduled.

2. Scheduling

Each party must individually complete intake paperwork, pay $65intake fee, and participate in orientation on-site before services can begin. Schedules are created based on parental agreement and staff/center availability. The SFT program reserves the right to deny services due to lack of staffing/center availability.

3. Fees and Financial

Accountability Intake Fee:

A $65 intake fee will be charged to the custodial parent/guardian and a $65 intake fee will be charged to the non-custodial parent/guardian. Intake payment fee is due at time of service. Payment of Intake fees must occur prior to scheduling any SFT session. Intake fees are non-refundable, as they cover administrative time, documentation, and staff preparation in accordance with SVN standards. Services will not begin until both parties have completed intake and submitted payment

Supervised Family Time Fee:

Fees are charged on an hourly basis for SFT Sessions at the rate of $65 per hour, per provider, with a minimum fee of $65. Payment is due at the time of service; we accept check, money order, online payment or cash. Checks and Money Orders need to be made out to Northwest Rocky Mountain CASA SFT.

Fees are subject to change at any time. The court order will be used to determine responsibility for payment; if none is listed, both parents will share the cost of services. Services may be suspended for outstanding balances.

4. Safety & Security

For the safety of all SFT participants, the following guidelines **must** be followed:

For Supervised Family Time, the visiting parent will arrive first, 15 minutes prior to the scheduled start time of the visit. The non visiting parent arrives with the child at the start time of the visit. Staff will retrieve the child(ren) from the non-visiting parent and accompany the children to the family room. There will be no contact between non visiting and visiting parents. After the session takes place the non-visiting parent arrives to pick up the child(ren). The visiting parent will then spend time cleaning the area used and leave 15 minutes after the children have left the property.

- Not following this guideline may result in immediate suspension from the program and may be a violation of a protection order.
- Parents are not allowed to be with their children unattended during supervised family time.
- Parents will be responsible to assist the children with toileting/diapering needs. If old enough, we strongly encourage children to use the bathroom by themselves. The supervisor will be present during toileting and diaper changes and will accompany parent/child to the restroom.
- Looking out the windows before or immediately following the session is prohibited and may result in a protection order violation and/or suspension from the Supervised Family Time Program.

5. Pre-Authorization

The following items must be pre-authorized and confirmed by the SFT Program Coordinator **a minimum of 24 hours prior to a visit**:

- Guests for Supervised Family Time: This is time for you to spend with your child. On occasion and when appropriate, guests may be considered. All guests will be approved by SFT Staff, non-visiting parent and case workers (when applicable.) If prior approval is not granted and a guest arrives, they will not be allowed to join the session.
- Gifts and cards: All pre-authorized gifts must be presented to a staff member prior to the Supervised Family Time for inspection. Gifts must be unwrapped or in gift bags and cards must be unsealed. Once a gift is given to the child the child decides what to do with the gift. We encourage age appropriate toys be given. No violence-based toys (guns, squirt guns, knives, swords, etc.) are allowed during parenting time.

6. Participant Behavior

The Supervised Family Time Program requires individuals utilizing our center to demonstrate respect for all children, staff, volunteers, parents, property, etc. Participants shall abide by the following rules while using the program:

- Threats, perceived threats, intimidation, or physical punishment directed toward any child or staff person is not permitted. The parenting time session will be stopped if anyone uses these types of negative communication and/or behaviors. Future sessions and services may be terminated if there is lack of cooperation.

- The use or presence of alcohol, federally illegal drugs, tobacco, and weapons is strictly forbidden. If an individual shows signs of being under the influence, they may be denied the family time session. This will be documented in the observation report and authorities/DHS may be contacted if deemed necessary.

- Movies/video games/media rated G or PG only – no violence-based toys, movies or video games will be allowed.

- Photos of children or video recording **are allowed at the discretion of the staff** and for personal use only. They are meant to share memories NOT for court purposes. Therefore, photography time will be limited and will not occur for the entire session. Staff will document that photos were taken and if there were any concerns. Due to confidentiality, other families, staff and/or volunteers may not be in any picture. No audio or video recorders are allowed in the session.

- Please be respectful of the child's personal space. No rough housing or excessive tickling during play and respect the child's wishes if he/she chooses not to provide a hug or physical affection.

- Parent must clean up after themselves, including but not limited to their assigned room. The supervisor will give an indicator 10 minutes prior to the end of the session. Parents are encouraged to involve the children in clean up when age appropriate. Once the children leave, it is the parents responsibility to finish cleaning the room. Repeated failure to tidy the room following a visit may be grounds for termination of future sessions.

- Cell phones are NOT to be used during SFT, including but not limited to: making phone calls, taking photos/videos (unless pre approved by supervisor), showing the child photos/videos, playing games, watching videos or any other use. Any violation will be signaled with a warning. Repeated violations could result in termination of the visit and dismissal from the program.

The following activities will not be tolerated and may result in immediate termination of the SFT session:

- Discussing the other parent with the child(ren).
- Harsh, offensive or hostile language or behavior.
- Discussing adult topics, financial or legal issues with children is not tolerated.
- Whispering or passing notes with children.
- Making false promises to the children. **Avoid future talk.**
- Using cell phones/texting except for emergencies.
- Smoking cigarettes/vaping during sessions.

Any indication of the above behaviors will be met with a signal to stop the behavior. If the behavior does not cease after a signal from the supervisor, the visit may be ended and services may be suspended.

7. Child Refusal

If a child is reluctant or refuses to participate in supervised visits, staff will encourage them, but will not force them to participate in the visit. If a child refuses to participate, the refusal will be documented and placed in the files.

8. Late Arrivals

Late arrivals will be documented and may result in the SFT session being cancelled. Parent will be given warnings and each late arrival will be documented. After 2 late arrivals, the parent must meet with the supervisor to discuss barriers to services before any additional session can be scheduled. Late arrivals may be treated as a no call, no show and full charges may apply.

9. Cancellations and Make-up Sessions

Clients may be suspended for excessive cancellation. After the second cancellation, the parent must meet with the supervisor to discuss barriers to services before any additional session can be scheduled. Cancellations made within less

than 24 hours without documentation may be charged the full fee for the service.

If in the event a session must be cancelled due to legitimate reasons, the SFT program will make an effort to make-up the cancelled session. Make-up sessions are contingent upon staff, facility, and child availability and is not guaranteed.

10. No-Show/No-Call Policy

If any party is 15 minutes or more late for their scheduled arrival time, their visit may be automatically forfeited. A late arrival on the part of the visiting parent does not grant an extension of the visit. Parents who are late and have not called will be documented as no-shows.

- If the parent who is to pick up the child(ren) at the conclusion of SFT session is 15 minutes late, the non visiting parent's emergency contacts will be notified.
- After two no-shows a client may be suspended and terminated from services.

11. Subpoenas

Subpoenas or any form of legal paperwork may not be served on the other party at the SFT facility. Services may be suspended if this occurs.

12. Suspension & Termination

The SFT Program reserves the right to discontinue services at any time. The following are causes for immediate suspension or termination of services from the SFT Program, including but not limited to:

- Non-payment of fees
- A conflict of interest
- Inappropriate language or behavior directed towards any individual to include children, parent, staff member.
- Threat of or actual violence or abuse towards any individual to include children, parent, staff member.
- Excessive program rule violations, cancellations, or no-shows

Clients whose services have been terminated may not be allowed reinstatement to the program. Re-entry into the program may be reevaluated in 3 months and must be approved by the Executive Director.

13. Reinstatement

All clients wishing to resume services after being inactive for six months must go through the reinstatement process which includes completing new intake paperwork and orientation session.

14. Grievance Procedure

Clients should direct any concerns or complaints about the services to the Program Manager. If the Program Manager is unable to resolve the issue, the client should submit a written grievance to the NWRM CASA Executive Director.

15. Testimony

In the event that the SFT provider is subpoenaed to testify, providers are only able to provide objective facts - data related to dates of services, attendees, etc. SFT providers cannot provide recommendations, opinions, or any subjective information related to the case.

Failure to follow the Supervised Family Time Program guidelines may result in a termination of services. Any behavior that occurs during a session or during any interaction with staff that violates program guidelines will be documented. This may include behaviors occurring before or after sessions, between sessions, or during phone calls.

I _____, have read the **Northwest Rocky Mountain CASA Supervised Family Time Parent Handbook** and **Program Guidelines and Agreements** in its entirety. I agree to follow the above guidelines and understand that any failure to adhere to this agreement may result in immediate dismissal from the program.

_____	_____	
Parent Name	Parent Signature	Date
_____	_____	
SFT Program Staff Name	SFT Program Staff Signature	Date