

# Supervised Visitation Guidelines & Fee Schedule

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**How to use this document**

These guidelines explain service procedures, expectations, fees, and payment terms. The current court order controls when it conflicts with these guidelines. Case-specific arrangements must be confirmed by the monitor in writing.

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## 1. Purpose, Neutrality, and Supportive Approach

The monitor's role is to provide a safe, neutral, structured, and supportive environment where children can have contact with a parent in accordance with the current court order and the individual needs of the family.

Whenever safely appropriate, parents and children are encouraged to interact naturally. Parents may talk, listen, play, read, share meals, participate in age-appropriate activities, provide ordinary care and comfort, and follow the child's interests and cues.

The monitor maintains continuous supervision and professional neutrality while supporting appropriate parent-child interaction. When helpful, the monitor may provide neutral prompts, encouragement, transition support, reminders about boundaries, modeling or reinforcement of appropriate communication, or redirection.

Supportive intervention is intended to help maintain a safe, positive, child-focused visit while preserving the parent's role. It is not intended to direct every moment of the visit or replace the parent-child relationship.

The monitor remains neutral between the parties and does not provide legal advice, therapy, reunification therapy, mediation, custody evaluations, parenting-time recommendations, advocacy, or opinions regarding custody or parenting time.

These guidelines do not replace the court order. When a conflict exists, the court order controls.

## 2. Shared Responsibility

Supervised visitation is a shared process. Each parent or guardian is responsible for the requirements assigned to them. Because services may be court ordered, consistent services require reasonable flexibility and a good-faith effort from everyone involved. The monitor coordinates services but does not assume either parent's responsibilities under the court order or Agreement for Service.

Children must not manage adult scheduling, communicate between parents, choose whether a visit occurs, or carry responsibility for the visitation process.

- Reviewing and following the court order and program guidelines
- Completing required paperwork, orientation, and documentation
- Communicating promptly and respectfully
- Participating reasonably in scheduling
- Arranging required transportation
- Following payment, arrival, departure, safety, and conduct procedures

All adults are expected to make reasonable efforts within their respective roles to support safe, consistent, child-focused visitation and to keep children out of adult scheduling, conflict, communication, and decision-making.

Before services begin, each party must complete the required separate intake and orientation process, sign the Agreement for Service, and provide the documents and information requested by the monitor, including applicable court and protective orders and relevant health or safety information. When appropriate for the child's age, capacity, needs, and circumstances, the monitor may include the child in a brief, developmentally appropriate portion of the intake or orientation process.

## 3. Scheduling and Availability

All scheduling must be coordinated through the monitor. Each parent should offer at least two possible dates or times, with additional options whenever possible. Providing only one option may make coordination difficult and delay the visit.

Whenever practical, families are encouraged to schedule several visits in advance. Both parents must communicate promptly when a conflict or scheduling change arises.

The monitor cannot guarantee that every requested date, time, location, activity, language preference, or monitor will be available.

## 4. Written Confirmation

A requested or proposed date is not confirmed until the monitor confirms it in writing. Written confirmation identifies the approved date, time, location, and applicable arrangements. Changes must also be approved in writing.

Verbal discussions, proposed dates, calendar invitations, invoices, payments, or messages between the parents do not independently confirm a visit.

## 5. Arrival, Departure, and Late Policy

Staggered arrival and departure procedures are used to maintain appropriate boundaries and reduce unnecessary contact. Each parent must follow their assigned arrival, drop-off, pickup, and departure times.

If a required participant has not arrived and has not contacted the monitor within 15 minutes of the assigned time, the visit is cancelled, the scheduled fee remains due, and prepaid fees are not refunded.

When a delayed participant contacts the monitor and the monitor determines that the visit can proceed safely and practically, the visit still ends at the originally scheduled time. Lateness does not extend the visit, reduce the fee, or guarantee that the remaining visit can proceed.

The monitor may cancel when a delay makes the visit impractical, affects another scheduled service, or prevents safe completion of the arrangements.

- Do not arrive earlier than instructed
- Do not remain beyond the assigned time
- Do not wait for, approach, observe, or follow the other parent
- Do not communicate directly during an exchange unless authorized

## 6. Community-Based Visits

Supervised visits do not always need to feel institutional. When appropriate, community settings can provide opportunities for children and parents to talk, play, share meals, participate in activities, and experience ordinary moments together while professional supervision remains in place.

Visits may occur at approved libraries, parks, family-friendly restaurants, activity centers, museums, shopping or recreation areas, and other appropriate public locations.

Either parent may suggest an appropriate setting. The monitor makes the final decision based on the court order, safety, age appropriateness, the child's needs, monitor availability, suitability of the setting, and the ability to maintain continuous supervision.

Reasonable movement within or near the approved setting may be permitted when supervision can be maintained. The monitor may redirect seating, activities, conversation, or movement. Unapproved location changes, additional stops, visitors, or plans are not permitted.

Transportation during a visit is permitted only when authorized by the court order or written agreement, accepted by the monitor, and approved in writing in advance. Any required driver, vehicle, licensing, insurance, seating, route, or supervision requirements must be satisfied before transportation begins.

## 7. In-Home Visits

In-home visitation may be considered when appropriate for the court order, safety needs, family circumstances, and monitor availability. The home must be approved in advance.

The monitor must have access to all areas used during the visit and must be able to maintain continuous supervision. A visit may be ended or relocated if the environment becomes unsafe, disruptive, inaccessible, or unsuitable for supervision.

## 8. Virtual or Telephone Supervision

Virtual or telephone supervision may be considered when appropriate, consistent with the court order or written agreement, and accepted by the monitor in writing.

Availability, platform, procedures, duration, and fees will be confirmed before service. Virtual or telephone services are not confirmed until the monitor provides written confirmation.

Supervised virtual visitation uses audiovisual electronic communication and is not an exchange service. Before virtual supervision begins, the monitor will provide the parties with the applicable written virtual-visitation policies and procedures.

Virtual arrangements will consider the safety and privacy of the parties and child, including concerns involving domestic violence or sexual abuse; the child's age and developmental needs; the proposed locations; and the audiovisual equipment and internet access needed to maintain appropriate supervision.

Telephone-only contact may be considered separately when permitted by the court order or written agreement and accepted by the monitor in writing.

## 9. Parent-Child Interaction and Conduct During Visits

All participants must follow the court order, Agreement for Service, these guidelines, and monitor directions. Visits must remain child-centered.

Parents are encouraged to be present and engaged, follow the child's interests and cues, and provide appropriate care, comfort, encouragement, and affection.

The monitor must be able to see and hear all parent-child contact and hear all conversations throughout the visit. Participants must not whisper, pass notes, use hidden messages or signals, or attempt to move or communicate outside the monitor's sight or hearing.

- Do not discuss litigation, custody, support, or other court matters
- Do not question the child about the other parent, caregiver, or household
- Do not make negative or derogatory comments about a parent, family member, guardian, caretaker, sibling, attorney, court, or monitor
- Do not ask the child to carry messages
- Do not use the child or monitor to gather information about another parent, caregiver, or household
- Do not use the child or monitor to transmit documents, legal papers, information, personal possessions, notes, or messages
- Do not promise custody outcomes, reunification, changes in living arrangements, or future court results
- Do not coach the child about what to say, do, remember, or report
- Do not pressure the child for affection, conversation, information, or reassurance
- Do not threaten, intimidate, argue, or engage in disruptive conduct

Court documents, service of process, and other legal-paper exchanges may not occur during a visit or supervised exchange unless expressly authorized in advance.

Questions or concerns about adult matters should be addressed privately with the monitor and not discussed in the child's presence.

## 10. Supporting Child Comfort, Distress, or Refusal

Children may be excited and immediately engage, or they may be quiet, hesitant, emotional, tired, frustrated, or need additional time to become comfortable.

The child's comfort and emotional condition will be considered throughout the visit. A parent or guardian should prepare the child using calm, neutral, age-appropriate language and bring the child to the confirmed location unless the court order or monitor provides different written instructions.

Whenever appropriate, the visiting parent will be given an opportunity to respond naturally to the child's needs by offering reassurance, comfort, space, age-appropriate choices, or a change in activity. The monitor may provide neutral prompts, transition support, encouragement, or direction when helpful.

The child will not be pressured to talk, hug, kiss, show affection, participate in a particular activity, or discuss a subject the child does not wish to discuss.

If a child expresses significant hesitation, distress, or refusal, the monitor will assess the situation, document direct observations, and determine whether the visit can safely and appropriately proceed. The monitor does not force physical contact, affection, conversation, or participation.

## 11. Visitors

Visitors may participate only when permitted by the court order or approved in writing by both parents and the monitor beforehand. Surprise or unapproved visitors are not permitted.

The monitor may decline or end a visitor's participation when necessary for safety, supervision, or the child's well-being. Approved visitors must follow the court order, these guidelines, and monitor direction.

## 12. Food, Gifts, Activities, and Photographs

Age-appropriate food, play, activities, celebrations, and other ordinary parent-child experiences are encouraged when appropriate and consistent with the court order, the child's needs, and required supervision.

Food, gifts, activities, and special plans must be appropriate for the child and may require advance approval. Parents must provide advance notice of significant gifts, birthday or holiday plans, special activities, food involving allergies or dietary restrictions, and proposed photographs or recordings.

The visiting parent is responsible for the child's activity costs and any parking, admission, or participation fee required for the monitor to supervise. Significant changes to the child's appearance require court authorization or advance written approval.

Gifts, cards, clothing, food containers, electronic devices, and other items must not be used to conceal or transmit unauthorized messages, documents, information, or property.

When allegations of sexual abuse, court restrictions, or case-specific safety concerns are involved, stricter conditions may prohibit or limit gifts, money, cards, photographs, recordings, physical contact, bathroom assistance, whispering, signals, particular activities, or use of a particular location.

### **13. Phones, Photography, and Recording**

Phone use must not interfere with supervision or child-centered interaction. Photographs may be permitted when appropriate and approved by the monitor.

Photographing or recording the monitor, another parent, exchanges, documents, or private conversations is not permitted without prior authorization. Unauthorized audio recording, video recording, or livestreaming during services is prohibited.

### **14. Health, Illness, and Medication**

Parents must notify the monitor promptly about illness, contagious conditions, allergies, medical concerns, or other circumstances that may affect the visit.

Required medication and instructions must be provided to the responsible adult and disclosed to the monitor when relevant to the child's health or safety. The monitor does not independently administer medication unless specifically agreed upon in writing and legally permitted.

A participant should not attend when experiencing a contagious condition or symptoms that may materially affect the health or safety of the child, participants, or monitor. The monitor may require additional information, modify arrangements, or cancel or reschedule a service when illness or a health concern makes proceeding unsafe or inappropriate.

### **15. Monitor Support, Redirection, and Safety**

The goal of monitor intervention, when appropriate, is to address concerns while allowing the parent-child visit to continue safely.

When an issue can be corrected safely, the monitor may provide a neutral reminder, prompt, clarification, or redirection. Participants must respond promptly and respectfully to monitor direction.

The monitor may use additional intervention, including pausing an activity, changing seating or location, separating participants, relocating, or ending the visit when necessary to maintain safety, continuous supervision, appropriate boundaries, or compliance with the court order.

Serious conduct or circumstances may require immediate intervention without prior warning.

- Weapons or items that could be used as weapons
- Alcohol, marijuana, illegal substances, misuse of prescription medication, or impairment
- Spanking, hitting, corporal punishment, or threats of physical punishment
- Emotional, verbal, physical, or sexual abuse
- Threats, intimidation, harassment, or violence
- Unsafe driving
- Recording without authorization
- Conduct that interferes with supervision

### **16. Supervised Exchange (Safe Exchange)**

Supervised exchanges use structured, staggered arrival and departure procedures designed to minimize direct contact between parents and support calmer, more predictable transitions for children. Each person must follow the assigned location, time, parking, waiting, and departure instructions.

Participants must not approach, wait for, follow, observe, photograph, record, or communicate directly with the other parent unless the monitor authorizes it. Exchange arrangements are confirmed in writing and may be modified when necessary for safety or compliance with the court order.

Court documents, service of process, and other legal-paper exchanges may not occur during a supervised exchange unless expressly authorized in advance.

## 17. Cancellation Policy

Cancellation notice must be received at least 48 hours before the scheduled start time. Late cancellations and missed visits remain subject to the full scheduled service fee. The cancelling party is responsible unless the court order, Agreement for Service, or written payment arrangement states otherwise.

Late arrival does not extend the scheduled ending time or reduce the amount due. Any case-specific exception must be confirmed by the monitor in writing.

## 18. Monitor Cancellation, Suspension, or Termination

When a concern can be safely addressed through clarification, redirection, or an adjustment to the visitation arrangement, the monitor may attempt to do so before ending the service. Nothing in this provision requires the monitor to continue a visit or exchange when immediate interruption, cancellation, suspension, or termination is appropriate.

The monitor may cancel, decline to begin, pause, relocate, suspend, or terminate services when required payment, documents, orientation, or agreements are incomplete; written confirmation has not been issued; authorization is unavailable; procedures are not followed; an unapproved visitor, location, activity, stop, or transportation arrangement is presented; illness, severe weather, threats, impairment, or an emergency affects the service; continuous supervision cannot be maintained; or continuing would not be safe or appropriate.

The monitor will document the reason and notify the parties as soon as reasonably possible. When the monitor cancels because of the monitor's own illness, emergency, or unavailability, the paying party may choose a refund of the prepaid service fee or a credit toward a rescheduled service.

When cancellation or termination results from participant conduct, noncompliance, missing requirements, late arrival, failure to appear, or other circumstances attributable to a party, the regular cancellation and payment policies remain in effect.

All interruptions and terminations will be recorded in the case file, and the parties will be advised of the reason. When supervised visitation or exchange services are temporarily suspended or terminated, the monitor will provide a written statement of reasons and distribute it as required by California Standard 5.20, the court order, and applicable law.

## 19. Reports, Records, Confidentiality, and Disclosure

The monitor's case records document relevant contacts, visits, and exchanges, including attendance, failures to comply with applicable terms, and incidents that must be documented or reported. Notes and reports are factual and based on direct observations and direct statements rather than custody recommendations, diagnoses, therapeutic opinions, personal conclusions, or legal conclusions.

Written reports are available upon written request and payment in advance. Standard turnaround is five to seven business days unless otherwise agreed. A court order or other legal requirement controls when it requires different timing, production, or payment arrangements.

When a report is ordered or requested by a party, an attorney for a party, or the attorney for the child, the original and copies will be distributed in accordance with California Standard 5.20, the court order, and applicable law, regardless of which party requested or paid for the report.

Addresses, telephone numbers, workplaces, schools, and other protected identifying information will be withheld or removed from released documents as required, except when disclosure is legally required for a suspected-child-abuse report or another lawful purpose.

Communications and records arising from supervised visitation and exchange services are not protected by a legal privilege of confidentiality. The monitor will maintain case information confidentially whenever reasonably possible but may disclose information when ordered by the court, subpoenaed, requested in connection with an authorized court process, or required by Child Protective Services, law enforcement, mandated-reporting, or other legal obligations.

The monitor is a mandated reporter and must report suspected child abuse as required by law.

## 20. Court-Related Services

Court preparation, case communication, document review, subpoenas, waiting time, travel, and court appearances are billed separately. Advance notice and payment arrangements may be required before court-related work begins.

### Fee Schedule

|                                            |                                                                                                                                                                                                      |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Parent Orientation</b>                  | <b>\$45 per parent</b><br>Includes an individual orientation, document review, and explanation of service procedures and expectations.                                                               |
| <b>Supportive Supervised Visitation</b>    | <b>\$100 per hour</b><br>Two-hour minimum. Community-based and approved in-home visits are billed at the same hourly rate.                                                                           |
| <b>Supervised Exchange (Safe Exchange)</b> | <b>\$50 per 15-minute increment</b><br>Includes staggered arrival and departure procedures designed to minimize contact between parents.                                                             |
| <b>Written Visit Summary or Report</b>     | <b>\$65 per report</b><br>Written request and advance payment ordinarily required. Standard turnaround is five to seven business days.                                                               |
| <b>Consultation and Case Coordination</b>  | <b>\$50 per hour, billed in 15-minute increments</b><br>May include communication beyond routine scheduling, document review, professional coordination, and other case-related administrative work. |
| <b>Travel Time</b>                         | <b>When applicable</b><br>Travel time may be billed based on distance and time. Any travel charge will be confirmed in writing before service.                                                       |
| <b>Court-Related Services</b>              | <b>Rate provided upon request</b><br>Preparation, communication, waiting time, travel, document review, and court appearance time are billable.                                                      |
| <b>Virtual or Telephone Supervision</b>    | <b>Confirmed before service</b><br>Availability, procedures, duration, and any applicable fee are confirmed in writing before service.                                                               |

## Payment Terms

Payment for a scheduled visit must be received no later than 48 hours before the scheduled start time unless the monitor approves a different arrangement in writing.

Square invoices are generally sent on Monday for visits occurring that week. When a visit is arranged after Monday, the invoice will be sent as soon as reasonably possible. The 48-hour deadline still applies unless another arrangement is approved in writing.

A proposed date may be held temporarily while payment is pending. If full payment is not received by the deadline, the date is released and the visit is not confirmed.

Payment does not independently confirm a visit. Intake, documents, orientation, agreements, scheduling approval, and the monitor's written confirmation must be complete.

## Accepted payment methods

- Square invoice
- Venmo: @Julie.Alonso
- Zelle: (925) 594-1274

Payment is handled before the visit and is not ordinarily collected during a visit, exchange, or in the presence of the child.

The person responsible for payment must follow the court order, Agreement for Service, or written payment arrangement. Fees and payment responsibilities must not be discussed with the child.

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| <b>Version note</b> | Effective August 30, 2026. This version supersedes earlier public versions of these guidelines and fee schedule. |
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