

Virtual-Visitation Policies and Procedures

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Before virtual service begins

Each party must receive these written policies. A virtual visit is not confirmed until the monitor approves the arrangements in writing. The current court order controls when it conflicts with these policies.

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1. Purpose and Application

These policies apply whenever supervised visitation is conducted through audiovisual electronic communication.

Virtual visitation may be provided only when it is consistent with the applicable court order or written agreement, accepted by the monitor, and confirmed in writing before service.

Virtual visitation is not an exchange service. These policies supplement the Agreement for Service and Supervised Visitation Guidelines. The court order controls if a conflict exists.

2. Provider Qualifications and Technology

Julie Alonso is an independent professional supervised visitation monitor with more than five years of professional supervised visitation experience.

- 24-hour professional supervised visitation training completed in 2020
- California TrustLine registration
- Individual membership in the Supervised Visitation Network
- Completion of Supervised Visitation Network Supportive Supervised Visitation training
- California mandated-reporter training for child care providers
- Ongoing supervised-visitation-specific continuing education
- Professional documentation and objective-reporting experience

Before accepting a virtual-visitation platform, the monitor will review the technology and determine whether she can operate the functions necessary to join or host the session, control admission when available, see and hear participants, manage audio and video, respond to connection problems, and maintain appropriate supervision.

Virtual service will not be accepted or continued when the available equipment, internet connection, platform, or participant locations do not allow appropriate supervision.

3. Approval and Written Confirmation

A proposed virtual visit is not confirmed until the monitor provides written confirmation.

The written confirmation will identify the approved arrangements, including:

- Date, time, and expected duration
- Audiovisual platform and connection information
- Approved participants and participant locations
- Applicable fees
- Case-specific procedures or restrictions

Payment, a calendar invitation, or a proposed meeting link does not independently confirm a virtual visit.

4. Equipment and Access

Each participating household is responsible for providing a suitable device, working camera and microphone, adequate internet access, and a reasonably stable connection. Participants should test their equipment before the scheduled start. The device should remain sufficiently charged or connected to power throughout the visit.

The camera must provide a clear, stable view that allows the monitor to observe the child and visiting parent. Headphones, virtual backgrounds, filters, or other features may be restricted when they interfere with supervision or prevent the monitor from assessing the surroundings.

The monitor may require a participant to reposition the device, adjust lighting or sound, show the immediate surroundings, or correct another technical condition necessary for supervision. Meeting links, access codes, and passwords must not be shared with unapproved individuals.

5. Location, Privacy, and Safety

Each participant must join from the location approved or accepted by the monitor. A participant may not change locations during the visit without prior approval.

The proposed locations must be reasonably private, appropriate for the child, free from avoidable interruptions, and suitable for continuous supervision.

Virtual arrangements will consider:

- Domestic-violence concerns and protective or restraining orders
- Allegations or findings of sexual abuse
- Whether a party or child requires a private or protected location
- The child's age, development, attention span, and communication needs
- Whether another responsible adult must be present with the child
- Whether the surroundings reveal protected identifying information
- Whether the platform and equipment permit appropriate supervision

Participants must not intentionally display addresses, schools, workplaces, documents, mail, medication labels, vehicle information, or other protected identifying information.

When sexual-abuse allegations, court restrictions, or case-specific safety concerns are involved, stricter conditions may limit physical demonstrations, gifts, photographs, recording, private conversation, bathroom-related interaction, particular activities, or use of a particular location.

6. Continuous Supervision

The monitor must be able to see and hear the child and visiting parent throughout the supervised contact, and all conversations must remain audible.

Participants must not:

- Turn off or intentionally obstruct the camera or microphone
- Move outside the approved camera view
- Whisper, pass written notes, or use hidden messages or signals
- Use private chats, text messages, a second device, or another method outside the monitor's supervision
- Allow an unapproved person to observe, listen to, or participate
- Use prerecorded audio or video in place of live participation

The monitor may require participants to identify everyone present and show the immediate surroundings when reasonably necessary to confirm compliance.

7. Role of the Adult Present With the Child

When the child participates from the custodial parent's or caregiver's location, the monitor may require a responsible adult to remain available nearby.

That adult must:

- Assist with connecting the child to the session when needed
- Follow the confirmed privacy and safety procedures
- Provide age-appropriate technical assistance
- Remain available for emergencies
- Avoid coaching, prompting, listening unnecessarily, interrupting, or interfering

The monitor will determine whether the adult should remain visible, remain nearby but outside the child's immediate space, or return at a specified time.

8. Child-Focused Interaction

Virtual visits should be developmentally appropriate and responsive to the child's needs and attention span.

Appropriate activities may include conversation, reading, games, music, drawing, homework support, showing approved objects, or other activities accepted by the monitor.

Parents are encouraged to follow the child's cues and allow interaction to develop naturally. The monitor may provide neutral prompts, encouragement, transition support, clarification, or redirection.

A child will not be forced to provide affection, remain on camera continuously when a developmentally appropriate adjustment can safely be made, discuss a subject, or participate in a particular activity.

If the child becomes significantly or acutely distressed, the monitor may pause, modify, shorten, reschedule, interrupt, or terminate the visit.

9. Conduct During Virtual Visits

The same conduct expectations that apply to in-person supervised visitation apply to virtual visitation. Participants must not:

- Discuss litigation, custody, support, or possible court outcomes with the child
- Make derogatory comments about another parent, caregiver, family member, attorney, court, or monitor
- Question the child about another parent, caregiver, or household
- Gather information through the child or ask the child to carry messages
- Coach the child about what to say, remember, do, or report
- Promise custody changes, reunification, changes in living arrangements, or court outcomes
- Pressure the child for affection, information, conversation, or reassurance
- Threaten, intimidate, harass, or engage in emotional, verbal, physical, or sexual abuse
- Participate while impaired by alcohol, marijuana, illegal substances, or misused medication

10. Recording and Electronic Communications

Screenshots, photographs, audio recordings, video recordings, screen recordings, livestreaming, rebroadcasting, or use of recording software or another device to record the session are prohibited unless specifically authorized in advance.

Participants must not photograph or record the child, monitor, another participant, meeting screen, chat, documents, or private communications.

Artificial-intelligence transcription, meeting summaries, virtual assistants, or similar automated recording or analysis features must not be enabled without prior written authorization.

The monitor may end the session if unauthorized recording or monitoring is suspected.

11. Scheduling, Late Arrival, and Disconnections

Participants should connect at the time instructed by the monitor and remain available until the monitor ends the session.

If a required participant has not connected and has not contacted the monitor within 15 minutes of the assigned time, the visit is cancelled and the regular cancellation and payment policies apply.

Late arrival does not extend the scheduled ending time or reduce the fee.

If the connection is interrupted, participants should make reasonable efforts to reconnect using the confirmed procedure. The monitor will determine whether the visit can continue, should be modified, or must end.

Repeated or extended technical failures may result in cancellation or rescheduling. The applicable fee will depend on the cause, duration, circumstances of the interruption, and any written arrangement confirmed by the monitor.

12. Monitor Authority and Emergencies

The monitor may provide clarification or redirection when a concern can be corrected safely.

The monitor may mute a participant, pause the interaction, require a camera or location adjustment, remove an unapproved participant, modify an activity, or end the session when necessary to maintain safety, privacy, appropriate supervision, or compliance.

Serious circumstances may require immediate intervention without prior warning.

If an emergency occurs, the responsible adult at the child's location must provide immediate assistance and contact emergency services when necessary. The monitor may also contact emergency services, law enforcement, Child Protective Services, or another appropriate agency.

13. Records, Confidentiality, and Mandated Reporting

Communications and records arising from virtual supervised visitation are not protected by a legal privilege of confidentiality.

The monitor will maintain information confidentially whenever reasonably possible but may document or disclose information when authorized or required by law, court order, subpoena, written authorization, Child Protective Services, law enforcement, or mandated-reporting obligations.

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

Any notes or reports will be limited to factual observations and direct statements. The monitor does not provide custody recommendations, diagnoses, therapy, evaluations, investigative conclusions, or legal opinions.

14. Fees and Cancellations

Availability, duration, and fees for virtual supervision will be confirmed in writing before service.

Unless a different arrangement is approved in writing, payment is due no later than 48 hours before the scheduled start. Payment does not independently confirm the service.

Cancellation notice must be received at least 48 hours before the scheduled start. Late cancellations and missed visits remain subject to the confirmed fee.

15. Participant Acknowledgment

I acknowledge that I received and reviewed these Virtual-Visitation Policies and Procedures before supervised virtual visitation began.

I understand that virtual visitation requires live audiovisual communication and is not an exchange service. I agree to follow the applicable court order, Agreement for Service, Supervised Visitation Guidelines, these policies, written confirmations, and monitor directions.

Participant name: _____

Signature: _____

Date: _____