



Illinois Family Violence Coordinating Councils

Visitation & Exchange Advisory Committee

Suggested Policies and Procedures

Source: [A Toolkit for Monitored Exchange Services](http://familyvio.csw.fsu.edu/toolkits.php), Florida State University, Clearinghouse on Supervised Visitation, <http://familyvio.csw.fsu.edu/toolkits.php>

The following is a list of policies and procedures which centers should consider developing. Check the IFVCC Visitation Exchange website for sample forms and policies

Program Structure/Administration:

- staff positions
- job descriptions/roles and responsibilities
- chain of authority

Types of Services

Include all services the program offers, such as:

- monitored exchange
- supervised visitation
- supervised telephone access

Referral Process

- sources of referrals that the program accepts
- documents required
- notification from referring source to program
- notification from program to source that case is accepting/declined
- what happens when a family is referred

Waiting List

- when is one used
- process for putting case on it: notification, how program keeps track of case
- length of time for case to be on it
- how a case moves into receiving services

Accepting and Declining Cases

- criteria for accepting
- criteria for declining
- case information required
- intake interviews
- who makes decision
- steps in decision making
- communicating decision to referral source and clients

Communication with the Court and Other Agencies

- what information must be communicated
- time frame of communicating
- method of communicating
- inappropriate communication (ex parte)
- who does the communicating

- reports

Rules for Client Behavior

- list of rules (see organizational checklist on this site for issues that need to be addressed)
- how notice is given to parents and children
- notification to court, attorneys, other agencies
- how rules are added or deleted
- intent of and reasons for

Payment of Fees

- who pays
- how waived
- procedure for collecting
- how program will spend
- consequences of not paying, enforcement of
- amount of
- method for changing

Hours of Operation

- when program is open for services
- when program is open for administrative business
- process for notification of holidays
- process for notification of emergency closings

Provision of Services

- for clients (children and adults) with disabilities
- for clients who speak languages other than English, including sign language: who pays for translators, how are they arranged for, staff and translator roles

Security

- type of
- job description: duties, responsibilities, skills, abilities
- training
- rules regarding
- devices for security of
 - building
 - information in files
 - funding and payment for

Emergencies

- roles of staff
- roles of volunteers
- expectation of clients, notification of
- procedures for evacuation
- security during
- types of (medical, weather, violence, fire and other natural emergencies)
- practice drills, frequency
- documentation regarding

Grievance

- who may file a grievance
- how to file a grievance, written, forms

- whom to file it with
- process for decision-making regarding it
- notification of decision
- consequences for staff who grievance is filed against
- time limits

Confidentiality

- what records and communications are confidential
- release of records and process for release
- code to be signed by staff and volunteers
- consequences of violating
- laws and contract provisions governing

Records management

- who is custodian of records
- what records will be kept
- how records will be kept, where
- how long records will be kept
- release of records and process for that (who, when, what, how, fee for copying and mailing)

Employment of Staff, Volunteers

- positions and descriptions of them
- qualifications
- recruitment
- training (who, what, where, when, how)
- retention
- termination: procedure for, reasons for

Data Collection

- staff designated to conduct
- participation in Clearinghouse database
- frequency of
- how conducted
- who gets information

Length of time a family is allowed to use the program

- criteria for
- who decides

Discharge and termination of cases

- criteria for
- who decides
- notification to referral source and clients

Location

- handicapped accessible
- access to public transportation
- compliance with building and safety codes
- maps for clients