



Donna's House Central

A Court Connected Program Operated by Family First Services

601 N. Pecos Road, Las Vegas, NV 89101

(702) 455-4229

DHC@ClarkCountyCourts.us

CASE NUMBER: _____

These rules are designed to ensure the safety and well-being of the child(ren) involved while facilitating a structured environment for visitation or exchange services between the parties and the child(ren).

Orientation:

- All adult parties must complete orientation within 30 days of the Court's order for service prior to the commencement of supervised visits or exchanges.
- Services are scheduled and confirmed only after both parties have completed orientation.

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Visitations:

- Visiting parties must arrive 15 minutes before the scheduled visitation and wait in the lobby until 15 minutes after the scheduled visitation time ends.
- Custodial parties must be in the security lobby 5 minutes before the scheduled visitation begins and ends.
- Only court-ordered parties can attend supervised visits.
- Parties are encouraged to bring age appropriate items for their child(ren) and to engage and play with their child(ren) during their visit. No large items or toys that have wheels.
- No play dates or engaging with other families.

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Exchanges:

- Parties receiving the children must arrive 15 minutes before the scheduled exchange and wait in the lobby until 15 minutes after the scheduled exchange time.
- Custodial parties must be in the security lobby 5 minutes before the scheduled time.
- Only the party picking up and dropping off is permitted to be present for custodial exchanges.
- Children are returned to the security lobby 5 minutes before the visit ends.

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Availability:

- Donna's House Central operates on a communal supervision model, scheduling visits based on availability.
- Visitation and Exchange days and times are scheduled post-orientation and may vary but aim to align with court orders.
- Once visitation and exchange days and times are scheduled for services to begin, they cannot be altered without a Court order.
- Unless ordered by the Court, there will be no compensatory time for missed services.

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General Rules:

- Only custodial parties can designate alternate transporters who must adhere to Donna's House Central rules and meet age and ID requirements.
- All parties must have a government ID on file.
- Promptness is enforced with penalties for tardiness.

- Fees must be paid before the start of each supervised visit or exchange via cash or debit/credit card.
- No smoking, grooming, food (except water), pets, big item toys, or electronic devices allowed.
- Cell phone use and recording (audio and video) is prohibited.
- Abusive behavior, threats, offensive language, and weapons are not permitted.
- Substance use is not permitted. The parent agrees that the supervisor will terminate visitation/exchange services if the monitor suspects that a party is under the influence of alcohol or drugs including those prescribed by a physician. No alcoholic beverages or drugs are to be consumed prior to or during visitation/exchange services. To do so will result in the termination of visitation/exchange.
- Dress code is enforced (no halter tops, low-cut garments or offensive slogans).
- The party agrees to abide by ALL instructions of the Donna's House Central monitor, and acknowledges that failure to do so may result in immediate termination of services. This includes timeliness and all other guidelines.
- If there is a Protective Order in place, do not make any attempts to contact the other parent. No notes or messages from one party to the other is to be hidden in child(ren)'s bags at any time when bringing child(ren) into Donna's House Central or returning them to the other party.

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Party/Child Conversations:

- Light conversation topics only. No discussions about the case, court, the other party or adult topics is permitted.
- The objective of Donna's House Central is to provide child(ren) with a safe environment where they do not have to worry about being questioned or put into a situation that makes them feel uncomfortable.
- No derogatory comments will be made of the other parent/party in the presence of the child(ren). This is NOT appropriate or tolerated at any time. Positive encouragement and enjoyment of the time together should be goal of the parent as she/he is with her/his child(ren).

- Questioning of the child(ren) regarding the other party's activities is not appropriate. In cases where there is a Protective Order, it is not appropriate to ask the name of the school the child(ren) attend(s), telephone numbers, or where the child is currently living.
- Pressuring or promising the child(ren) to come and live with the non-custodial parent is never appropriate and may result in termination of supervised visitations/exchanges at Donna's House Central.
- Time at Donna's House Central is an opportunity to strengthen trust between you and your child(ren). Donna's House Central encourages you to keep your scheduled supervised visitation/exchanges with your child(ren). Avoid making promises you cannot keep. Your child(ren) look(s) forward to seeing you.

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Health and Safety:

- Inform Donna's House Central of any contagious illnesses in advance via telephone and/or email.
- If a child has been ill or exposed to a contagious illness or infestation (example: measles, chicken pox, strep, head lice, scabies, etc.) the child(ren) should not be brought to Donna's House Central until the child(ren) and family have been treated and are no longer contagious. This may require a letter from a physician explaining that the condition has been treated and the child(ren) are free from the infection or illness.
- If a child(ren) requires medication during a supervised visitation/exchange, a doctor's note to that effect will be required. This includes over the counter as well as prescriptions. The non-custodial parent will be responsible for administering the medication and not the monitor.
- Donna's House Central allows and expects the non-custodial party to care for the physical needs (i.e., feeding, diapering) and to discipline your child(ren) appropriately. (NO hitting, spanking, or swatting the child). The monitor will intervene if they feel that the child is at risk.
- Provide medical documentation if required by Donna's House Central.
- A Donna's House monitor is required to escort all parties and child(ren) to the restroom during visitation services. Parties are responsible for all restroom needs of child(ren) including hygiene.
- Destruction of property (including but not limited to drawing on furniture and floors) is not permitted.

- No climbing on furniture or running in any areas of the buildings or courtyard.
- Before leaving Donna's House Central, please have your child(ren) clean up and put away any toys they have played with. Clean-up should begin 10 minutes prior to the child(ren)'s departure.

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Reporting and Confidentiality:

- Donna's House Central provides written reports only to the Court. Please advise Donna's House Central staff at least one (1) week in advance of your scheduled court date to include the Department and name of your Judge.
- Copies of case notes and documents in the file will not be provided to any party without a subpoena.
- All personal information, including but not limited to phone numbers, email address, income, and home addresses, will be strictly confidential and will not be shared.
- Donna's House Central keeps a file on each family with case notes from each supervised visitation/exchange. The party acknowledges that conversations between Donna's House Central staff regarding the proceedings of the supervised visitation/exchange are not confidential.
- Donna House Central is not permitted to discuss case details with non-parties of the case.

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Payment and Fees:

- Payment for fees can only be accepted via cash or debit/credit card and must be paid at the beginning of each service for all of the following fees:
- Each participant's fee shall be based on Court order and assessed based on number of household members and an income based sliding scale. Donna's House Central visitation base fees shall be set at \$40/hour and exchange fees shall be set at \$20/exchange. Fees owed will be adjusted based on verified income documentation provided.
- Participants refusing and/or failing to provide their number of household members and income documentation will be charged full fees of \$40/visitation hour and \$20/exchange until appropriate number of household members and income documentation is provided for review.

- Participants with previously issued court orders for Donna's House Central containing a fee schedule of \$20/hour visitation, \$10/exchange, and/or waived fees by the Court will be accepted until an order for services with the new fee schedule of \$40/visitation hour and \$20/exchange is issued.
- Each party is responsible for their own late fees and less than two (2) hour cancellation fees (unless a participant's income indicates a full fee waiver).
- Late fees apply (\$1/minute late fee up to a maximum 20 minutes, totaling \$20 per incident).
- If more than 20 minutes late, Donna's House Central may cancel your visit. Please call if you are running late.
- A no call/no show will result in a fee not to exceed \$20 per incident.
- Donna's House Central may request prepayment of visitation/exchange fees after two (2) no call, no shows.
- Donna's House Central may halt services for participants after two (2) no call, no shows occur and require a new Court order for visitation/exchange services to continue.
- Cancellation less than two (2) hours in advance that is not medically excused will result in a fee not to exceed \$20 per incident.

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Case Closure:

Reasons for case closure include but are not limited to the following:

- All adult parties not completing orientation within 30 days of the Court order;
- Non-compliance with Donna's House Central rules or instruction provided by the staff;
- Failure to pay outstanding fees for services;
- Two (2) consecutive no call/no shows;
- Two (2) consecutive less than two (2) hour cancellations that are not medically excused.

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Donna's House Central Staff:

- Donna's House Central staff is not permitted to deliver payments, messages or legal documents to the other party.
- Donna's House Central reserves the right to terminate services at any time if the monitor believes that the child(ren) are at risk, unduly agitated, distraught during supervised visits/exchanges, or if a party does not comply with staff request or instruction.
- Donna's House Central is a **Neutral** party, providing a service, and none of the staff will advocate for either parent. Donna's House Central is not an agent of the court or enforcer of court orders.
- Donna's House staff does not conduct drug or alcohol testing.
- Donna's House Central monitors will be within visual and hearing distance at all times. Conversations should be in English only unless a language interpreter is present during the visit. The monitor will take notes during your visit.
- Whispering to the child(ren) is not permitted as the monitor must hear and understand all conversations.
- Any concerns about supervised visitation or exchange services should be discussed with the Donna's House Central Manager/Assistant Managers and should be submitted in writing via email to DHC@ClarkCountyCourts.us

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The safety of the child(ren) at all times during services is the responsibility of the parties. Donna's House Central staff will make reasonable efforts to protect the parties and child(ren) from accident during supervised visitations and exchanges. Notwithstanding these efforts, the party agrees to hold Donna's House Central, staff, owners, and contract employees harmless of any injury or harm caused by accident during their time at Donna's House Central.

I have read, understand and agree to abide by the preceding conditions of this agreement. I further understand that failure to do so may result in immediate termination of supervised visitations/exchanges services provided by Donna's House Central.

Party Signature

Date