



bridgingfamilies

YOUR BRIDGE TO SECURE FAMILY CONNECTIONS

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MASTER SERVICE CONTRACT & TERMS OF SERVICE

Supervised Visitation and Supervised Exchanges

1) SERVICE AGREEMENT OVERVIEW

1. **Agreement Required.** This Agreement sets the rules, conditions, and fees for services provided by the Agency. By signing, the parties agree to follow this Agreement, the Agency's protocols, and all applicable court orders.
 2. **Paperwork and Orientation.** Both parties must complete required intake and sign this Agreement before services occur unless the Agency agrees in writing or a court order directs otherwise. The Agency requires an orientation/intake with CP and a separate orientation/intake with NCP before services begin.
 3. **Court Orders Required.** Parties must provide complete and current copies of all relevant orders, including any restraining/protective orders.
 4. **Participation.** Participation in services is conditioned on safety, neutrality, compliance with court orders, and compliance with Agency rules. The Agency may pause, end, or decline services when it cannot safely or neutrally provide services.
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2) DEFINITIONS

1. **Agency / Provider:** Bridging Families LLC.
 2. **Director:** Agency representative responsible for intake, scheduling, and oversight.
 3. **Supervisor / Monitor:** Person assigned to supervise a visit or facilitate an exchange.
 4. **Services:** Supervised visitation, supervised exchanges (including on-site/off-site exchanges, staging/stand-by time), documentation, reporting, scheduling, and related provider functions.
 5. **Exchange:** A structured transfer of the child. An exchange is **not** a visit.
 6. **Parties:** CP, NCP, and any person participating or present during services.
 7. **Adult Participant:** any adult who will be present during services (including parent, approved relative, support person, or any other court-authorized adult).
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3) COURT ORDER COMPLIANCE

1. **Orders Control.** If a court order prohibits or restricts Agency audio recording in a manner that prevents the Agency from following its standard safety and documentation protocol, the Agency

may decline, pause, cancel, or terminate services unless and until the parties obtain a court clarification or modified order.

2. **Updated Orders.** Parties must provide updated orders to the Agency **within 24 hours** of receiving them.
3. **Clarification.** The Agency may pause scheduling or services until it receives clear written documentation of current orders and requirements.

4) REQUIRED DOCUMENTS BEFORE SCHEDULING

Before services are scheduled or continued, parties must provide:

1. Complete copies of court orders and any restraining/protective orders (if applicable).
2. Completed Agency intake/registration forms and emergency contacts.
3. Signed Agency consents required for services (including recording consent where applicable).
4. Payment as required by the Fee Schedule and this Agreement.

If required documents or payment are not provided, the Agency may **pause scheduling** or **cancel** services.

PROGRAM RULES AND TERMS

5) GENERAL PROGRAM RULES (ALL SERVICES)

1. **Supervisor Authority.** The Supervisor directs services and may set reasonable rules to maintain safety, neutrality, and quality.
2. **Respectful Conduct.** No yelling, threats, harassment, intimidation, stalking, or hostile behavior.
3. **No Weapons.** Weapons of any kind are prohibited at any service.
4. **No Alcohol/Drugs.** Being under the influence or possessing alcohol/drugs during services is prohibited. The Agency may end services if intoxication is suspected.
5. **No Coaching/Interrogation.** Parties may not pressure the child to obtain information about the other party or case issues.
6. **No Derogatory Statements.** Parties may not disparage the other party in the child's presence.
7. **Audible Conversations.** Conversations must be audible to the Supervisor. The Supervisor may redirect or stop inappropriate topics/behavior.
8. **Language Requirement.** Conversations must be understandable to the Supervisor unless pre-approved arrangements are made.
9. **No Unauthorized Third Parties.** No person may attend unless authorized by order and approved by the Agency in advance.
10. **No Using Staff as Messengers.** Parties may not use Agency staff to deliver messages to the other party beyond exchange logistics or safety needs.

6) SUPERVISED VISITATION RULES (VISITS)

1. **Parent Responsibility.** The Supervisor monitors interactions; the parent remains responsible for appropriate parenting and managing the child's behavior.
2. **Discipline.** Appropriate non-physical discipline is permitted. Physical discipline, emotional abuse, intimidation, or put-downs are prohibited.

3. **Activities / Boundaries.** The Supervisor may approve/deny activities, location within the site, topics, and phone use for safety and appropriateness.
4. **Restrooms/Privacy.** If assistance is needed, the Supervisor determines the safest arrangement consistent with the child's needs and site limitations.
5. **Gifts/Photos/Calls.** Gifts, photos, and video calls may be limited by court order, case factors, or Supervisor direction.

7) SUPERVISED EXCHANGE RULES (EXCHANGES)

1. **Exchange = Transfer Only.** Exchanges are brief, structured transfers and are not visits.
2. **No Contact.** Unless the order expressly permits contact, CP and NCP must remain separated, avoid communication, and follow arrival/departure instructions.
3. **Staging/Stand-By.** The Agency may designate stand-by locations, waiting areas, or a staggered arrival/departure procedure.
4. **Authorized Pickup/Drop-off.** If someone other than CP will pick up/drop off, the Agency must be notified in advance and may require identification details.
5. **Noncompliance.** Refusal to follow instructions, escalation, or prohibited contact may result in the exchange being ended and documented.

8) LOCATION RULES

1. If the court order specifies location, the order controls.
2. If not specified, services must occur at **Agency-approved locations**. Parties may suggest locations; final approval is the Agency's.
3. If parties cannot agree to an Agency-approved location, the Agency may pause scheduling until the parties obtain written clarification/modification from the court (or written agreement where permitted).
4. The Agency may change a location for safety, neutrality, privacy, or operational needs.

9) ARRIVAL, LATE POLICY, CANCELLATIONS, AND NO-SHOWS

9.1 Confirmations. Services must be confirmed by the Agency (written confirmation by text/email is sufficient). A service is considered confirmed once the Agency issues written confirmation.

9.2 Arrival & Late Policy. Parties must arrive on time as instructed. If a required party has not arrived and has not contacted the Agency within **15 minutes** of the start time, the Agency may end the service and it will be treated as a **no-show**.

9.3 Cancellation Notice Required. All cancellations must be provided **in writing** (text/email acceptable) to the Agency.

9.4 Late Cancellation / No-Show Charges. Cancellations made without sufficient notice, and all no-shows, are billable as scheduled, including any minimum time block, staging/stand-by time, and applicable travel/mileage, as stated in the **Fee Schedule**.

9.5 Illness / Emergency Exception (Documentation Required). If a late cancellation is due to illness of the child or a parent, the canceling party must provide documentation requested by the Agency (e.g.,

doctor's note or equivalent verification) **within 24 hours**. If documentation is not provided within 24 hours, the cancellation will be treated as a late cancellation/no-show and billed accordingly.

9.6 Agency Cancellation. If the Agency cancels due to staffing or an emergency, the Agency will notify the parties as soon as practicable and will attempt to reschedule. No cancellation fee will be charged by the Agency for Agency-initiated cancellations.

9.7 Safety / Noncompliance Termination. If the Agency ends a service due to safety concerns or rule violations, the service time scheduled (or the applicable minimum) remains billable.

10) RECORDING POLICY (PARTIES VS. AGENCY)

10.1 Party Recording Prohibited. No party (CP/NCP), child, family member, support person, or any other person may audio-record, video-record, photograph, livestream, or otherwise capture any portion of services unless:

- (a) **all parties** provide prior written consent; and
- (b) **Bridging Families** provides prior written approval.

Recording includes phones, tablets, smartwatches, body-worn devices, cameras, security cameras, doorbell cameras, and any recording-enabled device.

10.2 Agency Audio Recording for Documentation. Bridging Families may **audio-record supervised visits** as part of internal safety, documentation, training, and quality-assurance procedures **only after disclosure and execution** of the Agency's **Consent to Record Supervised Visitation** (and any other required consents for adult participants). Agency audio recording applies to supervised visits only, unless otherwise disclosed and agreed in writing. **Audio recording is not guaranteed every session** (equipment failure, safety concerns, or court restrictions). If a session is not recorded, the Agency will document the reason in the session log.

10.3 Limited Use / No Distribution. Agency recordings are confidential and used only to assist the Supervisor in preparing the written observation report and for internal review. **Agency recordings are not shared** with CP, NCP, children, attorneys, or third parties, **except as required by law (including mandated reporting), subpoena, or court order**, or as otherwise required/permitted by law.

10.4 Retention/Deletion: Recordings are deleted as soon as the observation report is completed and internally reviewed—typically within **24 hours or less**. If additional time is reasonably needed to finalize the report, address a safety issue/complaint, or comply with legal obligations (**including subpoena, court order, or legal hold**), the recording may be retained longer and then deleted per Agency procedures.

10.5 Required Consent to Proceed. Participation in services where Agency recording is part of the program requires (a) disclosure and execution of the Agency's Consent to Record by each adult participant as required by the Agency, and (b) **no court order that prohibits or restricts Agency audio recording in a manner that prevents the Agency from following its standard safety and documentation protocol**. If required consent is not provided, **or if a court order prohibits/restricts Agency recording**, the Agency **will be unable to provide services and will cancel/reschedule or decline services** unless and until (i) consent is properly executed **and** (ii) the parties obtain a **court clarification or modified order** permitting the Agency's audio-recording protocol.

11) RECORDKEEPING, REPORTS, AND NO CONFIDENTIAL PRIVILEGE

1. **Case Records.** The Agency maintains case records, including written records of contacts, visits/exchanges, and attendees, consistent with applicable law and professional standards.
2. **Reports.** Where applicable or ordered, the Agency may prepare written observation reports that reflect observations and relevant statements made during services.
3. **NO CONFIDENTIAL PRIVILEGE.** The parties are advised that **no confidential privilege exists** between the parties and Bridging Families, its staff, or contractors. Information obtained during services may be documented and may be disclosed to the court or produced if required by law, subpoena, or court order.
4. **No Legal Advice / No Therapy.** The Agency does not provide legal advice, therapy, or custody recommendations.

12) SAFETY, MANDATED REPORTING, AND EMERGENCIES

1. The Supervisor may modify or end services at any time for safety.
2. Staff are mandated reporters and will report reasonable suspicion of child abuse/neglect as required by law.
3. In emergencies or threats, the Agency may contact emergency services and/or law enforcement.

13) ASSUMPTION OF RISK, RELEASE, INDEMNITY, AND LIMITATION OF LIABILITY

13.1 Assumption of Risk. The parties acknowledge that supervised visitation/exchange services may involve inherent risks, including but not limited to unexpected behaviors, emotional escalation, public-environment risks (off-site), and risks associated with approved activities (e.g., playgrounds, sports, walking in public areas). Parties voluntarily assume all such risks for themselves and their child(ren), except to the extent caused by the Agency's **gross negligence or willful misconduct**.

13.2 Release. To the fullest extent permitted by law, each party releases and discharges Bridging Families LLC, its owners, directors, employees, contractors, and supervisors from claims, demands, and causes of action arising out of or related to Services, **except** claims resulting from the Agency's **gross negligence or willful misconduct**.

13.3 No Duty to Physically Intervene. Parties acknowledge the Supervisor's role is observation, monitoring, and safety-direction. The Supervisor may contact law enforcement/emergency services when appropriate but is **not required to physically intervene**, and may be unable to prevent all harm in all circumstances.

13.4 Indemnity (Party Conduct). Each party agrees to indemnify and hold harmless the Agency from claims, damages, losses, liabilities, and expenses (including reasonable attorney's fees where permitted) arising from that party's own acts/omissions, rule violations, or failure to comply with court orders, including any claims by third parties caused by that party.

13.5 Limitation of Liability. To the fullest extent permitted by law, the Agency's total liability for any claim arising from Services shall not exceed the amounts paid to the Agency for the specific service(s) giving rise to the claim. The Agency shall not be liable for indirect, incidental, special, punitive, or consequential damages.

13.6 Third-Party Premises. For off-site Services conducted at public locations or third-party premises, the Agency does not control the premises and is not responsible for the acts/omissions of third parties, property conditions, or security at those locations.

13.7 Severability of Release. If any part of this Section 13 is found unenforceable, the remaining provisions will remain in effect to the maximum extent permitted by law.

14) FEES, PAYMENT, REFUNDS/CREDITS, COLLECTIONS, AND LEGAL PROCESS

14.1 Fee Schedule Incorporated. The Agency's current **Fee Schedule** is incorporated into and made part of this Agreement. The Fee Schedule controls: hourly rates, minimum blocks, billing increments, mileage/travel, staging/stand-by time, administrative fees, cancellation/no-show charges, report fees, and any special rates.

14.2 Prepayment Required. Unless the Agency agrees otherwise in writing, all services require prepayment. Payment must be received **no later than seven (7) calendar days** before the scheduled start time (or earlier if stated in the Agency's written confirmation). If payment is not received by the deadline, the Agency may cancel the service, and applicable cancellation/no-show charges may apply per the Fee Schedule.

14.3 Payment Method and Timing. Payments shall be made by approved payment methods as directed by the Agency. Payments and payment discussions shall not occur in front of the child(ren) during services.

14.4 Minimum Billing / Billable Time. Services are billed based on the scheduled service time and applicable minimums and increments in the Fee Schedule. Time spent on staging/stand-by, safety planning, documentation, and required administrative tasks may be billable as stated in the Fee Schedule.

14.5 Credits / Refunds. Fees are **non-refundable** once a service is confirmed and staffed, except where the Agency, in its sole discretion, issues a credit or refund or where required by law. Any credit or refund will be processed per Agency policy and the Fee Schedule.

14.6 Past Due Balances / Suspension / Collections. Past due balances may result in suspension of scheduling and/or services. Unpaid balances may be referred to collections where permitted. The responsible party may be liable for collection costs where allowed by law.

14.7 Subpoenas, Court Appearances, and Records Production.

a. **Legal Process.** The Agency may be required to produce records or appear pursuant to subpoena, court order, or other legal requirement.

b. **Notice Requirement.** Parties agree to notify the Agency immediately upon learning of any subpoena/court appearance request involving the Agency.

c. **Lead time:** Requests for records production or appearance should be provided with at least **10 business days' notice** when possible.

d. **Fees and Deposits.** Unless prohibited by law, the party requesting the Agency's appearance/records production is responsible for all applicable preparation time, appearance time, travel time, mileage, copying/production, and administrative fees per the Fee Schedule. The Agency may require an advance deposit and/or full prepayment by a stated deadline.

- e. **Processing:** Records production may include reasonable administrative time for review, redaction where appropriate, and secure production.
- f. **Scheduling / Availability.** Agency appearance and production timelines depend on staff availability and legal deadlines.
- g. **No Guarantee of Quash/Objection Outcomes.** The Agency may seek clarification, protective orders, or legal guidance as needed, and will comply as required by law.

15) SUSPENSION / TERMINATION

The Agency may end a service immediately or suspend scheduling for: safety concerns; suspected intoxication; weapons; threats/harassment; restraining order violations; attempted unauthorized recording; repeated rule violations; nonpayment; or circumstances preventing the Agency from maintaining neutrality or safe operations.

15.1 A court order that prohibits or restricts Agency audio recording in a manner that prevents the Agency from following its standard safety and documentation protocol.

16) NO GUARANTEE OF OUTCOME

The Agency does not guarantee visitation progression, reunification, or any court outcome. Services are provided consistent with court orders, safety, neutrality, and professional practice.

17) AMENDMENTS, SEVERABILITY, ENTIRE AGREEMENT, AND E-SIGNATURES

1. **Amendments.** The Agency may update policies, protocols, and fees with notice. Continued participation after notice constitutes acceptance.
2. **Severability.** If any provision is unenforceable, the remainder remains in effect.
3. **Entire Agreement.** This Agreement, the Fee Schedule, and all signed consents constitute the entire agreement.
4. **Electronic Signatures.** Electronic signatures are valid and enforceable.

18) ACKNOWLEDGEMENT AND SIGNATURES

By signing, each party acknowledges they have read, understand, and agree to comply with this Agreement and Agency policies, and that they have provided current court orders.

Custodial Parent / Receiving Parent (“CP”):

Signature: _____ **Date:** _____
Name: _____ **Phone:** _____ **Email:** _____
Address (internal use only): _____

Non-Custodial Parent / Visiting Parent (“NCP”):

Signature: _____ **Date:** _____
Name: _____ Phone: _____ Email: _____
Address (internal use only): _____

Agency Representative: _____ **Date:** _____
Printed Name/Title: _____

Child(ren):
Name / DOB: _____
Name / DOB: _____

Emergency Contact (not CP/NCP):

Name: _____ Phone: _____ Relationship: _____

ATTACHMENTS (CHECK ALL THAT APPLY)

- Intake Interview Questionnaire
- Copy of Court Orders Restraining or Protective Orders (if applicable)

4.