

Caring Hearts Agency LLC

Safety Procedures

1. As stated in the California Rules of Court, 5.20 the Caring Hearts Agency, conducts a comprehensive intake and screening of both parties at separate times. Identifying information is of utmost importance to the agency, during the intake process copies of driver's license, vehicle registration, and a photo of each family member is part of the intake process, and is kept as part of the confidential file.
2. All pertinent information about the case such as copies of the court order or minute order, and restraining orders become part of the master file.

Arrival and Departure Protocol:

1. At a public venue, the custodial parent drops off the minor child ten minutes before the scheduled time of arrival of the Non Custodial Parent.
2. The Non Custodial Parent is required to stay at the visitation site for ten minutes after the Custodial parent and minor child leave.

The arrival and departure protocol minimizes the risk of contact between Custodial and Non-Custodial Parent.

Temporary Suspension or Termination of Visit (Per 2007 California Rules Of Court (N)

1. Providers should make every reasonable effort to provide a safe visit for the child and the non-custodial party.
2. However, if a provider determines that the rules of the visit have been violated, the child has become acutely distressed, or the safety of the child or provider is at risk, the visit may be temporarily interrupted, rescheduled at a later date, or terminated.
3. All terminations or interruptions of visits will be reported in the case file.
4. Both parties and their attorneys will be advised of the reason for interruption or termination of a visit.

Suspected/ Witnessed Abuse

1. Must do Scar as a State Mandated Reporter:
2. Call and complete the report
3. Inform the Parent
4. Terminate Visit
5. Complete a Critical Incident Report
6. Inform The Custodial Parent

Abduction Of Minor Child

1. Notify Police Immediately
2. Provide police with all pertinent information needed such as descriptions and vehicle information
3. Notify parent
4. Follow all instructions given to you by police

Monitor Safety

1. Monitor must inform administration of planned whereabouts for an off-site visit.
2. Administration must have names, and addresses of clients being monitored.

- 3. Administration must be made aware of the destination of the off-site visit, time and length of visit.**
- 4. Monitor must signal the administrator every fifteen minutes during the visit**
- 5. If administrator fails to hear from the monitor, administrator will immediately contact the police and give the location of the visit.**

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