



SUPERVISED VISITATION GUIDELINES

ABOUT OUR SERVICES:

Pineywoods Family Supervision provides individualized supervision of parent-child contact. We coordinate a professionally trained staff who supervises visits at the office or another child-friendly location.

Our goal is to provide supervised visitation to minimize the conflict children often experience as a result of custody litigation, while allowing the child to have safe, positive contact with a parent and/or other significant relatives.

These guidelines outline the basic expectations and procedures for services. Failure to comply with policies may result in termination of our agency's services.

INITIATING SERVICES:

The first step in beginning services is for the parties to obtain a signed court order or written agreement for supervised visitation services. We will accept a letter from the court detailing a recent ruling for supervised visits, but we ask that a copy of the order be provided once it is signed. The order or agreement must detail the following information:

1. The order or written agreement must specifically include the individual participating in the supervised visitation sessions and whether any other family members, relatives, or individuals are permitted to attend visits. Otherwise, they will not be permitted to participate.
2. The schedule of supervised periods of visitation, including the days, times, and length of each supervised period of visitation. The agency will conduct a maximum of two-hour visits unless otherwise agreed. The agency will attempt to comply with specific times; however, the exact time and day will depend on the availability of agency staff.

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3. The location where most supervised visits occur is at the agency's office; however, off-site visits are possible as long as this is permitted by the court order or by written agreement of both parties. The agency will discuss and determine the location of off-site visits.
4. The order must detail the person responsible for the cost of the supervised visitation, including the registration fee.

To begin supervised visitation services, all adults involved must complete the intake information and provide all required documents before the orientation appointment is scheduled. The orientation is typically conducted via telephone. Your visitation will not be scheduled until this is completed.

FEES FOR SERVICES:

Registration fee (one-time fee for supervised parent)	\$25.00
Basic Supervision (brief summary reports included)	\$50.00 per hour
Facilitative Supervision (detailed notes included).....	\$75.00 per hour
Offsite Basic Supervision (travel fee of \$50.00 per hour, if not local).....	\$60.00 per hour
Supervisor Court Appearance (Two-hour minimum required).....	\$100.00 per hour
Records request.....	\$25.00 per file
Any additional activities requested (i.e., meetings or depositions).....	\$100.00 per hour

The registration fee is non-refundable. Visitation fees must be paid before scheduling, unless the facility agrees, and are due 48 hours before the scheduled visitation date and time. Failure to pay fees 48 hours in advance will result in cancellation of your appointment. If you fail to show up for your scheduled visitation, the fees paid are non-refundable.

All cancellations must be made at least 48 hours before your scheduled visitation. Failure to cancel at least 48 hours in advance will result in your fee being non-refundable. If you need to cancel or reschedule a visit and it is done so within the required timeframe, the payment will be applied to the next scheduled appointment.

Fees for Court appearances are due at least one week in advance and are non-refundable within one week of the scheduled appearance. Travel fees for off-site visits will be assessed individually and provided to you before scheduling. Travel fees must be paid at the same time as the supervision fees. Refunds are provided on a case-by-case basis and must be requested in writing. Refunds are not provided after sixty days from the date paid. Subpoenas are required for all court appearances and should be sent directly to the supervision agency. Attorneys and clients are prohibited from contacting the supervisors or attempting to personally serve them subpoenas. The agency prohibits any service of court documents or subpoenas to clients on the agency's property before, during, or following supervised visits. If a parent or client needs to be served, please arrange for this to happen away from the Pineywoods Family Supervision property. All communication regarding staff or records subpoenas must go through the agency director, Dr. Tammi Axelson.

Payment is accepted via check, money order, or cash. Checks and money orders should be made out to Pineywoods Family Supervision. Payments can be mailed or dropped off at the agency. If a payment is dropped off and no staff are available to accept it, you may deliver it in a sealed envelope through the mail slot in the door at the back of the building. **Do not place payments in the mailbox located at the front door of the building.**

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CANCELLATIONS AND MISSED VISITS:

Cancellations of scheduled visits must be received at least 48 hours before the scheduled time. If the appointments are canceled within the required timeframe, the fees paid will be applied toward the next visit. If there are no further scheduled visits, a refund must be requested in writing within sixty days of the date of payment. Otherwise, the fee is non-refundable. All other refunds will be assessed on a case-by-case basis by the agency director. Cancellations made less than 48 hours before the scheduled visit are non-refundable unless the conditions meet the exceptions listed below:

Child illness exception: The canceling party notifies the agency at least two hours in advance that the visit is canceled due to the child being ill, **and** the party provides written documentation of the child's illness and proof of a doctor's appointment no later than 72 hours after the appointment.

Other emergencies: If the canceling party has an emergency, such as a medical emergency, death in the family, or other significant circumstance, and the party can provide proof of the emergency within 72 hours of the canceled visit, the party may not be held responsible for the cost of the visit. The supervisor will assess the situation on a case-by-case basis. It is up to the supervisor's discretion to determine whether the provided proof is valid.

If the individual being supervised does not show up for a visit, the fee for that visit is non-refundable. If the other party or the individual transporting the child to the visit does not show up, they will be responsible for reimbursing the cost of the visit. This includes any situation in which the transporting parent cannot ensure the children are present for the visit or delivered to the office. Determining which parent will be responsible for fees for missed visits is ultimately at the agency director's discretion. If this individual is not compliant with payment, the Court and attorneys will be notified.

If the individual being supervised arrives more than 15 minutes after the scheduled appointment time, the other party may leave, and the fees paid for the visit are non-refundable. However, depending on the circumstances, the supervisor may allow a shortened visit at that time without a refund for the missed time. This decision will be made by the supervisor on duty. If the parent or individual transporting the children is late arriving or picking up the children, the agency has the right to impose a \$25.00 fee for every fifteen minutes they are late.

If the supervisor or the agency has an emergency that results in your visit being canceled, a refund will be provided.

LOGISTICS OF SUPERVISED VISITATION:

If the court order or the custodial parent authorizes another competent adult to deliver or pick up the child during the visit, that individual must also complete the required paperwork. The supervisor cannot provide transportation and is not permitted to ride in a parent's vehicle.

The individual being supervised must arrive 10 minutes before each visit and remain in the location as directed by the supervisor until the child arrives. The individual dropping off or picking up the child must remain in the front parking area or the area designated by the supervisor until the child is escorted to that individual. The individual being supervised must wait inside the building until the individual transporting the child has vacated the property.

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These designated locations and rules are set to prevent the parties from interacting. The individual being supervised shall not have any contact with the child until the supervisor is present. For example, if the individual being supervised is in the parking lot and the individual transporting the child arrives early, the individual with the child must remain in their vehicle until the individual being supervised arrives inside the building. If any concerns or issues arise in the parking lot before or after a visit, please call the office number or, in an emergency, call 911. However, the agency or supervisor is not responsible for issues occurring before or after the visit, especially when the parties have not followed the rules. The supervisor has the discretion to change or modify the drop-off and pick-up arrangements if there are any concerns. All parties and individuals involved in the visitation are expected to comply with the supervisor's instructions; failure to do so may result in the cancellation of services.

INTERACTION DURING SUPERVISED VISITS:

Parties and individuals being supervised are expected to take care of and be responsible for managing the child's behavior during all visits. They are expected to set limits and discipline appropriately when needed; however, physical discipline of any type (spanking, swatting, pinching, etc.) is **not** allowed.

The supervisor will monitor all contact between the individual being supervised and the child. Children who are potty-trained will use the restroom privately without being supervised. If a child is being potty trained, the supervisor will accompany and observe this interaction. If the child is in a diaper or pull-up, the individual being supervised is responsible for changing the child while the supervisor remains present to observe.

All parties are expected to interact with the child in a positive and supportive manner. Any communication or behavior that is emotionally or physically damaging or threatening is not permitted and will not be tolerated. Profanity, derogatory comments, or any negative comments about the other parent or any other party involved are not permitted. In addition, comments about the litigation, the current court case, or any issues related to it are not permitted, including future statements such as "when this is all over" or "if/when you come to live with me."

All conversations between the individual being supervised and the child must be audible to the supervisor. Whispering, hand gestures, or written notes are not permitted. All conversations must be in English unless the supervisor is multilingual. If you are deaf or speak a different primary language, arrangements must be made prior to the visitation.

Interrogation of the child is not permitted. The behavior that constitutes interrogation is left to the supervisor's discretion, but it includes using the child to gather information about the other parent or party involved, or leading the conversation in a way that encourages the child to reveal such information. Conversations should be focused on the child.

Children are not permitted to be physically examined or inspected during the supervised visitation.

Cellphones, smart watches, iPads, and other electronic devices are permitted only with the supervisor's approval. The individual being supervised must turn off their cellphone and smart watches and request permission before using any device. No video or audio recording of the visit is permitted at any time.

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Children are not permitted to bring their cell phones, but if they do, they must turn them off. The individual who transported the child or any other parent/party involved is not permitted to communicate with the child during the visitation. In an emergency, the individual should contact the supervisor by the office telephone. The supervisor will contact the other parent if an emergency happens during a visit.

The custodial parent or the individual transporting the child to and from the visit must leave the facility or visit location. There will be times when the child and the individual being supervised will be permitted to go outside of the office, and the child must not see the transporter's vehicle. If the transporter chooses to remain nearby, please ensure your vehicle is not in sight in any direction of the agency's building. This also applies to any off-site visitation. The transporter must comply with any requests by the supervisor to leave the premises.

The agency will allow only the exchange of the child and certain items for the child. Neither the agency, supervisor, nor the child should be used to pass messages or exchange items unrelated to the visit, except for medication. Any such information must be approved by the supervisor prior to the start of the visitation. Gifts may be given to the child during the visits; however, this is to be limited and is left to the discretion of the supervisor if considered to be too much or inappropriate, and should be restricted to items a child or adult can carry in one trip to the vehicle. Gifts given to the child should be for them to leave with at the end of the visit, gifts are not permitted to be given with the condition of the child having it later when with the other parent/party or at the next visitation. The agency and supervisor reserve the right to inspect all items brought to the visit and all gifts before they are given to the child.

The party or individual being supervised is permitted and encouraged to provide food or snacks to the child. The agency does not provide any food. The food must be appropriate, and the supervisor has the right to prevent the child from eating certain foods, such as foods that are not age-appropriate or providing a child with a significant amount of sugar and/or caffeine. The individual being supervised is required to clean up the food and trash at the end of the visit.

Threats of physical violence or inappropriate behaviors will not be tolerated and could result in termination of services from the agency. All parties must conduct themselves in a manner that clearly demonstrates that the well-being of the child is their highest priority. Individuals being supervised are not to place their hands on the child in any way that the staff deems inappropriate, and they are to ensure that the child does not inappropriately expose themselves during the visit.

The supervising staff and agency will determine appropriate and inappropriate behaviors and conversations with the child. **All parties are to comply with the limits set by the supervisor without complaint, comment, or further explanation during the visit.** Parties may request to speak to the supervisor after the child leaves, if time allows, or contact the agency during business hours to discuss any questions regarding the supervisor's directives.

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INTERACTION WITH SUPERVISING STAFF:

Basic Supervision:

The supervisor is present to observe and document the behaviors and interactions between adults and children. Supervisors may interact when necessary at their own discretion.

Neither party should initiate the involvement of the supervisor in conversation or activities. Parties are not to ask personal questions of the staff or supervisor, nor are they to offer food or other gifts to them. Furthermore, parties are not to involve the supervisor in discussions regarding the court case, their opinions of the other parties involved, or any disparaging remarks. Any concerns regarding the other party or the current case must be addressed at the time of the orientation or during business hours outside of the scheduled visitation. All supervisors are required by law to report any reasonable suspicion of child abuse or neglect. This includes physical, sexual, or emotional abuse and physical neglect. Staff will also contact the appropriate authorities if there is harassment, threats, or physical contact during the exchanges.

Facilitative Supervision:

During facilitative supervision, the supervisor may interact to assist the parent and child; this may include encouraging and facilitating communications, games, and imaginary play. The goal of facilitative supervision is to assist the parent and child in bonding, as well as teaching the parent appropriate and healthy ways to respond to their child. The supervisor will also spend some additional time after the child leaves the visit to discuss with the parent any concerns or questions regarding parenting skills, managing behaviors, and emotional support of their child. Facilitative supervision also includes more detailed notes of interactions.

OTHER GUIDELINES:

The agency clocks determine the correct time concerning appointments, services, lateness, and cancellations.

This agency has the right to terminate any and all services for supervised visitation for any reason deemed necessary, including but not limited to:

1. If ongoing contact appears too stressful or traumatic for the child
2. The agency determines that it cannot effectively address safety or specific issues in the particular case
3. The case places an undue demand on the agency's resources
4. A party harasses or threatens staff or other parties
5. One or both of the parties fail to comply with policies and guidelines

The child and parties involved should be dressed in appropriate and unrevealing clothing. Children wearing skirts or dresses should have shorts on under their dresses or skirts.

There is no smoking, vaping, alcohol use, or other substances allowed at any time during supervised visitation. If a party appears to be under the influence of any substance at the time of the visit, the supervisor has the authority to cancel the visit.

Parties involved in supervision are not allowed to bring any weapon to the supervised visitation.

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QUESTIONS AND COMMUNICATIONS WITH THE AGENCY:

During the orientation and registration process, there will be time set aside to ask questions and address any concerns. Please make sure you have read the guidelines before the meeting to ensure your questions are not addressed in the forms.

In the event questions or concerns arise after the orientation is completed, please contact the office during business hours. Messages left on the office telephone will typically be returned within 24 hours during the week unless an urgent message is left regarding the cancellation of a visit. Do not address your questions or concerns with the supervising staff before, during, or after the visit. Supervising staff are only trained and assigned to supervise the visitation and cannot fully respond to questions and issues pertaining to the agency's policies.

RECORDS REQUESTS:

All records requests must be made in writing, and payment is required prior to the records being released. Additionally, records will be released with appropriate authorizations to agents working for the Court, including but not limited to psychologists, social workers, counselors, child custody evaluators, and attorneys.

Client files and records are considered confidential, and the agency adheres to all policies regarding protected health information. The agency has a compliance manual that all staff are required to follow. The policies address the storage of client files, unintentional breaches of information, records requests, and court subpoenas and procedures in the event the agency is terminated. If a client or supervisor becomes aware of a conflict of interest, it is their duty to report this to the agency director, and parties will be notified if applicable. If a supervisor sees a client or child in public, they will refrain from greeting you or your child to protect your privacy. However, they are allowed to respond to you if you or your child initiate a greeting, but staff will not disclose their role as a supervisor.

Disclaimer for released records: Information released is based on staff observations. When providing supervised visitation, we do not provide evaluations of the families who use our services or make recommendations about future arrangements for parent-child access. These recorded observations of the parent-child contacts have occurred in a structured and protected setting, and there is no prediction regarding how the parent-child contacts will occur in a less protected setting without supervision. Caution should be exercised by those reviewing the documents provided by the agency regarding observations made during the supervised visitation.

NOTICE OF PRIVACY PRACTICES:

Although most supervised visitation does not include Protected Health Information (PHI), the agency may receive or be provided information about your and/or your child's physical or mental health. In this instance, Pineywoods Family Supervision and staff are required to maintain the privacy of PHI and to provide you with notice of the legal duties and privacy practices related to PHI. The agency's Notice of Privacy Practices is located on the website www.pineywoodsfamilysupervision.com it describes how Pineywoods Family Supervision and staff may use and disclose your PHI in accordance with applicable law. This includes the Health Insurance Portability and Accountability Act ("HIPPA") regulations and Pineywoods Family Supervision's owner and director, Dr. Axelson's professional code of conduct and licensure. Information about Dr. Axelson's licensure (#37655) and code of conduct can be found on the Texas Behavioral Health Executive Council website (www.bhec.texas.gov). In addition, the Notice of Privacy Practices provides information on how to make a complaint against Dr. Axelson. Dr. Axelson is licensed to practice as a master's level social worker with independent practice recognition in the State of Texas.

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ACKNOWLEDGEMENT OF UNDERSTANDING:

The most important guideline to remember is that all parties are expected to comply with all directives from the supervisor and the agency staff. Although parties may not understand why an instruction is given or may not agree with the instruction, they must comply at the time without comment or complaint. The time to address questions or concerns about the directives is not during the visit or in the presence of the child, but at a later time.

These guidelines are not meant to be all-encompassing. Additional arrangements, policies, instructions, and modifications may be made at any time based upon changes and specific case details.

By signing this form, I have read and agree to abide by all the policies and guidelines of Pineywoods Family Supervision and the agency director, Dr. Tammi Axelson, LMSW-IPR, and acknowledge that the Notice of Privacy Practices can be accessed via the agency's website.

Signed this _____ day of _____, 2026.

Client Printed Name: _____

Client Signature: _____

Please return this form by mail, email, or fax, or it may be dropped off at the office. If no one is at the office, you can place the documents through the mail slot in the rear door located at the back of the office building.

Address

103 East Bremond Avenue

Lufkin, Texas 75901

Telephone: 936-899-7296

Fax: 936-899-7296

Email: info@pineywoodsfamilysupervision.com

Adapted with permission from Dr. Aaron Robb with Forensic Counseling Services