



CLIENT APPLICATION



Applications will not be accepted without the \$5 application fee
(Foster parents and kinship providers do not have to pay the application fee)

HARMONY HOUSE SUPERVISED VISITATION CENTER

A Project of CASA (Court Appointed Special Advocate), Inc. of Larimer County
Larimer County Justice Center
201 LaPorte Ave., Ste. 100
Fort Collins, CO 80521
(970) 498-6180

3105 E. Harmony Road
Fort Collins, CO 80528
(970) 223-5966
FAX (970) 282-0662

1006 N. Lincoln Avenue
Loveland, CO 80537
(970) 461-8855
FAX (970)461-8850

MISSION STATEMENT: We provide a voice in court for abused and neglected children and a safe place in the community for conflict-free interactions.

HARMONY HOUSE HOURS OF OPERATION*

FORT COLLINS (970) 223-5966		LOVELAND (970) 461-8855	
MONDAY	3:30~ 8:15 PM	MONDAY	CLOSED
TUESDAY	3:30~ 8:15 PM	TUESDAY	CLOSED
WEDNESDAY	3:30~ 8:15 PM	WEDNESDAY	3:30~ 6:00 PM
THURSDAY	3:30~ 8:15 PM	THURSDAY	3:30~ 8:15 PM
FRIDAY	1:30~ 8:15 PM	FRIDAY	1:30~ 8:15 PM
SATURDAY	9:00 AM ~ 4:00 PM	SATURDAY	9:00 AM ~ 4:00 PM
SUNDAY	11:00 AM~ 6:00 PM	SUNDAY	11:00 AM ~ 6:00 PM

***Harmony House will be open during these hours by appointment only. If you are dropping off an application, please call first to make sure the facilities are open.**

- ❖ Harmony House provides a neutral setting for Supervised Visits between children and their parents when ordered by the court system following a divorce, foster care placement or other legal action separating children from their parents. Each family is screened by Harmony House to determine if their situation is appropriate for the program.
- ❖ Harmony House also assists in facilitating Exchanges of children between custodial and non-custodial parents in a non-confrontational setting.
- ❖ Our staff makes sincere effort to treat every client with respect and professionalism. Please treat all members of our staff with the same courtesy you would expect from them.

The following information will explain all aspects of the Harmony House Visitation Center program, including definitions of Visitations/Exchanges, process for setting up Visits/Exchanges, fees, rules, guidelines and what to expect at Harmony House.

- **Explanation of a Supervised Visit:** During a Supervised Visit at Harmony House, a Visitation Supervisor is present in the visiting room **but will not participate in the visit.** The Visitation Supervisor will, however, intervene if there is a question as to the child's comfort level and/or the safety of the child or the Visitation Supervisor. Factual documentation of the Visit will be written during the Visit, will be reviewed by Harmony House Staff and, upon request, sent to attorneys, caseworkers, Guardians ad Litem and other parties involved. **Individual parties may request copies of documentation for an additional fee.**

- **Explanation of an Exchange:** If there is a divorce or separation in which the adults:
 - a) are unable to negotiate a reasonable and workable schedule for Exchanges,
 - b) are unable to adhere to plans,
 - c) have difficulty keeping their behavior toward each other within appropriate bounds,
 - d) have a restraining order involving the parents,then, using Harmony House as a safe, neutral place to do Exchanges may be in the best interest of the child(ren).

In an Exchange, children are exchanged from the custodial parent to the non-custodial parent by a "drop off" and "pick up" arrangement under the supervision of Harmony House Staff. These Exchanges take place at Harmony House. Arrangements will be made to avoid direct contact between the parents. Documentation of Exchanges will be written at the time of the Exchange by Harmony House Staff and, upon request, sent to attorneys, caseworkers and other parties involved. **Individual parties may request copies of documentation for an additional fee.**

AGREEMENT REGARDING USE OF HARMONY HOUSE VISITATION CENTER FACILITY AND SERVICES

Please note: Supervised Visits/Exchanges will be determined by Harmony House based on the availability of Harmony House Staff, Volunteer Supervisors and time slots. Court orders will be accommodated as closely as possible. Harmony House reserves the right to limit the number of Visits and set hours of operation for optimal staff and volunteer supervision for the safety and wellbeing of all concerned.

Your signature on the "Client Application" form (attached) indicates that you have received, reviewed and agree to the following guidelines and rules.

*The undersigned parent, legal guardian or other party (hereinafter referred to as "Parent"), in consideration of being allowed the privilege of using the Harmony House Visitation Center, and in further consideration of her/his child(ren) being allowed to use the facility, hereby agrees as follows:

- 1) To abide at all times by the **"Client Guidelines for Supervised Visitations or Exchanges"** and **"Harmony House Rules."** Both are included in this document.

- 2) To waive any right of confidentiality she/he and/or her/his child(ren) may otherwise have to the extent necessary to make adequate use of the services provided by Harmony House. This includes, but is not limited to, a waiver of confidentiality to the extent necessary to permit any representative of Harmony House, any CASA Volunteer or Guardian ad Litem assigned to the case and/or legal representative of any of the above, to review any files, inner office documented phone or in-person conversations and to discuss the facts of the case with each other and/or with any other professional said person(s) deemed necessary or desirable. It is specifically understood and agreed that periodic reports concerning Supervised Visitations and Exchanges shall be generated and copies provided to all counsel of record, the Department of Human Services and other identified parties.
- 3) To waive any claim of the Parent and/or her/his child(ren), real or imagined, known or unknown, against Harmony House, its Staff and CASA, Inc. Staff (including their officers, directors, employees and volunteers) for negligence (other than gross negligence or willful misconduct) related to or in any way arising out of the use by Parent and/or her/his child(ren), of the Harmony House grounds, facilities and/or services.
- 4) To pay a reasonable fee at the time of the Visit or Exchange for use of the facility per Visit or Exchange. To compensate or partially compensate Harmony House for the expense of providing such facility in an amount to be determined by representatives of Harmony House. Upon termination of services, fees must be paid in full.
- 5) That the Parents' use of the Harmony House facility and services constitutes an agreement on their part that all reports prepared by Harmony House will become part of the Court record in their case. Harmony House Staff will provide an additional sworn statement summarizing Visit and/or Exchange activities and records of attendance upon subpoenaed request and with reasonable notice.
- 6) That if either Parent or Counsel subpoenas a Harmony House or other CASA Staff member as a witness in their case, that Parent will be required to pay CASA, Inc. a deposit of \$160.00 when the subpoena is served. This total includes a two-hour court preparation fee and two-hour witness fee based on \$40.00 per hour. Additional time and mileage will be billed following the hearing and must be paid within one week of the Court appearance. No staff will appear without a subpoena.
- 7) Harmony House reserves the right to determine the eligibility of each party who applies to receive services. If there is a cause for concern regarding the safety of the children, staff, volunteers or other families, Harmony House will choose not to provide service or suspend service if already started.
- 8) That this Agreement may be terminated by representatives of Harmony House with or without cause for any reason and at any time.
- 9) Weapons, including anything that can be used as a weapon, drugs and alcohol are strictly prohibited.
- 10) Harmony House reserves the right to search person or property at any time for any or no reason. If you choose to decline, you will be asked to leave the property immediately and may have services terminated.

CLIENT GUIDELINES

FOR SUPERVISED VISITS AND EXCHANGES

The following guidelines must be followed during Supervised Visits and Exchanges at Harmony House. Failure to follow these guidelines will result in an interruption of your Supervised Visit or Exchange, and you will be asked to stop the inappropriate behavior. Continued noncompliance may result in termination of privileges at Harmony House.

1. All families are expected to provide payment for the services received through Harmony House *at the time of the service*. **If you become delinquent in the payment of fees, your Supervised Visits or Exchanges may be suspended until full payment is received.** Time slots will not be reserved during suspension for delinquent accounts.
2. The following **must** be completed **prior to** Supervised Visits or Exchanges being scheduled:
 - a) Client Applications and \$5 application fees submitted by both parties
 - b) Financial affidavits proving yearly gross income and dependents claimed
 - c) Any Court orders and restraining orders relating to the case must be provided **with the application** and a copy will be maintained in the client file
 - d) Individual orientations scheduled and completed by both parties
 - e) Set-up fee of \$25 (\$30 out of county) paid by both parties at the time of orientation
 - f) Agreement of both parties to the available time slot(s)
3. There will be no contact between the “residential” or “drop off” parent and the “visiting” or “pick up” parent. Transition times may be waived if both parties agree and there has been no history of conflict between parties.
 - a) The “residential” or “drop off” parent will arrive 15 minutes before the parenting time starts. The children will be left in the supervision of Harmony House Staff. **The “residential” or “drop off” parent must leave the premises immediately.**
 - b) The “visiting” or “pick up” parent will arrive at the time agreed upon. The Visit will be supervised by a Visitation Supervisor and the Exchange supervised by Harmony House Staff.
4. If either parent does not arrive within 20 minutes of their scheduled time, the Visit or Exchange will be cancelled. No exceptions will be made without Staff approval. The parent must call before the scheduled time or leave a message on the voicemail. ***Frequent tardiness will result in suspension of services.***
5. Harmony House is not a child care facility and does not provide child care beyond the 15-minute intervals. **A babysitting fee** will be assessed to appropriate parties where applicable, i.e. for tardiness or a No Call/No Show for a Visit/Exchange **in addition to the service fee.**
6. If either party is late, the Supervised Visit will not be extended and will still end at the regularly scheduled time.
7. **The full fee is charged for a No Call/No Show.** Two missed Supervised Visits or Exchanges without notice will effect the frequency of Visits or Exchanges and will require attendance at all scheduled Visits for the duration of one month or services will be **terminated for 3 months**. If there is a waiting list, you will go to the bottom of it and wait until Supervised Visits can be reinstated.
8. Harmony House Staff must be contacted at least 24 hours in advance of the Supervised Visit or Exchange if cancellation is necessary. If the parent does not reach Harmony House Staff, the parent must leave a message on the voicemail regarding why the Visit or Exchange is being cancelled. If the cancellation is within 2 hours of the scheduled Visit time, the party canceling will be charged the entire visit fee. Three cancellations in a row or frequent cancellations will result in suspension of Visits or Exchanges.
9. Due to the high need for Harmony House services, make-up visits will *only* be scheduled if deemed possible by Harmony House Staff. Make-up visits must be requested by the “visiting” parent within two weeks of the cancellation. The number of make-ups do not add up if they cannot be accommodated within a reasonable amount of time.
10. **If the child or parent is ill, there will be no Supervised Visit or Exchange.** This ensures that other families are not exposed to illness. The parent must call to cancel as soon as possible. An effort will be made to inform all parties of the cancellation. A make-up visit or exchange may be requested. If the Visitation Supervisor is ill and no

other Staff is available to supervise the Visit, the Visit may require rescheduling and will be made up as soon as possible.

11. Harmony House cannot guarantee anyone's physical or psychological safety. If there is concern for the quality of the Supervised Visit/Exchange or the safety of the child, Visitation Supervisor or Harmony House Staff or for any other reason, Supervised Visits or Exchanges may be stopped at the discretion of Harmony House Staff. Involved parties will be informed promptly.
12. If these guidelines are not followed, or there is concern for the wellbeing of the child(ren), Harmony House Staff may voice their concerns to the Court or the Department of Human Services.
13. At no time before, during or after a Supervised Visit or Exchange is it permissible to serve legal papers to parents on Harmony House property.
14. A Supervised Visit/Exchange will be cancelled if the Visitation Supervisor believes the parent appears to be under the influence of drugs and/or alcohol. The parent retains the right to obtain a UA or BA at their own cost and bring the results to Harmony House. If the results confirm that the parent was not under the influence and the test was obtained within a reasonable amount of time following the cancellation, the Visit or Exchange may be made up free of charge.
15. **Supervised Visits/Exchanges will be scheduled by Harmony House based on the availability of Harmony House Staff and time slots. Court orders will be accommodated as closely as possible.** If Harmony House is unable to meet court orders because of scheduling problems or availability, the parties involved will be informed of the nature of the difficulty and alternative plans may be suggested.
16. Exchanges may not be conducted on the Harmony House property, including the parking lot, unless Harmony House Staff or DHS Personnel are present and are aware of the Exchange.
17. Scheduling issues and any concerns must be addressed with the Harmony House Staff and not the Volunteer Supervisor.
18. Transportation must be provided by the parents or their designee. If there are concerns about who has been designated to provide transportation by the other party, it is your responsibility to take this issue up with your attorney.
19. If the parent or their designee will be transporting children, each will be required to give a copy of a valid driver's license and proof of insurance that will be maintained in the client file at Harmony House. **Children will not be released to anyone without a valid driver's license or proof of insurance.**
20. Harmony House will not act as a mediator or "go between." All matters other than scheduling Supervised Visits/Exchanges at Harmony House must be handled by the attorneys, therapists or other parties involved.
21. Parents will be responsible for meeting the Child Restraint Laws as mandated by the State of Colorado, i.e. car seats, booster seats and safety belts.
22. Supervised Visit(s) will be scheduled on a first-come/first-served basis. Based on availability of time slots, a regularly scheduled time will be arranged.
23. Additional guidelines may be added if deemed necessary by the Court, caseworker, therapist or other involved parties.

CASE MANAGERS:

Each family will be assigned a Case Manager. They are here to help families move smoothly through the Harmony House Supervised Visit or Exchange process. They can help with any questions or concerns. However, they are not here to give legal advice or to counsel or consult. They will be in contact with attorneys and other involved parties in regard to Supervised Visits or Exchanges done at Harmony House. They will document Visits or Exchanges and aid in scheduling, account information, documentation and any other issues that may arise. Case Managers may not be available at the time they are called; you may speak to another staff person.

HOLIDAYS:

On the following days, Harmony House will be closed and no Supervised Visits or Exchanges will be scheduled: *New Year's Eve, New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving and the day following, Christmas Eve, Christmas Day.* Harmony House may close on *Easter Sunday, Mother's Day and Father's Day* depending on availability of staff.

NOTE: It is the client's responsibility to reschedule their Supervised Visits/Exchanges that are scheduled for days Harmony House is closed. If Harmony House closes or shortens other days throughout the year, each client who is scheduled for that day will be notified in advance, and staff will contact parties to arrange for make-up Visits.

CLIENT FEES FOR USE OF HARMONY HOUSE

ALL FEES ARE TO BE PAID AT THE TIME OF THE SUPERVISED VISIT/EXCHANGE

1. **Application fee of \$5.00 (non-refundable) is required when you bring, email, mail or fax your application in.** No application will be accepted without the fee accompanying it. (Foster Parents and Kinship Providers are exempt from fees.)
2. **Set-up fee:** Clients will be charged **\$25.00 for each party** (Larimer County residents) for the initial screening process and opening of a case file. This will include the processing of paperwork, an initial orientation for each party, phone conversation with the attorneys or other pertinent professionals, a review of the court orders and an assessment of eligibility. If in the screening process a family is found not to be eligible, the \$25.00 fee will not be refunded. (Those referred by DHS will not be assessed this fee.)
3. **Supervised Visit and Exchange fees:** All families will be required to pay a fee for each Supervised Visit or Exchange. Unless the Court order states that one party is responsible for paying the full fee, both parties must agree on payments of fees, whether one party is responsible or if fees are split between parties. These arrangements will be determined prior to Supervised Visits or Exchanges starting and will be recorded in the case file.
4. If a family becomes delinquent in their fee payment, they, their attorneys and caseworker will be notified that their Visits/Exchanges are suspended. Fees must be paid in full prior to Visits or Exchanges being reinstated. If there is a waiting list, the family will be placed on the bottom of it and will wait until Visits can be rescheduled.
5. **Checks are not accepted as a form of payment.** Payments are accepted in the form of cash, credit card or money orders. Payments may also be made over the phone.

SUPERVISED VISIT FEE:

The cost is assessed on a sliding scale and is based on annual gross income. Please provide one of the following documents as proof of income: Court-ordered financial affidavit, current paycheck stub, public assistance forms or current tax returns.

All **Larimer County** clients referred by the **Department of Human Services** will be charged **\$5.00** for each Supervised Visit.

EXCHANGE FEE:

\$16.00 for a full Exchange – (exchanging twice within one day)

\$8.00 for one half – (one exchange in one day)

OUT OF COUNTY:

Clients will be charged **non-resident fees:** set-up fee of \$30.00, sliding scale fee for each Supervised Visit and \$24.00 for each full Exchange (\$12 for one half Exchange).

HARMONY HOUSE VISITATION CENTER RULES

1. The visiting parent is to provide any needed food, drinks, diapers, etc. for their child(ren). The custodial parent should provide information pertaining to the current formula or baby food used. Juice and snacks are often available for \$.50 each at Harmony House. Several restaurants will deliver to the Harmony House sites.
2. Parent(s) may not undress the child (unless in diapers) or take the child to the bathroom unsupervised. If the parent accompanies a young child to the bathroom, they are to leave the door partially ajar, and the Visit Supervisor will stand outside the door. Older children must go to the bathroom by themselves.
3. If the parent needs to use the bathroom, ask the Visit Supervisor to watch the child(ren) while the parent is gone. Under no circumstances is a parent to have a child with them while the parent is using the bathroom.
4. There will be no note passing between parents or parents and children during a Supervised Visit or Exchange. This includes occasion cards. All written correspondence is to be approved by staff ***PRIOR*** to the Visit starting. ***Note passing is not an option when a restraining order is in place unless otherwise specified in the order.***
5. If parents need to pass information to each other, they can choose either: *Supervised* or *Unsupervised* Journals:
 - a.) *Supervised*~ Any written notes are given to Harmony House Staff to read and photocopy for the client file. Appropriate information includes: *status of child's health and wellbeing, school issues, child's growth and progress, i.e. toileting and diet.* Any notes containing information deemed inappropriate by Harmony House Staff will be maintained in the client file but will not be passed to the other party, i.e. anything pertaining to the case or information about the other party. The parent will be notified that the note has not been passed.
 - b.) *Unsupervised*~ ***A contract must be signed by both parties prior to using this option.*** Parents can pass a note through Harmony House staff, diaper bag or backpack. Harmony House is not responsible for overseeing its content. Parties are free to include what they feel is appropriate in accordance with any court order or agreement in place. All parties waive the option to call Harmony House Staff as a witness regarding its content or existence.
6. There will be no whispering. The Visit Supervisor will remain within sight and hearing distance of the family throughout the entire Visit. They must be able to hear what the family is saying at all times.
7. At no time are secrets allowed. If your child attempts to tell you a secret, inform them it is against the rules, and let them know it is okay to be said aloud.
8. There are to be ***no promises*** made. This includes, but is not limited to, how long you need to be at the Harmony House for Visits or Exchanges, when you or your child(ren) will be coming home or any discussion about future activities.
9. There will be no hitting, kicking, spitting, spanking, threatening, biting, swearing or breaking of things. Time out, redirection and choices & consequences are accepted forms of discipline at Harmony House.
10. There is to be no negative conversation. This includes but is not limited to the following: the current situation, the other parent, other parties including Harmony House or the Court system. If negative conversation occurs, the Visit Supervisor will tell the parent to change the subject. If the negative conversation continues, the Visit will be terminated.
11. If the visiting parent(s) has multiple children at the Visit, it is the visiting parent's responsibility to ensure that the children stay together. At no time should the family separate so far that the volunteer can not see and hear both parents at the same time when interacting with the child(ren).

12. The visiting parent(s) is not to ask the child for the location of their present home, school or foster placement. They may not ask for locations of the children's doctors' offices or activities outside of Harmony House.
13. No foreign languages may be spoken unless the Visit Supervisor is proficient in that language. If English is not a language spoken by the visiting parent, Harmony House will make an effort to find a Visit Supervisor who speaks the foreign language, but this is not guaranteed.
14. The noise level must be kept down inside and outside of Harmony House out of respect for other families also using the house.
15. Parents are to be respectful of the child(ren)'s personal space, i.e. NO rough-housing or excessive tickling during play, and respect the child(ren)'s wishes if they choose not to provide a hug or a kiss, etc.
16. Food and beverage are allowed only in the kitchen, dining room and outside.
17. Each family is responsible for cleaning up their area before the end of the Supervised Visit, before moving to another room during the Visitation and where the children have been playing during an Exchange.
18. No smoking or chewing tobacco is permitted in the house or anywhere on Harmony House property. This includes the yard and the parking lot.
19. Children are not permitted to use cell phones or the phone at Harmony House to talk to anyone. Parents are encouraged not to talk on their phones or text message during their time at Harmony House.
20. Due to confidentiality of participating families, Harmony House does not allow tape-recording or video-taping during Visits. Cameras are allowed unless otherwise specified.
21. No pets or insects are allowed on the premises.
22. ALL diapers are to be taken outside to the garbage can.
23. Plastic, aluminum and glass go in the garbage can designated for recycling located outside. Paper and cardboard recycling bins are in the office.
24. Please keep in mind that ending the Visit may be difficult for the child(ren.) The Visit Supervisor will give families a 15- and 5-minute warning at the end of the visit to help judge the time left to clean up, settle down and say appropriate goodbyes.

CLIENT APPLICATION
APPLICATION FEE OF \$5 IS REQUIRED.

Applications will NOT be accepted without this fee. Foster parents and kinship providers do NOT pay the fee.

Please Print

APPLICANT'S NAME: _____ MAIDEN NAME: _____

APPLICANT'S ADDRESS: _____ (street & apt. #)

_____ (city, state, zip)

Okay to leave a message? Please circle.

APPLICANT'S PHONE NUMBER: (home) (_____) _____ YES NO

(work) (_____) _____ YES NO

(cell) (_____) _____ YES NO

EMAIL ADDRESS: _____

EMERGENCY CONTACTS:

NAME: _____

NAME: _____

RELATIONSHIP: _____

RELATIONSHIP: _____

HOME PHONE: _____

HOME PHONE: _____

CELL PHONE: _____

CELL PHONE: _____

CHILD(REN):

First & last name:	lives with you?	date of birth	gender	ethnicity*
_____	Y / N	_____	M / F	_____
_____	Y / N	_____	M / F	_____
_____	Y / N	_____	M / F	_____
_____	Y / N	_____	M / F	_____

*(ethnicity is used for statistical purposes only)

NAME OF OTHER PARTY INVOLVED: _____

What is the primary reason you are using this service? (i.e. domestic violence, substance abuse, child abuse or neglect)

Have you ever used Harmony House services before? _____ If yes, when? _____

Have you ever been convicted of, or are you currently under investigation for, a sexual offense? _____

If yes, please explain: _____

*PLEASE LIST ANY SPECIAL NEEDS, ALLERGIES, MEDICAL CONDITIONS OR ANY OTHER SPECIAL INSTRUCTIONS FOR THE ABOVE CHILD(REN):

*IS ANYONE WHO WILL BE PARTICIPATING IN THE VISIT INFECTED WITH A COMMUNICABLE DISEASE? (ex. HIV, hepatitis) YES _____ NO _____ if yes, please explain: _____

GROSS HOUSEHOLD INCOME (before taxes): yearly \$ _____ or monthly \$ _____

COURT CASE #: _____ JUDGE OR MAGISTRATE: _____

ATTORNEY'S NAME: _____ PHONE #: _____ FAX: _____

ATTORNEY'S ADDRESS: _____ EMAIL: _____

CASEWORKER: _____ PHONE #: _____ FAX: _____

GUARDIAN AD LITEM: _____ PHONE #: _____ FAX: _____

APPLICANT'S VEHICLE: model/year _____ plate # _____ color _____

INSURANCE COMPANY _____

IF YOU BRING YOUR CHILDREN TO THE VISIT/EXCHANGE, PLEASE LIST OTHER ADULTS AUTHORIZED TO PICK UP/DROP OFF YOUR CHILDREN IF YOU ARE UNABLE TO:

NAME: _____ NAME: _____

RELATIONSHIP: _____ RELATIONSHIP: _____

HOME PHONE: _____ HOME PHONE: _____

CELL PHONE: _____ CELL PHONE: _____

A COPY OF A DRIVER'S LICENSE AND CAR INSURANCE IS REQUIRED PRIOR TO TRANSPORTING

I, _____ (print name), have read all pages of the Harmony House Client Application packet and agree to the conditions contained therein.

Signature Date

Accepted and approved by: _____
Harmony House staff signature Date

Please return this application with any **COURT ORDERS, RESTRAINING ORDER, copy of a DRIVER'S LICENSE/ID CARD and CAR INSURANCE.** Please keep pages 1-8 of the application packet for future reference. **No visits or exchanges will be scheduled until this paperwork has been received by both parties, orientations have been completed and the set-up fee is paid.**