



# parent connection

Family Services

Supporting all people through  
life's challenges and transitions.

## *Supervised Visitation & Exchange*

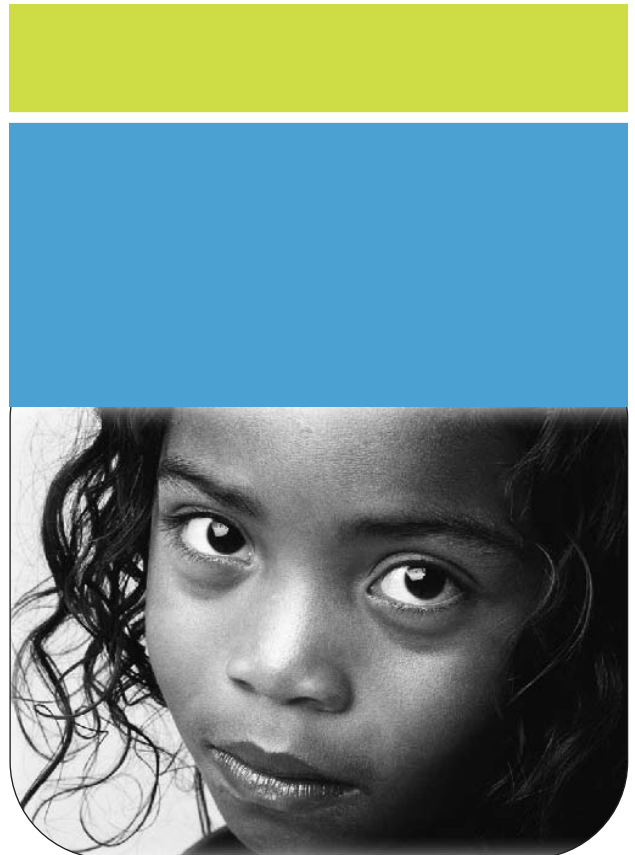


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Family Services

36 Broad St, Ste 150, Oshkosh, WI 54901  
(920) 233-6630 ext. 107

Family Services of Northeast Wisconsin, Inc.  
(920) 436-6800 (800) 998-9609  
[www.familyservicesnew.org](http://www.familyservicesnew.org)



## Program Overview

The Supervised Visitation & Exchange Center was established in 2004 to provide visitation and exchange services between divorced or separated parents. Staff help to ensure a safe and secure setting for the child, free from parental violence or conflict. Services are defined as:

**Supervised Visitation:** Contact between a parent and their child(ren) in the presence of a third person who is responsible for observing and ensuring the safety of those involved.

**Supervised Exchange:** Supervision of the transfer of the child(ren) from one parent to the other, limited to the actual transfer with the remainder of the visit unsupervised. In these situations, extra precautions are taken to ensure that the individuals exchanging the child do not come into contact with one another.

The ultimate goal of the program is to empower parents to work through their issues so they are able to interact with their child in an unsupervised setting.

## Scheduling Services

Once you have been referred for a Supervised Visitation or Exchange, it is up to you to contact the Parent Connection office to make arrangements. Our Supervised Visitation Coordinator can be reached at 920-233-6630 ext. 107.

You will be asked a number of questions to determine a schedule of availability. A short intake questionnaire will be given to help our staff set up the most positive and nurturing environment for your child(ren) while visiting. We will coordinate with the custodial parent and the Visitation Specialist to find a time that works for everyone.

## Locations/Hours of Visits

The Supervised Visitation & Exchange Center is located within the Parent Connection office at 36 Broad Street in Oshkosh with additional space at the Family Resource Center in Menasha.

Visitation rooms are set up in a comfortable environment with a variety of toys and games that allow for positive parent/child interaction. Visits can also be set up off-site as requested.

We will collaborate with other agencies for space as needed.

Visits and exchanges are scheduled between the hours of 8:00 a.m. and 7:00 p.m. on weekdays and 8:00 a.m. to 12:00 p.m. on Saturdays. Evenings and weekend hours are subject to availability.

Supervised visitations and exchanges may also occur around major holidays; however, the Center will be closed on the holiday itself.



## Refusal of Services

The Center has the right to refuse and/or terminate a visitation or exchange at any time. The Center will not accept a case if reasonable safety for all family and staff members cannot be ensured. If families do not comply with stated terms and conditions, the Center reserves the right to terminate services.

## Visit and Exchange Records

The Center will provide documentation to the Court or Mediation office as requested regarding the number of visits and cancellations as well as any written observations of visits and/or exchanges. Documentation is confidential and will be released only to the referring agent.

## Program Funding

All services are offered free of charge to parents due to a grant through the Children's Trust Fund. Additional funding is also provided by Wisconsin Courts and the United Way of Oshkosh.