

Family Visitation Center of Lake County

Policies and Procedures

Parent Handbook

Mission Statement

The mission of the Family Visitation Center is to provide supervised visits and exchanges in a safe environment for families who experience family violence, to foster healthy and safe relationships between parents and children, and to provide the necessary referrals for other supportive services to Lake County agencies.

Philosophy

All services have been designed with the objective of increasing safety for victims of domestic violence and decreasing opportunities for further abuse. We adhere to this objective regardless of which parent resides with the child(ren). Supervised visitation and exchange services are available to families with a history of intimate partner abuse, dating violence, sexual assault, child abuse, stalking, substance abuse or mental health issues. **However, the foremost objective for accepting cases is that one parent is in fear of or needs protection from the other while complying with court-ordered visitation provisions.** In keeping with this objective, the Family Visitation Center of Lake County (FVC) staff reserves the right to modify procedures as necessary to accommodate individual situations.

Services of the FVC

The FVC offers one-on-one supervised visitation and supervised exchanges on-site at the FVC. The FVC will strive to provide culturally appropriate and handicap accessible services as they are available. These may include, but are not limited to, bi-lingual Family Visit Facilitators, interpreters or use of a language line, and any other accommodations necessary to meet the individual needs of all clients of the FVC.

Hours of Operation

Services are provided by APOINTMENT ONLY!

Walk-in appointments are not accepted!

Monday – 4:00 PM to 8:00 PM

Friday – 4:00 PM to 8:00 PM

Wednesday – 4:00 PM to 8:00 PM

Saturday – 9:00 AM to 3:00 PM

Thursday – 4:00 PM to 8:00 PM

Sunday – 12:00 PM to 6:00 PM

The FVC is closed Thanksgiving Day, Christmas Day, and New Year's Day.

The FVC reserves the right to cancel visitation or exchange services if there is not a sufficient number of qualified staff members available to provide services. The FVC reserves the right to close or cancel visitation or exchange services if it is unsafe for clients or staff to travel.

Referral Process

Clients come to the FVC through court-ordered referrals from the 19th Judicial Circuit Court, self-referrals, and 3rd party referrals. For self-referrals and 3rd party referrals to qualify for services at the FVC, at least one parent must reside in Lake County.

Court Referrals

- All referrals that come to the FVC via the 19th Judicial Circuit will be through a court order specifying a referral to the FVC. Once a court order specifying supervised visitation or custody exchange has been issued, each parent is responsible for calling the FVC **within seven days of the court order** to schedule an orientation. If either parent does not call within the seven days, the case will be closed and the court notified.
- Contact information for the FVC will be on the court order. Services, including orientation, will not be scheduled through 3rd parties. Exceptions to this must be pre-approved by the FVC Director.

Self-referrals and 3rd Party Referrals

- Each parent is responsible for scheduling his or her own orientation with the FVC. Although a parent may be referred to the FVC through a 3rd party (such as a police department, social service agency, etc.), services will not be scheduled through 3rd parties.
- At least one parent must reside in Lake County to qualify for services.
- When one parent provides contact information for the other parent, FVC staff will make ONE attempt ONLY to contact that party (via phone, fax, or mail) to provide notification of the other parent's interest in using FVC services and to offer to schedule an orientation.

Case Selection

1. Supervised visitation and exchange services are available to families with a history of domestic violence, dating violence, stalking, sexual assault, substance abuse, or mental health issues. The foremost criterion for accepting cases is that one parent is in fear of or needs protection from the other while complying with the visitation provisions.
2. At least one parent must reside in Lake County to qualify for services.
3. The FVC reserves the right to refuse services if FVC staff determines risk factors are unmanageable or the safety of children, clients, FVC staff members, or other FVC visitors cannot be reasonably ensured. In addition, the case will not be accepted if the provision of services would place an unreasonable demand on available resources.
4. The decision to provide services will not be made until each parent and child(ren) has completed a separate orientation and a determination has been made that safety can be reasonably ensured while providing services.
5. Each parent must agree to and sign a service agreement that outlines behavior guidelines and expectations before visitation or exchange services will be scheduled.
6. If, after a completed orientation with each parent and child(ren) and a thorough review of court orders and other documentation, the FVC determines that they are unable to provide services to a family based on a safety concern, the Court and each parent will be notified in writing of this decision.

Intake and Orientation

The FVC will conduct a thorough orientation (generally 1½ hours), including an intake, so that all parents, child(ren), and any other person involved in the supervised visits or exchanges are familiar and comfortable with the program and procedures prior to the first supervised visit or supervised exchange.

Preparing for Orientation

1. During the initial telephone conversation setting up the orientation, FVC staff will explain the purpose of the orientation, determine the party's eligibility for services (if self-referred or a 3rd party referral), schedule an orientation, explain what documents to bring, determine the need for interpreter services, and give directions to the FVC.
2. At least one and a half (1½) hours will be set aside for each orientation. The first 15 minutes of the orientation will be designated for an intake process where documents will be gathered and forms will be completed.
3. Both parents will be required to bring relevant documentation to their orientation. This documentation may include but is not limited to:
 - A driver's license, state-issued Identification Card, or Matricula (MCAS) card – **This identification is required for all adult clients of the FVC.**
 - Copies of pay stubs, tax returns, or other proof of income to establish the appropriate sliding-scale fee for services
 - Copies of court orders or signed agreements by both parties (including current and prior Orders of Protection and Civil No Contact Orders)
 - Court proceedings in progress (including pending criminal actions), arrest records, and upcoming court dates
 - Information regarding any previous supervised visitation or exchange arrangements
 - Any and all other orders pertaining to visitation or custody agreements with the child(ren).
4. FVC services will not be provided until all requested documentation has been provided.
5. New court orders obtained during the course of FVC services must be provided to the FVC within two (2) business days. Failure to provide these court orders may result in suspension of FVC services until the court order is received by the FVC. These orders may be hand-delivered (by appointment only), mailed, emailed, or faxed to the FVC.

The Intake and Orientation Process

1. The intake and orientation will take place on the same day during a face-to-face meeting. The custodial parent, non-custodial parent, and child(ren) will all be interviewed separately and will not be scheduled for orientations at the same time.
2. The purpose of the **Intake** is to gather information. Family members will be asked to complete an orientation form and fill out necessary paperwork to begin visitation and exchange services. Releases of information will be obtained as needed by the FVC and visitation and exchange times will be discussed.
3. The purpose of the **Orientation** is to lay the groundwork for a family and FVC partnership. FVC staff will seek an understanding of the family's history. Safety concerns will be discussed. All family members will be asked what they would like to gain from participating in the supervised visitation and exchange services.

4. During the Orientation, FVC staff will explain FVC services, policies, and procedures, including the Parent Handbook and the Service Agreement, and will give each family member a tour of the FVC facility.
5. Finally, parents will be asked to sign the necessary paperwork required for participating in the supervised visitation and exchange services.

Orientation for Children

1. Whenever possible, each child(ren) will be interviewed outside the presence of the custodial/non-custodial parent and other siblings. Exceptions may be made based on concerns for safety, the comfort level of the child(ren), concerns of the parent, and FVC resources. For example, if a younger child would feel more comfortable taking part in the orientation with an older sibling, this option may be considered.
2. The reason for supervised visitation, FVC philosophy, and a review of FVC policies and procedures will be explained and discussed using developmentally appropriate language and in a way that the child(ren) can understand.
3. FVC staff will discuss visiting options with the child including the length of the visit, activities they would like to do with their parent, and taking a break during the visit.
4. Each child will be given a tour of the FVC, including the visitation room, restrooms, and the waiting area where the custodial parent will be at the end of the visit.

Scheduling Visits and Exchanges

1. Visits or exchanges will be scheduled upon completion of the orientation process with each parent and child(ren).
2. Visits will be scheduled for one hour. The FVC reserves the right to modify visit and exchange length based on the needs of the family, FVC staffing limitations, and availability of visitation and custody exchange time periods.
3. The FVC staff will work with both parents to identify possible visit or exchange times. However, a regular time slot cannot be guaranteed. Parents may ask to be added to a waiting list for desired time slots (if otherwise occupied). Available slots will be offered in the meantime.

Fees

1. An **orientation fee** will be charged each parent. A Sliding Fee Scale will be used to determine the fee for each parent. The orientation fee is due at the time of the orientation. If the orientation fee is not paid during the orientation, then payment will be required before visits will be scheduled. The orientation fee is non-refundable. Parents will be requested to provide proof of income during the orientation.
2. A **visitation fee** will be charged the non-custodial parent. Visitation fees are due at the time of service and payment arrangements will be discussed with the parent(s) during orientation.
3. Visitation fees are per hour and are determined by the Sliding Fee Scale. The paying parent will be requested to provide proof of income during the orientation.
4. Cash is the only acceptable form of payment. Payments must be made in person. A receipt will be given for all payments received.

5. All fees must be paid-in-full at the start of a scheduled visit. Failure to pay for visitation services may result in the suspension of visits until payment is made.
6. Failure to pay for visitation services will be considered a Critical Incident and documented in the Family Case File.

Security

The FVC will take reasonable precautions and implement security measures in an effort to provide a safe and child-friendly environment for the families we serve. However, **FVC personnel cannot guarantee the safety of all parties. All participants in FVC services remain responsible for their unsafe actions.** The FVC reserves the right to adjust this policy as necessary to provide for the safety of parents, children, staff, and visitors to the FVC.

1. Staggered arrival and departure times will be required for all supervised visits and custody exchanges. In most cases:
 - The non-custodial parent will arrive fifteen (15) minutes in advance of the scheduled visit time and will be required to remain inside the building a minimum of fifteen (15) minutes after the child(ren) have left the building.
 - The child(ren) will be brought to the designated entrance by the custodial parent within four (4) minutes of the scheduled visit or exchange time and will leave as soon as possible after the end of the visit or exchange.
 - The immediate consequence for a parent violating the required fifteen (15) minute staggered departure time is the cancellation of the next visit or exchange. A second violation will result in immediate termination of the case and notice will be sent to the court.
2. The custodial parent must arrive at the designated time, park in the designated parking lot, identify themselves, and enter through the designated entrance after being allowed access by FVC staff.
3. The non-custodial parent must arrive at the designated time, park in the designated parking lot (which is separate from the custodial parent's parking lot), identify themselves, and enter through the designated entrance after being allowed access by FVC staff.
4. For visits, the non-custodial parent will sign in, wait in the designated waiting area, and be escorted to the visitation room while FVC staff brings the child(ren) to them. For exchanges, the non-custodial parent will sign in and wait in the designated waiting area for FVC staff to escort the child(ren) for the exchange.
5. **Weapons** are not permitted on the FVC premises. This includes but is not limited to firearms, mace, pepper spray, knives, etc. If FVC staff suspects weapons are present, the Mundelein Police Department will be notified immediately.
6. The FVC is a **drug free environment**. Participants in the FVC may not use illegal substances or alcohol before or during supervised visits or exchanges. If a parent's behavior leads FVC staff to suspect the parent is impaired or affected by alcohol or another substance, the visit or exchange will be terminated, the person suspected of being impaired will be asked to leave the FVC, and the behaviors documented as a critical incident. If a visit or exchange is terminated due to the suspicion of alcohol or substance use, the FVC staff may notify the Mundelein Police Department for assistance

in arranging alternative transportation. In this situation, the child(ren) will not be allowed to leave the FVC premises with the parent determined to be under the influence. The FVC reserves the right to determine if services will be suspended or terminated due to the use of drugs or alcohol.

7. Service of legal documents to either party (such as subpoenas, Orders of Protection, etc.) is prohibited on the FVC premises or in the parking areas. Such action is considered a violation of security policies and will be documented as a Critical Incident.
8. Waiting in the parking areas or loitering near the FVC entrance doors or windows is not permitted at any time. Associates of the visiting parent may be permitted to wait inside the waiting rooms. Exceptions will be made at the sole discretion of the FVC Director.
9. Any language or behavior perceived as inappropriate or threatening will be reported to the FVC Director and may result in notification to the Mundelein Police Department.

Modification or Termination of Services

1. For safety reasons, clients must arrive on time and follow the procedures discussed at their orientation. Any perceived risk to safety or threat of harm may result in the termination of a visit or exchange.
2. When a scheduled visit or exchange has been terminated, future visits or services will not be scheduled until the visiting parent and FVC Director meet to review the Service Agreement and develop a plan to avoid repetition of the concerning behavior.
3. Reasons for termination of services may include, but are not limited to:
 - a. Inability of FVC personnel to reasonably ensure safety
 - b. Persistent non-compliance with FVC policies and procedures
 - c. Aggression such as threats, intimidation, verbal assaults or violence toward anyone on or around the FVC premises
 - d. Inability or refusal to agree to or abide by FVC policies and procedures, and the service agreement
 - e. Any behavior that negatively affects the emotional or physical well-being of the child(ren) at the FVC
 - f. Any stalking behavior, including but not limited to, waiting in the other parent's parking area, leaving notes on the other parent's car, or attempting to send messages to the other parent through child, staff, or other clients at the FVC
 - g. Documented concern over drug/alcohol use
 - h. Three (3) no-shows without proper notification
 - i. Three (3) late arrivals for scheduled visits or exchanges without proper notice or explanation
 - j. Inactivity for 2 months
 - k. Outside visits or exchanges (Visits or exchanges outside or apart from FVC services would seem to indicate that FVC services are no longer needed.)
4. If services are terminated, the court as well as the clients will be notified in writing.
5. To resume FVC services, a new court order and a new orientation will be required with one or both parents.
6. Parental use of the FVC is considered temporary, although some parents may use the FVC for an indefinite amount of time.

7. If the Court proclaims through a court order that a family can transition from supervised visitation to supervised exchanges or no longer needs the assistance of FVC services, the FVC staff will assist the family through the transition in services or closing of the case.

Supervised Visits

The Family Visit Facilitator will provide one-on-one supervision between the non-custodial parent and child(ren). The Facilitator will directly observe the activities and monitor conversations between the parent and child(ren) at all times. The Facilitator may model positive interactions or make suggestions for activities, but will not directly participate in the visit.

1. FVC staff will make every effort to schedule visitation times to closely match any provisions in the court order. Scheduling however, is limited to available openings, staffing, and FVC operating hours.
2. Staggered arrival and departure times are required. In most cases:
 - The non-custodial parent will arrive at the designated entrance fifteen (15) minutes in advance of the scheduled visit time and must remain inside the building a minimum of fifteen (15) minutes after the child(ren) have left the building.
 - The child(ren) will be brought to the designated entrance within four (4) minutes of the scheduled visit time and will leave as soon as possible after the end of the visit.
3. Parties must arrive on time at the arranged times for the start of the visits.
4. The custodial parent:
 - Brings the child(ren) into the FVC through the designated entry and signs in
 - Says goodbye to the child(ren) and informs the child(ren) when the parent will be back to get them.
5. The Family Visit Facilitator will then take the child to the non-custodial parent.
6. The custodial parent is welcome to stay at the FVC in a designated, secure area during the visit but is also free to leave and return at the scheduled time.
7. While the FVC will encourage a child(ren) to visit with a parent, at no time will a visit be forced on a child expressing their unwillingness to visit with a parent. If the child(ren) is resistant, the FVC staff will make efforts to understand why and attempt to comfort and encourage the child. However, if the child still refuses, or is visibly upset or inconsolable, the visit will be cancelled.
8. The FVC expects that a child(ren) coming to the FVC for visitation or exchanges will be healthy and not exhibiting signs of a contagious illness. FVC staff reserves the right to cancel or terminate a visit based on a child's illness.
9. **Food** may be permitted at the discretion of FVC staff only after a family has established a regular pattern (4-6 visits) of following the policies and procedures of the FVC. Food brought by the non-custodial parent is subject to approval by FVC staff. A limited supply of snacks may be available for purchase. The non-custodial parent is responsible for cleaning up after any meals or snacks consumed at the FVC.

10. **Gifts** are subject to the following guidelines:
 - Gift exchanges may be permitted at the discretion of FVC staff only after a family has established a regular pattern (4-6 visits) of following the policies and procedures of the FVC.
 - Gifts should be easily transportable by the custodial parent.
 - The exchange of money, gift cards, or electronic devices will not be permitted at any time.
 - All gifts and cards must be unwrapped and unsealed and approved by staff. Gifts that are wrapped will be unwrapped for inspection. Gifts that are not approved will be returned to the visiting parent.
11. Parents and children may be allowed to keep their **cell phones** in their possession during a visit. The phones, however, must be switched to the “vibrate” or “silent” mode and must not be used at any time during the visit. The FVC may require, at its own discretion, that cell phones not be allowed into the visitation room during a visit.
12. **Photographs** may be permitted at the discretion of FVC staff only after a family has established a regular pattern (4-6 visits) of following the policies and procedures of the FVC. Photographs may only be taken with FVC approval. Cell phone cameras may be considered an acceptable means of taking a photograph provided the cell phone is not used for other purposes during the visit.
13. **Guests** are generally not permitted at the FVC. Exceptions may be made at the discretion of FVC staff only after a family has established a regular pattern (4-6 visits) of following the policies and procedures of the FVC. Any guest must agree to be photographed (for FVC records), provide picture identification, and complete an orientation prior to taking part in a visit. Guests must also abide by all FVC policies and procedures.
14. **Physical discipline or corporal punishment** of any kind is not permitted at the FVC. If a child becomes disruptive during a visit and the parent is having difficulty redirecting the child(ren), the Family Visit Facilitator may offer suggestions such as verbal redirection or starting a new activity.
15. The Family Visit Facilitator may **intervene** during a supervised visit using non-verbal redirection or verbal redirection. The non-custodial parent may also be asked to step aside to discuss the behavior in question. If these interventions do not redirect the conduct of the visiting parent, then the visit will be terminated.
16. The FVC reserves the right to terminate a visit at any time if there is a concern for the physical or emotional safety of the child, the custodial parent, FVC staff, or others at the FVC.
17. All **critical incidents** will be documented. Critical incidents may include but are not limited to:
 - Verbal or physical aggression toward any person at the FVC
 - Attempted contact with the other parent
 - Non-compliance with staggered arrival or departure times
 - Failure to pay for visitation services
 - Suspicion of alcohol or drug use at the time of a visit
 - Non-compliance with security, visitation, or exchange policies
 - A visit or exchange was interrupted or terminated for any reason
 - Canceling a visit or exchange without 24-hour notice.

Medication, Diet, and Allergies

- During the parent orientation, the parent will be asked if the child(ren) has any medical concerns, allergies, disabilities, dietary or special needs and if the child is on any medication. This information will be used to develop any additional safety precautions needed to ensure the proper supervision of visits and exchanges.
- Medications will not be given to the child(ren) during visitation at the FVC. This includes prescription and non-prescription drugs. In cases of emergency, exceptions may be made at the discretion of FVC staff.

Late Arrivals

1. Parties **MUST** notify the FVC if they will be late. FVC staff reserves the right to cancel the scheduled visit at any time if the non-custodial parent is late. Visits will be automatically cancelled if the non-custodial parent arrives fifteen or more minutes past the designated arrival time, regardless of notification.
2. Late arrivals will be documented as a Critical Incident.
3. A continued pattern of late arrivals by either parent may result in the termination of FVC services.

Cancelled Visits

1. Twenty-four hour notice for cancellation of a visit by either parent must be provided to the FVC. In general, a rescheduled visit will not be offered for cancelled visits. However, the FVC staff has the discretion to reschedule a cancelled visit based on staff, open visiting times, and the availability of the parents and child(ren).
2. The visiting parent is still responsible for payment of visitation services if **THEY CANCEL OR MISS A VISIT** without proper notification (24-hour notice).
3. After either parent misses three or more scheduled visits, the FVC reserves the right to re-assign that visitation time to another family.
4. Three missed visits without 24-hour notification or a valid explanation for cancelling or missing the visit may result in suspension or termination of services.

Supervised Exchange Policies

1. FVC staff will make every effort to schedule exchange times to closely match any provisions in the court order. However, scheduling is limited to available openings, staffing, and FVC operating hours.
2. Staggered arrival and departure times are required. In most cases:
 - The non-custodial parent will arrive at the designated entrance fifteen (15) minutes in advance of the scheduled exchange time and must remain inside the building a minimum of fifteen (15) minutes after the child(ren) have left the building.
 - The child(ren) will be brought to the designated entrance within four (4) minutes of the scheduled exchange time and will leave as soon as possible after the end of the visit.
3. Parties must arrive on time at the arranged times for the start of the exchange.

4. The custodial parent:
 - Brings the child(ren) into the FVC through the designated entry and signs in
 - Says goodbye to the child(ren) and informs the child(ren) when the parent will be back to get them.
5. The Family Visit Facilitator will then take the child to the non-custodial parent.
6. The FVC will communicate information between parents regarding the children's health and medications, diet and activities only. Such information may be noted on the Exchange Day Information Form or the Medical Instruction Form.
7. The FVC staff will not force a child to go with the non-custodial parent. If the child(ren) is resistant, the FVC staff will make efforts to understand why and attempt to comfort and encourage the child. However, if the child still refuses, or is visibly upset or inconsolable, the exchange will be cancelled. FVC staff cannot refuse to return a child to the custodial parent.

Late Arrivals and Late Returns

1. Parties **MUST** notify the FVC if they will be late. FVC staff retain the right to cancel the scheduled exchange at any time if the non-custodial parent is late. Exchanges may be cancelled if the non-custodial parent arrives fifteen or more minutes past the designated arrival time, regardless of notification.
2. Late arrivals and late returns will be documented as Critical Incidents.
3. A continued pattern of late arrivals or late returns by either parent may result in the termination of FVC services.

Cancelled Exchanges

1. Twenty-four hour notice for cancellation of an exchange by either parent must be provided to the FVC. The FVC staff has the discretion to reschedule a cancelled exchange based on staff, scheduling, and the availability of the parents and child(ren).
2. After either parent misses three or more scheduled exchanges, the FVC reserves the right to re-assign that exchange time to another family.
3. Three missed exchanges without 24-hour notification or a valid explanation may result in suspension or termination of services.

Alternative Transportation Policy

1. The FVC expects that the custodial and non-custodial parents will be present for the supervised exchange of the child(ren). The philosophy of the FVC is to provide services when a parent is in fear of or needs protection from the other while complying with court-ordered visitation provisions. If a parent is able to make a safe and consistent arrangement with a third party (e.g. family or friend) to facilitate a supervised exchange, then the FVC would not be considered a necessary resource.
2. In special circumstances the FVC may allow for a 3rd party to transport the child(ren).
3. The FVC will not release a child(ren) to a person other than the child(ren)'s parents without the proper authorization.
4. This authorized person will abide by all policies and procedures of the FVC, including taking part in an orientation, providing appropriate identification, proof of driver's license and appropriate safety restraints to transport the child(ren).

Termination of an Exchange

The FVC reserves the right to refuse a supervised exchange to a non-custodial parent if FVC staff assesses there is a potential risk to the child(ren).

Client Privacy

1. The FVC strives to keep case records private; however, there are some instances in which disclosure may occur including:
 - The FVC receives a subpoena issued by a court of law.
 - A law enforcement agency, probation department, or DCFS requests records during the course of an investigation.
 - FVC staff is reporting suspected child abuse or neglect in their duties as mandated reporters.
 - FVC staff learns of an imminent or serious risk of injury or threat to the safety of a client, staff member, visitor, or any other adult or child(ren); the FVC staff member may make a disclosure believed necessary to protect that individual from harm.
2. FVC staff will refrain from public acknowledgement of FVC clients outside the FVC in order to preserve the privacy of each family.
3. Official visitors or observers may be present at the FVC for training or project evaluation purposes, but because security is paramount, and visits at the FVC are centered on safety and not meant to be a predictor of parenting skills outside this setting, outside observers are not permitted to observe visits or exchanges for the purpose of evaluating parenting skills. These individuals include but are not limited to:
 - Guardians *ad litem*
 - Parenting evaluators
 - CASA (Court Appointed Special Advocates) representatives
 - Attorneys.

Visitation and Exchange Records and Subpoenas

1. Visitation and exchange records include observation notes, scheduled and actual arrival and departure times, and any related critical incidents. Documentation is minimal in nature.
2. Parents may receive a copy of their own visitation and exchange records by making a request in writing to the FVC.
3. If one parent requests the records, the other parent will receive a copy as well. A Release of Information form must be obtained from each client as well as for each child from the legal parent or guardian before releasing visitation or exchange records. Any identifying information including addresses, phone numbers, etc. will be redacted from the file before releasing to the requesting party.
4. Requests for visitation or exchange records will require a minimum of five business days for processing and will be hand delivered to each parent at the next visit or exchange.
5. A subpoena is required for all records apart from visitation and exchange records.
6. The FVC does not regularly report to the court.

Client Grievances

1. The FVC staff and Director shall make every effort to address the concerns of all clients promptly and equitably. FVC staff may seek outside consultation in this effort; the final determination, however, will remain with the FVC Director.
2. Clients may submit in writing, to the FVC Director, any unresolved grievances concerning a staff member, contractual employee, volunteer, or intern.
3. The FVC Director will then discuss the case with all involved staff members and clients and work to a timely resolution within 30 days.
4. The final outcome will be documented and mailed to the client who has expressed the grievance.
5. If the client believes that the resolution is not being addressed in a timely manner, or that the FVC Director's response is inadequate, the client may request, in writing, consideration at the next level of supervision up to a meeting with the Chief Executive Officer of *A Safe Place*.
6. If a resolution cannot be reached, the Chief Executive Officer of *A Safe Place* will make the final decision as to how to proceed and will notify all parties in writing.

Family Visitation Center of Lake County

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www.asafeplaceforhelp.org

Legal Disclaimer: The policies and procedures are periodically reviewed and may be revised, updated, or amended without prior notification to clients.

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