

BRIGHT BEGINNINGS

VISITATION CENTER

PARENT & CAREGIVER HANDBOOK

Safer Connections. Brighter Futures.

Pasco County, Florida

Effective date: October 20, 2026

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Welcome: This handbook explains what families can expect from Bright Beginnings and what we need from every participant to provide safe, respectful, child-centered services.

Welcome to Bright Beginnings

Bright Beginnings Visitation Center provides a safe, structured, and supportive setting where children and families can maintain meaningful connections through professionally supervised visitation and supervised exchange services.

Our role is to remain neutral, support child safety, observe visits objectively, enforce program rules, and provide authorized documentation. We do not take sides and do not decide custody or time-sharing matters.

Our mission: To promote child-centered interactions, encourage healthy family relationships, and support brighter futures through safety, respect, and accountability.

Our core values

- **Safety First:** Physical and emotional safety guide every decision.
- **Child-Centered Care:** The child's needs remain the focus of each service.
- **Respect and Dignity:** Families are treated professionally, compassionately, and fairly.
- **Integrity:** Communication and documentation are honest, objective, and timely.
- **Supportive Connections:** We encourage safe and appropriate family interaction.

Contact information

Phone	727-842-4408
Email	BrightBeginningsVisit@gmail.com
Website	brightbeginningsvisit.com
Address	5534 Gulf Drive, Suite 3, New Port Richey, FL 34652
Appointments	Visits and services by confirmed appointment

Please use only the program-approved phone number, email address, scheduling system, or other contact method provided during intake. Do not contact staff through personal accounts or social media.

1. Understanding Our Role

Services we provide

- **Supervised in-person visitation:** A trained monitor observes parent-child contact and intervenes when necessary for safety or rule compliance.
- **Monitored exchanges:** Staff help transfer a child between authorized adults while minimizing contact and conflict. Exchange supervision does not include supervising the subsequent parenting time.
- **Supervised virtual visitation:** A monitor supervises authorized parent-child contact through Zoom. Separate virtual consent and technology rules apply.
- **Therapeutic visitation:** Clinician-led support during parent-child contact, when appropriate and separately approved. Availability depends on a qualified clinician, intake review, and the applicable referral or court order. Goals, scope, consent, and fees are confirmed before services begin.
- **Authorized documentation:** Staff record attendance, observed behavior, significant interactions, interventions, and outcomes in neutral language.

Service boundaries

- Standard supervised visitation is not therapy. Therapeutic visitation does not include an independent custody evaluation or psychological assessment.
- Staff do not provide legal advice, interpret an order for either party, advocate for a parent, relay private messages, or guarantee outcomes.
- Custody or parenting-time recommendations are outside ordinary visitation services. Transportation, childcare, and private contact outside approved services are not included.

Important: A monitor's presence does not eliminate every risk. All participants must follow staff directions, court orders, safety plans, and program rules.

Controlling documents

The current court order, written referral, applicable agency authorization, signed agreements, and safety plan guide services. Missing, unclear, inconsistent, or outdated instructions must be clarified before services proceed. Bright Beginnings cannot change a court order.

2. Getting Started

Separate intake and orientation

Each parent or participating adult completes the intake and orientation appropriate to their role. Orientations are conducted separately when safety or separation procedures require individual meetings.

What to provide

- Current government-issued photo identification.
- The complete, current court order, parenting plan, referral, injunction, and any later modifications.
- Current contact details, emergency contacts, and a safe, approved communication method.
- Each child's name, birth date, allergies, medical conditions, medications, emergency information, and accommodation needs.
- Names and identification of authorized caregivers, transporters, participants, and pickup persons.
- Accurate information about threats, weapons, stalking, substance use, prior incidents, safety concerns, and special accommodations.

Documents reviewed or signed, as applicable

- The Visiting Parent Intake Packet or Custodial Parent / Caregiver Intake Packet.
- The Private Family or FSS Service Agreement and applicable consents.
- Parent rules, the fee agreement and payment policy, and confidentiality provisions.
- Release of Information and pickup / drop-off authorization, when applicable.
- Individual orientation record and Parent Handbook Acknowledgment.
- Virtual visitation consent or therapeutic-service consent when those services are arranged.
- Individualized Family Safety & Arrival Plan and case-specific instructions.

No service before approval: Submitting paperwork does not guarantee acceptance. Ron or Kourtney reviews the referral before intake and gives final clearance before scheduling, after records, screening, orientation, signatures, payment or agency authorization, and staffing are complete.

3. Scheduling, Arrival, and Departure

Scheduling

Only authorized Bright Beginnings staff may schedule or change services. Parents must not use the child or the other party to negotiate schedules. A requested appointment is not confirmed until the program confirms it through an approved method.

Arrival procedures

- Arrive at the exact assigned time and location. Do not arrive early unless instructed.
- Follow assigned parking, entrance, waiting-area, and check-in instructions.
- Bring identification when requested and sign in using the approved process.
- Do not approach, follow, photograph, record, confront, or wait near the other party.
- Only authorized adults and children may enter or participate.
- Remain available until staff confirm that you may leave.

Staggered departure

Different arrival and departure times may be used to maintain separation. A participant who leaves early, remains on or near the property, follows another party, or refuses staff directions may have services suspended and may be reported through authorized channels.

Late arrival and missed appointments

The signed Fee Agreement controls wait periods, cancellation deadlines, no-show charges, and other fees. Staff will document actual arrival times, contact attempts, and service outcomes. Bright Beginnings will not excuse or waive a court obligation; legal questions must be addressed through counsel or the court.

Keep your information current: Notify Bright Beginnings promptly when your phone number, email, address, emergency contact, court order, injunction, transportation plan, medical information, or safety circumstances change.

4. Rules During Visits

The following rules apply unless the court order or written safety plan is more restrictive. Staff may give additional instructions based on the child's needs or immediate safety.

- **Follow staff directions immediately.** Questions about a direction may be discussed respectfully after the child is safe.
- **Keep the visit child-focused.** Use age-appropriate activities, conversation, food, and attention.
- **Do not discuss litigation.** Do not question the child about court, investigations, placement, witnesses, staff reports, or what another adult said.
- **Do not criticize or pressure.** No disparaging comments, guilt, threats, intimidation, forced affection, promises about custody, or requests for secrets.
- **Do not use the child as a messenger.** Do not send documents, money, recordings, questions, or messages through the child.
- **Use appropriate discipline.** No physical punishment, threats, humiliation, restraint, rough play, or forced compliance.
- **Remain observable.** Do not block the monitor's view or hearing, whisper secretly, use another language to evade monitoring, or enter an unapproved area.
- **Respect boundaries.** Do not ask staff to take sides, conceal information, change documentation, testify favorably, or communicate privately.

Staff intervention: A monitor may remind, redirect, set limits, pause contact, separate participants, consult a supervisor, end a visit, call emergency services, or take another reasonable action when safety or rules require it.

5. Food, Gifts, Devices, and Personal Items

Food and drinks

- Food must be age-appropriate and consistent with allergy, medical, caregiver, court-order, and program restrictions.
- When a visit occurs during a normal meal time, bring an appropriate meal or snack if permitted and expected.
- Do not bring alcohol, illegal drugs, unapproved medication, unsafe containers, or prohibited items.
- Staff may refuse, hold, or return food when safety information is missing or a concern exists.

Gifts and belongings

- Gifts, clothing, letters, toys, electronics, money, and personal items require program approval and must follow the court order.
- Do not hide messages, tracking devices, cameras, phones, inappropriate material, weapons, unsafe toys, or prohibited items inside gifts or belongings.
- A child will not be required to accept, open, use, wear, or take home an item.
- Staff may visually inspect items and document whether they were accepted, withheld, returned, or transferred.

Phones, photography, and recording

Audio recording, video recording, photography, livestreaming, and unauthorized device use are prohibited unless expressly allowed by law, a written court order, and Bright Beginnings. Follow the posted device procedure. Do not photograph or record staff, children, participants, screens, records, or the facility without written approval.

Weapons, substances, and impairment

Weapons, firearms, ammunition, illegal drugs, alcohol, and dangerous items are prohibited. A participant who appears impaired, medically unstable, threatening, or unable to follow directions may be denied entry or have the service ended. Staff will document observable behavior rather than make a medical diagnosis.

6. Child Safety and Emotional Well-Being

The child remains the focus

Children may need time to transition, become comfortable, or regulate emotions. Staff may offer a neutral break, sensory support, comfort item, quiet activity, or supervisor consultation. A child will not be pressured to speak, eat, perform, show affection, open gifts, or participate in a particular activity.

Physical contact

Affection must be child-responsive, age-appropriate, safe, and permitted by the court order. Staff may limit or stop physical contact when a child resists, a boundary is crossed, or safety requires intervention.

Bathroom and privacy

Case-specific bathroom procedures will protect the child's privacy while maintaining the required level of supervision. A parent may not take a child into an unobservable area unless expressly authorized by staff and the controlling plan.

Medical needs and emergencies

- Provide complete and current allergy, medication, medical, behavioral, and emergency information before service.
- Keep required emergency medication available as directed by the program and healthcare provider.
- Bright Beginnings does not administer medication unless a separately approved policy and trained staff authorize it.
- Staff will call 911 when a condition appears serious or uncertain and will provide only assistance within their training.

If a child says something concerning

Staff will listen calmly, avoid leading questions, document relevant spontaneous statements, and follow mandatory-reporting duties. Staff do not conduct investigative interviews and cannot promise secrecy.

7. Safety, Separation, and Emergencies

Individual safety plans

A written safety plan may include staggered times, separate parking or waiting areas, different entrances, escorts, code words, restricted communication, additional staffing, law-enforcement coordination, or other case-specific controls. Safety information is shared only as needed to carry out the plan.

Threats and prohibited conduct

- No threats, harassment, stalking, intimidation, fighting, property damage, discriminatory abuse, or interference with staff.
- Do not bring unauthorized people to the property or send someone to watch, photograph, follow, or contact another participant.
- Do not disclose another party's private location, vehicle, schedule, contact information, or safety arrangement.
- Report suspected tracking devices, impersonation, unauthorized recording, or technology-facilitated harassment promptly.

Emergency response

In an emergency, staff priorities are to protect life, call 911, account for children and adults, separate participants when safe, provide trained first aid, notify authorized persons, and document the incident. Follow all evacuation, shelter, lockdown, or law-enforcement instructions immediately.

Immediate danger: Call 911. Bright Beginnings is not an emergency response service and should not be used instead of law enforcement, the Florida Abuse Hotline, medical services, or another appropriate emergency resource.

8. Documentation and Confidentiality

What staff document

Staff document attendance, arrival and departure times, people present, items brought, activities, observable parent-child interaction, child responses, rule concerns, redirections, interventions, service outcomes, and significant statements. Records describe what was seen or heard without speculation, diagnosis, or advocacy. Any separately authorized clinical documentation is handled within the clinician's scope.

Reports and records

Objective visit notes are securely maintained in the family chart. Routine notes are not automatically provided after each visit. Requests for reports or records are reviewed for identity, consent, court authority, agency requirements, and applicable law before release. Staff verify recipients and use approved transmission methods.

For FSS / agency referrals, reporting format, authorized recipients, and deadlines follow the applicable agency agreement and court requirements. Required agency reports are handled under that agreement.

Limits of confidentiality

Bright Beginnings protects private information but cannot promise absolute confidentiality. Information may be disclosed when required or permitted by law, including mandatory child-abuse reporting, emergency response, a court order, subpoena, or valid authorization. Staff follow the applicable legal and contractual requirements.

Communication with staff

- Use approved channels for scheduling, fees, records, rules, safety, and authorized procedural information. Send sensitive case documents only through the approved secure method.
- Do not copy unrelated people or use group messages that expose another person's contact information.
- Do not ask staff to debate allegations, interpret orders, relay argumentative messages, or communicate secretly. Material communications may be included in the case record.

Subpoenas and testimony

Requests for records, depositions, testimony, or court appearance are referred to management and may be reviewed by counsel. Disclosed fees may apply under the signed agreement where permitted. Fees and payment disputes do not override legally required disclosure, testimony, or mandatory reporting.

9. Fees, Cancellations, and Account Responsibilities

The signed service agreement, fee agreement, applicable agency authorization, and controlling court requirements determine payment responsibility. Bright Beginnings does not decide how parents should divide costs or provide legal advice about payment disputes.

Your written fee agreement

Before services begin, review the current fee schedule and the written terms applicable to your case. They identify the service, billing unit, responsible payer, payment deadline, and any approved payment arrangement.

- Intake / orientation and supervised visitation charges.
- Monitored exchange, virtual visitation, or therapeutic visitation charges, when applicable.
- Cancellation notice, late-cancellation and no-show charges, and late-arrival rules.
- Any authorized visit-summary, court-report, records, court-appearance, or testimony charges.

This handbook does not set or change dollar amounts. Use the current written fee agreement and service-specific schedule. Ask staff to explain any unclear charge before signing.

Private-family services

- Pay the agreed intake and service charges by the stated deadline. Any different payment arrangement must be approved in writing.
- Keep an agreed payment method or deposit when required, review receipts, and report possible billing errors promptly.
- A requested report or summary must be authorized for release. A fee does not guarantee release or a particular report conclusion.

FSS / agency-authorized services

The agency agreement and service authorization control covered services, payer responsibility, and reporting. An agency referral does not automatically make a parent responsible for payment. Required FSS reports are included in the contracted service without an additional private-family report charge. Any additional family charges require appropriate authorization and written disclosure.

Cancellations, lateness, and nonpayment

Follow the notice deadline and confirmation process in your signed agreement. Staff document missed appointments, contact attempts, actual arrival times, and visit outcomes. Nonpayment may affect services subject to applicable court, legal, and agency requirements. Bright Beginnings cannot change a court order.

10. Concerns, Complaints, and Service Decisions

Questions or concerns

Raise routine concerns through the approved communication method. Staff will address program procedures but cannot provide legal advice, decide disputed facts, or change the court order.

Formal grievance process

- Request and complete the Client Complaint and Grievance Form.
- Describe the date, people involved, concern, and requested program response as specifically as possible.
- Submit supporting information through the approved method.
- Bright Beginnings will acknowledge, review, document, and respond within the program's adopted timeframes.
- A complaint does not automatically cancel a service, waive a fee, change an order, or reverse an immediate safety decision.
- Retaliation for making a good-faith complaint is prohibited.

Suspension or early termination

Staff may pause or end a service immediately when necessary for safety, court-order compliance, medical need, threats, impairment, prohibited behavior, missing information, staffing limitations, or facility emergency. Repeated rule violations, unresolved safety concerns, nonpayment under the Fee Agreement, expired authority, or inability to deliver the required level of service may result in administrative suspension or case closure.

Ending services

Bright Beginnings will document the reason, effective date, required notifications, account status, records process, and whether re-referral is possible. The program's decision to stop providing services does not itself change a parenting plan or court order.

Court questions: Talk with your attorney, legal aid provider, guardian ad litem, referring agency, or the court about legal rights, enforcement, modification, or interpretation of an order.

11. Quick Parent Checklist

- ☐ I have provided the complete, current court order and later modifications.
- ☐ My identification, contact information, emergency contacts, and authorized persons are current.
- ☐ The program has complete medical, allergy, medication, disability, and safety information for each child.
- ☐ I know my assigned arrival time, entrance, parking location, and departure procedure.
- ☐ I understand the cancellation deadline, fees, payment responsibility, and confirmation process.
- ☐ I will bring only approved food, gifts, belongings, and devices.
- ☐ I will not discuss court, criticize others, ask for secrets, pressure the child, or use the child as a messenger.
- ☐ I will remain observable and follow staff directions immediately.
- ☐ I will not record, photograph, livestream, threaten, harass, stalk, or approach another participant.
- ☐ I understand staff document services and that confidentiality has legal and safety limits.
- ☐ I know how to submit a complaint and understand that complaints do not change court orders.
- ☐ I will promptly report changes in safety, legal documents, transportation, medical needs, or contact information.

Before every visit: Confirm the appointment, check for program messages, bring required identification and approved supplies, arrive at the assigned time, and be prepared to focus fully on the child.

Handbook updates

Bright Beginnings may revise this handbook when law, court requirements, insurance conditions, safety practices, or operations change. Families will receive or be given access to the current version. A controlling court order or signed agreement may impose additional or more restrictive requirements.