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# Standards for Supervised Parenting Time and Exchange Centers in North Dakota

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March 2022, Fourth Edition

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# Standards for Supervised Parenting Time and Exchange Centers in North Dakota

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## INTRODUCTION

In 1994, The Impact of Domestic Violence on Children, A Report to the President of the American Bar Association, recommended the establishment of supervised parenting time programs by the enactment of state law. This recommendation reinforces what judges, domestic violence centers, and children's advocates had been advocating for in previous years.

Supervised parenting time (formerly known as visitation) is contact between a child and adult, usually a parent, which takes place in the presence of a third party who is responsible for providing safety for those involved. Supervised parenting time becomes necessary for a variety of reasons, the main reason being that contact with the adult may present a risk for the child or other adult in a child's life.

CAWS North Dakota's concern for battered women and their children compels us to establish a set of standards that centers offering these services should consider. These standards offer the minimum requirements needed to provide the highest standard of service, and maximum safety to all involved, at a reasonable cost. The standards have been adopted from *Guiding*

*Principles Safe Havens: Supervised Visitation and Safe Exchange Grant Program*. The *Guiding Principles* were created by the United States Department of Justice, Office on Violence Against Women (OVW) (2007).

This document is designed to guide the development and administration of Supervised Parenting Time centers with an emphasis on the needs of child(ren) and adult victims of domestic violence in parenting time and exchange settings. The purpose of these centers is to provide a safe, secure, respectful environment for the supervision of parenting time and child exchanges.

These standards are designed to help provide safety for all parties involved, with the safety of children and adult victims referred to the center as a priority. Guidelines assure outside agencies and clients that the process is well established and will successfully function in a prescribed manner. While individual centers may have their own unique set of policies and procedures, these Standards are meant to be a baseline for all centers. Compliance with an effort to provide safety and consistent services statewide, is our goal. Certain state and federal funding sources require compliance with these standards to be eligible for funding.

## MISSION STATEMENT

The mission of the Supervised Parenting Time Network, North Dakota Chapter, is to enhance and maintain a statewide network of supervised parenting time and exchange centers in order to promote training, communication and quality assurance for supervised parenting time and exchange services throughout North Dakota.

## *OVW GUIDING PRINCIPLES:*

- 1) Equal Regard for the Safety of Child(ren) and Adult Victims
- 2) Valuing Multiculturalism and Diversity
- 3) Incorporating an Understanding of Domestic Violence into Center Services
- 4) Respectful and Fair Interaction
- 5) Community Collaboration
- 6) Advocacy for Child(ren) and Adult Victims

<http://www.ovw.usdoj.gov/docs/guiding-principles032608.pdf>

## RESOURCES

Inspire Action for Social Change provides free support, leadership, and technical assistance to DOJ and OVW grantee communities with a supervised visitation component of their grant project. Inspire Action for Social Change offers free assistance, consultation, resources, a place of convening, peer-support, brainstorming, training, and problem-solving opportunities to those who provide or support supervised visitation services.

<http://www.inspireactionforsocialchange.org/>

# TERMINOLOGY

## **Confidentiality**

The general rule that an individual's information will not be shared outside of the center unless the individual seeking services gives the center written permission to do so.

## **Cultural Competency**

Cultural competency is a complex process where practitioners develop, over time, knowledge, skills, and attitudes in order to work effectively with individuals who appear and may be different from them. This process is life-long and involves continuous self-assessments and critical thinking. It also requires that the practitioner takes into account the long history of oppression and the individual's experiences of his or her life; including awareness and understanding of the practitioner's own biased cultural lens. An understanding of how power shapes cultural differences, a practitioner's knowledge of cultural differences, intersectionality, and the ways in which information is gathered, presented and processed, and the ways in which practitioners use the skills they develop is essential to practicing cultural competency.

## **Diversity**

Diversity addresses the differences that exist in people that may affect the identification of and the manner in which domestic violence is addressed. Some of the differences include, but are not limited to: race, ethnicity, sexual orientation, gender, language, age, socio-economic status, and disability.

## **Domestic Violence**

Includes physical harm, bodily injury, sexual activity compelled by physical force, assault, or the infliction of fear of imminent physical harm, bodily injury, sexual activity compelled by physical force, or assault, not committed in self-defense, on the complaining family or household members. NDCC 14-07.1-01.

## **Multiculturalism**

Operating in a manner that accounts for cultural and lingual differences, as well as other dimensions of diversity, among families who use center services; not excluding anyone overtly or unintentionally because of cultural differences or related circumstances, including, but not limited to, immigration status, religious affiliations, or ability to pay; and making services accessible to every family needing the protected environment of parenting time centers to facilitate safe supervised parenting time and exchange of children.

## **Parent with less than 50% of the residential responsibility**

The parent who does not have primary residential responsibility. NDCC 14-09-00.1.

## **Primary residential responsibility**

A parent with more than fifty percent of the residential responsibility. NDCC 14-09-00.1.

## **Provider**

Person responsible for observing contact and ensuring the safety of children and adults during parenting time and transfer of children.

**Off-site supervision**

Supervision of contact between the parent with less than 50% of the residential responsibility and child(ren) which occurs away from a site which is under the control of the provider and staff.

**On-site supervision**

Supervision of a parent with less than 50% of the residential responsibility and child(ren), at a site or center under control of the provider and staff.

**Parenting time**

Time when the child is to be in the care of a parent. NDCC 14-09-00.1.

**Safety Plans**

Written or oral outlines of actions to be taken by a victim of domestic violence to secure protection and support after assessing the potential dangerousness of the situation. Safety Plans are individualized plans developed by adult victims, often in conjunction with domestic violence advocates, to reduce the risks they and their children face and can include safety plans for children. These plans include strategies to reduce the risk of physical violence and other harm caused by an abuser and also includes strategies to maintain basic human needs such as housing, health care, food, child care, and education for the children. The particulars of each plan vary to meet the unique concerns and circumstances of child(ren) and adult victims.

**Shall**

Indicates requirement for compliance.

**Standards**

A universal practice that incorporates socially and psychologically sound procedures to help insure the safety of child(ren) and adult victims.

**Supervised parenting time**

Supervised time when a child is in the care of a parent while at a center/site. Term used interchangeably with visitation.

**Supervised child exchange**

The supervised transfer of child responsibility from one parent or party member to another parent or party member.

**Visitation**

Supervised time when a child is in the care of a parent while at a center/site. Term used interchangeably with supervised parenting time.

**Volunteer**

An individual who provides an unpaid service.

# ADMINISTRATIVE STRUCTURE AND FUNCTIONS

## **Providers**

Supervised parenting time and exchange services can be provided by a qualified independent contractor, by a free-standing agency, or by a sub-division or program of a larger agency. Independent providers are themselves responsible for compliance with these standards. In an agency, the governing board (or the partners in the case of a partnership) is responsible for compliance with the standards.

## **Community Relationship**

Parenting time centers should seek to operate within a community collaborative which has as its goal to centralize safety of child(ren) and adult victims. The community collaborative will strive (1) to ensure a holistic response to each family member's needs; (2) to stop continued abuse of child(ren) and adult victims; and (3) to eliminate the social conditions that cause intimate partner violence. Community collaborations shall include: courts, law enforcement, domestic violence programs, social services and/or mediators. Collaborations may also include: mental health professionals, shelters, transition centers, batterers intervention programs as well as a number of other supportive agencies.

## **Conflict of Interest**

Supervised parenting time and exchange services may be provided by or may be operated by agencies which have other functions. However, the mission of such agencies should be compatible with supervised parenting time and exchange services and the standards. When supervised parenting time services are provided by an agency whose primary mission is not supervised parenting time and exchange, the agency should be responsible for ensuring that staff or persons providing supervised parenting time have appropriate qualifications and are trained in accordance with these standards and should mandate the provision of services in conformity with these standards.

## **Insurance**

There shall be adequate general and liability insurance for the board of directors, staff, volunteers, interns and clients utilizing the services.

## **Accessibility**

The site shall comply with the applicable portions of the Americans with Disabilities Act (A.D.A.). Services shall aim to accommodate adults and children with disabilities. The cultural, ethnic, linguistic, and financial diversity of client needs should be recognized and, as far as possible, accommodated. The preferred language of the parents and the child should be respected and taken into account when designing parenting time arrangements.

## **Financial Responsibility**

Providers shall follow generally accepted accounting principles. Any public funding will carry an obligation to keep proper records including a periodic audit of accounts. Accounting and auditing procedures shall comply with the guidelines of the funding source(s).



## **Data**

Data shall be kept for evaluation and monitoring. Data shall not compromise client confidentiality. Data shall be collected to fulfill the requirements of funding sources and an evaluation plan.

## **Program Evaluation**

Providers shall establish and implement an evaluation plan to determine the effectiveness of the program or service activities which may include client exit surveys and feedback from community partners. Evaluation should be ongoing and it should be regarded as a core function rather than a negotiable or expendable activity. Evaluation is crucial to quality assurance and should include input from the community collaborative and clients. In addition, the community collaborative should be utilized to enhance the response to clients accessing services.

## **Advocacy**

Centers shall work with domestic violence and other advocacy organizations to ensure the parenting time center is adequately addressing the safety and well-being of child(ren) and adult victims. Centers shall have clear roles in relation to domestic violence advocacy programs and services in the community. See Appendices for a complete listing of local advocacy programs in North Dakota. In addition, centers are encouraged to:

- Develop a policy on general information sharing.
- Develop a clear and consistently applied policy regarding sharing confidential, identifying information with the domestic violence agency regarding individuals who use the center.
- Facilitate meaningful access.  
Develop policies and protocols with the domestic violence agency to facilitate meaningful access to community resources for child(ren) and adult victims (e.g., have an advocate who is knowledgeable about the post-separation needs of child(ren) and adult victims, and meet with them at the visitation center if requested to do so).
- Provide cross-training.  
Together with the domestic violence agency, develop a cross-training program to educate the staff of both the parenting time center and the agency about domestic violence, the dynamics of the post-separation period, supervised parenting time and exchange, how to work effectively with child(ren) and adult victims from diverse backgrounds, and the services provided by each agency.
- Define roles.  
If a supervised parenting time and exchange program falls under the domestic violence agency, staff roles should be clearly delineated to avoid a conflict of interest. If an advocate is working with a particular family, they should not be the individual staffing that family's supervised parenting time and exchange services.

- Consult with domestic violence agencies.  
Consult with the domestic violence agency in developing and implementing center policies and procedures to ensure safety and other needs of child(ren) and adult victims are met.
- Define scope.  
Define the center's scope regarding advocacy (e.g., providing accurate information about and referrals to available services that can best meet the individual needs of children, adult victims, and batterers).
- Articulate the center's limitations on advocacy.  
Inform individuals and other programs as to which services are outside the scope of parenting time and exchange services (e.g., helping adult victims fill out a protective order and going to court as an advocate, providing counseling related to the abuse experienced by the victim, and providing legal counsel).

# STAFFING

All staff members, volunteers or interns providing supervised parenting time and exchange shall:

- Be at least 18 years of age.
- Have successfully completed a background check, which shall include a screening for prior criminal record. Information on completing a background check can be found on the North Dakota Office of Attorney General's website: [www.attorneygeneral.nd.gov](http://www.attorneygeneral.nd.gov) Background checks can be completed through the office of the Attorney General for a small fee. Additional requirements may be necessary for some funding sources – check with your grant administrator to ensure compliance.

## **Administrator/Coordinator/Director**

Duties may include responsibility for, but not limited to:

- Supervision and administrative functions of the center.
- Compliance with policies, procedures and standards of practice.
- Hiring staff and training them to the level of competency required by their position.
- Client billing and financial record maintenance.
- Public relations and outreach.
- Managerial program functions
- Gather and compile statistics
- Provides input and/or support for grant writing

## **Direct Service Staff**

Duties may include:

- Supervision of parenting time and exchanges between children and parents.
- Assurance that contact between parties proceed per court order.
- Intervention, when necessary or appropriate, to ensure the welfare of the child.
- Termination of the service if the child's safety or that of other parties or staff cannot be maintained.
- Provision of constructive feedback, correction, or redirection to the relevant party where necessary.
- Documentation of the services provided in a factual manner, leaving out opinions.

## **Volunteers**

Volunteers may be used as a direct service staff, assuming appropriate qualifications and training.

# TRAINING REQUIREMENTS

Staff must be CPR and First Aid Certified. Staff training should be developed and collaboratively facilitated with a local domestic violence program. See Appendices for a complete list of domestic violence programs in North Dakota.

Full-time staff should complete a minimum of 40 hours of training which may include but not limited to:

- Issues Related to Domestic Violence:
  - Power and control wheel
  - Effects on children
  - Batterer as parent
  - Dynamics of domestic violence
  - Protection orders
  - Lethality
  - Safety planning
  - Impact of domestic violence on family dynamics
  - Victim behavior and responses to domestic violence
  - Stalking
  - Batterers' intervention
- Issues Related to Staff:
  - Assertiveness training
  - General security issues and procedures
  - Establishing respectful relationships with all parties
  - De-escalation techniques and how to work effectively with resistant clients
  - Confidentiality
  - Recording observations
  - Legal context and court procedures
- Issues Related to Child Sexual Abuse
  - Child sexual abuse or sexual assault
  - Child development
  - Child physical abuse
  - Offender Dynamics
- Cultural sensitivity
- Mental health and referrals
  - Available community resources
  - Substance abuse education
- Dynamics of separation and divorce

Part-time staff and/or volunteers providing direct services should complete at least 20 hours of training from the above list of topics.

In each year following the first year of employment, ten additional hours of training should be completed by staff and volunteers who provide direct service to clients. \*See Appendices for alternative training options.

# SERVICE POLICIES

Providers must comply with obligations under relevant legislation such as equal employment opportunity, non-discrimination, Americans with Disabilities Act, and worker's compensation.

## **Policies and Procedures**

Providers shall have comprehensive written policies and procedures, which are to be written in collaboration with a domestic violence program, and shall include, but are not limited to, the following:

- **Confidentiality**

Centers shall develop policies and procedures addressing the way information is gathered, maintained, and released that promote the safety of child(ren) and adult victims; seek the guidance of community partners, including legal professionals, as needed. The following practices are recommended:

- 1. Develop an information-sharing policy.**

Develop an information-sharing policy that protects the safety of child(ren) and adult victims to the greatest extent possible and is consistent with state and federal laws, including mandatory child abuse reporting laws.

- 2. Remove identifying information.**

In instances where information is or must be released, remove identifying information, such as addresses, phone numbers, e-mail addresses, name(s) of employer and name of school, from the report or file as is necessary to ensure safety and confidentiality.

- 3. Ensure internal confidentiality.**

Keep files confidential and identifying information secure and protected from public view at all times; share confidential information only with appropriate center staff as needed; identify staff members who will need access to confidential family member information; ascertain those staff members who will need limited family member information to complete their job function. Center employees and volunteers should be encouraged to refrain from discussing center matters outside of the workplace.

- 4. Develop policies regarding destruction of records.**

Develop policies, consistent with state and federal laws, regarding the destruction of records. Centers are encouraged to seek assistance of legal counsel when developing such policies.

- 5. Inform individuals using the visitation center.**

Communicate clearly information-sharing and confidentiality policies so that individuals using services can make informed decisions about the disclosure of information.

- **Fees**  
 There shall be a written policy regarding payment of fees. The policy should dictate which party(s) is responsible for paying the fees, when payment is to be collected, the method of collection of fees, and procedures for handling clients' noncompliance with the payment agreement.
- **Levels or types of monitoring**  
 Consider offering different levels or types of monitoring (e.g., one-on-one or group visits) as space allows, while still ensuring safety; select a level in consultation with the adult victim that meets the safety needs of that parent and the children, yet is the least intrusive as possible; depending on the specificity of the original referral or court order, transition families through various levels or types of monitoring as needed based upon periodic assessments. Inform the court and other referring agencies as to what types of services and levels of monitoring are available from the center.
- **Monitoring Sex Offenders**  
**Safety Arrangements when sexual accusations are identified:**  
 To reduce risks to the child, no physical contact will be initiated by visiting parent. Additional safety planning with the offending parent shall be done to insure the safety of the child at all times while supervised visitation services are provided. If child requests to sit on offending parent's lap or have physical contact with parent, center staff will make a decision that is in the best interest of the child. The visiting parent will not accompany child to the restroom or change the child's diaper without center staff being present. Staff will be present at all times. Inappropriate communications regarding the accusations or court proceedings will result in termination of the visitation.
- **Right of Refusal**  
 Providers shall retain the right to refuse services including, but not limited to, a determination that risk factors are unmanageable, there is a conflict of interest, or that the provision of services would place an undue demand on the provider's resources. Providers shall review the services requested by the referring agency and determine if the services can be provided. If a referring agency requests services (such as an evaluation) which the provider cannot or is not trained to provide, or if there are security risks which the provider cannot appropriately manage, then the provider shall notify the referring agency and state the reason(s) for denying the referral.
- **Child's Refusal to Services**  
 Providers shall respect a child's refusal to services and create a written policy addressing refusal to supervised parenting time or exchange. Staff will initiate an on-going dialog with children to ensure they are comfortable expressing concerns. If children are uncomfortable participating in supervised parenting time or exchange, they will be given alternatives such as: saying hello to the parent, participating in a shorter session, or drawing a picture or writing a letter for the parent. Staff will patiently work with children, in age-appropriate terms, to ensure they are comfortable

while respecting their decision on whether or not they choose to participate in supervised parenting time or exchange.

- **Referrals**

Providers shall have a written procedure for referring clients to other agencies for service but these services should never be mandatory. Providers shall also take into consideration culturally appropriate services (and whether or not the service is safe for victims and children).

- **Incoming Referrals**

Providers shall have a written procedure for information on the types of cases taken, how referrals are made and what referring information is required.

- **Court Communication**

Centers should avoid including recommendations regarding parent's parenting of the children or custody and parenting time arrangements in reports to the court. Court communication should be strictly factual, without opinions and bias.

- **Termination of Services**

Providers shall establish a written protocol addressing termination of services. If the terms and conditions of services are not followed by the client(s), the provider reserves the right to terminate services. A written protocol may be established to address notifying the court or referring agency of interruptions or terminations.

- **Client Grievance**

There shall be a written grievance procedure for clients. The following are points that shall be addressed in a grievance procedure:

- A procedure for submitting a grievance.
- Review of grievance by Director, Local Consulting Committee, and/or Community Collaborative.
- Review committee shall document resolution and present to primary parties involved.

- **Public Health Emergencies**

There shall be a written policy addressing possible changes to services in a public health emergency (i.e. COVID19). The following points addressed in this policy:

- Centers should respond in accordance to local health mandates
- Virtual visitation and/or acceptable alternatives
- Closures of center
- Communications with clients

# CLIENT INFORMATION

## **Referral Information**

Providers shall obtain all relevant information about the person(s) being referred, including:

- The reasons for supervised parenting time services.
- The type of service requested.
- The requested frequency of the service.
- The arrangements for payment of fees, if court ordered, or follow agency's policies.
- Special needs of the victims and children.
- Any information concerning family and domestic violence, or any other risk factors or security issues.

Providers may send a family that is referred with inadequate information back to the referring agency or may continue to gather necessary information during the orientation process.

## **Orientation**

An orientation process is essential prior to supervised exchange and parenting time services. The quality of the orientation will be a major factor in the success of the service.

Orientation assessments with each of the parents and child(ren) shall occur prior to the first visit. Work with the parent, and in an age appropriate manner, children shall be oriented to the setting, introduced to the staff and reassured that the staff will be available to him/her during the parenting time session.

In an age-appropriate manner, children should be told of the procedures for parenting time/exchange. Generally, children should not be present during the orientation interviews of the parents. Parents shall be interviewed separately and at different times, so that they do not come in contact with each other.

Orientation assessments shall make a reasonable effort to include at least the following information:

- Necessary demographic information including name, address and telephone numbers.
- Copy of photo identification and emergency telephone numbers.
- Names and ages of children.
- Assessment of the nature and extent of any risk factors and identifiable supervision needs.
- Copies of current court orders, including restraining orders, no contact orders, and protection orders.
- Information regarding court proceedings in progress, upcoming court dates, any criminal actions pending against either parent, prior protection orders including from other partners, past criminal history.
- Referral date, source of referral, reason for referral.



- Risk factors including risk of abduction and any history of domestic, family or sexual violence.
- History of family relationships, including mental illness, developmental delay, or substance abuse (specify type of substance).
- Assessment of whether the child is likely to be, or become, uncomfortable with the proposed arrangements.
- Complete information on services provided including:
  1. Purpose, limitations, and costs of the service
  2. Security arrangements and warnings of security limits
  3. Data collection and limits to confidentiality
- Information on practical arrangements for visits including diet, medication, toileting, clothing, food, and other health needs, etc.
- Reciprocal releases of information, with permission from the client, for contact with the referring agency, relevant therapists, attorneys, and other relevant persons or agencies.
- Provide information about what services are and are not provided.
- Provide appropriate referral for other services including safety.

# SAFETY

A provider shall have security protocols in writing which seek to provide protection for clients, staff and volunteers.

## **Arrival and Departure of Clients**

Providers shall develop a policy requiring parents and related party members to arrive and depart at staggered intervals. Because safety and other needs change over time, the arrival and departure schedule of each family should meet the unique safety needs and concerns of the child(ren) and adult victims.

## **Toileting Arrangements**

Parenting Time Centers/Providers shall develop guidelines that state the parenting time staff will be present during toileting and diaper changes of all children who need assistance during toileting. Toileting when visiting parent is a sex offender shall be supervised by staff. \*SEE MONITORING SEX OFFENDERS POLICY

## **Premises and Facility Design**

The premises should be accessible, safe, and suitable to the intended activities of the service while providing a pleasant environment for families. In addition, the following are recommendations for facility accommodations:

- Providers shall allow parents with primary residential responsibility to wait on or off site, based on the safety needs, age, ability, and developmental stages of children when space allows.
- The waiting room area shall be in a secure location not accessible to the other parent or related party.
- Select a facility where the design will decrease the opportunity for parents to come into contact with one another and may include such features as separate entrances, separate parking lots and separate waiting rooms.
- In circumstances where such features are not available or cannot be accommodated, procedures shall be developed to ensure parents will not come in contact with one another.

## **Security Requirements**

- 1) Providers shall have a panic alert system.
- 2) Providers shall have a drug/alcohol policy.
- 3) Providers shall work with law enforcement to develop a protocol for responding to calls from the center, and seek assistance from law enforcement in developing other security protocols.
- 4) Providers shall incorporate a layout in which parents and other parenting time participants are kept physically, audibly, and visually separate.
- 5) Providers shall have written protocol for how to handle emergency situations including, but not limited to:
  - Violent or dangerous behavior on the part of an adult or child.
  - Evacuation procedures in the case of fire or other emergency.
  - Medical emergencies and client, staff, or volunteer injuries

### **Additional Requirements**

Additional security arrangements may include, but not be limited to:

1. Use of a metal detector
2. Video surveillance
3. Monitoring of the parking area and perimeter of the center
4. Paid security staff
5. Alcohol testing (contact a local law enforcement agency for information)

### **Safety Planning**

Safety planning may be necessary when providing services to victims of domestic violence and their children. Planning regarding the delivery of visitation services may occur with center staff who are thoroughly trained in domestic violence and safety planning. Centers should make referrals to local domestic violence programs to assist with safety planning.

When allegations of sexual abuse arise, additional safety planning is necessary. See section addressing sex offenders under **\*SERVICE POLICIES\***.

# MULTICULTURALISM & DIVERSITY

Parenting Time Centers should be responsive to the background, circumstances, language, and cultures of their community and the families they serve.

Valuing multiculturalism and diversity requires individuals and organizations to engage continually in self-reflection and self-critique, to become aware of their own cultural identities and backgrounds, and to examine their own patterns of unintentional and intentional bias against or for race, ethnicity, sexual orientation, religion, age, socio-economic status, disabilities, or other axes of identification.

Parenting time staff must be willing to listen to and attempt to understand the individual experiences and perspectives of those with whom they work. Incorporating multiculturalism and diversity into practice can enhance safety and lead to better outcomes for children and adults.

## **Services**

- Consider extended family
- Ensure access to language interpretation
- Consider incorporation of food, music, and religious traditions
- Identify transportation needs
- Offer a range of parenting time hours

## **Training/Assessments**

- Offer a diverse staff when possible
- Encourage continual internal discussions about diversity
- Provide up-to-date, culturally relevant, practical training on and engage in continual self-reflection regarding the following topics:
  1. The nature of power imbalances
  2. Social oppression
  3. Prejudice
  4. Discrimination

## **Physical Space**

If possible, design the facility to reflect the different cultures of the individuals who the center serves in terms of décor, toys and other playthings, resources available, accessibility, and layout.

## **Partnerships**

In conjunction with the collaborative community partners, centers should develop strong working relationships with culturally specific organizations to increase the capacity to serve the diverse cultures in its community. Additionally, centers are encouraged to partner with representatives from the communities the center has the potential to serve, including staff of culturally specific services. When these partnerships are formed, centers can work with representatives from culturally specific organizations to identify populations needing services, establish linkages for outreach, enhance accessibility, and promote relevant services.

## OTHER CONSIDERATIONS

### **Education**

Education and training of referral sources concerning the purpose of the Center and the responsibilities of the Center's staff will be important to maintaining a sound working relationship with appropriate community agencies. This will be the responsibility of the administrator.

Another beneficial element to a successful program can be parent education. This education can offer the parent varied techniques to enhance and build their parenting skills. Services can also be designed to offer parent-to-parent support as they encounter the difficulties of divorce, custody, and parenting time / exchange. Education should be offered to both parents.

### **Referrals**

An extensive out-going referral resource list should be in place prior to accepting incoming referrals. One of the functions of the staff will be to identify behaviors of both parent and child which increase risk to the child. Referrals to deal with identified issues should be made to appropriate resources within their communities. When making these referrals, staff needs to ensure that these agencies have training to address issues of domestic violence and children who witness violence. It is important to note that not all parents utilizing the Center have parenting issues. Victims of domestic violence, sexual abuse, and stalking should never be required to participate in parenting activities based solely on the use of parenting time and exchange services.

### **Support Services**

There are several advocacy roles that staff can partake in. Centers provide a respectful safe place and record information in a non-bias manner. Staff should also actively advocate for the safety of both adults and children. The following is a list of some of the active advocacy roles that the staff may engage in:

- Provide personal support on parenting issues.
- Provide information on legal, economic, medical, and counseling options.
- Refer victims to advocacy and legal services.
- Recommend local and state legislative changes when appropriate.
- Make referrals to appropriate service agencies that provide safe services to victims

# APPENDICES

## NORTH DAKOTA PARENTING TIME CENTERS: *UPDATED 08/2022*

### **Family Bridges Visitation Center**

PO Box 1893  
Williston, ND 58802  
Phone: 701-770-6542  
Email: [shelter.fcs@midconetwork.com](mailto:shelter.fcs@midconetwork.com)

### **Family Connection**

PO Box 808  
Dickinson, ND 58602  
Phone: 701-483-7233  
Email: [famconn@ndsupernet.com](mailto:famconn@ndsupernet.com)

### **Family Safety Center**

PO Box 5003  
Bismarck, ND 58502  
Phone: 701-222-1053  
Email: [familysafetycenter@aacnd.com](mailto:familysafetycenter@aacnd.com)

### **Hearts of Hope**

PO Box 900  
Belcourt, ND 58361  
Phone: 701-477-0002  
Email: [gourneau@utma.com](mailto:gourneau@utma.com)

### **Kids First**

211 S. 4<sup>th</sup> St.  
Grand Forks, ND 58201  
Phone: 701-746-0405  
Email: [amberjp@cviconline.org](mailto:amberjp@cviconline.org)

### **Kids Konnection**

509 Dakota Ave. Suite A  
Wahpeton, ND 58075  
Phone: 701-672-2222  
Email: [kidskonnection@midconetwork.com](mailto:kidskonnection@midconetwork.com)

### **Rainbow Bridge**

715 11<sup>th</sup> St. N. Suite 101  
Moorhead, MN 56560  
Phone: 218-512-1555  
Email: [hollyb@raccfm.com](mailto:hollyb@raccfm.com)

**SAAF Kid's**  
422 1/2 4th Ave NE  
Devils Lake, ND 58301  
Phone: 701-662-7378  
Email: [saaf@gondtc.com](mailto:saaf@gondtc.com)

**NORTH DAKOTA DOMESTIC VIOLENCE & SEXUAL ASSAULT CRISIS CENTERS:**  
*Updated 03/2022*

**BISMARCK: Abused Adult Resource Center**

*Crisis Line 1-866-341-7009, Toll Free: 866-341-7009, Ph.: 701-222-8370 Fax 701-323-9399*

**BOTTINEAU: Family Crisis Center**

*Crisis Line 1-800-398-1098, Toll Free 888-755-7595, Ph.: 701-228-2028 Fax 701-228-2472*

**DEVILS LAKE: Safe Alternatives for Abused Families**

*Crisis Line 662-7378, Toll Free 888-662-7378, Ph.: 701-662-7378 Fax 701-662-2380*

**DICKINSON: Domestic Violence & Rape Crisis Center**

*Crisis Line 225-4506, Toll Free 888-225-4506, Ph.: 701-225-4506 Fax 701-225-4506*

**ELLENDALE: Kedish House**

*Crisis Line 349-5118, Toll Free: 877-349-4729, Ph.: 701-349-4729 Fax 701-349-3562*

**FARGO: Rape & Abuse Crisis Center**

*Crisis Line 293-7273, Toll Free 800-344-7273, Ph.: 701-293-7273 Fax 701-293-9424*

**FORT BERTHOLD: TAT Victim Services**

*Crisis Line 627-3617, Ph.: 701-627-4171 Fax 701-627-4106*

**GRAFTON: Domestic Violence & Abuse Center Inc.**

*Crisis Line 435-7490, Toll Free: 866-435-7490, Ph.: 701-331-0466 Fax 701-352-4222*

**GRAND FORKS: Community Violence Intervention Center**

*Crisis Line 746-8900, Toll Free: 866-746-8900, Ph.:701-746-0405 Fax: 701-746-5918*

**JAMESTOWN: Safe Shelter**

*Crisis Line 251-2300, Toll-Free 888-353-7233 Ph.: 701-251-2300 Fax 701-251-9095*

**MCLEAN CO.: McLean Family Resource Center**

*Crisis Line 462-8643, Toll Free: 800-462-8643, Ph.: 701-462-8643*

**MERCER CO.: Women's Action & Resource Center**

*Crisis Line 873-2274, Ph.: 701-873-2274, Fax 701-873-2436*

**MINOT: Domestic Violence Crisis Center**

*Crisis Line: 857-2200, Toll Free 800-398-1098, Ph.: 701-852-2258 Fax 701-838-7053*

**RANSOM CO.: Abuse Resource Network**

*Crisis Line 683-5061, Ph.: 701-683-5061, Fax 701-683-0082*

**SPIRIT LAKE: Spirit Lake Victim Assistance**

*Crisis Line 766-1816, Toll Free 866-723-3032, Ph.: 701-766-1816 FAX: 701-766-4550*

**STANLEY: Domestic Violence Program NW ND**

*Crisis Line 628-3233, Toll free 800-273-8232, Ph.: 701-628-3233 Fax 701-628-3234*

**TURTLE MOUNTAIN RESERVATION: Hearts of Hope**

*Crisis Line 477-0002, Ph.: 701-477-0002, Fax 701-477-5246*

**VALLEY CITY: Abused Persons Outreach Center**

*Crisis Line 845-0072, Toll-Free 866-845-0072, Ph.: 701-845-0078 Fax 701-845-1897*

**WAHPETON: Three Rivers Crisis Center**

*Crisis Line 642-2115, Toll-Free 800-627-3659, Ph.: 701-642-2115, Fax 701-642-3253*

**WILLISTON: Family Crisis Shelter**

*Crisis Line 572-9111, Ph.: 701-572-0757, Fax 701-572-7239*



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