



Sally Fraser
Professional Provider Supervised Visitation
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510-295-8041

Service Agreement

Punctuality

Both parties (non-custodial and custodial parents) are required to be on time, both for drop-offs and pickups. Please come on time, not early or late. The provider will document the arrival time of each party at the beginning and end of visits.

Fees and Cancellations

All clients pay for their services in advance. Please be advised that 72-hour notice is required to cancel a visit. If you fail to show for a visit, or you cancel with less than 72-hours' notice, you will be charged your fee. This time has been reserved for your visit. All time spent with this provider is charged at the standard hourly rate of \$120. In addition to the time spent in visits, charges apply for the scheduled time before and after visits, intakes, orientation, and report writing. Travel time is not charged for visit locations within 30 minutes of Berkeley, CA. Over 30 minutes is charged at the standard hourly rate. Excessive phone/email/text time will be billed at the standard hourly rate. The minimum time for in-person visits is two hours.

Intakes (which include adult orientations): \$120 each parent.

Orientation with Child/ren: Usually on Zoom and usually no charge.

Visits: \$120 per hour.

Before and After: 15 minutes before and 15 after with non-custodial parent. 30 minutes = \$60.

Report Writing: 30 minutes per hour of visit time. For example, a report for a two-hour visit will be charged at one hour or \$120. A report for a three-hour visit will be charged at 1.5 hours or \$180. (And so on.)

Travel: Billed for any time over 30 minutes from Berkeley at \$120 per hour.

Fees for video visits are determined on a case-by-case basis. This is because the time spent report-writing for video visits is proportionally higher than the time spent on report-writing for in-person visits.

Surcharges are applied in instances such as: when visits are particularly short; when there will be a limited number of visits; and where there are circumstances that might cause visits to be more complex than typical. If this provider believes a surcharge would be in order, this provider will discuss the surcharge with both parents before it is applied.

Payment methods are as follows:

Zelle: sally@sallyfraser.com

PayPal: sally@sallyfraser.com

Venmo: @Sally-Fraser

Credit Card: Link provided upon request

Shared Communications

This provider communicates with parents by text, email, and phone call for various reasons, one of the more common reasons being the scheduling of visits. In an effort to avoid inaccuracies and to streamline processes, this provider often copies and pastes content of communications between parents. In other words, if one parent provides his/her/their schedule, this provider will share that information directly with the other parent without editing. This provider shares other written communications between the parents as well when this provider believes it is of use to both parents in the supervised visitation process. These communications are occasionally shared with the attorneys on the case and in reports.

Remote Intakes, Orientations and Visits

Intake meetings are occasionally held in-person but are usually conducted by video chat. Video chat visits with the child/ren, in lieu of in-person visits, might be appropriate. These will be discussed on a case-by-case basis.

Visit Locations

Unless location is otherwise determined by the court, this provider and the non-custodial parent work together to determine appropriate visit locations, with this provider making the final approval.

Custodial Parent Availability

The custodial parent, or predetermined substitute (relative, nanny etc.) must be available by text to pick up the child/ren from the visit at any time during the visit.

Expectations During Visits

A parent is expected to take care of and be responsible for his/her/their child/ren during the visits. The provider will intervene if the parent behaves inappropriately or if a child is experiencing difficulties. The provider must remain with the parent for the entire visit when the parent is with the child/ren. The provider must be able to see and hear the parent at all times when the parent is with the child/ren. If the above conditions aren't met, and the parent refuses to comply, the visit will be terminated immediately. All guests must be approved by the court or this provider ahead of the visit.

Terms and Conditions California Rules of Court

The following terms and conditions are excerpted from the 2026 California Rules of Court, Standard 5.20, Uniform standards of practice for providers of supervised visitation and exchange services. The provider bears the sole responsibility for enforcement of all the terms and conditions of any supervised visitation and exchange service. Unless otherwise ordered by the court, the provider should implement the following terms and conditions:

- (1) Monitor conditions to assure the safety and welfare of the child;
- (2) Enforce the frequency and duration of the visits and exchanges as ordered by the court;
- (3) Avoid any attempt to take sides with either party;
- (4) Ensure that all contact between the child and the noncustodial party is within the provider's hearing and sight at all times, and that discussions are audible to the provider;
- (5) Speak in a language spoken by the child and the noncustodial party;
- (6) Allow no derogatory comments about the other parent, his or her family, caretaker, child, or child's siblings;
- (7) Allow no discussion of the court case or possible future outcomes;

- (8) Allow neither the provider nor the child to be used to gather information about the other party or caretaker or to transmit documents, information, or personal possessions;
- (9) Allow no spanking, hitting, or threatening the child;
- (10) Allow no visits and exchanges to occur while the visiting party appears to be under the influence of alcohol or illegal drugs;
- (11) Allow no emotional, verbal, physical, or sexual abuse;
- (12) Allow no contact between the custodial and noncustodial parents unless ordered by the court; and
- (13) Ensure that the parties follow any additional rules stated by the provider or the court.

(Subd (l) amended effective January 1, 2026; adopted as subd (i) effective January 1, 1998; previously amended and relettered as subd (j) effective January 1, 2007, and amended and relettered effective January 1, 2015.)

Terms and Conditions Together Time Bay Area (TTBA)

This provider enforces additional visit rules in addition to those stated above in the California Rules of Court. The additional following behaviors and devices are not allowed during visits:

- Videotaping/recording except at the discretion of the provider.
- Electronic devices (phones, tablets, gaming consoles etc.) except at the discretion of the provider.
- Foul or threatening language.
- Threats of violence/hostility.
- Placing the child/ren in the middle of a confrontational or non-age-appropriate situation.
- Talking about or making promises to the child/ren that are unlikely or uncertain to be kept.
- Demands for unwanted physical contact (pressuring or bribing the child/ren for a kiss, hug etc.)
- Inappropriate touching of the child/ren's body/bodies.
- Changing the physical appearance of the child/ren without the approval of the custodial party.
- Weapons, which for the purpose of this agreement include, but are not limited to: firearms, handguns, rifles, automatic weapons, knives that can be used as weapons, stun guns/tasers, or other dangerous articles and substances.

Sexual Abuse

The 2026 California Rules of Court, Standard 5.20, Uniform standards of practice, includes additional terms and conditions that must be followed in cases where there are allegations of sexual abuse. The provider should comply with the following terms and conditions, unless otherwise ordered by the court:

- (1) Allow no giving or receiving of gifts, money, or cards;
- (2) Allow no photographing, audiotaping, or videotaping of the child;
- (3) Allow no physical contact with the child such as lap sitting, hair combing, stroking, hand holding, hugging, wrestling, tickling, horseplaying, changing diapers, or accompanying the child to the bathroom;
- (4) Allow no whispering, passing notes, hand signals, or body signals; and
- (5) Allow no supervised visitation and exchange services in the location where the alleged sexual abuse occurred.

(Subd (m) amended effective January 1, 2026; adopted as subd (j) effective January 1, 1998; previously amended and relettered as subd (k) effective January 1, 2007, and amended and effective January 1, 2015.)

Gifts

All gifts must be approved by the provider, and cards read by the provider, prior to giving them to the child/ren. The option of gift giving may be revoked at any time at the discretion of the provider.

Entrance Fees and Meals

The client will pay for the provider's fees into venues, events, parks etc. where it is necessary for the provider to be at particular locations to provide the visitation services. On shorter visits, where the provider can eat between visits, there is no expectation that the client will pay for the provider's meals. On extended visits, where the provider is to remain with the family without the ability to procure her own meals, the client will provide meals to the provider.

Restrooms

The non-custodial parent is not allowed to be with his/her/their children without this provider. Each family situation and each location is different, and restroom use is determined on a case-by-case basis. A common way that restrooms are used during visits is as a group. One person goes inside the restroom and the others wait outside within hearing distance of the person in the restroom. Situations where child/ren need assistance in the restroom are addressed on a case-by-case basis.

Observation Reports

Reports are routinely sent to the non-custodial parent, the custodial parent and both of their attorneys, assuming they retain attorneys. If the child/ren has his/her/their own attorney, reports will be sent to that attorney. In addition, this provider will send reports to other parties as ordered by court officials. The attorneys or the parents submit the reports to the court. Please allow at least three weeks before the reports are required. Without advance notice, the provider might not be able to prepare reports as quickly as needed.

Emails and texts, or portions of emails and texts, between this provider and the parents are included in, or attached to, observation reports when they help explain information relative to the visits.

Subpoenas/Court Testimony

Time used for court preparation, including compilation and review of reports, communications or any other subpoenaed documents, commute time to court over 30 minutes from Berkeley, wait-time, phone standby, or testimony will be billed to the client at the rate of \$250.00 per hour with a \$750.00 retainer billed prior to preparation.

No serving of any type of court papers is allowed before, during or after visits.

Covid Safety

This provider does not require parents, children, other household members, and guests at visits to be vaccinated for Covid. This provider does ask that the applicable parent notify this provider immediately if the custodial parent, the non-custodial parent, the child/ren, any member of the parent's household, or guests, show/feel symptoms of Covid, or test positive for Covid. This provider extends the same courtesy to both parents. When any of the above persons are infected with Covid, visits are cancelled or held via video chat (Zoom). For the most part, masks are only worn by this provider, her clients and their child/ren, when requested by the clients or recommended or required by individual businesses or governmental regulations. The custodial parent is to be aware that hugging, kissing, physical play and food/drink sharing

might occur between the non-custodial parent and the child/ren.

Termination of Services

The provider has the right to terminate services at any time for any reason. The provider is required to advise both parties of the reasons for interruption of a visit or termination.

Confidentiality

According to California Family Code 3200.5, the provider must advise the client that no confidential privilege exists as part of supervised visitation.

I have read and understand this service agreement and am willing to abide by these stipulations. I understand that if I do not follow these stipulations, services will be terminated.

Printed Name

Signature

Date

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