



The Mediation Center
Finding common ground.

General Referral Form – The Family Visitation Program
Supervised Visitation and Safe Exchange

Once complete e-mail the form to - familyvisitation@mediatewnc.org .
Referral questions? Call 828-251-6089
Buncombe County extension x420. Henderson County extension x106

Date of Referral:	
Referring Agency	
Referral Source Name:	
Referral Source Phone Number:	
Referral Source E-mail:	
Custodial Parent or Guardian Name:	
Custodial Parent or Guardian Phone Number:	
Custodial Parent or Guardian Address:	
Name(s) and Age(s) of Child(ren):	
Non-custodial Parent Name:	
Non-custodial Parent Phone Number:	
Non-custodial Parent Address:	
Is either party a convicted or registered sex offender?	
Court Ordered? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES , attach copy of current court order. If NO , BOTH parents must be in agreement to use services	Type of service requested: Supervised Visitation _____ OR Safe Exchange _____
Is this a kinship placement case?	
Does the client have past criminal charges or convictions? If YES, please list known convictions	
Reason for referral:	
Are other agencies actively involved with this case? If yes, please list:	

Family Profile	Yes/No	Additional Information
Substance abuse		
Child abuse/neglect		
Mental health issues		
Domestic violence		
Lack child dev. knowledge		
Physical health issues		
Unstable living conditions/ inadequate housing		
Developmental Disability		

Once this form is received by the Family Visitation Program, both parties will be contacted to arrange an intake appointment. Both parties must complete an intake before visitation can occur.



A Referral Guide to the Family Visitation Program (FVP)

1. What does FVP do?

- Facilitates supervised visitation and safe exchange services for Buncombe County
- Referrals come from Buncombe County Courts and the Department of Social Services

2. When is FVP open for supervised visits?

- 2:00-7:30pm Tuesday, Wednesday, and Thursday AND
- 2:00-5:30 on Friday.
- FVP is **NOT** open for visits on Saturday, Sunday, and Monday

3. When is FVP open for safe exchanges?

- 4:30-5:30pm Monday
- 2:00-7:30pm Tuesday, Wednesday, and Thursday AND
- 2:00-5:30 on Friday.
- 5:00pm Sunday
- FVP is NOT open for exchanges on Saturday

4. Who schedules visits and exchanges?

- FVP will work to arrange a mutually agreeable time for visits and exchanges. Visit and exchange times are restricted by hours of operation and openings in the schedule.
- FVP cannot accommodate court orders with pre-arranged times

5. How often do visits occur?

- FVP offers one hour per family, per week of supervised visitation at a reduced fee for those who qualify based on their income.
- If permitted by court-order or referral, FVP can offer additional hours at \$90 per hour. Additional visits do not qualify for fee reduction. Visitation can also be arranged every other week or monthly.

6. Does anything have to happen before a visit or exchange can occur?

- Both parties must complete separate intake appointments. Parties can call (828)251-6089x420 to schedule their intake.
- Both parties MUST be in agreement to use services, visitation and exchange services are voluntary.

7. How long until I begin visiting or exchanging?

- Depending on flexibility of parents' schedules and whether FVP is operating on a waitlist, it takes three to four weeks from the referral to the first visit, and two to three weeks to the first exchange.

8. Are there fees for services?

- FVP determines service fees based on a sliding scale. Sliding scale visits cost \$15-\$60; exchanges cost \$5-\$30. Full fee for visits that do not qualify for fee reduction is \$90.

Additional questions? Contact us:

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