

KEEPING CHILDREN AND PARENTS TOGETHER

The Mediation Center's Family Visitation Program believes that all children deserve to have positive contact with a parent in a safe place without the risk of abuse, neglect or conflict between parents. We provide a space that encourages positive parenting and minimizes the effect of parental conflicts.

Our Family Visitation Program supports healthy relationships with parents and children, regardless of past safety concerns. We provide safe, supervised visitation and safe exchange services to families with conflicts that include domestic violence, child abuse, mental health issues, and custody disputes.

Child visitation clients are referred by the court system, Department of Social Services, and family mediation. Safe exchange clients can also refer themselves if both parents agree.

These services are available at our Buncombe County location.

CONTACT US

The Mediation Center
40 North French Broad Avenue, Suite B
Asheville, NC 28801
828-251-6089
Fax: 828-232-5140
Info@mediatewnc.org

FAMILY VISITATION PROGRAM HOURS

Office hours: Monday and Friday 9am-5pm;
Tuesday-Thursday 11:30am-3:30pm

Intake and orientation takes place Monday-Friday;
please call to schedule an appointment

Supervised visits: Tuesday, Wednesday, Thursday
2pm-7:30pm; Friday 2pm-5:30pm

Safe exchange: Tuesday, Wednesday, Thursday 2pm-7:30pm,
Friday 2pm-5:30pm, and Sunday 5pm

BECOME A VOLUNTEER!

Curious about how Family Visitation or The Mediation Center works in general? We invite you to train as a volunteer visit monitor or mediator and put your newfound skills to work for us. We have many other needs and welcome your skills and expertise. Visit our website at mediatewnc.org/about/volunteer to learn more or call 828.251.6089.

GIVE THE GIFT OF SAFE VISITATION FOR CHILDREN

The Mediation Center serves more than 5000 people annually. More people than ever need our support during these times of financial stress in a down economy. Your gift assures that we can continue to find common ground for people, families, and communities in a safe, neutral setting. Send your gift to 40 N French Broad Ave, Asheville, NC 28801 or visit our website to donate online.

The Mediation Center is a 501(c) 3 non-profit organization and your gift may be 100% tax deductible. To learn more, call 828-251-6089.

Visit our website to learn more

www.mediatewnc.org/family-visitation-2

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The Mediation Center

Finding common ground.

Family Visitation Program

Supervised visitation and safe exchanges
for families with children.

MediateWNC.org

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LIVE UNITED

SAFE EXCHANGE

This process lets children transition from parent to parent with no contact between the parents. Parents arrive and depart at different times and use different entrances. These unsupervised visits can be for a few hours, a weekend or longer.

Safe exchange is used by parents with joint custody or when a non-custodial parent has unsupervised visitation. Our clients are referred by the court system, Department of Social Services, or by written agreement signed by both parents. If both parents agree, families can also refer themselves for safe exchange services.

Because our staff makes all the arrangements, parents exchange children without contact. This means children don't witness conflict between parents so there is less stress and worry.

These services are available on a sliding scale; unless court ordered, both parents pay for exchanges.

SUPERVISED VISITATION

During supervised visits, parents spend time with their children in private, comfortable rooms filled with games and toys. There is no contact between the custodial and non-custodial parent. To assure safety and provide support, a visit monitor is present at each visit.

Visit monitors provide parental coaching to help improve the quality of the visit and the parent/child relationship. They take careful, neutral notes to document each visit. Before and after each session, visit monitors meet with the parent for about 15 minutes to review the session and discuss visit strengths and areas for improvement. Our monitors can also model parenting behavior during visits.

These visits allow children to look forward to sessions without worry or stress. Supervised visitation also provides a way for non-custodial parents to maintain a relationship with their children—many times this is the only way they can do that. Supervised Visitation services are offered on a sliding scale

HOW TO GET STARTED

Call us to set up your initial intake appointment; both parents attend their own separate appointment before services can begin. Each session lasts about 1 ½ hours and includes time to gather information, listen to your concerns, answer questions, and tour our facility.

Family Visitation pricing ranges between \$15-60 per visit. Safe Exchange pricing runs from \$5-\$35 per exchange.

The Family Visitation Program is located at our Buncombe County facility.

WHO WE ARE

Three nonprofits combine to create one effective organization.

The Family Visitation Program is part of the Mediation Center at our Buncombe County location. The Mediation Center has recently come together with The Center for Dialogue of Transylvania County and The Dispute Settlement Center of Henderson and Polk Counties. Now a regional nonprofit, our combined resources bring wisdom, best practices, and stronger finances to the communities we serve.

"The monitor does an outstanding job. She's gone out of her way to make it a great experience. If it weren't for them under the circumstances, I wouldn't get to see my child face to face and it means the world to me!"

"They are all very knowledgeable and compassionate and I enjoy that they put my child's safety and well-being first."

