



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?

- 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 and Monday

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 can provide a **ONE HOUR visit per week, per family**. 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)251-6089 x420 to schedule their intake

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. Visits cost \$15-\$60; exchanges cost \$5-\$35.

Additional questions? Contact us:

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