



**The Mediation Center**  
Finding common ground.

40 N. French Broad  
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Asheville, NC 28801  
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[www.mediatewnc.org](http://www.mediatewnc.org)

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

Once complete e-mail, fax, or send the form to **Donna Snyder, Client Services Coordinator** - [donnas@mediatewnc.org](mailto:donnas@mediatewnc.org) or fax #: 828-232-5140. Referral questions? Call 828-251-6089 x420.

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

<b>Family Profile</b>	<b>Yes/No</b>	<b>Additional Information</b>
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?

- 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)251-6089x20 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. Visits cost \$15-\$60; exchanges cost \$5-\$35.

### Additional questions? Contact us:

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828-251-6089 x419  
[jessier@mediatewnc.org](mailto:jessier@mediatewnc.org)

Donna Snyder, Client Services Coordinator  
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