



The Mediation Center
Finding common ground.

Family Visitation Program Referral Form

Date of referral	
Referral source	
Referral source contact information	
County	
Name of custodial parent	
Contact information for custodial parent (phone, e-mail, address)	
Names and ages of children	
Name of non-custodial Parent:	
Contact information for non-custodial parent (phone, e-mail, address)	
Is either parent a registered sex offender?	___ Yes ___ No
Type of service requested	___ Supervised Visitation ___ Safe Exchange
Is there a court order related to the visits or exchanges?	If YES, attach a copy of the current court order. If NO, please provide the reason for referral.
Reason for Referral:	
Does the family have an open case with DSS? ___ Yes ___ No If yes, please explain:	



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Referral Guide to the Family Visitation Program

The Family Visitation Program (FVP) provides visitation and safe exchange services in Buncombe, Henderson, and Transylvania Counties. We serve parents and children who have been impacted by domestic violence, stalking, sexual assault, or child sexual abuse.

Our goal is to make sure visits and exchanges are safe for everyone involved. We also aim to help parents establish and maintain positive relationships with their children.

Parents do not have contact with each other when using the services. Staff coordinate intakes, schedules visits and exchanges, and communicate information between parents as needed. Parents have staggered arrival and departure times, use separate parking areas, entry ways, and waiting spaces.

We offer two services:

- Supervised Visits – During supervised visits children spend time with their non-custodial parent in our secure facility. A trained Visit Monitor stays in the room for each visit to ensure safety and provide support.
- Safe Exchange – Safe exchange allows children to move between parents without the parents having contact with each other.

Locations and Hours

- Buncombe County, 40 N French Broad Ave. Suite B, Asheville, NC 28801
- Henderson County, 103 South Grove Street, Hendersonville, NC 28792
- Transylvania County, The Children's Center, 95 S. Johnson Street, Brevard, NC 28712

Visits are offered on weekdays in the afternoon and early evenings. Depending on availability and family needs, staff work with families to arrange a regular weekly time.

First Steps

Both parents must individually complete an intake appointment before services are scheduled. It generally takes between 2 and 4 weeks from the time of referral for a first visit or exchange. Families can visit for one hour weekend, every-other-week, or less often.

Questions?

Email staff – fvpstaff@mediatewnc.org

Call our Client Services Coordinator – 828-251-6089 Ext. 418

E-mail: fvpstaff@mediatewnc.org or Fax: 828-232-5140