

### Intake Requirements

#### Custodial Parent

- Picture ID
- \$25 intake fee (Check or Money Order)
- Court Order
- Restraining Order
- Child's Medical History

#### Non-Custodial Parent

- Picture ID
- \$25 intake fee (Check or Money Order)
- Court Order
- Restraining Order
- Source of Income
- (Unless otherwise stated by the courts)

#### Intake consists of:

Intake Form, Assessment Form, Confidentiality of Client Records Form, Release of Information, Photo Permission, Gift Giving Policy, Fee Agreement Policy, Service Agreement and an Individual Evaluation.

**Visitation Services** are held in our Early Education and Care Center located at 520 Dudley St. Roxbury, MA.

The visiting rooms are equipped with age-appropriate toys, games, and books. You will also have

access to our new play space outdoors. Finally, we have comfortable and attractive furnishings in order to provide a familiar and warm environment for children and their families.

Visitation Fees are based on a sliding scale and are paid upon each visit.

**Personal Checks and Money Orders only.**

#### Visitation Program Hours:

- Thursdays 5:30pm-8:00pm
- Sundays 11:30am-5:00pm

To schedule an intake for Visitation Services, please contact Tanika Smith at (617) 516-5263 or send an email to: [tasmith@csrox.org](mailto:tasmith@csrox.org).

Please, **NO WALK-INS**. The intake process is by appointment only. A fee of \$25 for both Custodial & Non-Custodial Parents must be paid at intake. The intake process is available in English and Spanish.

For more information on CSR's Family Visitation Program, please contact **Martha Williams, Program Supervisor, at 617-989-9414** or **Maria Martin, Program Director at 617-989-9442**

520 Dudley Street  
Roxbury, MA 02119

Main: 617-445-6655 Fax: 617-541-5861

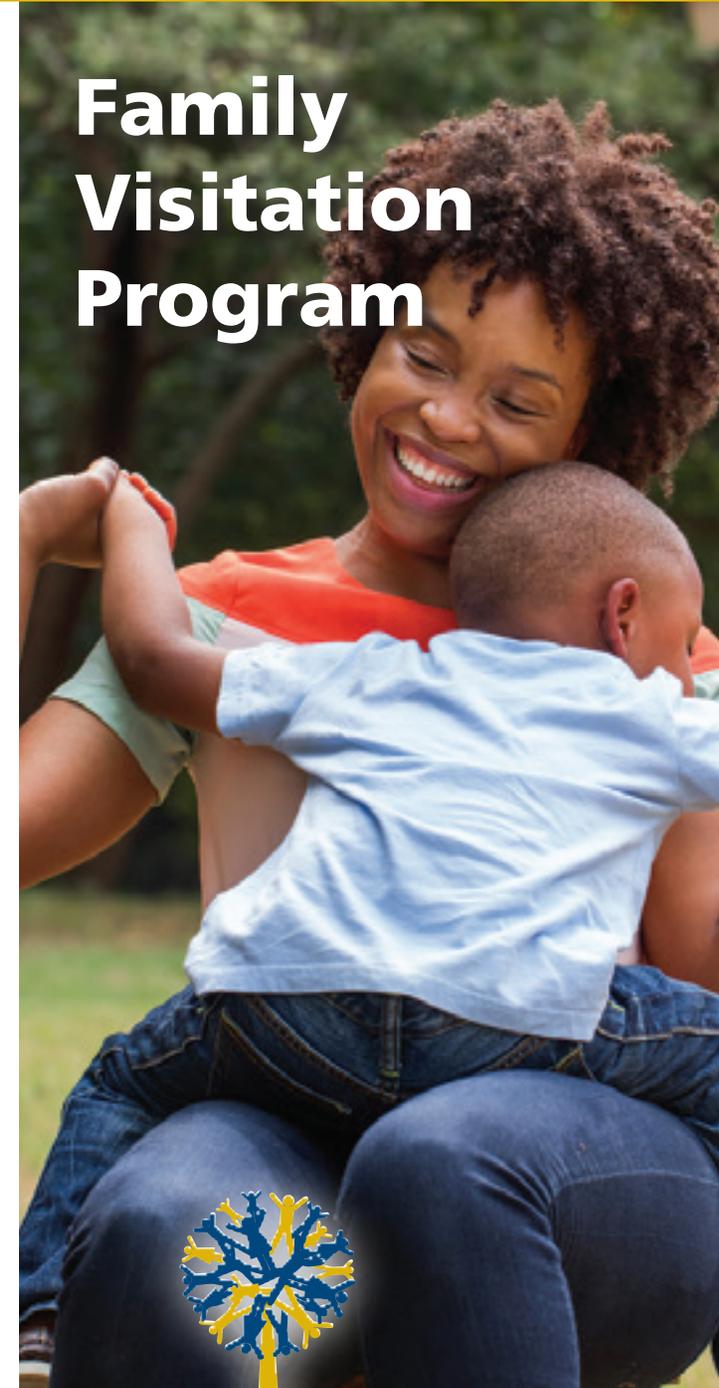


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Send inquiries to: [info@csrox.org](mailto:info@csrox.org)



May 2016

# Family Visitation Program



**Children's Services of Roxbury**  
Strengthening Families across Massachusetts

Roxbury • Tewksbury • Worcester • Northampton

# Children's Services of Roxbury • Family Visitation Program

## Who We Are

Children's Services of Roxbury (CSR) is regarded as one of the largest, minority-operated, human services agency in Massachusetts, serving more than 6,000 people annually.

## Our Mission

CSR's mission is to strive to provide high quality services to economically disadvantaged children, youth, families, and individuals thereby promoting and strengthening family life and individual growth.

## Core Values

We serve with **humility** and treat those we serve with **dignity** and **respect**. We act with **compassion** and **patience**, empathizing without judgement. We operate with **integrity**, knowing that the families we serve need us to be true to our word and we strive for **excellence** in everything we do.



## Children's Services of Roxbury's Family Visitation Program

provides a safe, neutral, and professional location for supervised visits for families in the Greater Boston Area. The supervised visits between children and Non-Custodial Parents are conducted based upon the parameters designated by the court order.

There are three types of visitation services offered by CSR's Visitation Program:

- On-site, Supervised visits
- On-site, Unsupervised visits
- Monitored pick-up and drop-off exchanges

CSR's Visitation Program provides each family with a professionally, trained case aide in an effort to create a positive relationship between the families and CSR staff. All staff are trained in CPR and First Aid. A security guard is present during visiting hours in order to provide safety for all parties involved.

Supervised Visitation is contact overseen by a third party in which the primary focus is the protection and safety of the child and adult participants.

Since 1998, Children's Services of Roxbury has successfully provided Family Visitation services to hundreds of families.

## Families can expect:

- Staggered arrival and departure times for Custodial and Non-Custodial parents
- A focus on the child's needs and reactions
- Information on community resources

