

## Service Guidelines

**Mary Frye**

**Carolina Solutions**

7427 Matthews-Mint Hill Rd Suite 105-133

Charlotte, NC 28227

[sv@csncsolutions.com](mailto:sv@csncsolutions.com)

704-566-6817 or 704-845-0471 voicemail

### Outline of Observation Procedures

1. Services are provided for cases heard in Mecklenburg and surrounding counties. As well as other states and International cases.
2. The client, attorney or Doctors should send observation requests to [sv@csncsolutions.com](mailto:sv@csncsolutions.com).
3. A court order must be mailed, or sent via email. The clients scheduled time and date will be according to CSNC openings. We will try to coordinate with the court order.
4. Confirmation of visits will be completed by Mary Frye/CSNC.
  - a) During the visit, safety of the child(ren) is of the highest importance.
  - b) Visitation sites must comply with court order (e.g., highly visible public venues /homes)
  - c) Observer will treat each case as a site and sound case, and be able to see and hear child (ren) at all times.
  - d) Observer may terminate the visit if guidelines are not adhered to.
  - e) Carolinas Solutions Extended Guidelines will be read to the client on the first visit. Also they will receive them via email.

Observers are formally educated or have other relevant training.

Visitation reports will only be sent to the client's attorney, social worker, children's rights, DSS, or therapist. These reports are never sent to the clients. All funds must be paid prior to the visits by credit card preferred. Cash or \*Personal checks are not accepted.

Appointments must be cancelled 3days in advance. There will be no refund if the visit is not canceled 3 days prior to a visit. If you are scheduled for a visit and the supervisor, custodial parent and the child shows up and the person being supervised dose not, there is no refund because the supervisor will still be paid. All parties must arrive at the designated location on time. There is a fifteen minute grace period. If the custodial parent and the child are there, and the person being supervised is not there within the grace period they and the supervisor are free to leave after the grace period.

## Two Forms of Payment

1. Credit Card (Preferred)
2. Certified Check (last resort)

All checks should be made out to  
Carolinas Solutions  
7427 Matthews-Mint Hill Rd  
Suite 105-133  
Charlotte, NC 28227