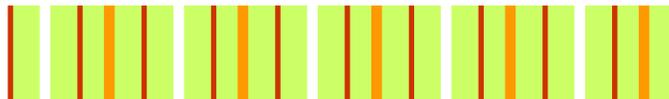


# Helping Children & their Families Stay Connected

Information for Clients





## Services

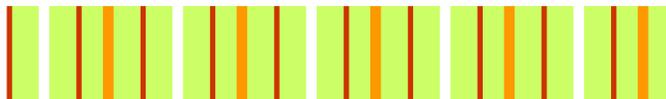
Joyful Connections is a neutral, third party location that provides:

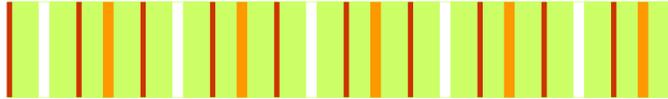
- ∞ Supervised Visitations – where children can visit with one or both parents or other family members in a child-focused, safe, secure and home-like setting.
- ∞ Supervised Exchanges – where parents can exchange children in a safe and neutral setting to prevent children from being caught in the middle of family/parental disputes.

***Services are provided 7 days a week  
Hours are by appointment***

Services begin with an initial intake appointment. All parties must complete an intake separately before visitation or exchanges can begin. To schedule an intake, clients should call Joyful Connections at 567-262-3181. Clients are asked to bring a photo ID, social security numbers for adults and children and proof of income to their intake appointment.

The intake appointment is an opportunity for Joyful Connections to gather information about the parties involved, the children and the situation. It is also a time for Joyful Connections to share information about visitations and exchanges and how the process works. You will also have the opportunity to tour Joyful Connections and see the visit rooms.





## **Location**

Joyful Connections is located at:

**8200 West State Route 163  
Oak Harbor, OH 43449**

1 mile west of Oak Harbor  
15 minutes from Fremont  
15 minutes from Port Clinton  
30 minutes from Sandusky  
30 minutes from East Toledo

**Phone: 567-262-3181**

**Fax: 567-262-3182**

**Email: [joyfuldirector@gmail.com](mailto:joyfuldirector@gmail.com)**

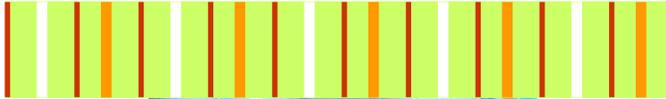
**Website: [www.joyfulconnections.com](http://www.joyfulconnections.com)**

When you enter the driveway at 8200 W. State Route 163, make an immediate right and follow the drive around the west side of the building. Joyful Connections has its own entrance. You will see the name and logo on the outside door.

When you enter the outside door, make an immediate right and ring the doorbell to be granted access to the center.

Joyful Connections is a locked facility. You may be required to provide photo ID before being granted entrance to the center.



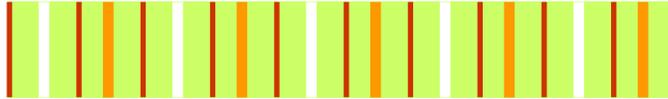


### **The Center**

Joyful Connections has 4 visitation rooms. All rooms are equipped with a table and chairs and comfortable couches. The rooms are designed so that visiting parties may bring food or a snack, if they choose, and the family can gather around the table, much like they would do in their own home.

Or they can sit back and relax on the couch and read books with the children. There are toys for children of all ages, in addition to games, puzzles and card games for all ages. There are also craft items and coloring books, construction paper and stickers. Children are sure to find something to interest them that visiting parties can enjoy also.





### **Staff**

Joyful Connections has 4 staff members and several friendly volunteers. All are available to answer any questions you might have during your visit or exchange and to make your experience at Joyful Connections a pleasant one.

### **Supervised Visitations**

Supervised Visitations are a time for children to connect with their family members and to have a fun, stress free experience. Families may be referred to Joyful Connections through the courts or children's services. Visits usually follow a court order that outlines who may visit, how long the visit may last, how often visits occur and the level of monitoring. Joyful Connections follows these orders and any changes must be made by the referring party.

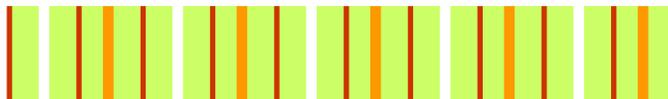
### **Levels of Supervised Visitation**

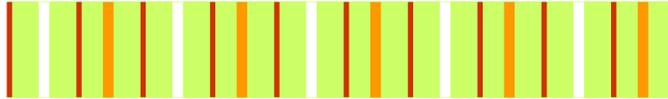
Level 1 – A monitor is just outside the visit room at all times. The monitor is writing what takes place during the visit, actions and words without any opinions or judgments.

Level 2 – A monitor is outside the visit area but within hearing distance of the visit. The monitor is checking in every 10 minutes and documenting what is taking place at that point in time.

Level 3 – A monitor is outside the visit area but within hearing distance of the visit. The monitor is checking in every 30 minutes and documenting what is taking place at that point in time.

Level 4 – A monitor is outside the visit area but within hearing distance of the visit. The monitor documents interaction when the children arrive and when the children leave.





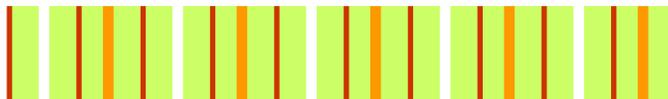
### **Supervised Exchanges**

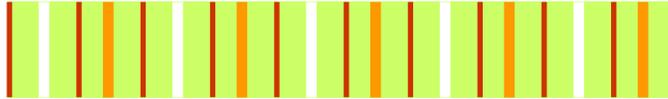
Supervised Exchanges allow parents to exchange their children for visits to prevent parental/family disputes; and therefore, have a stress-free exchange for themselves and the children. With exchanges, parents picking up and dropping off children arrive at staggered times and do not see each other, eliminating the opportunity for verbal or physical disputes.

Exchanges may be court ordered or may be a self-referral. If you are currently having issues during the exchange of your children, call Joyful Connections for more information about this service.

### **Fee for Service**

Joyful Connections utilizes a sliding fee scale based on income to determine the client's fee. No one is denied services at Joyful Connections due to the lack of ability to pay.





### **Non Discrimination Policy**

Joyful Connections makes its services available to all parties without regard to race, color, ancestry, ethnic group, age, sex, religion, national origin, handicap, disability, sexual orientation, marital status, veteran status or ability to pay.

### **Miscellaneous**

Joyful Connections serves an average of 20 families each month. In our first five year of operations, we monitored 3000 visits allowing child(ren) and their families to enjoy 6000 hours of family time.



Children have an emotional need to be loved and cared for by each of their parents. At Joyful Connections, we believe that children develop in a healthier manner when they are connected to each parent, even if that connection takes place in a supervised setting.





## **Kids come first at Joyful Connections!**

### **Specific Rules**

We want children to enjoy their time with their families at Joyful Connections. We request that all adults and children adhere to the following rules while at Joyful Connections:

- ◆ No smoking or use of any tobacco products in any area of Joyful Connections, including near the outside entrance door or anywhere in the parking lot
- ◆ No profanity or foul language
- ◆ No weapons
- ◆ No cell phones are allowed in the building
- ◆ No use of electronic devices (i.e. cameras, video games, iPods, iPads, laptop computers, portable DVD players)
- ◆ No pets
- ◆ No use of physical discipline (i.e., spanking, slapping)
- ◆ No “bad talking” the other party or others in the household
- ◆ No talking about the case or situation
- ◆ No whispering
- ◆ No written notes passed between the child(ren) and the visiting parties
- ◆ No open flames (e.g., birthday candles)

