

## Referrals

Families may be referred to Joyful Connections through the Courts, Children's Services or Guardian ad Litem. 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.

## 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.



Serving Ottawa and  
surrounding counties  
since 2008

## Family Information Booklet

Helping Children  
&  
Families  
Stay Connected

8200 W. SR 163  
Oak Harbor, OH 43449  
567-262-3181

## Services

Joyful Connections is a neutral, third party center 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.

**Supervised Video Visitations** – Where children can visit with one or both parents in a supervised setting via Zoom.

### *Services Provided 7 Days a Week Hours by Appointment*

All parties must complete an intake separately before visitation or exchanges can begin.

Clients are asked to bring to their intake:

- Photo ID
- Social security numbers for adults **and** children
- Proof of income



The intake appointment is an opportunity for Joyful Connections to gather information about the potential visit/exchange but also to inform the parties how our process works and provide a tour of our center.

## Staff

Our staff and volunteers are available to answer any questions you may have during your visit or exchange and to make your experience at Joyful Connections a pleasant one.

## Supervised Visitations

This is a time for children to connect with their family members and to have a fun, stress free experience. The 4 levels of supervision:

**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.

**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

This service allows parents to exchange their children for visits to prevent parental/family disputes, which allows children to have a stress-free exchange. 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.

## The Center



Our newly designed space is centered around family needs and comfort. Families can enjoy a meal together at the dining table or read books together on the loveseat. Each room has plenty of floor space for families to sit and build train tracks or play with a wide selection of toys.

Our Common Area is stocked with a large selection of toys that children and families can take into their rooms for endless fun. We also have a craft area fully stocked with everyday and seasonal crafts.



Our new space offers a teen/tween room specifically designed for ages 10 and up. There is air hockey, bean bag chairs, and art items geared to older children.

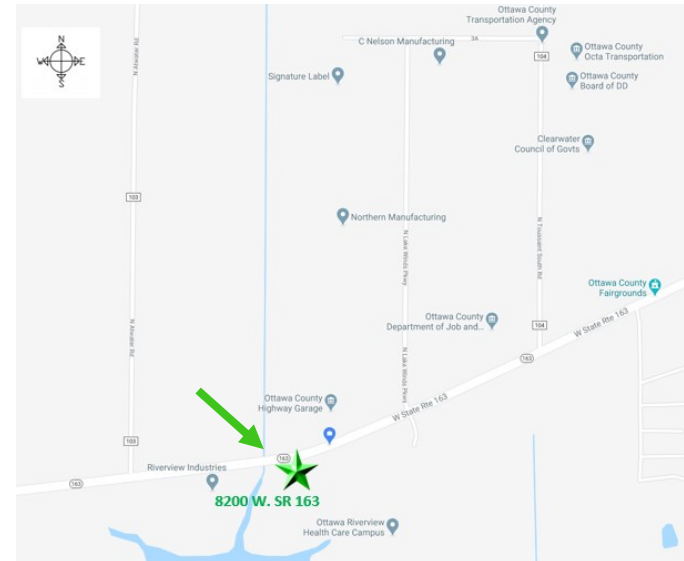
## Location

8200 W. St. Rt. 163 | Oak Harbor, OH 43449

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[joyfuloperations@gmail.com](mailto:joyfuloperations@gmail.com)

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



Joyful Connections is a monitored and secure facility. Please ring the intercom to be granted access to the center.

You may be required to provide photo ID before being granted entrance to the center.