



Standard 5.20. Uniform standards of practice for providers of supervised visitation and exchange services

(a) Application and goals

- (1) This standard defines the standards of practice for providers of supervised visitation and exchange services, including the duties and obligations for providers of supervised visitation and exchange services under Family Code sections 3200 and 3200.5.
- (2) Unless specified otherwise, the standards of practice are designed to apply to:
 - (A) All providers of supervised visitation and exchange services, whether the provider is a friend, relative, paid independent contractor, employee, intern, or volunteer operating independently or through a supervised visitation and exchange services center or agency.
 - (B) Supervised visitation that occurs by the use of audiovisual electronic communication (known as “virtual visitation,” as defined in (b)(7)).
- (3) The goal of these standards of practice is to assure the safety and welfare of the child, adults, and providers of supervised visitation and exchange services. Once safety is assured, the best interest of the child is the paramount consideration at all stages and particularly in deciding the manner in which supervision is provided.
- (4) Each court is encouraged to adopt local court rules as necessary to implement these standards of practice.

(Subd (a) amended effective January 1, 2026; previously amended effective January 1, 2007, and January 1, 2015.)

(b) Definition

For purposes of this standard, the following definitions apply:

- (1) A “nonprofessional provider,” as defined in Family Code section 3200.5, is any person who is not paid for providing supervised visitation and exchange services.
- (2) A “professional provider,” as defined in Family Code section 3200.5, is any person who is paid for providing supervised visitation and exchange services, or an independent contractor, employee, intern, or volunteer operating independently or through a supervised visitation and exchange services center or agency.
- (3) A “provider,” as defined in Family Code section 3200, includes any individual who functions as a visitation and exchange services monitor, as well as supervised visitation centers. A provider may also include those employees and contractors designated by the superior court to provide supervised visitation and exchange services or assistance with those services.
- (4) “Supervised visitation” is contact between a noncustodial party and one or more children in the presence of a neutral third person.
- (5) “Exchange services” or “exchange” means the transfer of the child from one party to another by a professional or nonprofessional provider for the purpose of implementing a court order for visitation (parenting time).
- (6) A “TrustLine provider,” is a professional provider of supervised visitation and exchange services who is registered on TrustLine, a database that is administered by the California Department of Social Services.
- (7) “Virtual Visitation,” as defined in Family Code section 3100, means use of audiovisual electronic communication tools to provide contact between a parent and their children as part of a parenting plan or custody order. Virtual visitation may

be supervised or unsupervised, based on the court's determination of what is in the best interest of the child, but is not a means to implement exchange services.

(Subd (b) amended effective January 1, 2026; previously amended effective January 1, 2007, and January 1, 2015.)

(c) Type of provider

Who provides the supervision and the manner in which supervision is provided depends on different factors, including local resources, the financial situation of the parties, and the degree of risk in each case. While the court makes the final decision as to the manner in which supervision is provided and any terms or conditions, the court may consider recommendations by the attorney for the child, the parties and their attorneys, Family Court Services staff, evaluators, and therapists. As specified in Family Code section 3200.5, in any case in which the court has determined that there is domestic violence or child abuse or neglect, as defined in section 11165.6 of the Penal Code, and the court determines supervision is necessary, the court must consider whether to use a professional or nonprofessional provider based on the child's best interest.

(Subd (c) amended effective January 1, 2015; previously amended effective January 1, 2007.)

(d) Qualifications of nonprofessional providers

(1) Unless otherwise ordered by the court or stipulated by the parties, the nonprofessional provider must:

- (A) Have no record of a conviction for child molestation, child abuse, or other crimes against a person;
- (B) Have proof of automobile insurance if transporting the child;
- (C) Have no current or past court order in which the provider is the person being supervised; and
- (D) Agree to adhere to and enforce the court order regarding supervised visitation and exchange services.

(2) Unless otherwise ordered by the court or stipulated by the parties, the nonprofessional provider should:

- (A) Be 21 years of age or older;
- (B) Have no record of conviction for driving under the influence (DUI) within the last 5 years;
- (C) Not have been on probation or parole for the last 10 years;
- (D) Have no civil, criminal, or juvenile restraining orders within the last 10 years; and
- (E) Not be financially dependent on the person being supervised.

(3) Sign a local court form or *Declaration of Supervised Visitation and Exchange Services Provider (Nonprofessional)* (form FL-324(NP)) stating that all requirements to be a nonprofessional provider have been met.

(Subd (d) amended effective January 1, 2026; adopted as part of subd (c).; previously relettered and amended effective January 1, 2015)

(e) Qualifications of professional providers

A "professional provider" is any person paid for providing supervised visitation services, or an independent contractor, employee, intern, or volunteer operating independently or through a supervised visitation center or agency. The professional provider must:

- (1) Be 21 years of age or older;
- (2) Have no record of conviction for driving under the influence (DUI) within the last 5 years;
- (3) Not have been on probation or parole for the last 10 years;
- (4) Have no record of a conviction for child molestation, child abuse, or other crimes against a person.
- (5) Have proof of automobile insurance if transporting the child;
- (6) Have no civil, criminal, or juvenile restraining orders within the last 10 years;

- (7) Have no current or past court order in which the provider is the person being supervised;
- (8) Be able to speak the language of the party being supervised and of the child, or the provider must provide a neutral interpreter over the age of 18 who is able to do so;
- (9) Agree to adhere to and enforce the court order regarding supervised visitation and exchange services;
- (10) Complete a Live Scan criminal background check, at the expense of the provider or the supervised visitation and exchange services center or agency, before providing visitation and exchange services;
- (11) Sign a declaration or *Declaration of Supervised Visitation Provider* (form FL-324) stating that all requirements to be a professional provider have been met.

(Subd (e) amended effective January 1, 2026; adopted as part of subd (c); previously relettered and amended effective January 1, 2015.

(f) Training for professional providers

- (1) Before providing services, professional providers must complete 24 hours of training, including at least 12 hours of classroom instruction in the following subjects:
 - (A) The role of a professional provider;
 - (B) Child abuse reporting laws;
 - (C) Record-keeping procedures;
 - (D) Screening, monitoring, and termination of visitation;
 - (E) Developmental needs of children;
 - (F) Legal responsibilities and obligations of a provider;
 - (G) Cultural sensitivity;
 - (H) Conflicts of interest, including the acceptance of gifts;
 - (I) Confidentiality;
 - (J) Issues relating to substance abuse, child abuse, sexual abuse, and domestic violence, including safety considerations for virtual visitation; and
 - (K) Basic knowledge of family and juvenile law.
- (2) Of the 24 hours of training required in (1), the training must include at least:
 - (A) Three hours on the screening, monitoring, and termination of visitation;
 - (B) Three hours on the developmental needs of children;
 - (C) Three hours on issues relating to substance abuse, child abuse, sexual abuse, and domestic violence; and
 - (D) One hour on basic knowledge of family law.
- (3) On or after January 1, 2021, to complete the required training in child abuse reporting laws under (1)(B), a professional provider must complete an online training required for mandated reporters that is provided by the California Department of Social Services. This mandatory online training is not intended to increase the total of 24 hours of training required in (1).

(Subd (f) amended effective January 1, 2026; adopted as subd (d) effective January 1, 2007; amended and relettered effective January 1, 2015.)

(g) Safety and security procedures

All providers must make every reasonable effort to assure the safety and welfare of the child and adults during the visitation and exchange. Professional providers should establish a written protocol, with the assistance of the local law enforcement

agency, that describes the emergency assistance and responses that can be expected from the local law enforcement agency. In addition, the professional provider should:

- (1) Establish and state in writing minimum security procedures and inform the parties of these procedures before the commencement of supervised visitation and exchange services;
- (2) Conduct comprehensive intake and screening to understand the nature and degree of risk for each case. The procedures for intake should include separate interviews with the parties before the first visit and exchange. During the interview, the provider should obtain identifying information and explain the reasons for temporary suspension or termination of a visit under this standard. If the child is of sufficient age and capacity, the provider should include the child in part of the intake or orientation process. Any discussion should be presented to the child in a manner appropriate to the child's developmental stage;
- (3) Obtain during the intake process:
 - (A) Copies of any protective order;
 - (B) Current court orders;
 - (C) Any Judicial Council form relating to orders for supervised visitation and exchange services;
 - (D) A report of any written records of allegations of domestic violence or abuse; and
 - (E) An account of the child's health needs if the child has a chronic health condition; and
- (4) Establish written procedures that must be followed in the event a child is abducted during supervised visitation and exchange services.

(Subd (g) amended effective January 1, 2026; adopted as subd (d) effective January 1, 1998; previously amended and relettered as subd (e) effective January 1, 2007, and amended and relettered effective January 1, 2015.)

(h) Ratio of children to provider

The ratio of children to a professional provider must be contingent on:

- (1) The degree of risk factors present in each case;
- (2) The nature of supervision required in each case;
- (3) The number and ages of the children to be supervised during a visit and exchange;
- (4) The number of people, as provided in the court order, visiting the child during the visit and exchange;
- (5) The duration and location of the visit and exchange; and
- (6) The experience of the provider.

(Subd (h) amended effective January 1, 2026; adopted as subd (e) effective January 1, 1998; previously amended and relettered as subd (f) effective January 1, 2007, and amended and relettered effective January 1, 2015.)

(i) Conflict of interest

All providers should maintain neutrality by refusing to discuss the merits of the case or agree with or support one party over another. Any discussion between a provider and the parties should be for the purposes of arranging visitation and exchange services, as well as providing for the safety of the children. In order to avoid a conflict of interest, the professional provider should not:

- (1) Be financially dependent on the person being supervised;
- (2) Be an employee of the person being supervised;
- (3) Be an employee of or affiliated with any superior court in the county in which the supervision is ordered unless specified in the employment contract; or

(4) Be in an intimate relationship with the person being supervised.

(Subd (i) amended effective January 1, 2026; adopted as subd (f) effective January 1, 1998; previously amended and relettered as subd (g) effective January 1, 2007, and amended and relettered effective January 1, 2015.)

(j) Maintenance and disclosure of records for professional providers

(1) Professional providers must keep a record for each case, including the following:

- (A) A written record of each contact, visit, and exchange;
- (B) Who attended the visit and exchange;
- (C) Any failure to comply with the terms and conditions of the visitation; and exchange services; and
- (D) Any incidence of abuse as required by law.

(2) Case recordings should be limited to facts, observations, and direct statements made by the parties, not personal conclusions, suggestions, or opinions of the provider. All contacts by the provider in person, in writing, or by telephone with either party, the children, the court, attorneys, mental health professionals, and referring agencies should be documented in the case file. All entries should be dated and signed by the person recording the entry.

(3) If ordered by the court or requested by either party or the attorney for either party or the attorney for the child, a report about the supervised visit and exchange must be produced. These reports should include facts, observations, and direct statements and not opinions or recommendations regarding future visitation and exchanges. The original report must be sent to the court if so ordered, or to the requesting party or attorney, and copies should be sent to all parties, their attorneys, and the attorney for the child.

(4) Any identifying information about the parties and the child, including addresses, telephone numbers, places of employment, and schools, is confidential, should not be disclosed, and should be deleted from documents before releasing them to any court, attorney, attorney for the child, party, mediator, evaluator, mental health professional, social worker, or referring agency, except as required in reporting suspected child abuse.

(Subd (j) amended effective January 1, 2026; adopted as subd (g) effective January 1, 1998; previously amended and relettered as subd (h) effective January 1, 2007, and amended and relettered effective January 1, 2015.)

(k) Confidentiality

Communications between parties and providers of supervised visitation and exchange services are not protected by any privilege of confidentiality. Professional providers should, whenever possible, maintain confidentiality regarding the case except when:

- (1) Ordered by the court;
- (2) Subpoenaed to produce records or testify in court;
- (3) Requested to provide information about the case by a mediator or evaluator in conjunction with a court-ordered mediation, investigation, or evaluation;
- (4) Required to provide information about the case by Child Protective Services; or
- (5) Requested to provide information about the case by law enforcement.

(Subd (k) amended effective January 1, 2026; adopted as subd (h) effective January 1, 1998; previously amended and relettered as subd (i) effective January 1, 2007, and amended and relettered effective January 1, 2015.)

(l) Delineation of terms and conditions

The provider bears the sole responsibility for enforcement of all the terms and conditions of any supervised visitation and exchange service. Unless otherwise ordered by the court, the provider should implement the following terms and conditions:

- (1) Monitor conditions to assure the safety and welfare of the child;
- (2) Enforce the frequency and duration of the visits and exchanges as ordered by the court;
- (3) Avoid any attempt to take sides with either party;
- (4) Ensure that all contact between the child and the noncustodial party is within the provider's hearing and sight at all times, and that discussions are audible to the provider;
- (5) Speak in a language spoken by the child and the noncustodial party;
- (6) Allow no derogatory comments about the other parent, his or her family, caretaker, child, or child's siblings;
- (7) Allow no discussion of the court case or possible future outcomes;
- (8) Allow neither the provider nor the child to be used to gather information about the other party or caretaker or to transmit documents, information, or personal possessions;
- (9) Allow no spanking, hitting, or threatening the child;
- (10) Allow no visits and exchanges to occur while the visiting party appears to be under the influence of alcohol or illegal drugs;
- (11) Allow no emotional, verbal, physical, or sexual abuse;
- (12) Allow no contact between the custodial and noncustodial parents unless ordered by the court; and
- (13) Ensure that the parties follow any additional rules stated by the provider or the court.

(Subd (l) amended effective January 1, 2026; adopted as subd (i) effective January 1, 1998; previously amended and relettered as subd (j) effective January 1, 2007, and amended and relettered effective January 1, 2015.)

(m) Safety considerations for sexual abuse cases

In cases where there are allegations of sexual abuse, in addition to the requirements of (l), the provider should comply with the following terms and conditions, unless otherwise ordered by the court:

- (1) Allow no giving or receiving of gifts, money, or cards;
- (2) Allow no photographing, audiotaping, or videotaping of the child;
- (3) Allow no physical contact with the child such as lap sitting, hair combing, stroking, hand holding, hugging, wrestling, tickling, horseplaying, changing diapers, or accompanying the child to the bathroom;
- (4) Allow no whispering, passing notes, hand signals, or body signals; and
- (5) Allow no supervised visitation and exchange services in the location where the alleged sexual abuse occurred.

(Subd (m) amended effective January 1, 2026; adopted as subd (j) effective January 1, 1998; previously amended and relettered as subd (k) effective January 1, 2007, and amended and effective January 1, 2015.)

(n) Legal responsibilities and obligations of a provider

All nonprofessional providers of supervised visitation and exchange services should, and all professional providers must:

- (1) Advise the parties before commencement of supervised visitation and exchange services that no confidential privilege exists;
- (2) Report suspected child abuse to the appropriate agency, as provided by law, and inform the parties of the provider's obligation to make such reports; and
- (3) Suspend or terminate visitation and exchanges under (p).

(Subd (n) amended effective January 1, 2026; adopted as subd (k) effective January 1, 1998; previously amended and relettered as subd (l) effective January 1, 2007, and amended and relettered effective January 1, 2015.)

(o) Additional legal responsibilities of professional providers

In addition to the legal responsibilities and obligations required in (n), professional providers must:

- (1) Prepare a written contract to be signed by the parties before commencement of the supervised visitation and exchange services. The contract should inform each party of the terms and conditions of supervised visitation and exchange services; and
- (2) Review custody and visitation orders relevant to the supervised visitation and exchange services.

(Subd (o) amended effective January 1, 2026; adopted as subd (l) effective January 1, 1998; previously amended and relettered as subd (m) effective January 1, 2007, and amended and relettered effective January 1, 2015.)

(p) Temporary suspension or termination of supervised visitation and exchange services

- (1) All providers must make every reasonable effort to provide a safe visit and exchange for the child and the noncustodial party.
- (2) However, if a provider determines that the rules of the visit and exchange have been violated, the child has become acutely distressed, or the safety of the child or the provider is at risk, the visit and exchange may be temporarily interrupted, rescheduled at a later date, or terminated.
- (3) All interruptions or terminations of supervised visits and exchanges must be recorded in the case file.
- (4) All providers must advise all parties of the reasons for interruption or termination of a visit and exchange.

(Subd (p) amended effective January 1, 2026; adopted as subd (m) effective January 1, 1998; previously amended and relettered as subd (n) effective January 1, 2007, and amended and relettered effective January 1, 2015.)

(q) Additional requirements for professional providers

Professional providers must state the reasons for temporary suspension or termination of supervised visitation and exchange services in writing and provide the written statement to both parties, their attorneys, the attorney for the child, and the court.

(Subd (q) amended effective January 1, 2026; adopted as subd (n) effective January 1, 1998; previously amended and relettered as subd (o) effective January 1, 2007, and, and amended and relettered effective January 1, 2015.)

(r) Informational materials; procedures

- (1) Each court is encouraged to make available to all providers informational materials about the role of a provider, the terms and conditions of supervised visitation and exchange services, and the legal responsibilities and obligations of a provider under this standard.
- (2) By January 1, 2022, each court must develop and adopt local rules that establish procedures for processing and maintaining:
 - (A) *Declaration of Supervised Visitation and Exchange Services Provider (Professional)* (form FL-324(P)), along with the professional provider's original report required in (j)(3) of this standard; and
 - (B) The declaration regarding qualifications of the nonprofessional provider of supervised visitation and exchange services whether the provider uses the court's local form or *Declaration of Supervised Visitation and Exchange Services Provider (Nonprofessional)* (form FL-324(NP)).

(Subd (r) amended effective January 1, 2026; adopted effective January 1, 2021.)

(s) Virtual visitation services

- (1) Before the commencement of supervised visitation, any professional or nonprofessional provider must consider:
 - (A) The safety and privacy of the parties and the child if the case involves domestic violence and sexual abuse, including whether the party or child should have a private location;

(B) How the virtual visitation can be conducted in a manner that is age appropriate and based on the developmental needs of the child; and

(C) What the party will need, including audiovisual equipment or internet access, to ensure safe virtual visitation.

(2) Before the commencement of supervised visitation, professional providers must:

(A) Have written policies and procedures in place and must give the parties a copy of the written policies. The written policies must include information about the provider's qualifications, experience, and understanding of how remote technology works; and

(B) Give the parties a copy of the written policies.

(Subd (s) adopted effective January 1, 2026.)

Standard 5.20 amended effective January 1, 2026; adopted as sec. 26.2 effective January 1, 1998; previously amended and renumbered effective January 1, 2007; previously amended effective January 1, 2015, and January 1, 2021.