Program Overview

The Strafford County Supervised Visitation and Exchange Center was established in 2014 to provide visitation and exchange services to divorced, separated and other parents who are not living together. The families we serve have been affected by domestic violence, dating violence, sexual assault, child abuse and/or stalking. Consequently, the Center and its services have been structured in such a way so as to maximize everyone’s safety.

Fully supervised visits

One of the two services we offer is fully supervised on-site visitation. During these visits, children visit with their non-residential parent for an hour or two at the Center. The entire visit from arrival to departure are fully supervised by Center staff.

Monitored exchanges

The other service we offer is the monitored exchange. Similarly to fully supervised visitation, the arrival and departure of parents and children is monitored by Center staff. The only difference is that the visits occur off-site and are not monitored by Center staff.

Family-friendly setting

While safety and security are our top priority, much effort has been put into creating an atmosphere that is comfortable and engaging for parents and children of all ages.

Visitation rooms are equipped with books, games, and toys that can enhance parent/child interactions. In addition, there is kitchen space for parents to enjoy a snack or meal with their children.

Scheduling an orientation

Once a referral has been made it is up to the non-residential parent to contact our office (603-516-4673) to set up an orientation. Once that orient has been completed, the residential parent and children will also receive an orientation. Finally, anyone else who will be either transporting the children or joining a visit will attend orientation.
Center Safety
To help ensure safety, a child’s parents remain separated throughout their entire time at the Center. This is achieved through the designation of separate parking areas, entrances and sections within the Center. We also insist on staggered arrival and departure times.

Security guard:
Whenever we are conducting visitations or exchanges, a security guard will screen everyone who comes to the Center for weapons. The guard will remain on the premises to assist as needed.

Metal detector:
Everyone who comes to the Center will be screened for the presence of weapons with a metal detector.

Video surveillance:
All visitation and waiting rooms and both entrances to the Center are equipped with video surveillance cameras.

Law enforcement:
The Center has and continues to work closely with the Dover Police Department in developing our security measures. The Center is less than a mile from the police station and is on a frequently patrolled route ensuring quick response time should such assistance ever be needed.

Refusal of services
The center has the right to refuse and/or terminate visitation or exchange services that are deemed too dangerous or otherwise unsuitable.

Program fees
Currently, the Center’s services are paid for entirely through a federal grant resulting in no charge to the families who receive services.

Out-of-scope services
Not all visitation-related services are offered at our Center. Those not offered include: therapeutic supervision which is usually conducted by a licensed social worker with specific treatment goals for a family; off-site supervised visits during which the supervisor leaves the Center with the family for the duration of the visit; and custody evaluations which are conducted by staff in order to provide recommendations to the court or other referral source regarding custody or visitation issues. We make no such recommendations to any referral source.

Program fees
Currently, the Center’s services are paid for entirely through a federal grant resulting in no charge to the families who receive services.

Hours of operation
Thursday evening: 4 PM to 8 PM
Friday evening: 4 PM to 8 PM
Saturday: 8 AM to 4 PM

Visitations and exchanges occur during these hours. Orientations for parents, children and others who plan on participating in visitations or exchanges at the Center might be scheduled at other times during the week.

Location
The Center is conveniently located in downtown Dover, NH at 130 Central Avenue. There is a bus stop out front. The entrance to the Spaulding Turnpike (Route 16) is only a quarter of a mile away.

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