



Safe Exchange Intake

Parent Name: _____

Address: _____

City/State/Zip Code: _____

Telephone Number: _____

Email Address: _____

Child Name, Age, Birthdate: _____

Parent DL#/State: _____

Year, Make, Model, Color of Car: _____

License Plate Number: _____

Emergency Contact Information: _____

Other Persons Authorized to Pick up/Drop off children (please include phone numbers): _____

Supervised Exchange

Supervised exchanges are a peaceful exchange of parenting time from one parent to the other. It is not supervised visitation. Each parent is responsible for the safety and care of his or her the child(ren).

The Custodial parent without the child shall arrive 15 minutes prior to the scheduled exchange. Custodial parent with the child shall arrive exactly at the time scheduled and will drop off child(ren) with exchange supervisor. The Custodial parent dropping off the child must leave the premises immediately. The Custodial parent receiving the child shall stay with the exchange supervisor until the other parent has left the parking lot.

DC Family Connections reserves the right to set up a different arrangement if all parties agree and the agreement does not conflict with any current court order.

Off-Site supervised exchanges will include an additional charge for travel time of the exchange supervisor from the DC Family Connections office to the location of the exchange.

Responsibilities:

It is the responsibility of the custodial parent to drop off and pick up the child(ren) at the appropriate times. If another party is to pick up or drop off the child(ren), prior notice of such arrangements are mandatory.

Punctuality is crucial!

Emergency Protocol

DC Family Connections' staff will adhere to the following policies and procedures for responding to emergency situations, such as abductions, physical threats, verbal threats and general threats to the safety of all participants using the service:

- In the event that the staff member handling your exchange perceives that proper intervention is beyond his/her ability to safely resolve the crisis situation, supervisor will call 9-1-1 and report the incident to the authorities. Supervisor will follow any directions given by the authorities to address the safety of all participants.
- Staff member will contact the Program Supervisor and the custodial parent to report the incident.
- Staff member will document incident and complete a Critical Incident Report form.

Abduction Protocol

A threat of abduction will be considered as serious as an abduction attempt. The following steps will be taken in the event of a threat or attempt to abduct a child:

- The parent threatening or attempting the abduction will be asked to leave the premises immediately.
- Staff shall remove the child(ren) from the area as soon and as safely as possible.

- 9-1-1 shall be contacted if necessary and staff shall follow the directions given and give all relevant information requested by the law enforcement or emergency dispatch professional.

Payment

Payment for services must be made **before** the services are rendered. DC Family Connections prefers to accept cash, but will accept other forms of payment such as check or credit cards on a case-by-case basis. If using credit cards, a transaction charge of 4% will apply for each transaction (see current Schedule of Fees). Failure to provide payment will cancel the availability of staff to provide services. Arrangements for who pays for the visit is to be determined before the visit occurs.

When there is no court order regarding the determination of fees and a parent disagrees regarding the allocations of the fee set by DC Family Connections, the parents must refer back to the court for determination. When there is no court order, referring source or arrangement agreed by the parents, DC Family Connections reserves the right to deny services until an agreement can be reached.

If a check is returned for insufficient funds, a Returned Item Fee will be assessed to the party who wrote the check. The Returned Item Fee and the previous exchange fee must be paid prior to the next scheduled exchange.

Cancellation Policy

Exchanges, once scheduled are the responsibility of **BOTH** parents. If either parent must cancel an exchange, he or she is required to inform the supervision program at least 24 hours before the scheduled exchange at (916) 870-3838. The cancellation will be documented and the party canceling the exchange will be responsible to pay a late cancellation fee. The late cancellation fee is equal to the cost of the scheduled exchange if the visit or exchange was held.

A cancellation fee shall apply under any and all reasons why a scheduled exchange is cancelled, including but not limited to, either parent does not arrive, child refuses to participate in the exchange, payment for exchange is not made prior to service, late arrival of either parent, and any violation of DC Family Connections' policies and procedures.

General Provisions

Neither DC Family Connections nor any of its employees, independent contractors or volunteers are responsible for items that are lost or stolen during the exchanges.

Neither DC Family Connections nor any of its employees, independent contractors or volunteers are responsible for injuries that occur during the exchanges. It is the parent's responsibility, regardless of status, to maintain their child(ren)'s activities.

Neither DC Family Connections nor any of its employees, independent contractors or volunteers are responsible for any damage to vehicles or any other property brought to the exchanges.

Notification of any changes in the case including but not limited to change of address, telephone number, relationship status, or court decision must be made to the program immediately.

Neither DC Family Connections nor any of its employees, independent contractors or volunteers perform any mental health, custody, parenting, developmental and/or attachment assessment and evaluation that more appropriately should be provided by a licensed mental health professional. This includes drawing conclusions about future visitation arrangements, child custody determinations, and or making recommendations. The staff at DC Family Connections cannot be responsible for case management; such as contacting the other parent about issues and scheduling. There will be a monthly fee added if case management is required and you will be notified of assessment of the fee (not to exceed \$150.00 per month.)

DC Family Connections reserves the right to update, change, or otherwise modify these policies and procedures as deemed necessary by DC Family Connections. All parties will be given the opportunity to review the updated policies and procedures and a signed copy of the new policies and procedures must be on file before the next scheduled exchange.

DC Family Connections and the parties both have a right to terminate supervised services at any time with or without reason. A notice will be given to both parents should DC Family Connections decide to end supervised exchange services.

**ANY NON-COMPLIANCE WITH THE ABOVE POLICIES AND PROCEDURES
MAY RESULT IN A CANCELATION OF VISIT OR EXCHANGE, REPORT TO THE
COURT, AND/OR DISMISSAL FROM THE SUPERVISED EXCHANGE PROGRAM.**

Your signature below indicates that you have read the information in this document and agree to abide by its terms during our professional relationship. If you have questions or concerns, you may contact the owner of the agency at any time (Stephanie H. Stilley, LCSW) at 916-923-9300.

Parent Signature: _____ Date: _____

Parent Signature: _____ Date: _____

Provider Signature: _____ Date: _____

Thank you for choosing DC Family Connections to assist you. We look forward to working with you!