

## **SAFE EXCHANGE CLIENT CONTRACT**

*The conditions of the Client Contract are based on Parenting Time's desire and determination to create a safe, neutral, and controlled context for transitions. All parties will be held accountable for every part of the contract and it is crucial that each parent carefully read each section following. If you have any question or concerns please contact Parenting Time before signing the contract.*

### **Client Relationship to Parenting Time**

\_\_\_\_\_ No client shall make excessive demands on Parenting Time's resources. This includes but is not limited to creating unreasonable difficulty in scheduling.

\_\_\_\_\_ No client shall share unsolicited personal information with staff members outside of Orientation. Any and all information shared by Clients following the confidential Orientation appointment may be documented and accessed by either Parent. Clients should remember at all points the role of the Safe Exchange facility and individual Monitors.

### **Parent Interaction**

Parents need never have contact in regards to exchange. Parenting Time will act as intermediate between parents in regards to scheduling and orchestrating exchanges.

\_\_\_\_\_ Neither parent nor any member of their families or other representative, shall make any effort to initiate contact, either verbal, physical, or visual while on Parenting Time premises including the parking area. This includes service of court documents.

\_\_\_\_\_ Rules regarding no-contact pickup and drop-off may not be waived, regardless of individual circumstances. If parents choose to interact it is a decision which must manifest outside of the services provided by Parenting Time.

\_\_\_\_\_ No member of either parent's family or other representative will be permitted to wait in the lobby or parking area. Parents may bring additional people with them to exchanges only if they follow all no contact policies and stay with the parent throughout the exchange.

\_\_\_\_\_ Neither Parent may use the child(ren) to relay or receive messages to or from the other Parent. Any necessary correspondence should be done through Parenting Time staff if appropriate or through a private attorney.

### **Parent Responsibilities**

Parents are expected to conform to both the procedures and intent of Safe Exchange service and to make every effort to follow their court order and make custody exchanges positive and safe for their child.

\_\_\_\_\_ Parents are responsible for preparing the child physically for each exchange. Children should be clean, fed, awake and appropriately dressed for the current weather. Children should be as well prepared as possible to handle the exchange and to engage in whatever activity the other parent has planned.

\_\_\_\_\_ Parents are responsible for preparing the child mentally for each exchange. Parents should make it clear to the child that they want the child to have a smooth transition and to enjoy their time with the other parent and refrain from engaging in coaching or questioning of the child regarding their time with the other parent.

\_\_\_\_\_ Each parent will arrive at the Parenting Time facility at their appointed arrival time. Arriving more than 5 minutes early could result in contact with the other parent either in the office or in the parking area and is not allowed. Arriving late will delay the exchange a \$5 late fee for every 15 minutes will be charged to the tardy parent.

\_\_\_\_\_ Once in an exchange room parents must wait to be released from the facility by a Parenting Time Monitor. Leaving the facility without permission will be documented and may be reported to the police.

\_\_\_\_\_ Once a parent is released from the facility they must leave immediately. Remaining in the office or parking area could result in contact between parents and is strictly forbidden.

## Documentation

Safe Exchanges and all family contacts are documented in the Progress Notes. Documentation is provided at costs detailed on the Fee Schedule for the current year.

\_\_\_\_\_ Any information regarding a client will not be released to any party other than the that client family unless the information pertains to suspected child abuse, violation of state or federal law, or is approved by the client to be issued to another individual such as an attorney.

\_\_\_\_\_ All parties are responsible for paying the fees associated with the documentation they request. Attorneys are not exempt and must either pay for the documents or defer the responsibility to their clients.

\_\_\_\_\_ Documentation must be requested in writing and paid in full at least 7 days before copies are needed. Documents will be emailed unless another mode of delivery is requested.

## Scheduling and Cancellation of Exchanges

Parenting Time will always try to schedule exchanges as close to court ordered times as possible but may need to suggest minor changes depending on facility and staff availability. It is crucial that both parents be as flexible as possible in regards to scheduling.

\_\_\_\_\_ Appointments will be made a minimum of 3 days in advance of the desired date of the exchange unless shorter notice is approved by all parties including Parenting Time. All scheduling requests must be made in writing by text message or email.

\_\_\_\_\_ Any exchange canceled within 24 hours of the scheduled occurrence for unknown or non-emergency reasons will be charged in the amount of \$10 to the parents responsible for the cancellation.

\_\_\_\_\_ Any exchange canceled without notice (no-show) will be charged in full to the absent parent. If both parents fail to appear the cost of the exchange will be charged to the parent normally responsible for the fee. Only cases of extreme emergency in which contact to Parenting Time was made impossible will be forgiven. Both parents are encouraged to carry Parenting Time's phone number with them at all times in case the need to cancel should suddenly arise.

\_\_\_\_\_ Repeated short notice cancellations by either or both parents may result in termination of services.

## Fees

Every client will be provided with a current Fee Schedule during their orientation. Any change in fees will be presented to each party in writing 14 days before their implementation.

\_\_\_\_\_ Fees must be paid by cash, check or credit/debit card (Visa, MasterCard, American Express and Discover). Fees may be prepaid online at [www.parentingtimeca.org](http://www.parentingtimeca.org). A receipt will be issued to the party paying as well as kept on file at Parenting Time.

\_\_\_\_\_ The party responsible for paying fees as decided by court order or as agreed upon in writing will pay each fee in full prior to receiving the service. Exchanges must be paid at the time of the exchange and notes paid at the time of the request.

I, the undersigned client, agree to follow all rules and regulations of the above contract. I understand that violation of any of the conditions outlined above will be documented and could affect my custody if presented in court and/or my status as a client with Parenting Time. I further understand that the above rules and regulations are additions to the mandates and limitations set forth in state and federal law as well as any court orders or restraining orders that pertain to me and never supersede them.

\_\_\_\_\_  
Print Name

X

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date