Family Tree Safe Exchange Program
Policies and Procedures

BEFORE AN EXCHANGE

- Before starting services, both parties must complete the application and orientation process and fees must be paid-in-full. If a compromised exchange schedule cannot be agreed upon by both parties, services will be delayed. PTP can only document the delay for court purposes but cannot force either party to comply with a court order.

- Prior to starting exchanges, both parties must be in agreement about who will be paying for the service or if it will be 50/50.

- Payment for Safe Exchanges must be made 24 hours in advance with a credit card.

AT THE EXCHANGE

- All parents and all children over 4 years old **MUST** wear a mask at all times while in the building.

- Staff will take temperatures for non-residential parent and child/ren at drop-off. If it is elevated (100.4 Fahrenheit or more), or if you have other symptoms (cough, shortness of breath, difficulty breathing) of the coronavirus, your exchange will be cancelled.

- When you arrive for an exchange, you will be required to sign your child/children into or out of the building regardless of the child’s age.

- Food and drinks cannot be brought into the building at this time, so please feed your children before or after the exchange.

- Children are allowed to bring a bag with them into the building. The bag will remain unopened while they are in the building.

- For the safety of all participants, the following guidelines must be followed (or grounds for suspension/termination):
  - The parent with the child drops off the child at the center and leaves the premises (this includes nearby parking lots, adjacent streets, and nearby businesses)
  - 15 minutes later the other party arrives to the premises to pick-up the child
  - Both parties must agree to leave and come on time. This includes the parking lot and surrounding area. Failure to comply is grounds for suspension/termination.
ARRIVING LATE/NO SHOWS

- It is critical to our schedule that you are on time for your drop-off/pick-up. If you are late for 2 exchanges, you will be suspended from the program for two weeks. If you are late for an additional exchange after your suspension, you will be terminated from the program.

- A $5.00 fee for the first five minutes and $1/minute thereafter for late or early exchanges.

- In the event, a party does not show up for their scheduled exchange and cannot be reached, staff will attempt to reach out to the other parent for pick-up. If neither party can be reached, emergency contacts will be contacted. In the event, no one can be reached to pick-up the child, Child Protection Services or Law Enforcement may be contacted.

OTHER RULES

- Both parties may provide written authorization for another individual to drop-off or pick up the children with advanced notice to staff. We will ask the individual for identification when they pick-up the child. Third party transports MUST adhere to all program rules, including the “15-minute rule”.

- The PTP staff are not mediators. Messages or notes for the other parties should not be left with staff or children. In addition, clothing and other child belongings should not be fought over or taken from the child to avoid it going to the other parent’s house. If a child is left without proper clothing, especially weather appropriate items, child protection services may be called for neglect.

- Parents should not talk badly of the other parent during exchanges.

- The exchange services will be suspended or terminated in the event of:
  - There is a suspicion of alcohol/drug use (this includes marijuana odor), child will not be released to someone suspected to be under the influence
  - The staff feels any party is unsafe
  - Rules continue to be violated after warnings have been issued

I have read and agree to the programs and policies of the Safe Exchange program.

__________________________________________________  ________________________
Client                                          Date

__________________________________________________
Print Your Name

__________________________________________________  ________________________
Staff                                          Date