

Welcome to the CENTRE COUNTY CHILD ACCESS CENTER



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MONITORED CUSTODY EXCHANGES PARENT INFORMATION

Our mission is to promote the physical and emotional security of children and their families and provide a safe and supportive environment for monitored custody exchanges and supervised visitation.

We are committed to enhancing the safety of parent and child victims of family violence in an atmosphere that fosters safe and healthy interactions between children and their parents.

The guidelines that follow are provided to enable us to work together to ensure your safety needs are met and that your exchanges go smoothly.

Hours of Operation:

The Child Access Center provides monitored custody exchanges:

- Wednesdays between 3:30 pm and 8:30 pm
- Fridays and Sundays between 4:00 pm and 7:00 pm

Holidays:

The Child Access Center may be open on select holidays based on available resources. A listing of select holidays will be provided to families as available. Families will be notified in advance when the Child Access Center can provide for any additional holiday exchanges.

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Program Fee:

There will be a one-time intake fee for all monitored exchanges and supervised visitation services. This fee is non-refundable. Should services be terminated, this fee will be re-assessed should services be reinstated.

Safety:

Safety is our first priority. All of our policies, procedures and protocol have been designed to address the unique safety concerns of adult and child survivors of family violence or the potential for violence.

The Child Access Center provides a secure, comfortable, and child-friendly place where children can continue a positive relationship with both of their parents.

All staff and volunteers have received appropriate clearances and completed required training.

Only parents or other parties listed on the court order are permitted to pick up or drop off children. In the event of an emergency or ongoing scheduling issue parents should contact the Child Access Center to discuss options. If a person other than the parent or other party listed on the court order should arrive to pick up or drop off children without prior consent, services will be cancelled. If someone other than the parent is picking up or dropping off the children the other parent will be informed.

The program is designed so that parents have no on-site contact. You will be assigned to use one of the two entrances to the Child Access Center. To ensure no contact you must park in the designated area and use the door that is assigned to you for all exchanges.

Arrival times are staggered. We will work with both parents to identify possible exchange times. We will do our best to accommodate your schedule and set a time that best meets the needs of each parent and the Child Access Center. Once a time has been agreed upon, your exchanges will continue to occur at that specified time.

Copies of photo identification are kept on file so we can identify persons picking up your children. Children will only be released to parents or pre-approved individuals upon verification of identification.

NO WEAPONS are allowed on the premises.

Cell phones are permitted in the Child Access Center during the exchange period. Conversations may be monitored to ensure that there is not a safety risk.

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All Child Access Center staff are mandated child abuse reporters. We are required by law to report any suspected child abuse or mistreatment to the proper authorities.

If there is any question regarding the safety of children and/or adults or security risks that need additional assistance, future exchanges may be refused.

Communication:

Communication is important to all of us. We seek to provide consistent, stress free, clear and comfortable exchanges.

Please call the Child Access Center at least 24 hours prior to your scheduled exchange if you are unable to be present. In case of an emergency, please contact the Child Access Center as soon as possible. The Child Access Center can be reached at (814) 548-0034.

We ask that you keep all important contact information up to date. All identifying information will be kept confidential in a separate locked file for each parent.

Parent Communication Forms are available for either parent to provide important medical information to the other parent, if needed, before and/or after visits. We ask that you use these forms to write down the information you wish to share.

Respect:

We make every effort to create and maintain a respectful environment to ensure the safety and security of everyone at the Child Access Center. Parents and children can expect to be treated with respect by the staff and volunteers at the Child Access Center. We ask that parents and children also show respect towards the Child Access Center staff, volunteers and property.

Please be on time and keep your exchange schedule. Children are very disappointed when parents are late for visits, cancel or do not show up.

We expect parents to be sober and civil while at the Child Access Center.

Frequent cancellations and/or late arrivals could result in the termination of your privilege of using the Child Access Center for exchanges.

Emergencies:

Emergencies may arise. We follow the posted procedures in the event of an emergency.

In the event of an accident or injury, your child will immediately be brought to you to provide the necessary care.

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In the event of severe weather, please check one of the following locations for closing information for the Centre County Child Access Center:

- Child Access Center voicemail message
 - toll free at 1-877-258-0076
 - (814) 548-0034
- <http://www.wearecentralpa.com> closings and cancellation information
- WTAJ local television channel 10
- Local radio 95.3 FM

Grievances:

As already mentioned, the Child Access Center seeks to treat everyone with respect. We want to hear your concerns and respond to them. If for any reason you feel that you have not received proper information or treatment, or are dissatisfied in any way, we ask that you speak to the Program Director. If you are not satisfied with his/her response, please provide a written statement of your concerns. A member of the Coordinating Committee will review your grievance and contact you within one week of receipt of your written statement.

Orientation:

Before services may begin both parents must pay the intake fee and participate in orientation. Please bring the following with you to orientation:

- Photo identification
- Current court or custody orders, current PFAs, any additional relevant paperwork
- Completed Parent Information Packet

During orientation you can expect to meet some of the Child Access Center staff, tour the facility, review policies and procedures, discuss safety concerns and get answers to any of your questions.

Contact Information:

The Child Access Center is located at 310 North Allegheny Street in Bellefonte, PA. We are located in the former Bellefonte Family Resource Center. You can contact the Child Access Center by phone at (814) 548-0034; toll free at 1-877-258-0076 or (814) 360-2155 and by email at cccac.program@gmail.com.

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Confidentiality:

Information obtained by the Child Access Center is confidential; however, under the following circumstances information will be released:

- Records requested in writing by a law enforcement agency, probation and parole department or Children and Youth Services during the course of an investigation
- All staff, interns and volunteers are mandated reporters and are required to report suspected child abuse to the Program Director. All staff, interns and volunteers are required to report any threat to the person or property of others to the Program Director. The Program Director will report child abuse or credible threats to the person or property of others to the appropriate authorities
- Records ordered by the court

Identifying information (address, phone number, etc.) is confidential and will not be shared with the other parent.

Parents have access to the exchange logs kept by the Child Access Center. Requests for these logs must be made in writing. Once the written request is received, the logs will be given to you within 72 hours. A copy will also be provided to the other parent.

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PARENT AGREEMENT

Guidelines and Expectations:

- Only parents and/or persons listed on the Court Order are permitted to pick up and drop off children at the Child Access Center. If someone other than the parent is needed to pick up or drop off the children the parent will contact the Child Access Center before the scheduled service. If there is an emergency or ongoing scheduling issue, parents will contact the Child Access Center to discuss options.
- Parents are expected to abide by the arrival times established by the Program Director. Parent A will arrive at the Child Access Center no more than 10 minutes before or after the scheduled arrival time. Parent B will not be within two (2) blocks of the Child Access Center until notified by the Child Access Center to proceed for the scheduled exchange. Parent B **should not arrive at the Child Access Center until contacted by a staff member and directed to do so.** Once contacted, Parent B is expected to arrive at the Child Access Center within 10 minutes or by 10 minutes after the scheduled exchange time, whichever is later. Once Parent B has left the Child Access Center, Parent A will remain in the waiting room for 10 minutes before being released by Child Access Center staff.
- Parents are expected to use the parking areas assigned by the Program Director. Parent A should park along the street, not within view of the Parent B parking area. No one should remain in the vehicle within two (2) blocks of the Child Access Center. Parent B should use the parking lot located directly outside entrance B.
- Parents are expected to contact the Child Access Center at least 24 hours in advance if a scheduled exchange needs to be altered or cancelled. In the case of an emergency, parents should contact the Child Access Center as soon as possible. In the event of bad weather, it is the responsibility of the parents to obtain closing information from the local news or Child Access Center voicemail.
- Parents are expected to use the Parent Communication Forms provided at the Child Access Center to relay relevant information about the child/children to the other parent. Forms will be reviewed by Child Access Center staff before being given to the other parent. If a message is deemed to be inappropriate by Child Access Center staff the message will not be relayed. The Child Access Center staff will not relay verbal messages between parents. The Child Access Center staff will not serve as mediators for exchange schedules.
- Parents are expected to keep all records at the Child Access Center up to date. Should a new court order or custody order be issued, it is the responsibility of both parents to

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provide a copy to the Child Access Center. Parents are also expected to inform the Child Access Center of any changes in contact information including telephone number and address.

- Parents, unless otherwise ordered by the court, are expected to pay a one-time, nonrefundable intake fee before services can begin. In the event that services are terminated and then reinstated, this fee will be assessed again.
- Services may be terminated for reasons that include but are not limited to:
 - An on-going safety risk for any or all parties.
 - A continuous violation of guidelines, policies and procedures.
 - A pattern of uncooperative behavior.

When the decision is made to terminate services, the reason(s) will be provided in writing to both parents and, when services are court ordered, a copy sent to the judge.

I have completed the Parent Information Packet and discussed safety needs.

I have received a copy of the Welcome Packet which includes the guidelines and expectations for using the Child Access Center for Monitored Custody Exchanges.

I have reviewed, discussed and understand these guidelines and expectations.

My signature below indicates that I agree to comply with these guidelines and that non-compliance could result in the suspension or termination of my services.

I also understand that any changes in these guidelines and/or expectations will be provided to me.

Parent Signature

Date

Program Director Signature

Date