



# POLICIES & PROCEDURES

## ACCESS

The Safe Exchange Program provides a professional, supervised drop off and pick up site for the exchange of children for visitation and parent education. The Program has no authority to determine placement arrangements or visitation schedules.

### **The Location of the exchanges:**

L.E. Phillips Public Library or Eau Claire Walmart  
400 Eau Claire St. 3915 Gateway Drive  
Eau Claire WI 54701 Eau Claire WI 54701

### **Hours of operation for Safe Exchanges:**

*Sunday* ~4p-7p Eau Claire Walmart

*Friday* ~ 4p-7p L.E. Phillips Public Library

*Saturday* ~9a-11a L.E. Phillips Public Library

*Wednesday*~4p-7p L.E. Phillips Public Library

Depending on availability of staff and resources, we will try to accommodate visitation schedules during the week. The Safe Exchange Program is closed on main holidays (**New Year's Day, Martin Luther King Jr. Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day**). Staff will try to give families ample notice to make other arrangements during these holidays.

## ELIGIBILITY

The Safe Exchange Program is available to any family needing or wanting this service. Families that access Safe Exchange can be through a self-referral, referral from an agency, or mandated through court.

There is a **One time Non-refundable fee of \$51.50 per person for Intake & Orientation. It will be paid at the time of scheduling.**

### **SAFE EXCHANGE RATES**

**Eau Claire** Includes Trip Charge+ Mileage Rate **\$32**

**Chippewa Falls** Includes Trip Charge+ Mileage Rate **\$43.50**

**Menoninee** Includes Trip Charge+ Mileage Rate **\$62**

"We'll do our best to accommodate special requests even if they're outside of our normal hours." Please contact Melinda at (715) 404-5248.



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### **Cancellation and Rescheduling Policy**

To secure your appointment, full payment is required at the time of scheduling. Please note that all payments are **non-refundable**. This policy allows us to manage our schedule and ensures our staff are compensated for their time and preparation.

**Rescheduling for Emergencies:** We understand that unexpected emergencies can arise. If you face a genuine emergency (such as a sudden illness or family crisis), please contact us as soon as possible. While payments remain non-refundable, our team will make a one-time attempt to reschedule your appointment for a future date that works for both parties. This is subject to availability and is not guaranteed.

### **No-Shows:**

### **No-Show Policy**

No-Show appointments are non-refundable

Consistency and promptness are vital to maintaining service access. Please note the following policy regarding missed appointments:

1. **First No-Show:** If you miss a scheduled appointment without providing prior notice (a "No-Show"), you may reschedule for a new appointment **one time only**.
2. **Subsequent No-Show:** If a second No-Show occurs, your family's services will be immediately **suspended and/or discharged** from the program.
3. **Court-Ordered Services:** If your participation in this service is mandated by the court, the appropriate judicial authority will be notified of the termination of services following a second No-Show.

### **REGISTRATION**

Before you are able to use the Safe Exchange Program, each parent must have an intake meeting with the Safe Exchange Coordinator. There is a one time fee of \$51.50 for the intake interview. *If the court has ordered the parties to use the program and hasn't designated a payee. A fee of \$51.50 will be the responsibility of each party. Being paid at the time of scheduling. Zoom Meetings are available upon request.*



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At the intake meeting, the parent will fill out required registration forms and agree to the program policies (If not already done so online). Photographs of parents and children registered for the Safe Exchange Program will be taken and kept on file for identification purposes.

**No exchanges will occur unless both parents have signed parent contracts.**

### **USING SERVICES**

Ainsley's Playhouse transfers the phone lines to an answering service after hours (weekdays after hours and weekends). If you need to get a message (pertaining to an exchange) to the Ainsley's Playhouse after hours, dial (715) 404-5248.

Schedule 48 hours in advance.

If you're not able to schedule online, One parent must notify Ainsley's Playhouse at least 2 days before an exchange, each week they plan to use the program. Ainsley's Playhouse staff will ask for the day and time of exchanges and notify the other parent. If the family plans to exchange the children more than once during the same week/weekend, all exchanges may be scheduled with one call.

If parents are able to have contact, please refrain from this contact while you are on-site with Ainsley's Playhouse. This allows staff to keep exchanges stress free and safe for the children and parents.

If you need an exchange outside of normal business hours, call. We will try to accommodate your needs.

If there's an emergency cancellation, the Safe Exchange Staff will attempt to get in touch with the expecting party.

Both parties are obligated to wait 15 minutes past their scheduled time, if the opposite party is late. Tardiness will be documented in the clients notes.

### **No Call/No Show during Exchange**

If a party is no call/no show, the child(ren) will stay with the current party. If the staff cannot reach the late party they may be advised to contact law enforcement.

Habitual tardiness will be documented and may result in termination from the program.



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### “NO CONTACT SAFE EXCHANGE”

#### **DROP OFF**

**Library-**At the time of the exchange, the parent/person **dropping off** the child(ren) will pull up to the curb on Eau Claire Street. Staff Coordinator will meet you at your vehicle to get the child(ren) any belongings that need to go with them. The expectation is for that person to drive away and not linger in the area to stalk the other.

**Walmart-The Parent will pull up to the Grocery Door.** The Staff Coordinator will meet you at your vehicle to get the child(ren) any belongings that need to go with them. The expectation is for that person to drive away and not linger in the area to stalk the other.

#### **Safety and Departure Protocol**

##### **Immediate Departure Required**

**Upon the conclusion of your scheduled time, you must immediately depart the premises. Lallying or lingering in the parking lot or surrounding areas is strictly prohibited. Any behavior that may be interpreted as surveilling or "stalking" the other party is a violation of this program's rules.**

**Video taping, audio recording and taking photos of the other party are not permitted.**

**Failure to comply will result in:**

- **Law Enforcement being immediately called to intervene.**
- **The incident being recorded and reported to all involved court officials and attorneys overseeing the care of the children.**

**This is grounds for possible suspension or termination of the program**

**If the “Picking Up” party arrives within the drop off time and the drop off is not complete they should not stop or approach the drop off area. If they do and linger, this will be considered a threat and violation of the program. Law enforcement will be called.**

#### **PICK UP**

**Library-**The parent/person who is **picking up** the child(ren) will be 15 min later than the drop off time . You can come inside to pick up the child(ren). After determining that it is a safe and legitimate exchange, the children will be accompanied by the Staff Coordinator out to the vehicle.

**Walmart-The Parent will pull up to the Grocery Door and come inside** 15 minutes after the drop off time. After determining that it is a safe and legitimate exchange, the children will be accompanied by the Staff Coordinator out to the vehicle.



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If, the expected party is not the one that arrives and prior notification that the emergency contact is coming. The child(ren) will stay with the Staff Coordinator, and the other party will be called to come back for the child(ren).

**If the “Dropping Off” party hasn’t left the premises or is lingering around the area within eyesight of the pickup site. That will be considered refusal to leave and a threat. Law enforcement will be called.**

### NOTE PASSING PROGRAM

If parents currently use the Wizard App to communicate-they will be asked to communicate that way first. If it’s unavailable, they may use the Note Passing Program.

We request that you use the note passing program to convey messages between parents. These messages should be limited to issues dealing with the child(ren)’s welfare and well- being. At the time of an exchange, a staff member **will** read over the contents of the note to assure that only relevant information regarding the child(ren).

Parents are asked to sign and date each note. Be aware that anything written on the loose-leaf paper is property of Ainsley’s Playhouse and will be given to the Staff Coordinator, who will scan the note into their file, then shred the paper copy. Parents can request a copy of anything they write or read.

### SAFETY

The property surrounding the Safe Exchanges as well as inside the library or Walmart is monitored by surveillance.

#### Weapons

Ainsley’s Playhouse has an Absolute Zero Tolerance for any and all weapons. Guns, knives etc. If a weapon is observed, law enforcement will be called immediately. If one is observed inside a vehicle the child(ren) will stay with the Staff Coordinator. And the other party will be notified.

#### Carseat/Boosters

Parents are responsible for providing an adequate and appropriate booster or car seat for their child(ren) if one is needed. If a child(ren) does not have the proper car seat, they will not be transported and will remain with the Staff Coordinator. The other party will be notified.

#### Hostile Exchanges

While it is assumed that the majority of exchanges will be friendly and without incident, staff will be trained to de-escalate potentially volatile situations. Staff will not hesitate to call for law enforcement intervention if



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needed. Threatening or disruptive behavior by an adult will result in **immediate termination** of services to that person.

### Child(ren) Releases

Children will be released only to the parent/guardian listed on the intake form or to one of the authorized emergency contacts. If the emergency contact is coming in place of the parent/guardian, call Ainsley's Playhouse to let them know in advance. The Staff Coordinator will check the photo identification of any person unknown to them before releasing the child(ren) to that person and also take a copy of their driver's license. **No emergency contacts may be registered/convicted sex offenders.** (Safe Exchange Staff reserves the right to do a background check).

### Emergency Contacts

Please make sure that your children know and are comfortable with your emergency contacts. It is the parent's responsibility to ensure all emergency contacts are informed of, and follow the Safe Exchange Program Policies and Procedures.

Ainsley's Playhouse is not responsible for your children after they are exchanged and leave the building. If you are concerned for your child's safety after they have left an exchange, please direct your questions/concerns to local law enforcement/Department of Human Services.

Exchanges that occur anywhere other than within the Ainsley's Playhouse designated buildings are not the responsibility of this agency and will not be arranged by any staff member of Ainsley's Playhouse.

The safety and welfare of the child(ren) is the most important consideration of the program. **If there is a concern for safety because the parent/person picking up the child(ren) appears to be under the influence of non-prescription drugs or alcohol, that parent/person may be asked to submit to a test such as a breathalyzer test. The other parent will be notified of this situation.**

**Also, the other parent may be notified if there are any concerns for safety of the child that occurs during an exchange.**

**Suspect of Abuse Reporting**—If there is suspect of child abuse, it will be reported to the Child Protective Agency, the Law Enforcement Agency and if there's currently an active Gaurdian at Litem.

Violation of any program procedures may result in suspension or termination of services. Services may be re-established from suspension if parents and/or emergency contacts agree to abide by the terms of the parent contract. All problems regarding procedures or staff should be directed to the Safe Exchange Coordinator.



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Any program policy may be changed at any time by the Safe Exchange Coordinator to better fit the needs of the families and safety of the program. Families will be notified.

**I understand the only things that will be noted for the exchange, is arrival/departure time, any critical incidents that occur, and cancellations.**