



Ainsley's Playhouse Policies & Procedures Acknowledgement

ACCESSS

The Children's Safe Exchange and Supervised Visitation Program provides professional, supervised drop-off/pick-up sites and supervised visitation services. The Program has no authority to determine placement arrangements or schedules.

- **Location:** Grace Lutheran Church, 202 W. Grand Ave, 3rd Floor, Eau Claire, WI 54703.
- **Hours & Holidays:** Services are scheduled based on staff availability. The program is closed on major holidays (New Year's Day, MLK Jr. Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day).
- **Contact:** (414) 666-PLAY (7529) | After-hours messaging: (715) 404-5248.
Intake & Orientation Form (Editable)

ELIGIBILITY & FEES

- **Access:** Open to self-referrals, agency referrals, and court mandates.
- **Intake & Orientation:** One-time non-refundable fee of \$105.00 per person, paid at scheduling.
- **Rates:** \$10.50 per safe exchange and \$52.50 per hour for a supervised visitation session
- **Court Testimony & Preparation:** If there is a court-ordered summons, fees will be individualized per case and applied for staff testimony and the preparation of your case.

Ainsley's Playhouse: Services, Scheduling & Payment Policy

1. Scheduling & Advance Notice

- **Booking Window:** All appointments must be scheduled at least 48 hours (2 days) in advance via phone at (715) 404-5248. Multiple weekly sessions can be scheduled with a single call.
- **After-Hours & Special Requests:** For messages outside normal operating hours, please call (715) 404-5248. **Special requests outside regular hours will be accommodated whenever possible.**

2. Payment Requirement & Intake Forms

- **Payment at Scheduling:** To officially secure and confirm your scheduled Intake & Orientation appointment, the required fee must be paid at the time of scheduling over the phone or via your secure invoice link. Unpaid appointments are held on a provisional basis and may be released if payment is not completed promptly.
- **Alternative Payment (Cash or Cashier's Check):** If you opt to pay with cash or a cashier's check at the time of service and fail to provide it, the service will be immediately canceled, and the other party will be contacted to notify them of the cancellation.
- **Intake & Orientation Paperwork:** Following scheduling and payment, you will receive your Intake & Orientation forms. All paperwork and payments must be completed prior to your scheduled appointment

time.

- **In-Person Form Completion:** If you are unable to complete your forms online, please arrive 15 minutes early to your scheduled appointment time to fill them out on-site.

3. Cancellations, Refunds & Emergencies

- **Non-Refundable Payments:** All payments are non-refundable.
- **Emergency Rescheduling:** In a genuine emergency, staff will grant a one-time exception to reschedule.
- **Documentation:** Tardiness, payment failures, and emergency cancellations are strictly documented in client files.

4. Late Arrivals & No-Shows

- **The 15-Minute Wait Rule:** Both parties must wait for up to 15 minutes if another participant is late.
- **No-Show Policy: First-time unexcused no-shows may reschedule once.** A second no-show results in immediate suspension or discharge (along with notification to court authorities if mandated).
- **Habitual Tardiness:** Chronic or habitual tardiness may lead to program termination.

5. On-Site Conduct & Communication

- **Direct Contact:** Parents and guardians must refrain from any direct contact with the other parent while on-site.
- **Communication Protocols:**
 - Parents are encouraged to use the Our Family Wizard app as their primary tool for messaging.
 - Alternatively, handwritten notes may be passed through the staff. Ainsley's Playhouse will retain copies of all correspondence passed through staff and place them in the client file.

USING SERVICES & SCHEDULING

1. Scheduling & Advance Notice

- **Booking Window:** All appointments must be scheduled at least **48 hours (2 days) in advance** via phone at **(715) 404-5248**. Multiple weekly sessions can be scheduled with a single call.
- **After-Hours & Special Requests:** For messages outside normal operating hours, please call **(715) 404-5248**. Special requests outside regular hours will be accommodated whenever possible.

2. Payment Requirement & Intake Forms

- **Payment at Scheduling:** To officially secure and confirm your scheduled Intake & Orientation appointment, the required fee must be paid **at the time of scheduling** over the phone or via your secure invoice link. Unpaid appointments are held on a provisional basis and may be released if payment is not completed promptly. *(Note: The credit/debit card processing fee is included in the stated price.)*
- **Alternative Payment (Cash or Cashier's Check):** If you opt to pay with cash or a cashier's check at the time of service and fail to provide it, **the service will be immediately canceled**, and the other party will be contacted to notify them of the cancellation.
- **Intake & Orientation Paperwork:** Following scheduling and payment, you will receive your Intake &

Orientation forms. All paperwork and payments must be completed prior to your scheduled appointment time.

- **In-Person Form Completion:** If you are unable to complete your forms online, please arrive **15 minutes early** to your scheduled appointment time to fill them out on-site.

3. Cancellations, Refunds & Emergencies

- **Non-Refundable Payments:** All payments are **non-refundable**.
- **Emergency Rescheduling:** In a genuine emergency, staff will grant a one-time exception to reschedule.
- **Documentation:** Tardiness, payment failures, and emergency cancellations are strictly documented in client files.

4. Late Arrivals & No-Shows

- **The 15-Minute Wait Rule:** Both parties must wait for up to **15 minutes** if another participant is late.
- **No-Show Policy:** First-time unexcused no-shows may reschedule once. A second no-show results in **immediate suspension or discharge** (along with notification to court authorities if mandated).
- **Habitual Tardiness:** Chronic or habitual tardiness may lead to program termination.

5. On-Site Conduct & Communication

- **Direct Contact:** Parents and guardians must refrain from any direct contact with the other parent while on-site.
- **Communication Protocols:**
 - Parents are encouraged to use the **Our Family Wizard** app as their primary tool for messaging.
 - Alternatively, handwritten notes may be passed through the staff. Ainsley's Playhouse will retain copies of all correspondence passed through staff and place them in the client file.

PROTOCOLS & SAFETY

- **Individualized Protocols:** You will be individually informed of your specific drop-off and pick-up protocols, as each case has unique needs and individualized arrangements.
- **Zero-Tolerance Weapons:** Absolute zero tolerance for weapons. Law enforcement will be called immediately if a weapon is observed.
- **Substance Policy:** If a parent appears under the influence of alcohol or non-prescription drugs, they may be asked to submit to a breathalyzer test.
- **Abuse Reporting:** Suspected child abuse will be reported to Child Protective Services, law enforcement, and any active Guardian ad Litem.
- **Immediate Departure:** Lingering, stalking, recording, or taking photos of the other party is strictly prohibited and will result in law enforcement intervention and potential service termination.
- **Child Releases:** Children are only released to authorized parents/guardians or pre-notified, background-checked emergency contacts with verified photo ID. No registered sex offenders are permitted as emergency contacts.

- Parents and guardians are strictly required to provide an age, weight, and height -appropriate car seat or booster seat for their child prior to any scheduled transport.
- Installation: Parents are solely responsible for properly installing the car seat or booster seat. Due to liability guidelines, Ainsley's Playhouse staff cannot install, adjust, or inspect car seats.
- Compliance: All seats must comply with state safety laws and match the child's exact measurements.
- No Seat, No Ride: Children will not be permitted to participate in transport without the correct seat properly installed and ready prior to departure.

SIGNATURE & ACKNOWLEDGMENT

By signing below, I acknowledge that I have received, read, and understood the parent handbook and policies & procedures of Ainsley's Playhouse Safe Exchange and Supervised Visitation Program. I confirm that these policies have been thoroughly explained to me, all of my questions have been answered, and I agree to abide by all program rules, guidelines, and fee structures.

I received the Parent Handbook.

I further agree and commit that I will not bring harm, threat, or danger to the other party or to the children participating in these services, and I understand that compliance with all safety and no-contact protocols is strictly mandatory."

understand the only things that will be noted for the exchange or supervised visitation are arrival/departure times, any critical incidents that occur, and cancellations."

Parent/Guardian Printed Name: _____ Date: _____

Parent/Guardian Signature: _____ Date: _____

Staff Printed Name: _____ Date: _____

Staff Signature: _____ Date: _____
