



Fairl Family Justice Center

MONITORED CUSTODY EXCHANGES PARENT INFORMATION

The mission of the Fairl Family Justice Center (FJC) 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 FJC provides monitored custody exchanges on the following days.

- Wednesdays, Fridays and Sundays between 4:00 pm and 8:00 pm

Holidays:

The FJC 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 FJC can provide for any additional holiday exchanges.

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 FJC 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 issues, parents should contact the FJC 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 FJC. 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 FJC. 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 FJC during the exchange period, but they should remain locked and in your pocket or purse. Absolutely no audio/video recording or taking pictures is allowed.

Conversations may be monitored to ensure that there is not a safety risk.

All FJC 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 FJC at least 24 hours prior to your scheduled exchange if you are unable to be present. In case of an emergency, please contact the FJC as soon as possible. The FJC can be reached at [570-495-4647](tel:570-495-4647). After hours, an email may be sent to FJC@transitionsofpa.org.

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. No other communication should be sent through children or FJC staff. FJC staff will review Parent Communication Forms to ensure no inappropriate messages are being sent.

Respect:

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

Cancellations:

Parent Cancellations

Only persons listed on the court order may cancel, schedule, or reschedule visits or exchanges. We ask that parents call to inform the FJC of cancellations as soon as possible and after hours they can make cancellations via email at FJC. If a parent cancels an appointment with the FJC, we will contact the other parent to confirm/inform them of the cancellation.

Frequent cancellations or late arrivals could result in the loss of privilege to use the FJC.

- After 2 no call/ no shows, loss of use can occur, and notification will be sent to the other party and the courts.
- After 2 cancellations in the same 30-day period, parties can be suspended or terminated. Notification will be sent to the courts.
- After 3 late arrivals of more than 10 minutes without prior notice, parties can be suspended or terminated. Notification will be sent to the courts.

FJC Cancellations

The Family Justice Center may at times make the decision to cancel a custody exchange or visitation. If the FJC decides to cancel an appointment both parties will be notified. The courts may also be notified of the cancellation.

Reasons for FJC cancellation;

- Either parent is late without proper notice to the FJC.
- Either parent is angry and/or aggressive and does not calm down.
 - Parent will be given the opportunity to redirect their behavior and come back in a calmer manner. If the parent chooses not to, staff will ask parent to leave. If the parent refuses, police will be contacted.
- If the FJC staff believe that a parent is experiencing impairment due to drugs or alcohol.

- The FJC staff determine a safety risk including but not limited to:
 - Threats being made.
 - Any weapons being brought on to the Family Justice Center Property.
 - Showing up with additional people without prior notice and permission.
 - Attempts are made to follow the other parent.

Severe Weather

The FJC will follow Shikellamy's school closings when making inclement weather cancellations. Weather cancellations will be posted on our Facebook page, and through The Sunbury Broadcasting Corporation (WKOK). Every effort will be made to contact parents who are scheduled for exchanges during that day.

Emergencies:

Emergencies may arise. Emergency procedures are posted throughout the building. In case of an emergency requiring evacuation, each parent will be assigned separate evacuation gathering places. Parent A will evacuate to the Weis Parking lot directly behind the FJC. Parent B will evacuate to the corner of Chestnut and 2nd street. In the event of an evacuation FJC staff would ensure that the child is with one of the parents at all points during and after the evacuation.

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

Grievances:

As already mentioned, the FJC seeks to treat everyone with respect. We want to hear your concerns and respond to them quickly and appropriately. 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 Family Justice Coordinator. If you are not satisfied with his/her response, please provide a written statement of your concerns to the Programs Director. 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 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 FJC staff, tour the facility, review

policies and procedures, discuss safety concerns and get answers to any of your questions.

Contact Information:

The FJC Is located at 142 Chestnut Street, Sunbury, PA 17801. We are located in the parsonage of the First Reformed Church. You can contact the FJC by phone at 570-495-4647 or by email to FJC@transitionsofpa.org.

Confidentiality:

Information obtained by the FJC 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 appropriate authorities.
- 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 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 FJC. 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.

Fairl Family Justice Center
Monitored Exchange Parent Agreement

Guidelines & Expectations:

- Only parents and/or persons listed on the Court Order are permitted to pick up and drop off children at the FJC. If someone other than the parent is needed to pick up or drop off the children the parent will contact the FJC before the scheduled exchange. If there is an emergency or ongoing scheduling issues, parents will contact the FJC to discuss options.
- Parents are expected to abide by the arrival times established by the FJC Coordinator. Parent B will arrive at the FJC 10 minutes before scheduled arrival time and no more than 15 minutes before the scheduled arrival time. Parent A will not be within two block of the FJC until notified by FJC staff to proceed for the scheduled exchange. **Parent A should not arrive at the FJC until contacted by a staff member and directed to do so.** Once contacted, Parent A is expected to arrive at the FJC within 10 minutes of the phone call or the scheduled exchange time, whichever is later. Once Parent A has left the FJC, Parent B will remain in the waiting room for approximately 15 minutes before being released by FJC staff.
- Parents are expected to use the parking areas assigned by the FJC Coordinator. Parent B should park along the street, not within view of the Parent A parking area. Parent A should use the parking lot in the rear of the building. No one should remain in the vehicle within 2 blocks of the FJC.
- Parents are expected to contact the FJC at least 24 hours in advance if scheduled exchange needs to be altered or cancelled. In the case of an emergency, parents should contact the FJC as soon as possible. In the event of bad weather, it is the responsibility of the parents to obtain closing information from the sources indicated within the parent handbook.
- Parents are expected to use the Parent Communication Forms provided at the FJC to relay relevant information about children to the other parent. Forms will be reviewed by FJC staff before being given to the other parent. If a message is deemed to be inappropriate by FJC staff, the message will not be relayed. The FJC staff will not relay verbal messages between parents. FJC staff will not serve as mediators for exchange schedules.
- Parents are expected to keep all records at the FJC up to date. Should a new court order or custody order be issued, it is the responsibility of both parents to provide a copy to the FJC. Parents are also expected to inform the FJC of any changes in contact information, including telephone number and address.
- 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 Fairl Family Justice 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 understand that any changes in these guidelines and expectations will be provided to me.

Parent Signature

Date

FJC Coordinator Signature

Date