



## Child Visitation and Exchange Center

125 W. 2<sup>nd</sup> St. Suite B Hutchinson, KS 67501  
p. 620-665-1471 f. 620-665-3609

### Monitored Exchange Program Policy

1. Safety and wellbeing are the utmost priority of the CVEC.
2. Both parties involved in the monitored exchanges shall remain visually and physically separate before, during and after the exchange.
3. CVEC reserves the right to suspend or terminate services if adequate security measures cannot be provided for a family, or due to any violation of these rules, or for any other reason. In most cases where no security threat is present, the CVEC will attempt remediation prior to suspension or termination of service.
4. Participants shall provide the CVEC with copies of any current court orders or mediated agreements pertaining to Parenting time, as well as any applicable restraining or protection orders. These will be kept in the client's confidential file. It is the responsibility of the client to provide updated orders to CVEC, if such documents are modified.
5. If the parties are not able to come to an agreement on exchange times, service will be suspended or delayed until such a time as an agreement can be reached or times are ordered by the Court.
6. Both Parents are responsible for the payment of fees unless a Court Order or other written agreement designates one parent as responsible for payment.
7. Written records of observations during monitored exchanges will be maintained and reports submitted to the court or your attorney as requested. Identifying information such as where a parent lives, works or goes to school shall be kept confidential and not released to any other party, unless required by a written court order. Identifying information will be released to appropriate authorities in the course of reporting or investigating criminal activity witnessed by CVEC staff or occurring on the premises.
8. Parties must arrive punctually at the arranged times for monitored exchanges. If a parent is running late, they shall call the CVEC and provide an estimated arrival time. Any failure to arrive on time for exchanges will be documented. If a parent is late returning the child, and has not contacted the CVEC to make necessary arrangements, a courtesy call will be made after 5 minutes. If the parent is not able to be reached and/or does not arrive within 10 minutes of the scheduled exchange, law enforcement may be notified.

9. Parent A (or designated third party) shall park on W. 2<sup>nd</sup> Street directly to the North of the BrightHouse offices at 125 W. 2<sup>nd</sup> St.
10. Parent B shall park in the alley directly to the South of the BrightHouse offices at 125 W. 2<sup>nd</sup> St.



11. Once both parties have arrived, BrightHouse staff will escort the child from one parking area to the other. The parents or designated third parties shall remain in or near their vehicle until the exchange has been completed. Parties may call the CVEC to advise of their arrival, but should not attempt to enter the building.
12. Clients shall notify the CVEC at least 24 hours in advance if an exchange needs to be cancelled, or as soon as possible. If no notification is provided by phone or email, a full payment will be charged to the client responsible. Unavoidable emergencies will be dealt with on an individual basis.
13. In the event that the Child Visitation and Exchange Center must be closed due to weather or an unforeseen emergency, the Center Staff will attempt to contact all clients that would be using the service that day and will post a note at each entrance regarding the cancellation. All cancelled exchanges by the Center will be made up as soon as possible.
14. Responsibility for the care of the child(ren) and their belongings rests with the parent and not CVEC. **The appropriate use of car seats is expected as required by law.**

15. No adult may physically inspect a child for evidence of abuse. Physical inspection refers to the removal of clothing for purposes of identifying signs of physical abuse.
16. Parents may not ask a child or observer to deliver support payments, verbal messages, legal documents, or other documents to the other parent. CVEC staff will facilitate communication between clients concerning service provisions.
17. No adult may physically discipline or threaten to physically discipline a child at the Center.
18. Parents should not make negative comments to the child about the other parent or their family members. Parents should not probe the child for information about the other parent's activities or living situations.
19. No participant in the Monitored Exchange Program may follow, harass, or cause any other person to follow or harass another party.
20. No Participant may carry out or threaten acts of violence or violations of a court order.
21. No weapons or dangerous implements of any kind shall be brought to the CVEC at any time.
22. Participants in the Monitored Exchange Program shall not use illegal substances or alcohol before a monitored exchange. Suspicion of intoxication will result in termination of the scheduled exchange.
23. If you have questions or concerns about service provision, please speak with the Program Coordinator. If your questions or concerns have not been addressed to your satisfaction, you may request an appointment to meet with the Executive Director. To schedule an appointment, call 665-3630 and request to speak with the Executive Director.
24. It is the policy of BrightHouse not to discriminate for reasons of race, religion, sexual preference/orientation, national/ethnic origin, marital status or disability. If you believe you have been discriminated against because of race, religion, sexual preference/orientation, national/ethnic origin, marital status or handicap, write immediately to the Kansas Human Rights Commission, Landon State Office Building, 8<sup>th</sup> Floor, 900 SW Jackson, Suite 851 South, Topeka, Kansas 66612.

Hours of Operation

Mon: Unavailable	Tues: Unavailable	Wed: 4 PM – 8 PM
Thu: Unavailable	Fri: 4 PM – 8 PM	Sat: 10 AM – 4 PM
Sun: 12 PM – 6 PM		

Appointments with the Program Coordinator may be scheduled on weekdays when necessary.