

Transfer Policy

October 2014

Family House



Building Strong Families

Since 1981

Street Address

610 Glendale Blvd.
Valparaiso, IN 46383

Mailing Address

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Valparaiso, IN 46383

Phone

219-464-4160

Fax

219-477-5469

Family House Transfer Policy

Family House, Inc. is a safe haven for children. The goal of our transfer service is to provide a neutral, safe, and controlled environment for the transfer of your child(ren). Our policies are intended to ensure the safety of all parties, facilitate positive family interactions, and promote family bonding.

General Rules/Conduct

1. For Family House to best serve you, we request that Orientation sheets be completed in their entirety. If you do not feel comfortable giving certain information, speak with a staff member and let them know that you are choosing to leave certain sections blank. You may be asked to update some or all of the information provided annually.
2. You are responsible for your child(ren)'s behavior while at Family House. Physical discipline is not permitted. Staff will assist when necessary.
3. Please use appropriate language during your time at Family House. No whispering is allowed. Conversations with your child(ren) must be appropriate and non-threatening. All written communication will be copied.
4. Video cameras, tape recorders, cell phones, laptop computers, and electronic games are not allowed at Family House at any time.
5. No pets allowed.
6. No weapons or anything perceived as such are permitted on Family House property.
7. No smoking is permitted on the premises.
8. Family House is a drug and alcohol free facility. If staff suspects that you are under the influence of alcohol, we will ask that you find transportation to the Valparaiso Police Department for a breathalyzer test. If you refuse or do not come back, we will assume it was a positive reading. Immediately before each subsequent visit, you will be required to take a breathalyzer and present a clean test paper to Family House before the visit can occur. This will be for a period of no less than three months.
9. If staff suspects that you are under the influence of drugs, you will be asked to find transportation to Porter Starke services for a rapid drug screen. Family House will cover the cost of the initial test only if the results are negative. If the test is positive, the cost will be added to your Family House bill. Should the initial screen be positive or if you refuse to have one, you will not be able to resume visitation until a clean test result is provided. Any additional services or drug screens beyond the initial test will be at your own expense.
10. Parking for the custodial party is on the East or North side of the house, and the children should enter through the front door and REMAIN in the living room until staff assists you. Parking for visiting parent(s) is on the South side of the house and they should enter through the back door and REMAIN in the kitchen until staff assists you. Please keep the children with you at all times. Once you enter the facility, you may not leave without permission from a staff member. This includes going out to your car for any reason.

11. At the end of the parenting time the custodial party will leave with the children first. The non-custodial party must remain in the facility until the custodial party has then left the parking area, and staff clears them to leave.
12. If someone other than the custodial parent is picking up the child(ren) after their visit, Family House must be notified of this prior to the visit. Any person picking up children from Family House, who is not the custodial parent, will be asked to provide identification, which will be copied and kept on file.
13. Family House will relay information regarding the child(ren) between parties when necessary. However, Family House will not participate in the transferring of legal documents, cash/checks, insurance information, messages, gifts, mail, etc. from one adult party to the other that is not directly related to the parenting time. The child(ren) may not be used for this purpose either. Family House's parking area is not an acceptable area to do this either.
14. Visitors and children should not come to Family House if they have been ill in the last 24 hours. Please advise staff of any medical issues that have arisen, so that appropriate procedures can be followed to ensure the safety and health of all parties. Family House may request documentation from medical personnel or suspend visitation due to medical concerns. Family House will make every attempt to provide make-up time for parenting time missed due to illness, weather, school functions, or other activities related to the children; however, make-up time is not guaranteed.
15. If you have questions or concerns regarding your parenting time, you may speak with a Visit Supervisor before or after parenting time. You may also contact the Office Manager or Director by phone or e-mail to discuss any questions or concerns you may have. If you would like to arrange a meeting with the Office Manager or Director, you may do so by calling Family House. Any concerns not directly related to your parenting time need to be focused towards your legal representative.
16. Your legal representative may request records for you. If you do not have legal representative, you may provide a subpoena for the records to Family House to obtain copies of your records. There is a \$1.00 processing fee for each page provided. Family House will not give you copies of records without a subpoena or request from a legal representative.

Scheduling/Payment

17. Family House will be closed for the following holidays: New Year's Day, Good Friday, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day. Other closings will be posted in advance, or if weather related, on the voice mail message. The Family House Facebook page may also be a source of information regarding closings or events. Family House will make every attempt to provide make-up time for any parenting time missed due to holiday closures, but make-up time is not guaranteed.
18. Staff will coordinate with all involved parties and assign a standing parenting day and time after considering school and work schedules for all parties. Parenting time needs to be scheduled at least two business days in advance.

19. If you are unable to attend an appointment, please call 24 hours in advance. Same day cancellations will be charged the cost of the original service. The party responsible for the no show or same day cancellation will be assessed the fee.
20. If the non-custodial parent is late for parenting time, the person transporting the child(ren) will be asked to wait but is not required to do so. If you arrive late, you will only be offered the amount of time remaining. If either party is more than 15 minutes late, without giving notice of running late, Family House will cancel the visit and the party responsible will be charged a cancellation fee, which is the cost of the original service. If the child(ren) are late arriving for parenting time, the non-custodial parent may be offered make-up time at the end of the visit, if staff is available.
21. If you fail to attend a scheduled parenting time without notifying Family House, you will be placed on the NO SHOW policy. From that point on, you must call 24 hours in advance to confirm each parenting time. If you do not call 24 hours in advance, your parenting time will be cancelled. This will be for a period of no less than three months.
22. If you are already on the NO SHOW policy, and you again fail to attend or cancel your parenting time, you will then be placed on the EXTENDED NO SHOW policy. You will still need to call and confirm your parenting time 24 hours in advance. In addition, you will need to arrive a half an hour before the scheduled parenting time, at which point staff will call the custodial party to inform them that you have arrived. This will be for period of no less than three months.
23. Payment is decided by the court order or referral source. If the court order/referral does not stipulate who is responsible for payment, both parties will split the fee. Family House accepts cash, personal checks, cashier's checks, and money orders. Payments may also be made online at the Family House website through PayPal.
24. Payment is expected upon arrival before parenting time begins. If you do not make your payment, services could be suspended or terminated. Special arrangements may be made with the Director regarding payments. Staff will provide a receipt upon payment.
25. A billing statement reflecting your balance will be e-mailed the week prior to your scheduled parenting time. The e-mail address provided on your orientation sheet will be used for this purpose.
26. Transfers should take no longer than five minutes and should take place on time. Transfers will be billed in five minute increments. If your transfer takes longer than the allotted time or your are lat for the transfer without calling, the party causing the delay will be billed \$5.00 *each additional five minute period.*

Family House reserves the right to make changes or additions to this policy on a client by client basis. Failure to comply with Family House policy may result in the termination of services.