



2401 Westbend Parkway  
Suite 2070  
New Orleans, Louisiana 70114  
504-363-7449  
[www.familymediationdivorce.com](http://www.familymediationdivorce.com)

## Supervised Exchange Policy Agreement

Please initial on the lines in the right-hand margin, to indicate you have read, understood, and agree to the items in the preceding paragraph or section.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

### 1. GENERAL INFORMATION

Supervised Exchange allows parents and guardians to exchange children without the face-to-face confrontation of parental encounters and provides the children with a comfortable and secure transition from one family member to another.

The Receiving parent will arrive 15 minutes before the scheduled time of the exchange. The Exchange Supervisor will complete the exchange and fill out an “exchange transfer form” documenting the date, time, and manner of the exchange. The Delivering parent will drop off the child(ren) to the Exchange Supervisor and leave immediately. Exchange Supervisor will wait up to 15 minutes past the previously agreed-on time that Delivering parent was due to drop off the child(ren) for their arrival. If Delivering parent is more than 5 minutes late there will be a \$1/minute additional charge to that parent for every minute they are late past the agreed drop-off time. If parents are late due to weather or other delays, they must call the Exchange Supervisor to make arrangements to wait. If they do not call and are not there within 15 minutes the exchange will be considered a No Show. The Receiving parent will wait at least 10 minutes before leaving after the delivering parent has left. Exchange supervisors and FMDC are not responsible for any lost or stolen property during the exchange and are not responsible for the safety of the children once the exchange has taken place. In the event of non-compliance with the above policies, we reserve the right to discontinue the Supervised Exchange.

Observations and interventions made by the Exchange Supervisor during the exchange are reportable to the Court. The Supervisor has the right to end the exchange at any time: if the parent appears intoxicated, if the parent curses or uses inappropriate language, if the parent makes disparaging remarks about the other parent, if the parent loses their temper and expresses their anger inappropriately, or if the parent touches their child inappropriately.

Initial \_\_\_\_\_

2. This contract cannot cover all the particulars that may arise in every situation. The parties agree that the Exchange Supervisor may need to establish new rules and guidelines to fit their unique relationship. The fundamental principles governing all rules and guidelines are (a) conflict for the parties will be minimized and (b) decisions will be made in the best interests of the children.

Initial\_\_\_\_\_

**3. FEE ARRANGEMENTS:**

- a. \_\_\_\_\_ will be the party responsible for supervised exchange fees. All fees are due at the time of service using the credit or debit card on file. Invoices of services rendered will be sent by email.

Initial\_\_\_\_\_

- b. **Admin Fees:** There is a \$50.00 initial administrative fee for setting up services for Supervised Exchange. (\$25.00 will be collected from each parent/guardian except if the court order states that all fees are to be paid for by one parent in which case that parent will be solely responsible for the \$50 administrative fee.)

Initial\_\_\_\_\_

- c. **Exchange Fees:** The fee for Supervised Exchange is \$40 per exchange. If the exchange is terminated early by the Supervisor due to inappropriate behavior of the parent, then the parent at fault will be responsible for the fees.

Initial\_\_\_\_\_

- d. **Cancellation Fees:** If a visit must be changed or canceled without at least 24 hours' notice, a cancellation fee of \$40 may be charged, with the parent at fault being responsible for paying the fee.

Initial\_\_\_\_\_

- e. **Communication Fees:** Any and all communications to parties, parties' representatives, courts, and therapists other than brief phone calls or texts to confirm exchange will be billed at the rate of \$1.00 per minute or \$60.00 an hour plus expenses.

Initial\_\_\_\_\_

- f. **Holiday Fees:** On the following holidays, fees will be at double the normal rate. Holidays will only be scheduled based on the exchange supervisor's availability. (Christmas, New Years, Easter, July 4th, Father's Day, Mother's Day, and Thanksgiving)

Initial\_\_\_\_\_

- g. **Record Fees:** Record requests must be prepaid before records are released at a rate of \$25.00 for records up to 20 pages plus a \$1.00 additional charge per page for each page of records released over 20 pages. There will be a \$25.00 records affidavit fee, if requested.

Initial\_\_\_\_\_

h. **Court Testimony Fees:** If any supervisor is subpoenaed to court to testify, a \$500.00 retainer must be paid within 72 hours in advance of the scheduled court time: a fee of \$100 per hour for non-licensed supervisors will be billed against that retainer; a fee of \$175 per hour for licensed supervisors will be billed against that retainer. All hourly time and expenses will be deducted from that fee, including time spent on travel, court, waiting time, etc. to the party issuing the subpoena. Full refunds will be given if notified more than 72 hours in advance; a 50 percent refund will be provided if notified between 48 and 72 hours in advance; no refund will be given for anything less than 24 hours' notice.

Initial \_\_\_\_\_

i. Upon the signing of this contract, Family Mediation and Divorce Center, LLC shall be provided with a valid credit or debit card by each parent to be kept on file for all charges made by the Exchange Supervisor. Services rendered by the Supervisor will be charged to the card at the time they are rendered on a weekly basis. Should the charges to the card provided be declined for any reason, services will be suspended until the balance is paid in full by providing another valid card.

Initial \_\_\_\_\_

**Supervised Exchange Policy Agreement  
Family Mediation & Divorce Center, LLC**

I have read the Supervised Exchange Policy Agreement above and Agree to all terms and fees specified in this policy for the supervised exchange of my children.

Your Signature: \_\_\_\_\_ Date \_\_\_\_\_

Your name: \_\_\_\_\_

Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Child/ren's Name(s): \_\_\_\_\_ DOB \_\_\_\_\_

\_\_\_\_\_ DOB \_\_\_\_\_

\_\_\_\_\_ DOB \_\_\_\_\_

Other Parent/Guardian: \_\_\_\_\_