Service Agreement

* I understand that times for visits and exchanges will be set by the DWFS subject to availability
* I will abide by the staggered arrival and departure time arranged for my services at DWFS, arrive for and end all visits on time, and check in with staff member upon arrival. I will present proper identification (drivers license or id card) if requested by DWFS staff.
* I will pay all fees (cash only)at the time of visit. All fees paid to the DWFS staff are non refundable. Failure to pay at the time of visit may result in the cancellation of visit.
* I understand if I arrive under the influence of alcohol or drugs, or am suspected of being under the influence, my visit will be terminated and documented as a Critical Incident.
* I will not bring guns, knives, or any other weapon to DWFS.
* I will not smoke or vape at the DWFS or in the parking lot of DWFS.
* I will not attempt to contact or communicate with the other parent while on the premises of DWFS. Service of legal documents at the DWFS, including the parking lot, is not permitted under any circumstances. Communication with the other party by myself or a third party will be documented as a Critical Incident.
* I will not attempt to exchange items with the other parent such as, money, paper work, or child support at DWFS.
* I understand that DWFS may cancel or terminate a visit based on a child’s illness.
* I will keep my cell phone on vibrate or silent mode while in the DWFS visitation room. I will not use my cell phone during visits.
* Food, gifts, guest, and photographs may be permitted only at the discretion of DWFS. The DWFS will consider these items only after a family has established a regular pattern (4 -6 visits) of the following DWFS policy and procedures. The exchange of money, gift cards, or electronic devices will not be permitted at anytime. All gifts and cards must be unwrapped and unsealed, and approved by staff.
* I will interact with my child in a positive and supportive manner. The DWFS retains the right to intervene or stop visits anytime there is a concern for the physical or emotional safety of the child, the custodial parent, the staff, or others at DWFS.
* I will not use corporal punishment at DWFS.
* I understand that the DWFS may intervene in (or terminate) the visit to prevent or stop inappropriate comments. Inappropriate comments include but are not limited to:
	+ Negative comments or questions about the other party
	+ Talk about adult issues such as – court proceedings, or parenting agreements
	+ “Future talk” such as – making promises about future living arrangements or changes in visitation plans.
* I will inform the DWFS of any changes in my address, phone number, or vehicle information. I will provide any new court order, parenting agreements, etc.., within two business days.
* I will call DWFS 24 hours in advance if I must cancel the visit or exchange.
* If the non custodial parent arrives more than 15 minutes past their scheduled arrival time and has not contacted DWFS, the visit or exchange may be cancelled at DWFS discretion.
* I understand that if my child(ren) refuses the visit or exchange DWFS will not force the visit or exchange.
* I understand that if any family member involved in the services cancels or is classified as a “no show” for 3 consecutive visits, services will be terminated and the court will be notified. I also understand that if any family member involved in services cancels or is classified as a “no show” repeatedly, services may be terminated and the Court notified. A “no show” is defined as an unexcused failure to attend the visit.
* I understand that visits and exchanges will be documented. Incidents and violations of policies and procedures will be documented as Critical Incidences and report to the Court.
* I understand that I may request, in writing, a copy of my visitation or exchange records. I will be requested to sign a Request of Records form, and I understand that the requested records will also be sent to the other parent. Records will be provided within 5 business days at no charge. Request for duplicate records or records for third parties, (i.e. attorneys, guardian ad litem, etc..) will incur a 25.00 processing fee.
* I understand that this Service Agreement outlines only some of the key policies and procedures defined in the Parent Handbook.

I have read and fully understand the above. Any violations of DWFS policies and procedures – including any threatening or abusive actions or comments – may result in termination of the visit or exchange and possible termination of services.

Parent/Guardian (print/sign/date)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_