



Village House of Northwest Ohio
350 Rawson Avenue
Fremont, Ohio 43420
419-334-4582
villagehousefremont@gmail.com

“It takes a whole village to help raise a child”

Village House of Northwest Ohio EXCHANGE Program Policy and Procedure

Non- Discrimination Policy

Village House makes its services available to all parties without regard to race, color, ancestry, ethnic group, age, sex, religion, national origin, handicap, disability, sexual orientation, marital status, veteran status or ability to pay

Both parents/guardians must complete a brief information sheet in order to schedule for the supervised exchange service. An exchange schedule will be made and copies given to both parties.

Departing and arriving exchanges **MUST** take place within the walls of Village House to ensure the safety of the child /children. Any interactions and/or altercations between parties on our campus or within our agency will not be permitted or tolerated, and failure to abide by VH rules or guidelines may result in suspension or termination of Exchange Services.

Monthly Exchange Fees

Monthly fee amount is based on the requested amount of exchanges stated in the client service agreement. For purposes of assessing fees, an “exchange” is defined as a single blocked day/date on the provided schedule. Monthly fees may be paid by either the Non-Custodial or Custodial parent, or fractional sharing between involved parties, based upon the custody/visitation order outlined by the court. Monthly fees will be due in full at the ***1st exchange of each month.*** *If the monthly fee has ***not*** been paid by the ***2nd exchange*** of the month, Exchange Services at the Village House will be temporarily suspended until full payment has been made. The Village House maintains the agreement to ensure the agency will be open and available and will provide trained staff to accommodate and oversee the scheduled exchanges. Therefore, no refunds or credits will be given at any time for any canceled or altered Exchanges. Village House does ***not*** except credit cards. An additional \$35 charge will be assessed for any checks that are returned due to insufficient funds.

(Tier I)	1-4 Exchanges per month	\$20.00
(Tier II)	5-8 Exchanges per month	\$30.00
(Tier III)	9 or more Exchanges per month	\$40.00

Parent/Guardian picking up (receiving) a child (children)

Revised Village House Exchange policy and monthly fees

03/19/19 kaw/saf

Parent(s) and/ or guardian must arrive **10 minutes prior to the scheduled exchange time**, sign in, and then wait patiently for the child (children) and their belongings to be brought to them in an assigned room. If the child (children) is to be picked up by someone other than the parent/guardian, Village House must be notified and given the name of the adult who will be picking up the child (children) and required to present photo ID. A child (children) will NOT be released if this protocol is not adhered to.

Once the parent/ guardian dropping off has left the campus area, the receiving parent/guardian and child (children) will be dismissed.

If for some reason you will be late, call the office immediately at 419-334-4582 to verify the exchange will still be allowed or if other arrangements need to be made.

Parent/Guardian dropping off child (children)

Parent(s) and/ or guardian must arrive and sign in **at the scheduled exchange time**, leave the child or children in the care of VH staff, and then safely and directly leave the campus. If there are any special instructions regarding medication administered, doctor's orders, homework or any special activity, please provide that information in written form, so that VH can make a copy for the file and distribute a copy to the other party involved. Children are NOT to be used as messengers of information or couriers of items for the adults

If for some reason you will be late, call the office immediately at 419-334-4582 to verify the exchange will still be allowed or if other arrangements need to be made.