

DuPage County Family Center

Rules for Neutral Exchange

1. Participants shall arrive punctually at the assigned times in accordance with the schedule given by the Family Center for neutral exchange and check in with the receptionist so that arrival time may be documented. Non-residential parents are to park and enter at the East Entrance of the building; residential parents are to park and enter at the West Entrance.
2. In unavoidable emergencies, the relevant parent will notify the Family Center as soon as possible. All other cancellations require at least 24 hours notice.
3. If either party is 15 minutes late for the scheduled exchange time and has not contacted the Family Center, the exchange will be canceled and a report will be sent to Court. If either party is 15 minutes late for the return exchange time and has not contacted the Family Center, the police will be notified and a report will be sent to Court.
4. Participants will remain separate, physically and visually, so that contact between them does not occur, unless there has been a specific agreement between the parties and the Family Center that contact may occur.
5. The arrival and departure of the non-residential and residential parent will be at different times, unless otherwise agreed upon. Parties are to remain on the Family Center premises until the exchange is complete and they are permitted to check out.
6. Parties will obtain appropriate authorization from the Family Center, through the intake process, before an exchange will occur with another person other than the child's parents. (A child will be released ONLY to a parent unless another party is authorized by the Court order or agreed upon by both parties).
7. No participant of the Family Center may follow or harass another party before or after a scheduled exchange.
8. No child will be released to a parent who appears to be under the influence of any alcohol or illegal substances. Parties must submit to a breathalyzer upon request. Failure to submit to the breathalyzer will result in a cancelled exchange.
9. Weapons or dangerous instruments of any kind are prohibited at the Family Center. Security staff has a right to search persons and belongings for weapons.
10. No participant may make any threat of violence or threaten to violate any court order while at the Family Center.
11. No abusive language, verbal abuse, or violent behavior will be tolerated on the Family Center premises.
12. No adult may physically discipline or threaten to physically discipline a child during an exchange.
13. There will be no whispering between children and adults during the exchange process. Adults are required to speak in normal audible tones.

