

YW Calgary Family Access Services

Monitored Exchange Program FAQ

Creating a safe and healthy environment for continued contact between parents and children.

What is a monitored exchange?

The safe and conflict-free transfer of children between non-custodial and custodial parents, for the purpose of access visits where direct contact between the parents is prohibited or no contact is requested by the parents.

What are the benefits?

All family members will find safety, support and enjoy reduced stress and anxiety. Parents and their children will have the opportunity to foster healthy relationships through safe and conflict free transitions from parent to parent.

How do I get referred to the program?

Clients of the program can be self-referred or referred by other community agencies and services, including mental health professionals, lawyers, judges, counsellors, police, probation, emergency shelters, hospital staff and Child and Family Services.

How do I arrange for service?

To initiate service both parents must contact the program by phone to register at 587-952-1373.

Is there a wait list for the program?

There is no wait list for the monitored exchange program, however how quickly service can be provided depends on the cooperation of both parents.

What is the intake process?

Once both parents have contacted the program they will be sent an online registration form. Once both parents have completed the online registration, the program will contact both parents to attend separate intake appointments. The intake takes approximately 45 minutes. Children are not permitted to attend parental intakes, however, there is drop in child care available on site. After intake is completed with both parents, the monitored exchanges can begin.

Would you contact my former partner and arrange for him or her to register or attend an intake session?

No. Both parents are responsible for contacting the program. If a court order is in place preventing contact between parents, the program recommends you use the services of a lawyer or third party to contact the other parent.

Do I have to pay for the service?

There are currently no fees for the first year of using the monitored exchange program.

I have an open file with Child and Family Services. Can I still access the Monitored Exchange program?

Yes. Your Child and Family Services worker can contact the program by phone at 403-206-2767 to request a referral package to refer your family to the program. Families referred through Child and Family Services do not pay service fees, however the referral package must be completed in order for fees to be waived.

Where do the exchanges occur?

The exchanges take place at YW Sheriff King Home - 2003 16 St SE.

What are the hours of operation?

The program is available for monitored exchanges seven days a week during program business hours. The program staff will work with clients to agree upon a schedule that accommodates both parents within program business hours. Initial and subsequent exchanges can occur on alternate days and the program can accommodate more than one exchange per week.

What is the role of program staff during the exchanges?

Program staff is neutral, supportive and non-judgemental in order to facilitate a conflict free exchange. The program does not provide court assessments or otherwise take sides during custody and access issues. Staff WILL intervene where necessary in cases where the emotional and/or physical well-being of program participants are at risk.

How does the program ensure parents do not have contact?

Parents will arrive at the building at staggered times and will use separate parking lots and separate entrances. The program staff will transition the children between parents and ensure that parents will not leave the building at the same time.

In order to register for the program both parents must contact the program by phone at **587-952-1373**. The program will not call parents for registration purposes. For further information, you may email the program at familyaccess@ywcacalgary.com.