



Neutral Ground Solutions

Supervised Parenting Time **SAMPLE Service Agreement and Fee Schedule**

Date: XXXXX

Named Parties: XXXXX

Case Name: XXXXX

XXXXX

Cause Number: XXXXX

XXXXX

The purpose of this document is to outline the fees, services, and administrative expectations in the above referenced matter as it pertains to supervised parenting time services provided by Neutral Ground Solutions, LLC. Further, the purpose of this document is to confirm that you, XXXXX (“Parent/Guardian”), and you, XXXXX (“Parent/Guardian”) wish to utilize the services of Neutral Ground Solutions and agree to the terms and conditions outlined below.

1. Neutral Ground Solutions provides independent, professional supervised parenting time (visitation) services.
2. A Court Order is not required to participate in services. Neutral Ground Solutions recognizes Court Orders but does not interpret or enforce Court Orders as part of the provision of services.

The purpose of supervised parenting time services is to 1) allow children to stay connected with both parents/guardians in a safe and conflict-free environment; 2) ensure safety for all participants while families execute a supervised parenting time plan; and 3) provide written documentation based on supervisors’ observations of parent-child interactions.

4. Each parent/guardian must sign this Service Agreement prior to beginning the intake process. Each parent/guardian is required to meet face to face for an intake meeting to review background information, and create the visit plan, visit schedule and any necessary safety plan.
5. Each parent/guardian is responsible for paying their own fees for the intake process. Intake fees must be paid in full prior to the first parenting time appointment.
6. Completing an intake meeting does not guarantee that Neutral Ground Solutions can provide parenting time services.
7. Each parent/guardian is responsible for participating in the creation of the Visit Plan and Visit Schedule. Each parent/guardian agrees to review, understand, and sign off on the Visit Plan and Visit Schedule.

CONDITIONS FOR PARENT/CHILD CONTACT

1. The role of the supervisor is that they maintain an unbiased, objective, and balanced environment, that they do not take a position between the parents, and that they make decisions based on safety and the best interest of the child.
2. The supervisor will make the final determination regarding the conditions for supervised parenting time

PARTICIPATION IN AND TERMINATION OF SERVICES

1. Participation in supervised parenting time services is voluntary.
2. Parents/guardians are solely responsible for their own behavior and supervision of their children throughout supervised parenting time services.
3. Any parent/guardian may terminate services at any time, for any reason by submitting a written notification of termination to Neutral Ground Solutions.
4. Neutral Ground Solutions may terminate services at any time, for any reason. Each parent/guardian will be notified in writing indicating the effective date of termination and reason for termination of services. Services may be terminated for, but not limited to, 1) safety concerns or other case issues that cannot be effectively managed by the provider; 2) excessive demand on the provider's resources; 3) a parent's/guardian's failure to comply with the conditions or rules for participation in the program; 4) nonpayment of program fees; and 5) threat of or actual violence or abuse.

CONFLICT OF INTEREST

1. Neutral Ground Solutions will notify both parents/guardians about any conflict of interest as soon as it is discovered. Supervisors will work with your family to make any necessary changes to your services which may include referral to an alternative service provider.

OBSERVATION REPORTS

1. Supervisors will create and maintain an observation report for each parenting time appointment that occurred or was cancelled.
2. Observation reports are distributed to parents/guardians monthly via email. Parents/guardians are responsible for maintaining copies of the observation reports, reviewing, understanding and asking questions when needed. Parents/guardians must submit questions regarding observation reports via email.

COMMUNICATION

1. The preferred method of communication is email; parents/guardians are required to maintain an active email account for the duration of parenting time. Parents/guardians are also required to be able to utilize other electronic platforms such as Zoom video and Quickbooks online payment systems.
2. In order to maintain neutrality and transparency, both parents/guardians are typically blind copied on the same correspondence in situations where communication is relevant to each parent/guardian or not sensitive in nature. Sensitive communication that could disrupt services or threaten the safety and wellbeing of participants may not be shared between both parents.
3. Requests regarding coordination of parenting time appointments (locations, activities, visitors, etc.), scheduling

changes, and other miscellaneous requests or information sharing should be communicated to the supervisor or staff via email.

PARENT GUIDELINES

1. Each parent/guardian will receive a copy of the Parent Guidelines during the intake process. The Parent Guidelines are policies and procedures that guide the conditions for parenting time (how parenting time is set up and executed). Each parent/guardian is responsible for reviewing, accepting, and following the Parent Guidelines.
2. If both parents/guardians agree to a condition different than the guideline, and Neutral Ground Solutions is able to accommodate the adjustment to the guideline, then the Guideline will serve as the default in any case where the agreement breaks down or NGS can no longer accommodate the adjustment. Any agreed upon modification or adjustment of the guidelines shall be reduced to writing and signed by all parties.

CONFIDENTIALITY

1. Unlike clients of lawyers, clients of supervised parenting time services do not have a privilege of confidentiality. Due to the sensitive nature of information related to supervised parenting time and the safety of all participants, Neutral Ground Solutions limits the information that is shared to the observation reports.
2. Each parent/guardian is required to maintain a Release of Information for their Attorney.
3. The exceptions to sharing information include reports of suspected child abuse and neglect to the appropriate authority as required by law; and in reporting danger or threats of harm to self or others as required by law.

If your understanding of the terms of our agreement differs from that set forth herein, please notify Neutral Ground Solutions immediately. Failure to notify Neutral Ground Solutions of a discrepancy in the terms of this agreement as noted herein will be interpreted as an acknowledgement of and acceptance of these terms.

Before signing, please read this agreement carefully and be sure you understand all of it. If the terms referenced above are acceptable to you and fairly reflect the terms of our relationship as you understand it, you will need to sign the document and return the signed copy to this office.

APPROVAL AND ACCEPTANCE

I have read the foregoing agreement, understand its contents, and hereby approve of and accept the terms and conditions contained herein.

XXXXX

Parent Signature

XXXXX

Date

XXXXX

Parent Signature

XXXXX

Date

XXXXX

Neutral Ground Solutions, LLC

XXXXX

Date