



SAFE EXCHANGE & THIRD-PARTY TRANSPORT POLICY

JANUARY 12, 2026

Program Description & Policy

1. Program Purpose

The Mother Hen LLC Safe Exchange & Third-Party Transport Program provides a neutral, secure, and child-centered framework for the transfer of children between households. Our mission is to:

- Reduce conflict and limit direct parental interaction.
- Promote emotional and physical safety during custody exchanges.
- Operate with a trauma-informed, non-judgmental approach.

2. Scope of Services

2.1 Safe Drop-Off and Exchange

We provide a monitored, neutral location for custody exchanges, court-ordered transitions, and no-contact parenting situations. Our staff provides observational documentation but does **not** mediate disputes or provide counseling.

2.2 Third-Party Transporter Services

Our trained professionals facilitate transportation between residences. We maintain strict neutrality and focus solely on safe, timely, and respectful hand-offs. We do not make determinations regarding custody or legal authority.

2.3 Parallel Parenting & Limited-Contact Support

We support families using the parallel parenting model by facilitating communication through neutral documentation and platforms. We respect established boundaries and do not encourage reconciliation or interpret legal disputes.

3. Participation Requirements

Participation may be voluntary or court-ordered. All parties must:

- Complete all intake and enrollment forms.
- Sign the Program Policy Agreement.
- Disclose all safety concerns and court-imposed restrictions.
- *Mother Hen LLC reserves the right to terminate services if safety risks are identified.*

4. Safety & Conduct Standards

To maintain a secure environment, all participants must adhere to:

- **Zero Tolerance:** No verbal/physical confrontation, harassment, or threats.
- **Child-First Focus:** No discussion of adult disputes or legal matters during exchanges.
- **Privacy:** No recording, photographing, or surveillance of staff or facilities.
- **Reliability:** Timely arrival and departure are mandatory.

5. Confidentiality & Mandatory Reporting

All client information is stored securely. Disclosure occurs only as required by law or court order. We are mandatory reporters regarding suspected child abuse, neglect, or imminent safety risks.

