FORENSIC COUNSELING SERVICES

Aaron Robb, Ph.D., LPC-S
Program Director

Mailing address:
2831 Eldorado Pkwy, Ste. 103-377, Frisco, TX 75033

Telephone: 972-360-7437
www.texascounseling.org

Notification Guidelines

The parents should notify each other any time an appointment is made (or cancelled) related to the children. This could be a pediatrician visit, counseling appointment, a parent-teacher conference, an audition, or any other issue which involves the children or their care. Such notification should happen via Our Family Wizard (OFW) message within 24 hours of the appointment being made (or cancelled).

The parents should notify each other any time the children have an unscheduled contact with a service provider. This could be a non-critical sick visit to the doctor, a school detention requiring the parent to meet with a teacher, an impromptu meeting with a choir director, or anything else related to the children. Such notification should happen via OFW message within 24 hours of the event.

At a bare minimum, notification should include the who, what, when, and where of the interaction, enough information for the co-parent to contact the third party and obtain follow up information.

Unless the other parent is also clearly already copied, the parents should notify each other any time they receive correspondence or communication from a third party involved with the children or their care. This might include messages from school, reminder cards from the dentist, e-mails from a coach, etc. Such information should be sent to the other parent within 24 hours of the parent receiving it, preferably by scanning and posting to OFW with a follow up notification message to the other parent. When parents communicate with third parties about

the children it is best to include their co-parent on those communications – this both minimizes the need for follow up efforts and keeps everyone "on the same page."

The parents should notify each other as soon as practicable, via phone/text, of any time-sensitive or urgent situation involving the children. For urgent issues (needing responses in 24-48 hour timeframes) parents should communicate directly so that resolution is not delayed by unread OFW communication. As a reminder OFW is intended to be used to plan ahead, rather than relay time-sensitive information. Any information communicated via phone/text should also be documented in a follow up OFW message.

While one hopes this never becomes an issue, if there are trips to the emergency room, emergency visits to the dentist, or any other emergent treatment of the children each parent should be notified as soon as it is possible to do so (e.g. via cel phone on the way to the ER, etc.). Again, this should be documented in a follow up OFW message.

Once each parent has received information from the other it will be their responsibility to appropriately follow up as necessary (i.e. to schedule their own appointment with the children's teachers, to call and consult with the pediatrician, etc.). It needs to be made unequivocally clear to all of the providers interacting with the children that both parents have the right to consult regarding information about the children.