

Social Enterprise Canada (“SEC”) Supervised Access Program

AGREEMENT FOR SERVICE (CUSTODIAL PARTY) PARTICIPANTS AGREE TO THE FOLLOWING TERMS AND CONDITIONS

IT IS AGREED THAT ALL PARENTS/RELATIVES AND STAFF WILL MAKE EVERY EFFORT TO ENSURE CHILDREN HAVE AN ENJOYABLE VISIT WITH THE VISITING PARTY(IES).

1. SAFETY

- a) *The Access Centre staff request that only one person attend the building to drop-off/pick-up the child(ren).*
- b) *Custodial parent or designate will not have consumed either illicit drugs or alcohol prior to picking up or dropping off the child(ren). In such circumstances the police may be contacted to determine level of sobriety.*
- c) *Staff reserve the right to check all parcels and baggage.*
- d) *The Access Centre prohibits the use of verbal aggression (eg. profanity, abusive language, etc), physical aggression, or acts of intimidation. Weapons are not permitted.*
- e) *Each participant is to arrive and depart at the specified times. The arrival and departure times of the participants will be staggered by 15 minutes.*
- f) *It is the expectation of the Access Centre staff that proper child restraint devices (car seats, seat belts) will be used by all parties when transporting children. Centre staff will not be responsible for ensuring that proper child restraints are being used when a child(ren) is released from the centre.*
- g) *Children are not to be removed from the Access Centre except as previously agreed to for an exchange. In the event of a medical emergency a child may be removed only when accompanied by the Program Coordinator or designated staff person.*
- h) *The custodial parent, or their designate will be responsible for the safety and whereabouts of the child(ren) until released of this responsibility by program staff.*

2. EXPECTATIONS

- a) *You will support and encourage your child(ren) to attend the visits*
- b) *You will be expected to leave the premises once the visit has begun*
- c) *You will follow the direction of staff when attending the visitation site*
- d) *You will be on time for dropping off and picking up your child(ren)*
- e) *You will ensure that the program has an accurate telephone number and address on file*
- f) *You will provide a doctor’s note or documentation if requested to do so*
- g) *You will provide documentation as requested by the program*
- h) *You will address issues and concerns to the office and NOT at the visitation site*
- i) *You will advise the program coordinator immediately of any police or Children’s Aid Society involvement*
- j) *You will inform the centre and provide necessary documentation when our services are no longer required*

3. MEDICATION:

If medication is needed during visits, written consent from the custodial parent is required, giving permission to the visiting parent/relative to administer the medication. Arrangements are to be made with the Program Coordinator or designate prior to the visit. The Access Centre staff will not be responsible for the supervision /administration of any medication.

4. SCHEDULING

- a) *The frequency and duration of visits will be subject to the availability of the Access Centre.*
- b) *Parents/authorized visitors are to arrive at and depart from the Access Centre precisely at the prearranged times. Repeated lateness could result in interruption of service.*

5. CANCELLATIONS

- a) *If a cancellation of a visit/exchange is necessary, the participant must notify the Program Coordinator or designate as soon as possible. 24 hours is required. Failure to do so may result in a cancellation fee.*
- b) *When it is necessary for a visit to be cancelled, the cancelling party shall arrange for a make-up visit by contacting the Program Coordinator.*

6. PICK-UP AND DROP-OFF OF CHILDREN BY CUSTODIAL PARENT:

- a) *The custodial parent will be responsible for the drop-off/pick-up of the child(ren), unless otherwise specified by the court order. At the time of intake the custodial parent shall provide emergency contact people who may be designated to provide transportation, if necessary. These individuals will be required to show photo identification.*
- b) *Should the custodial parent fail to pick up the children at the scheduled time, the emergency contact person will be notified. If Access Centre staff are unable to reach the designated persons, the Children's Aid Society will be contacted.*

7. CUSTODIAL WHEREABOUTS DURING VISIT:

The custodial parent is responsible to inform Access Centre staff of his/her whereabouts during the visit. The custodial parent may:

- a) *Provide a phone number where he/she can be reached*

8. VISITORS

Visitors will not be permitted to attend the visit without prior approval of the Program Coordinator or designate. Unless visitors are court ordered, both parents must agree to their attendance. Guest attendance for visits is subject to space availability.

9. RELAY OF INFORMATION BETWEEN CUSTODIAL AND NON-CUSTODIAL PARENTS:

- a) *Centre staff can relay between parties relevant information pertaining to the child(ren) at the visit or exchange.*

10. FEES FOR SERVICE:

- a) *An annual fee of \$50.00 due upon entry to the program (intake) and April 1st of each calendar year.*
- b) *The fee for each visit/ exchange is \$25.00 and payable at the beginning of each visit/exchange. A receipt will be issued. Parties are asked to bring the exact amount, as making change is not always possible.*
- c) *A \$25.00 late fee will be applied to either party who arrives to the centre late.*
- d) *A \$25.00 no show fee will be applied to either party not attending a scheduled visit without notice.*
- e) *A \$25.00 late cancellation fee WILL APPLY to any party canceling a scheduled visit with less than 24 hours advance notice.*

11. WITHDRAWING SERVICE:

- a) *The Access Centre reserves the right to refuse access, cancel or terminate a visit or use of the program when there exists a violation of the Agreement for Service or when the*

Program Coordinator or staff feel it is not in the best interest of the children and/or others involved with the Access Centre.

12. IN ADDITION:

- a) *If requested in writing, we will provide **copies of the observation reports** to the parties and/or their lawyers regarding factual observations of the visits/exchanges. There is an additional fee for this service and payment will be required prior to release of Reports.*
- b) *Client information is confidential and cannot be released without written informed consent, except when required by legislation or directed by the courts. Examples of such exceptions may include reporting suspicion of child abuse or a child in need of protection to the Children's Aid Society; informing someone in a position of authority if a client is in imminent danger of harming themselves or others; or, providing information as directed by the courts through subpoena, search warrant or other legal order.*
- c) *From time to time individuals other than Access Centre staff and volunteers may be on site. Example: students and assessors.*
- d) *Smoking is not permitted on the premises.*
- e) *The custodial parent is requested to supply clothing, bottles, formula or whatever else is needed for good care of the child (ren) during the visit. A well-loved stuffed toy; blanket or game can be sent with the child (ren) to facilitate his/her emotional comfort while at the Access Centre.*
- f) *Cameras for still photography are permissible unless the court order states otherwise. The use of cell phones, digital cameras, pagers, and other recording equipment (e.g. video cameras, tape recorders) is not permitted during visits.*
- g) *The centre is closed on all long weekends.*
- h) *The centre does not provide custody/access assessments.*
- i) *The only information permitted to be forwarded to the other parent are those directly related to the child(ren) during the visit. No mail, documents, items or money may be passed during a visit or exchange.*

13. COMPLAINT PROCEDURE:

- a) *Problems or concerns regarding the Supervised Access Program should be discussed with the respective staff member and/or the Program Coordinator. If unresolved the complaint can be addressed in accordance with the client complaint procedure of the sponsoring agency, Social Enterprise for Canada.*

The Supervised Access Program is funded by the Ministry of the Attorney General and operated by Social Enterprise for Canada. Our responsibility is to ensure a safe visit to all participants. We strive to provide services in a sensitive and thoughtful manner reflective of our concern for the well being of children and families. If at any time should you have a question or concern regarding the service you receive, we would appreciate hearing about these. We encourage you to contact the Program Coordinator.

I have read the foregoing **AGREEMENT FOR SERVICE** and I agree as the Custodial Parent to comply with these policies. I understand failure to comply may result in interruption of the service being offered.

Signed: _____ Date: _____

Witness: _____ Date: _____

TO TAKE PLACE AT: Peel Centre (Mississauga OR Brampton Site) (**circle one**)

York Centre (Aurora OR Thornhill Site) (**circle one**)

FREQUENCY OF VISIT: weekly/bi-weekly (**circle one**)

COMMENCING: _____
Date and Time (to be completed by OFFICE)