

Social Enterprise for Canada (“SEC”) Supervised Access Program

AGREEMENT FOR SERVICE (VISITING PARENT) 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 FAMILY MEMBERS

1. SAFETY

- a) *The Access Centre staff request that only one person attend the building to drop-off/pick-up the child(ren).*
- b) *Visiting parent/relatives will not have consumed either illicit drugs or alcohol prior to the visit, or the visit will not occur.*
- c) *Staff reserve the right to check all parcels and baggage brought inside the centre.*
- 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) *Participants are required to visit or wait in assigned areas and they must remain in this area until notified by staff.*
- f) *Each participant is to arrive and depart at the specified times. Visiting parents/relatives are expected to arrive prepared for the visit and not to leave the Access Centre during visitation. The arrival and departure times of the participants will be staggered by 15 minutes.*
- g) *It is the expectation of the access centre staff that proper child restraint devices (car seats, seat belts, etc.) 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 the child(ren) are released from the centre.*
- h) *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.*
- i) *You will be responsible for your child’s safety and whereabouts until you are released of this responsibility by program staff.*

2. EXPECTATIONS

- a) *You will follow the direction of staff when attending the visitation site.*
- b) *You will speak English unless alternate arrangements are made with the program in advance.*
- c) *You agree to follow the terms and conditions of the court order or agreement made in relation to your supervised visits.*
- d) *The custodial parent is not expected to wait if you are late arriving. Your scheduled visit will be cancelled by the program if you are late arriving.*
- e) *You will provide documentation as requested by the program.*
- f) *You will inform the centre and provide necessary documentation when our services are no longer required.*
- g) *You will ensure that the program has an accurate telephone number and address on file.*
- h) *You will advise the program coordinator immediately of any police or Children’s Aid involvement while using the program.*
- i) *You will address any concerns or issues to the office and NOT at the visitation site.*

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.*
 - c) *The cancellation of three consecutive visits, or a pattern of non-attendance may result in suspension of program services.*
- 6. 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. The centre reserves the right to limit and restrict visitors.*
- 7. VISITING PARENT/RELATIVE VISITATION GUIDELINES**
- Visiting parent/relative and guest agree to the following:*
- a) *The visit should focus on the present so that the child experiences a calm and pleasurable visit. References to past events and future plans should be avoided in discussions with the child. (Past events may have caused stress/trauma and the child may be uncertain about the future).*
 - b) *Visitors can invite but not demand or coerce physical contact with the child.*
 - c) *Visitors are not to be alone with or engage in whispered conversation with the child.*
 - d) *Visitors are not to speak ill of the other parent or his or her relatives, friends or loved ones.*
 - e) *Visitors are not to question the child about the other parent, their household, friends, income and/or activities.*
 - f) *Visitors are not to ask the child for information about where they go to school, where they live or any other identifying information.*
 - g) *Visitors shall be responsible for the cleanup of toys, food and beverages at the end of their visit.*
- 8. RELAY OF INFORMATION BETWEEN CUSTODIAL AND VISITING PARENTS**
- a) *Centre staff can relay between parties relevant information pertaining to the child during the visit or exchange.*
- 9. FEES FOR SERVICE**
- a) *An annual fee of \$50.00 is 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 late to a scheduled visit/exchange.*
 - d) *A \$25.00 no show fee WILL APPLY to either party not attending a scheduled visit with less than 24 hours notice.*

- e) *A \$25.00 late cancellation fee may be applied to either party cancelling a scheduled visit with less than 24 hours advance notice, subject to staff discretion.*

10. 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.*

11. 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 report(s).*
- 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) *Cameras for still photography are permissible unless the court order states otherwise. Please ensure that no other person in the centre is photographed. The use of cell phones, digital cameras, pagers and other recording devices (e.g. video cameras, tape recorders, computers, etc) is not permitted on the premises.*
- f) *The centre is closed on all long weekends.*
- g) *The centre does not provide custody or access assessments.*
- h) *The only information permitted to be forwarded to the other parent are those directly related to the child during the visit. No mail, documents, items or money may be passed during a visit or exchange.*

12. 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 Visiting 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)