



#### INTERNET SECURITY

Our program uses a proprietary, secure point to point, CISCO system to provide Video Services. The conference cannot be hacked, interrupted or joined by uninvited parties.

#### PRIVACY & SAFETY

Protocols for use ensure the same safety standards are maintained in our video as with our visitation and exchange.

#### TECHNICAL REQUIREMENTS

End devices with a camera and speaker function and a stable internet connection. Minimum requirements are;

Download speed = 1.0 Mbps

Upload speed = 1.5 Mbps

Bufferbloat as low as possible

To check your connection go to;

<http://www.dslreports.com/speedtest>.

## Supervised Video Visitation



Supervised Video Visitation allows parents and children to connect in times when a physical visit is not possible.

Connection is completed via an emailed link that can be pasted into your browser.

Visits are fully supervised and observation notes are taken and available to all parties.

Each participant is provided with a full orientation and systems check, as well as a pre-check prior to each video session.

Both the custodial and visiting parent are provided with a detailed guideline to ensure video sessions are compliant with Supervised Access policy and create a positive experience for all parties.

Available to all registered participants of the Supervised Access program with a court order for the service or a mutual agreement between parties.

Available times include evenings, weekdays and weekends. Sessions are booked in advance. Participants are provided with a full orientation and a pre-check before each session.

#### Fees

Two party, 20 minute session is \$25.00. Two or more parties can be requested, conference time can be increased and additional fees will apply.

Fee Subsidy is available for qualified clients

#### Requirements

- Preregistration of device and video transmission location.
- An end device with a camera and speaker phone.
- A neutral assistant is required to assist children 7 and under to use the system.
- Reliable internet connectivity.

Participants with the following conditions are not eligible for Supervised Video Service:

- Open investigation with a child protection agency
- Communication restrictions do not support video visit
- Sex offender and sexual assault charge,

1 844 373 4515

# Supervised Communication Transfer



Supervised Communication Transfer is a service provided to all registered families of the Supervised Access Program of York and Peel Regions.

When a physical or video meeting may not be possible we understand that children still need to feel connected and cared for by their parents.

Sometimes a card or a video hello, goes a long way to help a child understand they are loved, especially in time of family transition or conflict.

It is not uncommon for families experiencing conflict to have difficulties communicating. Sometimes communications are restricted especially where a supervised access order has been issued. This service helps all parties to focus on the child and assists parents who are not living in the home to communicate with their child in a positive and constructive way. This service also relieves the residential parent from any responsibility to manage correspondence from the other party.

## How it works

- Parties are provided with an email or fax where communications can be sent.
- Supervised access staff review communications and then remove all location identifying information.
- Communications are forwarded to the intended recipient. The program verifies with the parties to ensure the communications have been received by the intended recipient.

A log of document transfers are kept on file,

- however, no copies of communications are kept on the family file.

### FEES

No fees apply for one correspondence per week.

Fees may apply for parties who wish to send more frequent communications.

### RESTRICTIONS:

Families with contact restriction orders, including restraining orders or peace bonds are not eligible to use the service.

### KEEP IN TOUCH

Our team will help you to send cards, letters, email and short video messages.

### PRIVACY AND SAFETY

All materials are screened. All messages and images are vetted against Supervised Access Standards and Protocol for positive parent child interaction.

Parties are provided with a secure email address to drop messages that in turn are reviewed and forwarded by Supervised Access personnel.

Parties can be assured that personal location or residential information is removed and your privacy remains assured.

1 844 373 4515