

### **3.1 - ARRIVAL AND DEPARTURE**

**RATIONALE:** To help create a safe and secure environment for visits and exchanges held at the Centres

**STANDARD:**

- Arrival and departure times of the Residential parties and Visiting parties are staggered by 15 minutes
- Facilities and staffing are arranged to the best of the Program's ability so that visual and physical contact between the Residential party and Visiting party does not occur
- Centres have written plan for dealing with late returns/abductions readily accessible on site

**POLICY:** The Centre staggers the arrival and departure times of Residential and Visiting parties in order to enhance the safety of all participants.

**PROCEDURES:**

- It is preferred for the visiting party to arrive first so that they are inside the Centre before the Residential party and the child arrive.
- There is to be a 15 minute time delay between the arrival and departure of Residential and Visiting parties in order to prevent contact
- On site monitors identify all people entering the Centre before they are let in to the building
- On arrival, the child is met by Centre staff and taken into the visitation room
- SEC staff does not accompany parties to their vehicles but may arrange for security personnel or police to accompany a party if necessary. Sometimes an incident may occur that makes the party concerned for their safety returning to their vehicle or leaving the Centre. SEC staff can contact police or on-site security (if there is any) to come to accompany the party to their vehicle
- If one of the parties is taking public transportation and feels unsafe going out of the Centre to use the transit system, SEC staff may arrange for a taxi (keep funds on hand to help pay) or allow the person to wait until someone can come to pick them up
- Late return from an exchange by the Visiting party
  - Look at FIRST FACTORS: weather, public transportation, events (i.e. parades), road closures, distance
  - Look at SECOND FACTORS: who is the client and situation?
  - Contact Visiting party and ask why he or she is late
    - If contact is made, staff ask: where they are, timeline to get to the Centre, any other factors (i.e. broken down, train or bus #, etc.)
    - If Visiting party cannot be reached, staff contact the emergency contact person
    - If the Centre cannot reach listed emergency contacts or if the Visiting party will not be returning to the Centre within what

the Centre deems to be reasonable period of time, the police will be contacted

- Staff contact the Residential party informing the situation
  - Staff contact the Coordinator or the Executive Director immediately to make them aware of the situation if they are not at the Centre
- If the Visiting party is late by 20 minutes or more the police are to be called at the non-emergency line and provided information
  - Both Residential and Visiting party are provided with a letter or brought in for a meeting regarding the lateness and Supervised exchange service