

### **3.2 - CANCELLATION OF VISITS/EXCHANGES**

**RATIONALE:** To maximize Centres' resources and to hold residential and visiting parties accountable for their use of service

**STANDARD:** SEC has developed policies and procedures for determining when to cancel service and for notifying clients and the public of Centre cancellation and

Cancellation policies are available in writing and detailed in the residential and visiting parties' Agreement for Service

Closure due to weather or other emergency reasons should be determined on the basis of safety first.

- In cases of inclement weather, residential and visiting parties call the Program direct line provided and listen to the recorded message to learn if the Program will be shut down due to weather. Please note the responsibility of both the residential and visiting parties to have arranged an alternate plan regarding pick up and drop off for such occasions; the Program is not responsible or part of making such alternate arrangements.

#### **POLICY - PARTY CANCELLATIONS**

The Centre implements policies and procedures for party cancellation and makes them available in writing.

#### **PROCEDURES:**

- SEC SAP program has cancellation policy which stipulates that should a party need to cancel, they are required to notify the Centre as early as possible in the week prior to the visit/ exchange or within the time period specified in the Court Order.
- Parties are required to contact the office no later than 4:00PM the Thursday before their scheduled weekend visit to advise the program of any cancellation. A fee of \$30.00 will be apply to the party who incurs it, regardless of court orders or signed agreement, as this fee is not considered to be a part of service fees.
- Centre staff document the reason for the cancellation and the party responsible under the visit/exchange information in ISAID.
- Centre staff inform the other party of the cancellation as soon they become aware of it.
- Staff consider confidentiality and safety issues prior to disclosing the reason for a cancellation.
- Cancellation information becomes part of the family file and can be read by, or found in a report for, either party or their lawyers.

- Parties who request a make-up visit/exchange should contact the program Coordinator, any potential “make-up” visits/exchanges are left to the discretion of the Centre as program may not have the resources to accommodate
- A visit that is not attended by one of the parties, or both parties, and that has not been cancelled in advance as per the Centre’s cancellation policy is documented in ISAID and the family file as a “NO SHOW”, which Centre staff follow-up with according to SEC SAP program policy and procedures.
- When all parties arrive at the Centre but the visit does not occur, or it starts but is ended before the originally scheduled time, this is documented in ISAID and the family file as an “EARLY TERMINATION”; the early end time of the visit as noted in the Observation Notes and under the visit/exchange information in ISAID will also reflect an early termination.

**POLICY– CENTRE CANCELLATIONS:** The Centre implements policies and procedures for its cancellations, as well as how parties and the public will be notified of such

**PROCEDURES:**

- Reasons for Centre cancellation include, but are not limited to, holidays, inclement weather and other emergencies that may compromise the safety of participants.
- Centres do not charge Other Fees when they are the reason for cancellation.
- For Holiday Closures:
  - Discuss holiday closure policies with parties at intake, including any make-up policies.
  - Provide a written notice of holiday closures to clients and to the courts. Closure memo is posted on the website
  - Change the Centre’s outgoing telephone message to inform of the closure and date of reopening.
- For Weather or other Emergencies:
  - Discuss weather and other emergency cancellations at the time of intake when discussing the service agreement.
  - Advise parents at intake that if the centre is closed due to inclement weather, they should check the message at the centre by phone prior to setting out on the road. Voicemail message specifies which site will be closed if there are multiple sites
  - Give out written reminders at the start of winter (or more often) every year to remind/advise parents of the closure notification system.
  - Provide Tip Sheets to each parent during intake interviews.
  - When deciding whether to close the Centre due to weather:
    - Consider if the weather is bad and the potential to have an accident is great due to hazardous conditions, which could put the child or families at risk.

- A good indicator for closure could be when there is a weather advisory that suggests, "If you don't have to go anywhere, stay home".
- If the Centre cancels service after exchanges have taken place for the weekend and will not be open for the return. Plan for this type of occurrence with the family in advance.

Accommodations for Persons with a Disability:

- In order to accommodate people with disabilities, the Centre:
  - Inquires at intake whether the parties foresee any issues that would impact on their or the other party's ability to attend regularly
  - Discusses with each party (with the permission of both parties), what accommodations can be made, including alternate forms of closure notification, and the limits to accommodation. If there is disagreement about accommodation, the Centre refers parties back to counsel or court for clarification before providing service.