

#### **4.7- REQUEST FOR REPORTS OR OTHER CORRESPONDENCE**

**RATIONALE:** To assist the parties and the courts in determining future access agreements by providing documentation of the participants' use of the service.

**STANDARD:** Reports are photocopy of the requested Observation Notes and relevant file notes, with a cover letter attached.

Other correspondence are distinct from Observation Notes and confirm facts surrounding the parties' use of the Centre for the courts

Reports do not contain any information from intake documents, particularly information that could reveal addresses, children's schools or third-party reports.

Reports and other correspondence are provided on written request only.

Upon request, reports must be provided in an alternative format that takes into account the communication needs of a person with a disability.

Regardless of who requests the report or other correspondence, a copy is sent to each party and/or their lawyers and they are notified of its availability on the same day, unless there is an identified safety issue.

A cautionary note stating the limitations on how the information should be used is to be included when submitting any reports or copies of Observation Notes

**POLICY:** The Centre provides reports and other correspondence to participants when requested to do so in writing by one or more parties.

#### **PROCEDURES:**

- If a critical incident happens during a visit, a critical incident report accompanies the Observation Notes.
- File notes may include information such as dates and a summary of contact with all parties, lawyers and other collaterals (**unless marked confidential**).
  - Information that can be found in the Family File on iSAID.

Time frame for requesting report and letters: Clients are informed to make the request at least 2 weeks in advance

#### **PROCEDURES:**

- The Centre's policy on requesting reports and letters is communicated to parties at intake.

- Restrictions about requesting reports/letters once consents have expired, if applicable, are also communicated to parties at intake and before closing their file.