

YORK REGION SUPERVISED PARENTING TIME PROGRAM



Intake Process

- Both parties must contact the program to initiate the intake.
- Provide a copy of one of the following documents that outlines the terms and conditions of supervised parenting time or exchange with our program, including time, date, frequency, and fee responsibility:
 - Court Order or Endorsement
 - Signed Separation Agreement
 - Signed Mediation Agreement
 - Signed Minutes of Settlement

Service Fees

Non-refundable Application Fee upon registration

- \$100 per family, or \$50 each party
- This fee will be credited toward Annual fee when the family begins services

Annual Fee: \$400 per family or \$200 each party

Subsidy is available for eligible parties

Service limitations

The program is **unable to provide services** in the following situations:

- During an ongoing investigation by a child protection agency
- In cases involving **sexual assault charges or convictions**
- Where **no-contact conditions exist** between parties unless an explicit exception is provided for arranging parenting time

Services

- In-center Supervised Parenting Time
- In-center Supervised Exchange
- Virtual Supervised Parenting Time

Service Location

Aurora site (Fridays and Sundays)

Near Yonge Street & Industrial Parkway

Contact Info

Phone: 1-844-373-4515

Email:

Supervised.access@socialenterprise.ca

Web:

<https://www.parentingtimeyorkpeel.ca>



Service Availability

Our program operates within set timeframes and limited capacity. All services are scheduled based on space, staffing, and availability.

In-Centre Supervised Visitation

Visits are offered **1–2 times per month per family**, each lasting up to **2 hours**.

The **Aurora site** operates **1–2 Fridays and 3 Sundays each month** at the following times:

- **Fridays:** 6:00 PM – 8:00 PM
- **Sundays:** 10:00 AM – 12:00 PM and 1:00 PM – 3:00 PM

In-Centre Supervised Exchange

Exchanges are available **1–2 Fridays and 3 Sundays each month**, scheduled based on space, staffing, and capacity.

Exchange times are as follows:

- **Fridays:** 6:00 PM – 8:00 PM
- **Sundays:** 10:00 AM – 3:00 PM

Fully Remote Supervised Virtual Parenting Time

Virtual visits take place via **Microsoft Teams** from pre-approved locations. Each session is **30 minutes**:

- **10 minutes** for staff to complete device checks with each party
- **20 minutes** for the virtual visit between the visiting parent and children

Process Overview:

1. The visiting party logs in first for a device and environment check (private, child-appropriate space).
2. After the check, the visiting party logs off. The residential party logs in with the children for their device check.
3. Once complete, the visiting party receives a new link to begin the virtual visit.

The York Supervised Parenting Time Program offers virtual visits **every other Saturday**, except during program closures (e.g., holiday weekends or scheduled staff training). In those cases, visits are rescheduled to the following Saturday.

A **mutually agreed-upon support person** may be required to assist younger children during virtual visits to help ensure their safety.