

AGREEMENT FOR SERVICE
PARTICIPANTS AGREE TO THE FOLLOWING TERMS AND CONDITIONS

IT IS AGREED THAT ALL PARENTS/RELATIVES AND STAFF WILL MAKE EVERY EFFORT TO ENSURE
CHILDREN HAVE AN ENJOYABLE VISIT WITH FAMILY MEMBERS

1. SAFETY

- a) The Centre staff request that only one person attend the building to drop-off/pick-up the child(ren).
- b) Residential parent or designate will not have consumed either illicit drugs or alcohol prior to picking up or dropping off the child(ren). In such circumstances the police may be contacted to determine level of sobriety.
- c) Visiting parent/authorized guest will not have consumed either illicit drugs or alcohol prior to the visit, or the visit will not occur.
 - Visits: **Suspicion** regarding the impaired state of a person is sufficient reason to request that the person leave the Centre’s premises immediately. In such a situation, the visit is immediately cancelled with reason for cancellation noted in observation report.
 - Exchanges: If the Centre’s staff suspects that a party has consumed alcohol or drugs on drop-off, the incident is noted. On pick-up, the child(ren) are not released to the party if they are believed to be under the influence of alcohol or drugs.
 - For both visits and exchanges, if a party is suspected to be impaired by drugs or alcohol, staff suggest that they take public transit or a taxi or allow the party to wait at the Centre for another person to come and pick them up.
 - Police are contacted by staff if the party refuses all of these options and decides to drive a vehicle.
 - The Centre notifies lawyers for both parties of any suspicion of impairment during visits/exchanges and contacts CAS.
- d) Residential parents and visiting parents/authorized guests must show staff everything brought to the Center – staff will document. All items you wish to give to the other parent/child(ren) must be discussed with staff without the child(ren) present. Staff reserve the right to check all parcels and baggage and make final decisions regarding any items being passed. Items that cannot be passed at the Centre include, but are not limited to Court Documents, Passport Application Forms, Child Support Payment, Transportation Fee, Mail, and Insurance Forms.
- e) The Centre prohibits the use of verbal aggression (e.g. profanity, abusive language, etc.), physical aggression, or acts of intimidation. Weapons are not permitted, this includes all knives.
- f) Each participant is to arrive and depart at the specified times. The arrival and departure times of the participants will be staggered by 15 minutes.
- g) It is the expectation of the Centre staff that proper child restraint devices (car seats, seat belts) will be used by all parties when transporting children. Centre staff will not be responsible for ensuring that proper child restraints are being used when a child(ren) is released from the centre.
- h) Children are not to be removed from the Centre except as previously agreed to for an exchange. In the event of a medical emergency, a child may be removed only when accompanied by a designated staff person or emergency service personnel.
- i) The residential parent, or their designate will be responsible for the safety and whereabouts of the child(ren) until released of this responsibility by program staff. Should the residential parent fail to pick up the children at the scheduled time, the emergency contact person will be notified. If Centre staff are unable to reach the designated persons, the Child Protection Services will be contacted.

- j) For safety reasons, all participants including children are required to bring/wear indoor footwear.

2. EXPECTATIONS

- a) You will follow the direction of staff when attending the visitation site
- b) You will speak English unless alternate arrangements are made with the program in advance.
- c) The Centre provides a professionally trained interpreter at all visits and exchanges in situations where the visiting party or the child is unable to communicate effectively in English or French. Please note that the interpretation service will **only** be provided when there is a language barrier between the visiting party and the child(ren).
- d) All fees associated with interpretation service must be paid **prior** to the scheduled visit. You may contact the office for more details.
- e) All fees associated with late cancellation for interpretation service is applicable to the party who incurs it, regardless of court orders or signed agreements. These fees are not considered to be a part of our service fees. You may contact the office for more details.
- f) The residential parent will support and encourage your child(ren) to attend the visits/exchanges.
- g) The residential parent will be responsible for the drop-off/pick-up of the child (ren), unless otherwise specified by the court order. At the time of intake the residential parent shall provide emergency contact people who may be designated to provide transportation, if necessary. These individuals will be required to show photo identification.
- h) Residential parent/authorized pick-up/drop-off person will be expected to leave the premises once the visit has begun, and to be on time for dropping off and picking up your child(ren).
- i) You will follow the terms and conditions of the court order or agreement made in relation to your visit/exchange.
- j) You will ensure that the program has an accurate telephone number and address on file
- k) You will provide documentation as requested by the program
- l) You will address issues and concerns to the office and NOT at the visitation site
- m) You will advise the program coordinator immediately of any police or Children’s Aid Society involvement
- n) You will inform the Centre and provide necessary documentation when our services are no longer required

3. MEDICATION:

If medication is needed during visits, written consent from the residential parent is required, giving permission to the visiting parent/relative to administer the medication. Arrangements are to be made with the Program Coordinator or designate prior to the visit. The Centre staff will not be responsible for the supervision /administration of any medication. If your child requires an epi-pen they will be required to bring it to the visit. If they do not bring their epi-pen, the visit will be cancelled. In the event that a party does not return medication sent on an exchange, service is suspended and the parties are directed to their lawyer and/or the courts

4. SCHEDULING

- a) The frequency and duration of visits will be subject to the availability of the Centre.
- b) All visits must be approved and scheduled by the Program Coordinator or designated. Should parties arrive at the center with a new court order or arrangement, expect the existing order/agreement to stand unless you follow the above noted procedure.
- c) Attendance rate required for continued service for all clients (includes new and re-opening) must be maintained at a minimum of 70% at all times.
- d) Any alternatively arranged, outside parenting time not included in the court order or agreement is grounds for file closure

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- e) Parents/authorized visitors are to arrive at and depart from the Centre precisely at the prearranged times. Repeated lateness, frequent cancellations, and no shows could result in a fee payable, disruption in service or service being discontinued.
- f) Lateness is considered 15 minutes after the scheduled arrival time. The visit/exchange will be cancelled if a party fails to arrive 15 minutes after the scheduled arrival time.

5. CANCELLATIONS

- a) Please contact the office no later than 4:00pm the Thursday before your scheduled Friday visit, and no later than 4:00pm the Friday before your scheduled Saturday/Sunday visit to advise us of any cancellation.
- b) A fee of \$30.00 will apply to cancellation after this time, to any party who fails to attend a scheduled visit, and to any party who arrives to the center late. Please note that this fee is also applicable to any party who doesn't attend a scheduled visitation without any prior notice. This is considered a 'no show' fee.
- c) Please note that any late cancellation or "no-show" fees are to be paid by the party responsible for incurring them, regardless of court orders or signed agreements. These fees are not included as part of our service fees.
- d) The Program will only accommodate make up a visit if the visit is cancelled by the program due to center closure.

6. CHILD REFUSALS

- a) Supervised Parenting Time Centres are child-focused environments that facilitate contact between children and non-residential parties, but do not enforce the contact.
- b) Program staff assist to encourage child(ren) to attend the centre. However, child participants are not forced by the Centre to attend any visits or exchanges.
- c) Police enforcement in cases of child refusal is not supported on the Centre site. If a party calls the police to enforce the visit/exchange, the situation must be removed from the centre. Centre does not support this type of intervention.
- d) After three consecutive refusals by the child, visit/exchange will be put on hold and the matter will be referred back to parties' lawyers if there are any for review by the courts.
- e) Staff will not, under any circumstances, to go to a party's vehicle to get a child or to try to get the child to come into the Centre

7. PICK-UP AND DROP-OFF OF CHILDREN BY RESIDENTIAL PARENT:

- a) The residential parent will be responsible for the drop-off/pick-up of the child (ren), unless otherwise specified by the court order. At the time of intake, the residential parent shall provide emergency contact people who may be designated to provide transportation, if necessary. These individuals will be required to show photo identification.
- b) Park your vehicle in the parking lot when you drop off and pick up your child(ren) at your specified arrival and departure time
- c) Depart from the property immediately after dropping off and picking up your child(ren)
- d) Closest place to park your vehicle during the visitation time: **2 minutes driving distance from the Centre property**

8. RESIDENTIAL WHEREABOUTS DURING VISIT:

The residential parent is responsible for informing Centre staff of his/her whereabouts during the visit by providing a phone number where he/she can be reached

9. VISITING PARENT/AUTHORIZED GUEST VISITATION GUIDELINES

- The visit should focus on the present so that the child experiences a calm and pleasurable visit. References to some past events and to future parenting time plans should be avoided in discussions with the child. (Past events may have caused stress/trauma and the child is uncertain about the future.)
- Visitors can invite but not demand or coerce physical contact with the child.
- Visitors are not to be alone with or engage in whispered conversation with the child. **Please speak loud enough so the Centre staff can hear you.**
- Visitors are not to speak ill of the other parent or his or her relatives, friends or loved ones.
- Visitors are not to question the child about the other parent, their household, friends, income and/or activities.
- Visitors are not to ask the child for information about where they go to school, where they live or any other identifying information.
- Visitors shall be responsible for the cleanup of toys, food and beverages at the end of their visit.
- Visitors can bring unwrapped gifts unless the court order specifies otherwise. Gifts that have recording equipment are not permitted to be used at the Centre, this includes but is not limited to Ipads, cell phones and cameras. These gifts will be forwarded to the residential party via staff.
- Visiting parent and authorized guests:
 - Park your vehicle in the parking lot during the visitation
 - Arrive at the Centre property at your specified arrival time
 - Depart from the Centre property at your specified departure time
- Designated driver for visiting parent and authorized guests:
 - Park your vehicle in the Centre parking lot when you drop off and pick up visiting parent and authorized guests at the specified arrival and departure time for the visiting parent
 - Depart from Centre property immediately after dropping off and picking up the visiting parent and authorized guests
 - Closest place to park your vehicle during the visitation time: 2 minutes driving distance from the center property

10. AUTHORIZED GUESTS/VISITORS

Visitors will not be permitted to attend the visit without prior approval of the Program Coordinator or designate. Unless visitors are court ordered, both parents must agree to their attendance. Guests are **only to attend every 2nd visit**. Due to space restriction, Program can only accommodate a maximum of **two (2) guests at a time**. Guest attendance for visits is subject to space availability. **It is the responsibility of the visiting party to inform all guests of the Program policy prior to the guest attending the Centre. The Centre reserves the right to limit and restrict visitors.**

11. RELAY OF INFORMATION BETWEEN RESIDENTIAL AND VISITING PARENTS

- a) Centre staff will only pass written information from one party to other concerning the immediate care of the child(ren) during on-site visits. Staff reserve the right to photocopy all correspondence. Children must not be used to relay information between parties.
- b) A communication book may be passed through the centre during exchanges only. Staff will not be responsible for reviewing the contents of the book. Should an issue arise surrounding the communication book, each party is responsible for resolving this through their legal counsel or through the Court. Staff documents in the observation notes that a communication book was exchanged at the center, however staff did not review the contents.

12. FEES:

- a) An application fee of \$100.00 per family is due upon registration with the program. This fee is non-refundable and will be credited to annual fee if service is accepted.
- b) An annual fee of \$400.00 per family is charged prior to the start of the next fiscal year of services.
- c) Please be advised that the Supervised Parenting Time Program’s fee for court appearances is \$500.00 per staff, per day. This fee must be paid in advance of the court date.
- d) Payment for the annual fee or pre-paid observation notes, letters, or attendance reports are non-refundable.

13. DISCONTINUING SERVICE:

The Centre reserves the right to cancel or terminate a visit or use of the program when there exists a violation of the Agreement for Service or when the Program Coordinator or staff feel it is necessary to protect the well-being of the child(ren) and/or others involved with the Centre. Reason for immediate termination include, but are not limited to: attempted abduction, stalking, physical violence toward a child, other participants, or staff.

14. IN ADDITION:

- a) If requested in writing, we will provide copies of the observation reports to the parties and/or their lawyers regarding factual observations of the visits/exchanges. There is an additional fee for this service and payment will be required prior to release of report(s). Please allow two (2) weeks’ notice for observation reports to be prepared. Payment must be received prior to notes being released.
- b) Client information is confidential and cannot be released without written informed consent, except when required by legislation or directed by the courts. Examples of such exceptions may include reporting suspicion of child abuse or a child in need of protection to the Children’s Aid Society; informing someone in a position of authority if a client is in imminent danger of harming themselves or others; or providing information as directed by the courts through subpoena, search warrant or other legal order.
- c) From time to time individuals other than Centre staff and volunteers may be on site. Example: students and assessors from Office of Children’s lawyer.
- d) Tobacco products are not permitted on the premises.
- e) The residential parent is requested to supply clothing, bottles, formula or whatever else is needed for good care of the child (ren) during the visit. A well-loved stuffed toy; blanket or game can be sent with the child (ren) to facilitate his/her emotional comfort while at the Centre.
- f) The visiting party may bring a camera and request staff to take up to 10 pictures during a visit unless the court order states otherwise. If the visiting party does not bring a camera, staff will use the program's device to take the pictures. The camera is to be used by staff only, and pictures must not be taken using any client’s cellular device or tablet. Recording devices, including cell phones, video cameras, and tablets, are not permitted for recording visits, taking photos, or videos. Additionally, tracking devices are not allowed on the premises.
- g) The Centre is closed on all long weekends.
- h) The Centre does not provide assessments or recommendations regarding decision-making responsibility or parenting ability.
- i) Should the Centre need to close due to poor weather conditions, please contact the program’s direct line 289-470-5312 as the greeting will indicate if the Centre is closed.
- j) If a family previously, or is currently, receiving supervised parenting time services from other Ministry-funded Centers, the parties are requested to give consent for information to be shared amongst these Centers.
- k) **Center is unable to guarantee an allergen-free environment**

15. COMPLAINT PROCEDURE:

Problems or concerns regarding the Supervised Parenting Time Program should be discussed with the respective staff member and/or the Program Coordinator. If unresolved the complaint can be addressed in accordance with the client complaint procedure of the sponsoring agency, Social Enterprise for Canada.

The Supervised Parenting Time Program is funded by the Ministry of Children, Community, and Social Services and is operated by Social Enterprise for Canada. Our responsibility is to ensure a safe visit to all participants. We strive to provide services in a sensitive and thoughtful manner reflective of our concern for the well-being of children and families. If you have any questions or concerns regarding the services you receive, we would greatly appreciate hearing from you. We encourage you to reach out to the Program Coordinator.

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PROVISION OF SERVICE – CONSENT TO PARTICIPATE AGREEMENT

I read the **AGREEMENT FOR SERVICE**. I understand that failure to comply with these conditions may result in an interruption in service or discontinuation of the service being offered.

SUPERVISED SERVICE: ☐ Visits ☐ Exchanges ☐ Visits/Exchanges ☐ Other _____

REVIEW: I understand that not all services are intended to be long term. I agree to review my service requirements (seeking legal advice if appropriate) and discuss next steps with Supervised Parenting Time Program Personnel on: _____

PARTICIPANT: ☐ Residential Parent ☐ Visiting Parent ☐ Other _____

Print Name: _____ Relationship to the child (ren): _____

Signature: _____ Date: _____

Witness: _____ Date: _____