

Supervised Access Solutions

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SHELY BENT, CTSS

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SAS AGREEMENT FOR SERVICE

ALL PARENTS, RELATIVES AND STAFF OF CUSTODY AND ACCESS SOLUTIONS WILL MAKE EVERY EFFORT TO ENSURE THAT CHILDREN HAVE AN ENJOYABLE VISIT WITH FAMILY MEMBERS.

1. SAFETY

- The Visiting Parent will not have consumed either illicit drugs or alcohol prior to the visit.
- Staff reserves the right to check all parcels and baggage brought to the centre.
- We prohibit the use of verbal aggression (i.e. profanity, abusive language ...) physical aggression or acts of intimidation. Weapons are not permitted.
- The Visiting Parent is to arrive and depart at the specified times.
- The Visiting Parent is expected to arrive prepared for the visit and not leave the centre during visitation.
- The arrival and departure times of the parties will be staggered.
- Children are not to be removed from the Centre. In the event of a medical emergency, the visit may be cut short and the child returned to the custodial parent to deal with the medical needs of the child unless otherwise authorized by the custodial parent.

2. EXPECTATIONS

- **All Court orders and instructions will be upheld by and complied to by all parties.**
- The Visiting Parent will follow the directions of the Supervised Access Solutions, when attending the Supervised Access Centre.
- **The Visiting Parent will speak English unless alternative arrangements are made in advance with the centre.**
- The Visiting Parent agrees to follow the terms and conditions of the court order or agreement made in relation to access and visitation.
- The Visiting Parent will provide documentation as requested by the centre.
- **The custodial parent is not expected to wait if the Visiting Parent is late arriving. A 15 minute grace period will be offered if the Visiting Parent has not contacted the program to give the Visiting Parent estimated time of arrival (ETA). Any offered make up visits will be at the discretion of Supervised Access Solutions/Shely Bent .**
- The Visiting Parent will inform Staff and provide necessary documentation if they choose to withdraw early from the supervised access program.
- The Visiting Parent will provide the SAC with a current phone number and cell number, mailing address and e-mail address.
- **The Visiting Parent will advise the SAC immediately if there are any police or Children's Aid Society involvement while participating in the program.**
- The Visiting Parent will address any concerns or issues with the SAC at an alternate time, NOT during structured access with children.

3. MEDICATIONS

- No medications will be given to a child during the access visit.
- Any medication needs should be discussed during the intake meeting.

4. SCHEDULING

- Parents will be given a schedule of visit dates and times agreed upon at intake or later as decided by Shely Bent.
- Parents and authorized visitors are to arrive and depart from the centre precisely at the prearranged times.

5. CANCELLATIONS

- If a cancellation of a schedule visit is necessary, the participant must notify the SAC as soon as possible but no later than 48 hours before the visit.
- Makeup visits will be at the discretion of the SAC.
- Visitors will not be able to attend the program without prior arrangements being made.
- Unless visitors are court ordered; both parents must agree to their attendance. We reserve the right to limit or restrict visitors.

6. VISITATION ROOM RULES (Will also apply to community transfers/visits)

The Visiting Parent agrees to the following:

- All cell phones will be turned off during visits.
- No photography, video or audio recording is allowed at any time without the prior consent of all individuals involved, including Supervised Access Solutions staff members.
- No smoking is allowed in the visit room, or during the visits.
- No alcohol or drugs allowed on the premises and as can be expected no person suspected of being under the influence of drugs or alcohol will be permitted to attend the visit. At unscheduled times staff may inquire of the visiting parents recent drug/alcohol use. Please note that SAS have a duty to report.
- The visit should focus on the present so that the child experiences a calm and pleasurable visit. References to past events and future plans should be avoided in discussions with your child.
- The Visiting Parent can invite but not demand or coerce physical contact with the child.
- The Visiting Parent is not to question the child about their household, friends, income and or activities.
- The Visiting Parent may bring food and snacks with them.
- The Visiting Parent is responsible for the cleanup of food, beverages and toys at the end of the visit.

7. RELAY OF INFORMATION BETWEEN PARENTS BY THE SAC(Supervised access centre)

- The SAC will NOT relay information between the parents during the visit with the child. Any instructions for care of the child will be communicated at the beginning of the visit.

8. COMMUNICATION BETWEEN AND WITH PARENTS

- **All time spent by Supervised Access Solutions to communicate with either parent will be billed at \$75 for each hour or portion thereof.**

9. FEES FOR SERVICE

- Prior to completing your intake; the Visiting Parent and their lawyer will have determined the financial arrangements related to the SAC
- A non-refundable fee of **\$150.00** each, **PLUS HST**, must be paid by participants at the intake. Payment may be made by e-transfer, cash or credit.
- **We at SAS reserve the right to refuse access; cancel or terminate a visit or use of the centre when there is a violation of the agreement for service or when SAS feels it is not in the best interest of the child or the centre to continue.**
- **Copies of notes taken, intake forms or intake notes may be provided at an additional cost if requested in writing; payment will be required prior to the release of this material.**
- Client information is confidential and cannot be released without written consent, except where required by legislation or directed by the court.
- Smoking is prohibited at the SAC.
- The SAC will be closed from time to time for Holidays; the SAC will give adequate notice to all program participants.

I have read the **Agreement for Service** and I agree as the Visiting Parent to comply with these policies. I understand failure to comply with these policies may result in interruption or termination of this program.

Signed: _____ Date: _____

Witness: _____ Date: _____