

Service Agreement– Participants agree to the following terms and conditions:

1. COMMUNICATION

Brayden Service Directors will communicate directly via email, phone and other methods with parents, lawyers and other professionals. The supervisor will submit their observational notes via email to the Service Director. Those notes are released if requested, to both parties and their representatives, often family lawyers. If one party requests the notes, they are sent to both parties simultaneously. There is an administration fee for the release of observational notes, and the payment must be agreed upon prior to release of the notes.

2. INTERVENTION AND TERMINATION

Brayden Supervisors will intervene at their discretion during the supervised visit. They will intervene if either parent is speaking negatively about the other party in front of the child. They will intervene if the parent is speaking about adult matters that are not appropriate (eg. family finances, custody matters).

Brayden supervisors have authority to intervene at other times at their sole discretion. Any direction or request by a Brayden staff member is to be followed by the client in a prompt and appropriate manner.

In the case that a parent or other adult present is repeatedly being redirected and they aren't able to modify their behaviour, the supervisor has authority to terminate the visit. In most cases, this will be done in consultation with the on-call service director.

3. PAYMENT

All costs and fees related to our services will be discussed and agreed upon during the intake phase by all clients. All payments must be made 48 hours prior to a visit. Brayden currently accepts Visa, MasterCard and e-transfer payments. Any alternate payment methods (cheque, cash) must be pre-paid prior to the scheduled visit.

4. VISIT CANCELLATION

Brayden Supervision clients must cancel or postpone service via phone or email. Any week day visit (Monday to Friday) must be cancelled with a minimum of 24 hours notice. An administrative fee of \$20 (+hst) will apply.

Any weekend visits (Saturday and Sunday) must be cancelled with a minimum of 48 hours notice. An administrative fee of \$20 (+hst) will apply.

For cancelled visits within the 24 hour (weekday) or 48 hour (weekend) period full visit fees will be charged.

5. GUESTS/VISITORS

For any in-centre visit, any guest or visitor must be pre-approved by both parties before entering the visit or being within sight of the child(ren). This step is to be completed during the intake process. If there is a disagreement about (a) specific individual(s) attending the visit, they will not be permitted to attend until Brayden has received confirmation from both parties.

For any in-community or in-home visits, unless otherwise specified, our supervisor will not intervene unless there is a specific condition calling for certain individuals to not be present for the visit. If a child has a negative reaction to a specific guest, our supervisor may suggest that guest leaves the visit and their further involvement will be discussed with all parties prior to the next scheduled visit.

6. MEDICAL AND FOOD

All relevant medical information will be collected by the BraydenService Director during the intake process. Parents/guardians are to provide as much medical information as possible along with documentation to support.

If medication or medical attention is required during a supervised visit, it is the responsibility of the parent in charge to take the necessary steps. The supervisor will intervene if necessary, however is not responsible for administration of any medication or medical advice.

The supervisor will intervene if the child is being provided with any food or drink that has been identified as an allergy.

7. TRANSFER OF MATERIAL GOODS

In general, parents are not to use the supervisor as an agent to transfer material goods, documents or any other items between parties. The supervisor is not responsible for signing or transferring any court documents, money or any other adult possessions. Any transfer of items must be pre-approved by the Brayden Service Director in consultation with both parties and their lawyers.

The supervisor will help to transfer any child-related items such as winter coats, clothes or toys in the best interest of the child.

8. CHILD REFUSAL

If a child is refusing to participate in the visit initially, our supervisor will attempt to encourage the child to attend using a variety of skills and methods. We ask that parents support our supervisors in ensuring visits take place.

During the visit, if a child does not want to continue the visit, the supervisor will attempt to encourage the child, but if they appear in distress or aren't able to continue, then the custodial parent or guardian will be contacted to end the visit.

These decisions are made at the Brayden Supervisor's discretion with the child's best interest in mind.

9. DUTY TO REPORT

All Brayden supervisors are bound by the Child and Family Services Act (CFSA) duty to report guidelines. If the supervisor witnesses child abuse or neglect, they are lawfully bound to report directly to the local Children’s Aid Society.

10. USE OF TECHNOLOGY

Any restrictions around the use of technology must be specified in the agreement prior to commencing service. Parents may take photos or videos of their children during the visit. However, the Brayden supervisors and staff members do not consent to parents taking either photos or videos of them.

TERMS OF CONTRACT

Either party may withdraw from this Agreement for Service at their sole discretion. Brayden reserves the right to refuse access, cancel or terminate visits when the supervisor or service director feel that it is not in the best interest of the child(ren) to continue.

I have read the **SERVICE AGREEMENT** and I agree to comply with these policies and conditions. I understand that failure to comply may result in suspension or immediate termination of service.

_____ (Client Name - Print)

_____ (Client Signature)

_____ (Date)

_____ (Service Director Signature)

_____ (Date)
