

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 participants, 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 participants and their representatives, often family lawyers. If one participant requests the notes, they are sent to both participants 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 the visiting participant is speaking negatively about the other party or about issues not deemed appropriate.

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 visiting participant in a prompt and appropriate manner.

In the case that visiting participant is repeatedly being redirected and they aren't able to modify their behavior, 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 participants must cancel or postpone service via phone or email. Any weekday visit (Monday to Friday) must be cancelled with a minimum of 24 hours' notice. An administrative fee of \$25 (+hst) will apply.

Any weekend visits (Saturday and Sunday) must be cancelled with a minimum of 48 hours' notice. An administrative fee of \$25 (+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 participants before entering the visit or being within sight of the individual. This step is to be completed during the intake process. If there is a disagreement about (a) specific guests 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 guests to not be present for the visit. If an individual 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 Brayden Service Director during the intake process. Participants 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 visiting participant to take the necessary steps. The supervisor will intervene if needed, however is not responsible for administration of any medication or medical advice.

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

7. TRANSFER OF MATERIAL GOODS

In general, participants 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 possessions.

8. REFUSAL

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

During the visit, if an individual does not want to continue the visit, the supervisor will attempt to encourage them, but if they appear in distress or aren't able to continue, then the participant in charge will be contacted to end the visit.

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

9. DUTY TO REPORT

All Brayden supervisors are bound by the Children, Youth and Family Services Act (CYFSA) duty to report guidelines. If the supervisor witnesses 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. Participants may take photos or videos during the visit. However, the Brayden supervisors and staff members do not consent to participants taking photos or videos of them.

11. COVID-19

In order to keep everyone safe during the COVID-19 pandemic, safety procedures will be implemented. The requirements will be updated in accordance with Public Health’s direction. Please read the attached procedures. Failure to comply will result in termination of service.

TERMS OF AGREEMENT

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 individual 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.

_____ (Participant Name - Print)

_____ (Participant Signature)

_____ (Date)

_____ (Service Director Signature)

_____ (Date)
