

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

1. STANDARD PRACTICE

Brayden Supervision Supervisors will be within arms-length and/or ear shot of the children at all times. We must be able to see and hear everything that occurs during the parenting time.

Brayden will not remain in an unsafe environment for service. If we arrive to a location and it is determined to be unsafe and not in the best interest of the child the service will be terminated and a new location will be required.

Brayden will not physically force children to attend at service, refer to section 9 for further information.

Brayden will not provide personal information, such as contacts or addresses, to the other party.

2. COMMUNICATION

Brayden Service Directors will communicate directly via email, phone, and other methods with participants, lawyers, and other professionals. Both parties will receive the contact information of their Service Directors after the completion of the intake process. Brayden does not mediate the details of location, schedule, division of payment, or type of service as we a neutral third party. These terms are to be mutually agreed upon by the involved parties, or through their lawyers.

3. INTERVENTION AND TERMINATION

A) Brayden Supervisors will intervene at their discretion during services. They will intervene if the supervised participant is speaking negatively about the other party or issues not deemed appropriate.

B) All communication during services must be in English unless a language-specific Supervisor has been requested during the intake process. Failure to speak in English will result in intervention first, followed by termination, if continued, following the second intervention.

C) In the case that supervised participant is repeatedly being redirected and are not modifying their behavior, the Supervisor has authority to terminate the scheduled service . In most cases this will be done in consultation with the service director.

D) 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 in a prompt and appropriate manner.

4. PAYMENT

Brayden Supervision does not mediate the negotiation of payment. All costs and fees related to our services must be discussed and agreed upon prior to service commencing. All payments must be made 48 hours prior to service. Brayden currently accepts Visa, Debit, MasterCard, and e-transfer. It is the responsibility of the party/parties paying via e-transfer to ensure that they have e-transferred the appropriate amount 48 hours prior to their scheduled parenting times. Any additional costs of the service i.e parking, or admission, will be charged upon completion of the parenting time pending the submission of receipts from the Supervisor. Failure to submit payment will result in suspension of service.

5. SERVICE CANCELLATION & LOCATION CHANGES

Brayden Supervision participants must cancel or postpone service via phone or email. Any parenting time must be cancelled with a minimum of 48 hours' notice. An administrative fee of \$50 will apply.

If services are cancelled after the minimum notice requirements the full service fee will be charged. Changes made to location or time after receiving parenting time confirmation from the Service Director will result in a charge of \$50.

If Brayden Supervision cancels services due to inclement weather the payment will be credited to the next scheduled service. If service is no longer required, the payment will be refunded.

6. GUESTS/VISITORS

Any guest or visitor must be pre-approved by both participants before participating or being within sight of the service. This step is to be completed during the intake process. If there is a disagreement about specific guests attending the parenting time, they will not be permitted to attend until Brayden has received confirmation from both parties. At this time we are unable to have visitors attend parenting time that occurs in-centre.

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

7. MEDICAL AND FOOD

All relevant medical information will be collected by the Service Director during the intake process. Participants are to provide as much relevant medical information as possible along with supporting documentation. If medication or medical attention is required during service, it is the responsibility of the supervised 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.

8. 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.

9. REFUSAL

If a child is refusing to participate in the parenting time initially, our supervisor will attempt to encourage them to attend using a variety of supportive skills and methods. We ask that participants assist our supervisors in supporting the scheduled service. During the service if a child does not want to stay, the supervisor will attempt to encourage them, but if they appear in distress or aren't comfortable to continue, then the participants will be contacted to end the time. These decisions are made at the Brayden Supervisor's discretion with the child's best interest in mind.

10. DUTY TO REPORT

All Brayden supervisors are bound by the Children, Youth and Family Services Act (CYFSA) duty to report guidelines. Supervisors are lawfully bound to report directly to the local Children's Aid Society.

11. USE OF TECHNOLOGY

Participants may take photos or videos during the parenting time unless an order or conditions specify otherwise. Any restrictions around the use of technology must be specified in the agreement prior to commencing service. Recording of the Supervisor, or any Brayden Staff, under any circumstances via audio or video is prohibited. Brayden Supervisors will not take photos or videos of the parenting time. If service is occurring within the home and you have a security system that records areas of your home you are required to disclose this to Brayden Supervision at the time of Intake, either on your forms or during your phone consultation. Services must not be recorded by either party in part or in whole via any recording device. The result of recording, in-part or all, will result in termination of service.

12. NOTES

The Supervisor may take rough notes during the service either on their phones or notepad. These notes are timeline observations of what has occurred and do not contain any assessment of parenting skills or capabilities unless required for the specific program. The notes reflect the interactions between the child and the parent and address safety concerns that may arise. The Supervisor will submit their observational notes via email to the Service Director following each parenting time. As Brayden Supervision Services is a neutral third party, if one party requests the notes, they are sent to both parties simultaneously regardless of who has requested the notes. There is an administration fee for the release of observational notes, and the payment must be agreed upon prior to release of the notes.

13. COVID-19

The requirements are continuously updated in accordance and in collaboration with Public Health's current guidelines. We strongly encourage participants to wear a masks.

RATES FOR SERVICE

Please see below for all current rates for the services offered by Brayden Supervision. Please be advised we are able to accept debit, credit, pre-paid credit cards and/or e-transfer as a method of payment. We do not accept cash. You must confirm your method of payment prior to Brayden Supervision facilitating service.

Intake Fee - \$175 per person + HST

Supervised Parenting Time – \$65/hour + HST (3 hour minimum per visit)

Supervised Transfers – \$65/transfer + HST

Supportive Parent Program – \$70/hour + HST (3 hour minimum per visit)

Nurturing Parent Consultation – \$175/person + HST

Nurturing Parent Parenting Time – \$75/hour +HST (3 hour minimum per visit)

Supervised Parenting Time Notes – \$35/visit + HST

Supervised Transfer Notes - \$20+HST

Cancellation Fee – \$50 (if visit is cancelled after confirmation has been sent to both parties)

Cancellation Fee if visit canceled within 48 hours of the scheduled start time is the full fee.

ALL PAYMENTS ARE DUE 48 HOURS PRIOR TO THE SCHEDULED SERVICE START TIME.

www.braydensupervision.com

TERMS OF AGREEMENT

Either party may withdraw from this Agreement for Service at their sole discretion. Brayden reserves the right to refuse service, cancel or terminate parenting times 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)