



### **REQUIRED DOCUMENTS CHECKLIST**

- Completed Intake Forms (Page 2 + 3)
- Completed Payment Form (Page 4)
- Signed Service Agreement (Page 7)
- Copies of the following (if applicable)
  - Court Orders, Endorsements, Written Agreements
  - Peace Bonds or Restraining Orders
  - Recognizances of Bail, Release Order, Conditions
- Full Name of Other Party

**To maintain our neutrality, Brayden Supervision Services is unable to contact the other party on your behalf. Please speak with your lawyer if you require assistance.**

**Once all the information is received from both parties, a Service Director will conduct individual telephone consultations prior to scheduling service. We are typically able to set up supervised parenting time within 7-10 days, provided the Intake Fee is paid and both parties cooperate with the process.**

| <b>Residing Parent</b>   | <b>Non- Residing Parent</b> |
|--|-----------------------------|
| Name:  | Name:                       |
| Full Address:  | Full Address:               |
| City & Postal Code:  | City & Postal Code:         |
| Primary Phone #:   | Primary Phone #:            |
| Email:   | Email:                      |
| DOB (MM/DD/YY):  | DOB (MM/DD/YY):             |
| <b>Lawyer</b>  | <b>Lawyer</b>               |
| Name:  | Name:                       |
| Firm:  | Firm:                       |
| Phone #:   | Phone #:                    |
| Email:   | Email:                      |
| <b>Notes:</b>  | <b>Notes:</b>               |
| <b>Child(ren)</b>  |                             |
| Name:  | DOB (MM/DD/YY):             |
| Name:  | DOB (MM/DD/YY):             |
| Name:  | DOB (MM/DD/YY):             |
| Name:  | DOB (MM/DD/YY):             |
| <b>Brief Summary of Current Situation:</b>   |                             |
|  |                             |
| <b>Court Documents</b>   |                             |
| Is there a court order, endorsement, or written agreement? If so, please submit a copy<br><input type="checkbox"/> Yes <input type="checkbox"/> No                           |                             |
| Are there any pending or confirmed criminal charges, bail conditions, or Peace Bond? If so, please submit a copy<br><input type="checkbox"/> Yes <input type="checkbox"/> No |                             |
| <b>Child Welfare Agency Involvement</b>  |                             |
| Is CAS involved? <input type="checkbox"/> Yes <input type="checkbox"/> No  |                             |
| Name of worker   |                             |
| Contact information  |                             |

## Visit Details

### Location of Visits

**Brayden Supervision Services does not mediate/negotiate the location of visits.**

It has been **ordered or mutually agreed** by both parties that visits will occur (Please check all that apply)

- In-centre (Truro, NS)
- In home/ In the community
- Monitored virtual visits

Notes

### Payment Arrangements

**Brayden Supervision Services does not determine who is responsible for payment.**

**Intake Fees- \$100.00+HST (Non-refundable)**

It has been **ordered or mutually agreed** that (Please check one)

- Non-Residing Parent to pay intake fee (\$100.00+HST)
- Residing Parent to pay intake fee (\$100.00+HST)
- Non-Residing and Residing parent to split intake fee (\$50.00+HST per party)
- Other- Please indicate the ordered/mutually agreed upon arrangement below

**Visit/Exchange Fees-** (Rates for Service outlined in Service Agreement, Pages 4-7)

- Non-Residing Parent to pay fees for visits/exchanges
- Residing Parent to pay fees for visits/exchanges
- Non-Residing and Residing parent to split fees for visit/exchanges equally
- Other- Please indicate the ordered/mutually agreed upon arrangement below

Notes

**I am not responsible for payment as per the order/ agreement provided.**

PLEASE PRINT

I \_\_\_\_\_, authorize Brayden Supervision Service Inc. to charge my credit card for the services provided. I acknowledge that my card will be kept on file and charged prior to each scheduled visit.

**CARDHOLDER INFORMATION:**

VISA       Master Card       Debit Card

Name: \_\_\_\_\_

Full Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_

Expiry Date: \_\_\_\_\_ CVV #: \_\_\_\_\_

Cardholder Signature: \_\_\_\_\_

Today's Date: \_\_\_\_\_

Email Address for Receipt: \_\_\_\_\_

Should the card number require updating, please contact Alimah at [alimah@braydensupervision.com](mailto:alimah@braydensupervision.com) or call 416-620-7712.

## **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 parenting time (refer to section 9 for further information). Brayden will not provide personal information, such as contacts or addresses, to the other party.

### **2. WORKPLACE VIOLENCE & HARASSMENT**

Brayden Supervision Services prohibits the use of verbal aggression, physical aggression or acts of intimidation. These behaviours will not be tolerated and will lead to suspension or termination of service.

### **3. 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.

### **4. VISITS - LOCATION AND ACTIVITY**

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.

Brayden Supervision Services will not mediate or impose restrictions on the visits, unless the restrictions are listed in the court order or written agreement drafted by the parties or their lawyers, and/or our staff deem the activity/location as unsafe and/or inappropriate. Any new restrictions must be brought to the attention of the Service Director immediately.

### **5. 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.

### **6. 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 service fee will be charged in full. Changes made to location or time after receiving parenting time confirmation from the Service Director will result in a charge of \$25.

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.

## **7. GUESTS/VISITORS**

Brayden Supervision Services will not enforce restrictions on guests/visitors unless they are listed in the court order or there is a written agreement drafted by the parties or their lawyers. Guests that are uncooperative, cause disruption or are suspected to be under the influence of a substance will be asked to leave the visit immediately. To respect confidentiality, we are unable to have guests/visitors attend supervised parenting time that occurs in-centre.

## **8. MEDICAL**

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.

## **9. FOOD**

Brayden supervisors will not enforce or impose restrictions to food/drink provided during visits unless the restrictions are identified and agreed upon by both parties prior to the visit and/or if the child(ren) are being provided with food/drink that has been identified as an allergy.

## **10. 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.

## **11. REFUSAL TO ATTEND VISITS**

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.

## **12. 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.

## **13. 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 to be recorded or tracked by either party in part or in whole via any recording or tracking device. The result of recording or tracking, in-part or all, will result in termination of service.

**14. 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.

**15. RATES FOR SERVICE**

Please see below for all current rates for the service 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.

Registration/ Intake Fee- \$100.00 +HST

This fee is **non-refundable** and will be billed in accordance with the order/agreement provided.

Supervised Parenting Time – \$55/hour + HST (3 hour minimum per visit)

Supervised Exchanges – \$55/exchange + HST

Monitored Virtual Visit- \$82.50 + HST (up to 1 hour)

Supportive Parent Program – \$60/hour + HST (3 hour minimum per visit)

Supervised Parenting Time Notes – \$25/visit + HST

Supervised Exchange Notes - \$15 + HST

Cancellation Fee- \$25 (if visit is cancelled after confirmation has been sent to both parties)

Cancellation Fee (less than 48 hours notice)- Full Fee

**16. 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 2 business days 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 2 business days 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.

**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.

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\_\_\_\_\_ (Name - Print)

\_\_\_\_\_ (Signature)

\_\_\_\_\_ (Date)

\_\_\_\_\_ (Service Director Signature)

\_\_\_\_\_ (Date)