



Le Petit Pont organization's supervised custody exchange regulations

Opening a file

1. A file must be completed separately by both parents and paid in full prior to the commencement of services. The child may be met separately. An identification card with photo must be provided by both parents.

Rates

2. Parental fees are established by the organization and listed in its table of fees. Parental fees must be paid at the time of each change of custody.
3. All custody exchanges cancelled by a parent with less than 24 hours notice will be billed in the organization's table of fees.
4. Whenever a parent is late, for whatever reason, charges will be billed in accordance with the organization's table of fees.

Privacy

5. All personal information (name, address, telephone number etc) provided by the parents is confidential and may not be divulged without the authorization of the person concerned.
6. The observation report consists of things observed during the custody exchanges. The details of the custody exchanges are confidential and the contents of the observation report can only be divulged to the parents, persons authorized by the parents or by a court order. The organization produces observation reports on request within a maximum delay of 2 weeks following receipt of payment in accordance with the organization's list of fees. Observation reports are produced in French only.
7. All video or audio recording on the premises or by telephone, regardless of nature, concerning the personnel or the visit process is forbidden.

The role of the child access worker

8. The supervised custody exchanges take place under the supervision of a child access worker within the organization's premises. The parents must obtain the child access worker's permission to leave the premises.
9. Anything said in the presence of the child access worker during the custody exchange may be noted in the file.
10. The child access worker can cancel a custody exchange if the state of the parent or the child poses a threat to the health or safety of service users or staff members.

11. The child access worker may intervene for any reason deemed valid. No inappropriate remarks or conduct will be tolerated.
12. The child access worker does not serve as go-between of the parents for transferring messages, does not become involved in negotiations and does not sign any documents.
13. Any child access worker who witnesses a criminal act or a threat towards a service user in the course of his /her duties is to inform the person concerned and, depending on the case, advise the authorities. A child access worker who receives a threat from a service user is to inform the authorities.

The organization's role

14. The organization determines the supervised custody exchange schedules. It may cancel or re-schedule services for reasons beyond its control (eg: accidents, illness, storms, etc)
15. The organization may cancel one or more custody exchanges or suspend services for the following reasons:
 - Consecutive or repeated absences of the parents
 - Non-payment of the parental fees
 - Drug or alcohol consumption
 - Signs of physical, verbal or psychological abuse violence (eg: insults, threats, denigration etc)
 - Failure to respect the child access worker's instructions or the organization's regulations.
16. In the event of a suspension, the parents and their referents are informed. Subsequent to a suspension, the suspended parent is required to make a new request for service and pay the fees for opening a file.

Parental responsibilities

17. All contact between parents and their accompanying persons is forbidden
18. When the parent bringing the child to the custody exchange arrives late, said parent must remain on the Petit Pont premises until the departure of the child and must obtain the child access worker's permission to leave.
19. A custody exchange may be cancelled if the parent coming to get the child is more than ten minutes late regardless of his/her having notified the organization personnel.
20. The parent returning the child must be available and able to be contacted within a half hour in the event of an emergency. If the exchange is cancelled, the parent is obliged to come and get his/her child at the request of the child access worker. If no one can be contacted or able to come for the child, the organization reserves the right to contact the *Direction de la protection de la jeunesse*.
21. The parents must notify the organization if an adult other than themselves is, to deliver or come for the child. This person must be authorized by the parent and must provide proof

of identity. If these conditions are not met, the access worker will not allow the child to leave Le Petit Pont premises.

22. The parents are required to notify the personnel of any changes of situation (address, telephone number, change of lawyer, changes in the court order, etc)

23. The parents see to the needs of the child, including hygiene, discipline and the tidying up of playthings.

24. For reasons of allergies, no foods are permitted during custody exchanges.

Changes in services

25. The Petit Pont organization's services are offered in French or English depending on the availability of the personnel.

26. The organization may modify the conditions of supervision in accordance with the court issued supervisory mandate or an agreement between parties.

27. Le Petit Pont organization reserves the right to modify its service regulations at any time.

English version

28. This English version of the supervised visit regulations is to favor their understanding. Any interpretation is based on the official version in French.