



The Petit Pont organization's supervised visit 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 and those of invited persons are established by the Petit Pont organization and are listed in its table of fees. Parental fees must be paid at the time of each supervised visit.

3. All visits cancelled with less than 24 hours notice will be charged.

Privacy

4. 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.

5. The observation report consists of observations noted during the supervised visits. The details of the supervised visits 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.

6. All video or audio recording on the premises or by telephone, regardless of nature, concerning the personnel or the visit process is forbidden.

7. In order to maintain neutrality, all contact between the custody parent, the visiting parent and accompanying persons is forbidden.

The role of the child access worker

8. The visits take place under the constant supervision of a child access worker who determines the location within the premises of the establishment.

9. Everything said in the presence of the child access worker can be noted in the file.

10. The child access worker reserves the right to cancel or cut short a visit if the physical or mental state of the parent or the child jeopardizes the conduct of the supervised visit.

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, the child and the organization are not to serve as go-betweens of the parents for transferring messages or material. Furthermore, the child access worker does not become involved in negotiations and does not sign documents.

13. Any written communication exchanged between the visiting parent and the child during the visit must have been seen and read by the child access worker prior to the beginning of the visit. (eg: cards, drawings, letters, photos etc.) The child access worker may make a copy for the file and has the right to refuse the exchange.

14. 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

15. The organization determines the supervised visit schedules. It may cancel or re-schedule services for reasons beyond its control (eg: accidents, illness, storms, etc)

16. The organization may cancel one or more supervised visits or suspend services for the following reasons:

- Consecutive or repeated absences of the parent;
- 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.

17. 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.

18. Initially, only the parent concerned by the court order takes part in the supervised visit. Subsequently, with the approval of the parents or the referents, the organization may authorize a maximum of two guests at a time to attend the supervised visits. The guests must respect the organizations regulations. The organization may terminate this arrangement if the conduct of the supervised visits is compromised in any manner.

Responsibilities of the visiting parent

19. The visiting parent must confirm his/her presence and that of any guests by the agreed calendar date. Failure to do so will result in the organization's considering the visit to be cancelled.

20. The visiting parent must arrive 15 minutes before the time of the supervised visit and must leave the premises 15 minutes following the departure of the child. If the visiting parent is not present for the start of the visit, the visit may be cancelled.

21. The visiting parent must provide his or her coordinates and is required to advise the organization of any changes concerning him/her (address, telephone number, change of lawyer, court order modifications etc).

22. The visiting parent is to focus on the present time. Matters concerning the other parent are not mentioned in the presence of the child and exchanges of coordinates with the child are not permitted. In addition, all communication during the visit must be in French or English depending on the availability of the organization's personnel and all communication must be overheard by the child access worker.

23. Unless advised to the contrary, the visiting parent sees to the child's needs (eg: hygiene, meals, games), discipline, organizing activities and the tidying up of playthings.

24. Cellular phones are not permitted during visits and must be turned off when the parent arrives.

Responsibilities of the custody parent

25. The person who brings the child must provide his or her coordinates, as well as those of a person that be contacted in the case of an emergency. If no one can be contacted to come to get the child, the establishment reserves the right to contact the *Direction de la protection de la jeunesse*.

26. The custody parent is not to bring the child to the organization's premises if the child has a contagious disorder (eg: lice, flu, gastroenteritis etc) and must inform the organization of the situation as early as possible.

27. The custody parent must provide his/her coordinates and is required to inform the organization of any changes that concern him/her (address, telephone number, change of lawyer, changes in the court order or agreement etc.) and special requirements or allergies of the child.

28. The custody parent must contact the organization to find out if an adult other than himself/herself can be permitted to deliver or come for the child. This person must be authorized by the custody parent and must identify him/herself and provide proof of identity. If these conditions are not met, the access worker will not allow the child to leave the organization's premises.

Changes in services

29. After two cumulative years of services, the organization can reduce the frequency of supervised visits and modify timetables in order to allow time for new families.

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

31. The organization reserves the right to modify its service regulations at any time.

English version

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