Family Visitation Services BC

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familyvisitationservicesbc.com

# Supervised Visitation Service Agreement

This agreement is between Family Visitation Services BC ("FVS", "we"), and the parent or guardian signing below ("you"). Each parent signs their own copy at intake. Please ask us about anything that is unclear.

| | | | |
|---|---|---|---|
| **Your full name** | | **Child(ren)** | |
| **Court file no.** | | **Referred by** | |
| **You are the** | ☐ Parent/guardian with day-to-day care ☐ Visiting parent/guardian | | |

## 1. Our role and services

- We are a **neutral third party**. We keep visits safe and keep a factual record. We do not take sides, give legal advice, provide counselling, or make recommendations about parenting arrangements.
- We follow your court order or written agreement. **If this agreement and the order conflict, the order applies.**
- Services: supervised visits in public community locations (parks, libraries, recreation centres), virtual visits by video, and supervised exchanges (drop-off and pick-up). **We do not supervise visits in a parent's home.** We approve every location in advance.
- **Our supervisors do not transport children.** Parents (or a person approved in advance) bring and pick up the child(ren).

## 2. Arrivals and contact between parents

- **Staggered arrivals** (unless the order says otherwise): the parent with day-to-day care arrives 15 minutes early and leaves once the supervisor has the child(ren). The visiting parent arrives on time and stays 15 minutes after the visit so the parents do not meet.
- Parents must not contact, follow or wait for each other before, during or after visits. All scheduling goes through FVS, not between parents, unless the order allows direct contact. Visit times are confirmed in writing.

## 3. Visit rules for the visiting parent

- Stay within sight and hearing of the supervisor; speak a language the supervisor understands (unless an interpreter is arranged).
- No whispering, notes or secret plans with the child(ren).
- Do not discuss the court case, the other household or living arrangements, or make promises about the future.
- Nothing negative about the other parent or their family; do not question the child(ren) about the other household.
- No photos, video or recordings unless the order or supervisor allows it.
- Gifts and food must be approved by the supervisor (we check allergies).
- Do not arrive under the influence of alcohol, cannabis or drugs, or bring them.
- No weapons, physical discipline, threats or abusive language.
- Affection must be appropriate and child-led; follow the supervisor on toileting or changing.
- Only people named in the order or approved by FVS may attend.
- Phones away unless the supervisor agrees; do not give the child(ren) phones, devices or contact details.
- End on time and follow the supervisor's directions when leaving.

## 4. The parent with day-to-day care

- Bring the child(ren) on time, fed and rested where possible, with what they need (diapers, medication, weather-appropriate clothing, comfort items). Tell the supervisor at drop-off about illness, medication or routine changes.
- Do not stay near the visit area unless asked. Prepare the child(ren) positively for visits, and tell us as soon as possible if they cannot attend.

## 5. The supervisor's authority

The supervisor is responsible for everyone's safety and you agree to follow their directions. If a rule is broken they may redirect you, warn you or end the visit. They may end a visit without warning if anyone is at risk or a parent appears impaired, and may call police or emergency services. A visit ended early is recorded and the full fee applies.

## 6. Lateness and cancellations

- **Visiting parent more than 15 minutes late without contacting us:** the visit is cancelled and charged. If you call ahead, the visit may go ahead but still ends on time.
- **Child(ren) more than 15 minutes late without notice:** the visit may be cancelled and charged to the parent with day-to-day care.
- **48 hours' notice** is needed to cancel or reschedule. Late cancellations and no-shows are charged in full to the parent responsible (we may waive this for a child's sudden illness or a genuine emergency). After 3 late cancellations or no-shows we may suspend service and notify the referring party.
- **If we cancel,** there is no charge and we offer another time as soon as possible.

## 7. Fees and payment

| Intake (meetings with both parents) | Supervised visit or exchange | Summary report | Detailed report |
|---|---|---|---|
| $150 total | $90 per hour | No charge | $50 each |

- Who pays is set by the court order or, if the order is silent, by Section 8 (Fees and who pays) of each parent's intake form.
- The intake fee is paid before the intake meetings. **Visit fees are paid before each visit** by Interac e-Transfer to info@familyvisitationservicesbc.com. Visits may be suspended while a balance is unpaid.
- If a supervisor must attend court or give evidence, their time is billed at the hourly rate plus reasonable expenses to the party who requires it. Fees may change with 30 days' written notice.

## 8. Reports, privacy and child protection

- The supervisor writes a **factual** record of each visit (who attended, times, what happened, any incidents), with no opinions or recommendations. Reports go only to the people named in the order or referral, or as required by a court order or law. We aim to send them within 48 hours. Records are kept securely for at least 7 years, then destroyed.
- We collect and use your personal information only to arrange and supervise visits, under BC's Personal Information Protection Act. We do not share it with the other parent, except through reports as above, when required by law or a court order, or when someone is at risk of serious harm.
- **Duty to report:** under BC's Child, Family and Community Service Act, FVS staff will report any concern that a child needs protection to MCFD or a Delegated Aboriginal Agency, and may not always tell you first.

## 9. Ending service, concerns and responsibility

- You may end service at any time in writing; fees already owed remain payable. We may suspend or end service if rules are not followed, there is a safety concern, fees are unpaid, or the service is no longer suitable, and we will notify the referring party (and the court if the order requires it).
- Concerns about a visit, a supervisor or the other parent go to us in writing at info@familyvisitationservicesbc.com; we acknowledge within 5 business days.
- FVS is responsible only for supervising scheduled visits and exchanges. Parents are responsible for the child(ren) at all other times, including travel, and for belongings brought to visits. To the extent permitted by law, FVS is not liable for loss or damage caused by a parent's actions or failure to follow this agreement.

## 10. Signatures

By signing, I confirm that I have read this agreement (or had it read to me) and understand it; I had the chance to ask questions and get legal advice; I agree to follow these rules and the directions of FVS staff; and I understand the fees, cancellation policy, how reports are shared, and that FVS may end a visit or suspend service as described.

| **Parent or guardian** | | | |
|---|---|---|---|
| **Signature** | | **Date** | |
| **Print name** | | | |
| **For Family Visitation Services BC** | | | |
| **Signature** | | **Date** | |
| **Print name** | | **Title** | |

Please keep a copy of this agreement for your records.