

BREACH OF A COURT ORDER

Both lawyers will be informed of any breach of a court order relating to a visit or exchange at The Rose Garden Family Support Centre.

BREACH OF POLICY

This Parent Handbook provides general information only and, in no way, constitutes The Rose Garden Family Support Centre's Supervised Access Program policies and procedures in their entirety.

*** Please be aware that any failure to follow staff directions or abide by the program policies may result in the immediate termination or cancellation of services.

*** Clients will be polite and refrain from shouting, rudeness and swearing. Failure to observe this rule will result in suspension of the client from the program pending review by the Executive Director.

THE ROSE GARDEN FAMILY SUPPORT CENTRE'S SUPERVISED ACCESS PROGRAM RESERVES THE RIGHT TO CANCEL OR REFUSE SERVICES TO ANY PERSON AT ANY TIME

VISITING HOURS

Brockville Office

Monday - Closed
Tuesday - 10:00 - 6:00
Wednesday - 10:00 - 6:00
Thursday - 10:00 - 6:00
Friday - 10:00 - 6:00
Saturday - 10:00 - 6:00
Sunday - 10:00 - 6:00

Smiths Falls Office

Monday - 10:00 - 6:00
Tuesday - Closed
Wednesday - Closed
Thursday - Closed
Friday - 10:00 - 6:00
Saturday - 10:00 - 6:00
Sunday - 10:00 - 6:00

Telephone 613-345-6007, Ext. 221

Toll Free 1-877-417-6007

Fax 613-345-6560

E-mail rosegardenv.v@gmail.com

Website rosegardenfsc.ca

Telephone 613-284-1900

Toll Free 1-877-284-1947

Fax 613-284-1905

E-mail rosegardenlanark@cogeco.net

Website rosegardenfsc.ca

Revised January 2025

PARENT HANDBOOK



The Rose Garden Family Support Centre Leeds/Grenville/Lanark Supervised Access Program

Welcome to The Rose Garden Family Support Centre's Supervised Access Program. We are proud to offer supervised visit and exchange services and hope that your time spent in our program will be a pleasant and rewarding experience.

ARRANGING VISITS AND EXCHANGES

All visits and exchanges must be pre-arranged through the Executive Director and/or Coordinator. Unscheduled visits and exchanges are not permitted.

- 1) If you need to cancel a visit or exchange, please contact the Coordinator at least 24 hours in advance of the scheduled visit/exchange.
- 2) Repeated cancellations will be reviewed by the Executive Director.
- 3) Three no shows in a row may result in discharge from the program.
- 4) Make up visits/exchanges may be arranged if the child is ill or the custodial parent is unable to bring the child to the Centre for a scheduled visit/exchange, depending on availability of facility and staff, or prohibited by court order.

*** Upon request a doctor's note may be required for cancellations due to illness of the child.***

FEES

There is an Annual Fee for Service (Sliding Scale for Low Income & ODSP) Both parties will be required to pay the fee for service at their initial intake appointment before access will start. And both parties will pay annually thereafter.

Cancellation fees: If a scheduled access visit or exchange is cancelled without 24 hours notice there will be a \$5.00 fee. Late Fees for parties arriving more than 15 minutes past the scheduled time of arrival without contacting the Centre will be charged \$5.00, and for a **No Show** of a scheduled access appointment, a fee of \$20.00 will be charged.

Reports will be prepared for the courts and legal counsel upon request. Report Fees and letter Fees vary on service being requested

GUESTS

Guests will be permitted in the Centre for a supervised visit only by court order or approval of the Custodial Parent. If you wish to bring an approved guest to the visit, you must contact the supervisor at least 24 hours in advance before your scheduled visit at the Centre.

TIMING YOUR VISITS – BE ON TIME!

The visiting parent is required to be at the Centre 10-15 minutes ahead of the scheduled time of visit or exchange and leave 10-15 minutes after the end of the visit or exchange.

The custodial parent is required to arrive with their children at the exact time of the scheduled start and leave immediately following the finish or end of the exchange.

The custodial parent is required to leave a phone number (if not the same as on file) where they can be reached during the time of visit or exchange.

It is the responsibility of the parents (custodial and visiting party) to inform staff of any change of address or phone numbers.

Custodial parents are required to inform the staff of any emergency information regarding the children.

An accident or incident that requires medical or emergency intervention.

Any serious injury which occurs to a child while in this program.

Any complaint made by or about a child that is considered by The Rose Garden staff to be of a serious nature.

Any disaster such as fire.

Any situation where a child is not returned to the Centre from an exchange.

In the event of a serious occurrence all persons will comply with the serious occurrence procedure established by The Rose Garden Access Centre.

* Any serious occurrence will be reported to the Executive Director as well as The Rose Garden Family Support Centre's Board of Directors. *

VIOLENCE

Swearing, threats of, or actual physical aggression will not be tolerated at any time.

Physical punishment is not permitted at any time.

Any threat of physical violence will not be tolerated and may result in suspension from the program.

Any act of physical violence will result in termination from the program.

STAFF

Staff are not to be used as messengers or babysitters by either party.

Our staff are not lawyers, counselors, or agents of either party.

Concerns outside of supervised access should be directed to your lawyers.

Observations recorded on visit or exchange forms are simply records of the parent/child interaction and are not an "assessment".

Parents may read records of a visit or exchange by appointment only, not on the day of the visit/exchange. Forms are not photocopied for clients -- a copy may be requested by lawyers.
(see FEES)

WASHROOM ARRANGEMENTS

Staff will monitor all washroom visits in which children must be assisted.

ACCIDENTS

For accidents not requiring medical attention The Rose Garden staff will

- Treat the injury specifically
- Apply first aid, if needed
- Provide maximum comfort for the child

SERIOUS OCCURRENCE

Any act of physical punishment.

Any threat of physical violence against anyone at the Centre.

It is the Custodial parent's responsibility to inform the staff if anyone other than the custodial parent will be dropping off or picking up the child. The Rose Garden Family Support Centre reserves the right to check the ID of this person.

The date and time of the next visit or exchange will be confirmed while each parent is present at the Centre.

In the best interest of their children, custodial parents are advised to make their "good-byes" quick and pleasant.

The Centre reserves the right to stop a visit at any time if a child appears distressed. In the best interest of the child we allow 20 minutes for a child to settle and, if this does not work, we will end the visit.

Your Visiting Schedule:

Commencing Date: _____
Weekly _____ Bi-weekly _____ Monthly _____
Day or Days _____ Times _____ Hours allowed _____

LATENESS

All persons are required to contact the Centre staff if they know they will be late. Late Fees for parties arriving more than 15 minutes past the scheduled time of arrival without contacting the Centre will be charged \$5.00

Children will not be made to wait more than 15 minutes for an access parent to arrive for visit or exchange.

The late return of a child from an exchange from the access parent is **not** permitted.

LOITERING

Loitering on or around (a three block radius) of The Rose Garden Family Support Centre, the Brockville or Smiths Falls facility, is not permitted. You must leave the area immediately once the supervisor permits you to leave.

MEALS AND SNACKS

When visits are scheduled over a mealtime, the parent who is responsible for supplying the meal will be decided on intake. The custodial parent should provide information such as meal times, food allergies, diapers, bottles and types of food the child prefers, needs or should not have.

CLEAN UP AND BREAKAGES

Parents are responsible for clean up of toys, food, drinks, and washing the dishes they use, etc. before leaving the Centre.
If your child breaks or damages toys or equipment, you may be responsible to replace it.

CLOTHING

Custodial parent must provide an appropriate change of clothing and diapers for the visiting child.

MEDICATION

Custodial parents are to inform the Executive Director in writing with regard to any life-sustaining medication that must be administered during visits.

CAMERAS AND AUDIO/VIDEO

Custodial Parents are asked to provide a picture of the child/children at the intake appointment, if no picture is provided for the file the custodial parent is advised that the Centre will take a picture of their child/children on first attendance at the Centre.

Cameras may be used at the discretion of The Rose Garden staff unless prohibited by court order

Pictures taken at the Centre will not include any other visiting family, children volunteers or staff.

Pictures taken at the Centre will not be posted on the internet or any social media until the family has moved on from service

* **NO audio or video** recording at anytime.

SUBSTANCE ABUSE

Alcohol and drug abuse will not be tolerated and will result in the immediate termination of the visit or exchange.

If we even suspect you have been using alcohol or drugs, we have the right to terminate the visit or exchange.

No child is released at any time to any person thought to have consumed alcohol or non-prescribed drugs. In the case of an access person the visit or exchange is cancelled. In the case of a custodial person the Centre calls an emergency contact to pick up the child. In all cases it is recorded. Both lawyers and/or the Court are informed of each incident noted.

Smoking is not permitted in the building.

NEUTRALITY

Do not discourage your child from the visits, or speak harshly about the other parent in front of the child.

Access parents or their guests are not to question the child about the other parent. Demeaning the other parent or the child will not be allowed at anytime. In the best interest of the child avoid discussing Court, custody, or access issues and keep your conversation in the present.

While you are at the Centre you are required to give your full attention to your child.

“NO WHISPERING AT ANY TIME”