

### **NICCSS Fee for Service Supervised Visit Policies:**

NICCSS supervised access service is a child focused service. If NICCSS staff witness abuse or neglect while providing service to a family we will make a report to Ministry of Children and Family Development

*Anyone who has reason to believe that a child has been or is likely to be abused or neglected has a legal duty under the [Child, Family and Community Service Act](#) to report the matter.*

- 1. In contracting our services both the custodial and access parent agree not to involve NICCSS staff in court proceedings concerning custody and access.** NICCSS will not become entangled in adversarial court issues.
- NICCSS staff will not contact access or custodial parents until both parties have submitted a completed application form. Both the custodial and access parent are required to attend an in office interview/intake (separately) to establish visit guidelines before a visit can be arranged. The custodial and access parent maybe referred to mediation if consensus concerning visits cannot be reached.
- 3. The ability of NICCSS to provide this service depends on the cooperation of all parties involved. NICCSS supervised access is a private service and is unable to compel court ordered visits.** The focus of our service to provide safe and enjoyable visit for children. **Custodial parents must understand that they will not be allowed to observe the supervised visit, nor will they give the supervised access worker directions concerning how to conduct/supervise the visit.** Custodial parents will not be allowed to stay in the NICCSS office during a supervised access. Once the child/children have entered the visit room the safety and well being of the child/children is the responsibility of the visit supervisor. Visit supervisors will not end visits unless the child **clearly demonstrates ongoing distress during the visit.** The visit supervisor will give the child the time and opportunity to overcome their distress before the visit will be ended. After visit guidelines are set the NICCSS will not allow either the custodial or access parent to make arbitrary changes to the visit guidelines.
- 4. NICCSS does not allow outside third party observes to attend a supervised access.** The only exception to this would be psychiatrist conduction a section 15 parenting capacity assessment.

5. NICCSS staff will decline all requests to forward any documents or messages between access and custodial parent.
6. All referral are carefully screened for appropriateness to ensure a safe and enjoyable visit for access parent and child/children and NICCSS reserves the right decline or end service and any time.
7. NICCSS will not supervise visits for a parent under an open police investigation for abuse or neglect.
8. NICCSS will not supervise a visit for a family with an open MCFD/VACFSS family service file without the permission of the child protection social worker working with the family.
9. NICCSS supervised access visits are for the access parent and child/children. Any guest must be approved by the both the access and custodial parent. If the visit request is for a large group, NICCSS reserves the right to have more than one worker supervise the access (with applicable costs) and/or to refuse the visit.
10. Visit guidelines are set based on the information submitted by both parents in their intake forms and standard rules set by NICCSS. These guidelines are set to ensure a safe and enjoyable visit for parent and child/children. NICCSS supervised access workers have been trained to end visit if the access parent is not following the visit guidelines.
  - a. The custodial parent will drop the child/children off at the NICCSS office at the designated time for the visit and then will leave the NICCSS office.
  - b. The custodial parent will return at the designated time to pick up the child/children at the end of the visit.
  - c. The custodial parent will remain available to pick the child/children up if a visit needs to end early.
  - d. **The custodial parent will inform/prepare the child/children about the supervised visit prior to the visit occurring.** Part of these preparations includes reassuring the child/children that a visit supervisor will be with them in the visit room at all times to ensure their safety and well being. The custodial parent should describe the supervised access in a positive way and encourage child/children to enjoy their time spent with the access parent.
  - e. The access parent will not be under the influence of drugs and/or alcohol during the supervised access.
  - f. No weapons of any kind will be allowed during the supervised access.
  - g. The access parent will not engage in any discussion concerning custody or access with child/children during the supervised access.
  - h. The access parent will not ask children for any information concerning custodial parent during the visit.
  - i. The access parent will not engage in any negative talk with child/children concerning custodial parent during the supervised access.
  - j. The access parent will not bring guests to the supervised visit.
  - k. The access parent will not ask the children to have a phone conversation or Skype an individual unless prior consent has been given by the custodial parent.

- l. Supervised visits will be held in the NICCSS family room until NICCSS staff determined that the visit can be moved to alternative location. Any change in the visit location must be agreed on by both the access and custodial parent. NICCSS reserves the right to reject a visit location if we believe that the location will interfere with the visit supervisor's ability to observe/supervise the visit or if the visit location is inappropriate or unsafe. NICCSS is a Vancouver based agency and visit locations outside of the metro areas must be approved by the program co-coordinator. NICCSS will not supervise visit outside the Lower mainland. During community visit the child/children and the supervised visit worker will not be transported in the same vehicle as the access parent.
  - m. NICCSS reserves to right to request that long time, stable visits occur in the community rather than the NICCSS visit room.**
  - n. The supervised visit worker will end a visit immediately if the child/children are place in physical danger during the visit.
  - o. If the child/children appear to be in emotional distress during the visit the supervise access worker has been trained make the access parent aware of this distress and to redirect conversation and interactions to help ease this distress. If the access parent does not follow this direction, the access worker will end the visit.
  - p. Supervised visit workers will encourage parent/child interaction during a visit. NICCSS staff will encourage parents to meet child's needs during a visit.
  - q. All other guides are unique to individual contracts based on intake forms submitted by both the access and custodial parent.
11. Both parties (custodial and access parent) contract with NICCSS for our services and because of this visits are not confidential to the access parent. Both parties contracting with NICCSS will be kept informed about visits.
  - 12. If visit reports have been requested they will be provided to both the custodial and access parent. NICCSS will not provide visit reports if they have not been requested during the intake interview.**
  - 13. NICCSS has zero tolerance for bullying or intimidating behavior by either the custodial or access parent.** We reserve the right to refuse service, at any time, if such behavior occurs. If the visit supervisor believes that bullying or intimidating behavior has occurred during a visit, the visit will be terminated immediately. If necessary, the access worker will call police/emergency services if the access parent refuses to follow direction concerning ending visits.
  14. The ability of NICCSS to provide supervised access depends on the availability of our supervised access workers and the bookings in our visit room; referral maybe placed on a wait list. NICCSS does not reserve visit times unless a visit is scheduled.
  15. NICCSS will attempt to provide a language appropriate visit but we are limited in this area to the workers available. If a language appropriate visit supervisor is not available the access parent understands that the visit will have to be conducted in English.

16. NICCSS has a two hour minimum requirement for supervised access. NICCSS will charge 2 hours for a visit that has been cancelled without 24 hours notice. Weekend visit must be cancelled by the Friday prior to the visit for not charges to be applied. NICCSS does not refund payment if a visit is ended early. NICCSS requires 24 hours notice for visit cancellations or visit charges will be applied.
17. NICCSS requests that custodial parents not bring ill children to a supervised access (fever, vomiting, and diarrhea). NICCSS will end the visit if the child is ill and in discomfort.