

Supervised Access Program London/Middlesex County

The Supervised Access Program provides a safe, non-threatening, child-focused and neutral, environment for families who are going through a separation and divorce and are having difficulties over custody and access arrangements.

Supervised Visits

provide an opportunity for non-custodial parents to spend time with their children while custody issues are being resolved. Visits take place on site and are fully supervised by trained staff to ensure that children are safe and comfortable. Staff encourage positive parent/child interaction. Staff document impartial factual observations and intervene when the safety, health or welfare of the child or other participants is at risk.

Due to the high volume of clients we can accommodate a maximum of 2 hour visits every two weeks. Staff facilitators accompany children throughout the visits.

Supervised Exchanges

Provide a safe transfer of children between parents for an off-site visit. The exchanges help ease tensions of access arrangements for children and parents, eliminating direct contact and reducing opportunities for children to be subjected to conflict at the time of access. Parents do not come in contact with one another when the child is picked up and returned. Staff communicate child related information between parents such as medication, health or behavioural concerns. Staff document impartial factual observations during exchanges and accompany children thru the building to and from pick up and drop off.

Intake Procedure

Custodial & non - custodial parents are required to contact the program prior to scheduling and completing an intake appointment. Intakes for custodial and non-custodial parents are scheduled at separate times. Visits and exchanges will only be scheduled once both parents have completed their intake appointment.

For both services participants are asked to sign an Agreement of Service which outlines the standards of conduct to ensure children have a child-focused and comfortable experience at access time. Staff require copies of custody and access court orders, mutual agreements, and any other relevant documents (ex. restraining orders, probation or bail conditions). If your court order changes at anytime you must update the program as soon as possible and provide an up to date copy.

Wait List

This program has a high volume of clients and the wait for the Supervised Access Program in London can be a couple months from the date that both parents first contact the program. Calls are returned and intakes scheduled in sequence in which they are received.

Fees

The Supervised Access Program is a pay-for-use service and access can be terminated if fees have not been paid. Fees are based on income. Unless specified in a court order, both parties split the fee. Access Fee subsidy is available to all participants who qualify.

Cancellations

Participants cancelling a scheduled visit or exchange must notify the program as soon as possible. Staff will notify the other participant of the cancellation. Rescheduling a visit or exchange will be based on the agreement of both parties and the availability of the program. Three consecutive cancellations or three consecutive no shows by either party may result in removal from the program schedule.

1064 Colborne Street
London, ON
N6A 4B3

Tel. 519-858-9905
Fax. 519-434-6851

Access Hours:
(Subject to availability
and change)

Supervised Visits

Wednesdays

4:30 p.m. - 6:30 p.m.

Thursdays

4:30 p.m. - 6:30 p.m.

Fridays

4:30 p.m. - 6:30 p.m.

Saturdays

10:00 a.m. - 12:00 p.m.

12:30 p.m. - 2:30 p.m.

3:00 p.m. - 5:00 p.m.

Sundays

12:00 p.m. - 2:00 p.m.

2:30 p.m. - 4:30 p.m.

Supervised Exchanges

Tuesdays

11:00 a.m. - 6:00 p.m.

Wednesdays

10:00 a.m. - 6:00 p.m.

Thursdays

10:00 a.m. - 6:00 p.m.

Fridays

10:00 a.m. - 6:00 p.m.

Saturdays

10:00 a.m. - 5:00 p.m.

Sundays

11:00 a.m. - 6:00 p.m.

The Supervised Access
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Ministry of the
Attorney General