

## Supervised Access Program Woodstock/Oxford 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

### 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.

Supervised visits are a maximum of 2 hours. The frequency of the service will be based on the Agreement of service and/or court order. It will also be subject to the Centre availability. 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.

### 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.

18 Vansittart Ave Unit B  
Woodstock, ON  
Tel. 519-533-1379  
Fax. 519-533-1794

**Access Hours:**  
(Subject to availability  
and change)

### Supervised Visits

#### Alternate Fridays

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

#### Saturdays

10:00 a.m. - 2:00 p.m.

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

#### Alternate Sundays

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

### Supervised Exchanges

#### Alternate Fridays

4:00 p.m. - 7:00 p.m.

#### Saturdays

10:00 a.m. - 2:35 p.m.

#### Alternate Sundays

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

6:00 p.m.

### Tillsonburg Centre

59B Potters Road  
Tillsonburg, ON  
N4G 2H1

### Supervised Visits

Alternate Sundays  
1:30 p.m. - 3:30 p.m.

The Supervised Access  
Program is funded by the  
Ministry of the  
Attorney General