



## The Supervised Access Program

provides a safe, non-threatening, child-focused and neutral environment for families who are experiencing a high-conflict separation or divorce and are having difficulties over custody and access arrangements.

## Supervised Parenting Time

provides an opportunity for non-residential parents to spend time with their child(ren) while custody and parenting time issues are being resolved. Supervised parenting time takes place on-site and is fully supervised by trained staff to ensure that children are safe and comfortable. Staff encourage positive parent/child interactions. Staff document impartial factual observations and intervene when the safety, health or well-being of the child or other participants is at risk. Staff facilitators accompany children throughout the access.

Due to the high volume of clients, the Program can accommodate a maximum of 2 hour visits every two weeks.

## Supervised Exchange Transfer

provides 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 between parents and reducing opportunities for children to be subjected to conflict at the time of access. Parents do not come in contact with one another due to staggered arrival times. Staff communicate child-related information between parents. This may include medication, health and/or behavioural concerns that pertain to the child and time with the other parent. Staff document impartial factual observations of separation and greetings at the time of exchanges and accompany children through the building.

### Location & To Find Out More:

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

### Woodstock/Oxford County

Supervised Access Hours:  
(Subject to availability)

#### Supervised Visits

Bi-weekly:

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

Sunday 10 a.m. - 12 p.m.  
& 1:30 p.m. - 3:30 p.m.

Weekly:

Saturday 10 a.m. - 12 p.m.  
& 12:30 - 2:30 p.m.

#### Supervised Exchanges

Bi weekly:

Friday 4:30 p.m. - 6:00 p.m.

Sunday 10:00 a.m. - 12:00 p.m.  
& 6:00 p.m.

Weekly:

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

*Merrymount is an invisible safety net in our community.*

## Intake Process

Both Residential and Non-Residential parents are required to contact the program prior to scheduling an intake appointment. Intakes for parents are scheduled on separate days and times. Supervised parenting time and exchanges will only be scheduled once both parents have completed their intake appointment and all required information and documentation has been received. For service participants are required to sign an Agreement for Service which outlines the standards of conduct to ensure children have a child-focused and positive experience while in the building. Program requires copies of parenting time agreements, custody orders, mutual agreements, and any other relevant documents (ex. no-contact orders, restraining orders, probation or bail conditions). If legal documents change at any time, participants must update the program as soon as possible and provide an up to date copy.

## Wait List

The program has a high volume of clients and the wait for the Supervised Access Program in Woodstock/Oxford can be a couple of 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

Unless specified in a court order or legal document, each participant has a responsibility to pay for service. The Supervised Access Program is a pay-for-use service and access can be terminated if fees have not been paid. Fees for service are based on income. Access Fee subsidy is available to all participants who qualify. Court reports can be requested for an additional fee.

## Cancellations

Participants cancelling scheduled access must notify the program as soon as possible. Program Staff will notify the other participant of the cancellation. Rescheduling access will be based on the agreement of both parties and the availability of the program. Consecutive cancellations or consecutive no shows by either participant may result in suspension of access. Applicable cancellation and no-show fees will be applied.

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

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