



# STANDARD GUIDELINES STANDARD GUIDELINES

## Parental supervision services

Stay focused on our values ...  
Respect the rights of each...  
Define responsibilities...

**October 2018**

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## Legend

Access right :	Legal right that allows parents to have access to their children
Custodial parent :	The parent or person who assumes the daily responsibility of the child or children.
Visiting Parent :	Relative (parent, siblings, extended family) exercising a right of access to a child or children.
Safe place :	Place where people feel safe from harm and where they are reassured; place intended to prevent a complication or an adverse event or to limit its effects.
Neutral Place :	Place other than the residence of the parents.
Supervisors :	Members of the board of directors and the Director of the AFMRO.
Supervised visitation Worker :	A worker or volunteer acting under the responsibility of the resource for parental supervision.

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\* For readability, the masculine and the singular have been used to refer to both women and men as the singular and the plural

# Preamble

This document has been produced in accordance with the recommendation of the guide related to standards and to the organisation of resources for supervision services for access rights that aims to provide organisations with a guide with quality standards based on the best practices in this field.

The “Association des familles monoparentales et recomposées de l’Outaouais” (AFMRO) wants to ensure that its approach is respectful towards everyone and that the rights and responsibilities of the people using our resources are defined.

These guidelines are intended for :

- Any child having access to a parent through the AFMRO;
- Any parent accepting the use of our services for parental supervision;
- Any manager of the AFMRO
- Anyone working or volunteering for the supervised access program/service.

These guidelines promote and reaffirm values that are at the core of the AFMRO. The elements that make up this guide are:

- Rights ( of the child, of the parents and of the service for parental supervision)
- Responsibilities (of the parents and of the service for parental supervision)
- The conduct functioning for visits and exchanges.
- Cost of the service in parental supervision;

Except for children, all people concerned by the services of parental supervision have responsibilities.

The employees of the services of parental supervision are responsible to ensure the application of the guidelines.

The present guide has no precedence on the charters of rights and freedoms and on the laws relating to the protection of the personal information, which the agencies must respect.

## 1- Introduction

### 1.1) The “ Association des familles monoparentales et recomposées de l’Outaouais ” (AFMRO)

The AFMRO is a community based non-profit organization whose mission is to provide specialized services for families experiencing separation or the blending of a new family. We offer services in emotional support, resources, workshops and supervised access.

#### a) The general goals:

- welcome and assist a person in his personal and family life course;
- provide a gathering place for sharing the realities of the new family structure;
- develop and implement programs tailored to the needs of all members of the family;
- raise awareness about the realities of single parents and blended families.

#### b) The resources, programs and activities:

- support and family reorganization (child custody disputes);
- support tribunals and applies court orders
- supervised visits and transitions (exchanges of custody);
- workplace reintegration program;
- consultation and relationship support (counselling);
- educational activities and experience sharing;
- social and family activities;
- personal growth workshops;
- workshops
- documentation center;
- information and referral as needed.

### 1.2) Resource for parental supervision

**Mission :** The services provided for the parental supervision **promotes the interests of the child** by the maintenance and development of the parent-child relationship and aims to enhance the parenting experience.

More specifically, the resource for parental supervision allows the maintenance of the parent-child relationship when access is interrupted, difficult or too confrontational after a separation, a divorce or any other major reason. It offers families a warm, neutral and safe location for the exercise of this right of access and helps to prevent abuse, parental alienation and family violence while facilitating communication between parent and child as well as promote the development of parenting skills. In practice, the service is offered in form of a supervision of the meeting between the parent and the child (supervised visits) and the supervision of the exchanges of custody (transitions).

## 2- Core values of the e resource for parental supervision

The interest of the child is paramount at all times on the rights of parents

The maintenance and development of the parent-child relationship are the prioritized mediums to cultivate a sense of benevolence from the parent towards the child.

### Equity

Parents are treated fairly when they seek the parental supervision accesses whether or not they have the physical custody of the child.

### Respect

Respect is at the heart of interventions made by the AFMRO.

### Parents

Parents are recognized as the first ones responsible for their child. The accompaniment of the parent aims to develop their potential and their ability to act in the best interest of the child.

## 3- Rights

### 3.1) Rights of the Child

The interests of the child being at the heart of the preoccupations of the service of parental supervision, the following rights are recognized :

- Right access to his parents :  
The child benefits of favorable conditions to maintain and develop his relationship with his parents.
- Right to security :  
The child has access to a safe place and support to prevent complications and/or adverse events that could occur during a visit or a transition.
- Right to respect :  
The child receives all the support he needs from his parents and our team. All these people take into account the different needs of the child in order to allow him to live a rewarding experience.
- Right to privacy :  
The child benefits of an environment that preserves the privacy of his relationship with his parents.
- Right to confidentiality of information that concern him :  
The child is assured that any information shared inside and outside of the resource for parental supervision will be in compliance with the laws in force.

### 3.2) Parental Rights

In compliance with the court order or written agreement, parents, whether or not they have physical custody of the child, have rights.

- Right to exercise their parental role :  
Parents are welcome, regardless of the circumstances that lead them to the service in supervised visitation.
- Right to receive support :  
Parents are accompanied, supported, valued and encouraged in their parenting role.
- Right to respect for their integrity :  
Parents are welcomed without discrimination and in a non-judgement environment.
- Right to confidentiality of information concerning them :  
Parents are assured that no information will be disclosed without their consent and in compliance with applicable laws.

### 3.3) Rights of the resource for parental supervision

- Right to determine the conditions of access to their resource:
  - In accordance with the court ruling and/or the request of service from the DYP, visits and transitions are planned based on the availability of physical space and human resources.
  - The organization could also limit the access to the services if the user's needs exceed our field of expertise or the mandate of the organisation.
- Right to offer its services in safe environment where the physical and psychological integrity of its staff is preserved:
  - It does not tolerate any intimidating, oppressive, racist, insulting nor violent act or talk;
  - It may suspend or terminate its services when its rules and regulations are not respected.
- Right to privacy:
  - We respect privacy laws; no information can be transmitted without your verbal or written consent. However, the law forces us to break the confidentiality of your information in the following cases:
    - To prevent an act of violence, including suicide, when there is reasonable ground to believe that imminent danger of death or serious injury threatens an identifiable or vulnerable person or group of people.
    - In order to respond to a court order or an agreement between the two parties.
    - To respond to an investigation conducted by the Director of Youth Protection.

#### 4- Responsibilities

##### 4.1) Parent's responsibility

The resource for parental supervision believes that parents are primarily responsible for their children. Consequently, they must recognize and take responsibility in this regard.

Parents have the responsibility to ensure that visits/transitions take place in the best possible conditions. They must :

- Respond to the needs of their children and ensure their safety at all times during the visit/transition;
- Ensure that their children have all that they need;
- Provide the staff with relevant information regarding their children's health;
- Respect our rules and regulations concerning the services provided in the supervised visits.

***It should be noted that these are transitional measures and that parents must commit to finding a long-term solution. With a view of transitional measures, the files will be reviewed every six months.***

##### 4.2) The responsibility of the resource for parental supervision

The parental supervision service is responsible of ensuring the respect of the conditions that allow the proper functioning to access rights, such as:

- To provide a neutral and safe environment;
- To provide professional services of high quality;
- To oversee to the smooth running of the staff;
- To oversee to the proper operation of visit and transitions by ensuring that the rules and regulations are applied.

#### 5- Course of events- visits and transitions

- The greeting of the child during a visit or transition must be conducted inside the premises of the AFMRO in the presence of a worker.
- The observations made during the visit or transition are documented in a written report and are given to the parties' lawyers' or the case worker in charge of the file at the DYP.
- Transitions or supervised visits, canceled or shortened cannot be retaken during the same day. However, if both parties agree, the AFMRO will try to schedule another date available for a visit or transition.

### 5.1) Supervised visits

The custodial parent of the child has to leave the premises of the AFMRO immediately after the arrival of the visiting parent.

At all time, the supervised visitation worker has the right to cancel the visit and ask the parent to leave if the behaviour or comment of the parent causes or could cause harm to the child and/or anyone present.

### 5.2) Transitions

The total duration of a transition is 15 minutes. The parent who brings the child, and the other parent, must enter through their assigned entrance, either the door A on Saint-Joseph Boulevard or the door C on St-Jean Bosco Street. The parent who brings the child must wait with the child until the arrival of the other parent. Then, the parents leave in turns without ever seeing each other.

*It is strongly advised that each parent does not go near the assigned entrance for the other parent before and after a visit or a transition.*

## 6- Confirmations

Thursdays and Fridays, the administration of the AFMRO will notify parents a week in advance, either by phone or email, of the dates and time of their next visit or transition. The AFMRO requires that each parent gives a written or phone confirmation in order to reserve the visit or transition. A visit/transition, for which we have not received any confirmation, at least 48 hours in advance, will be cancelled by the AFMRO.

## 7- Cancellations

The cancellation of **three (3) transitions/visits (by the parents)** within a three month period, will result on a temporary suspension of services and will be reported to the lawyers/ the case worker at the Direction of Youth Protection in order to proceed to a revision of the situation. A written engagement by the parent (or the parent that will have cancelled two or three times) will be required to resume the services, and a 30, 00\$ fee will apply to reopen the file.

8- Parental supervision services costs	
Administrative fees	\$ 30.00
Supervised visits	\$ 13.00 / hour
Transitions/exchanges	\$ 5.00 transition
Rental of rooms	\$ 40.00 / hour
Reports (unrepresented users)	\$ 25.00 / each report

- **Please note:** In the event of a cancellation in less than 36 hours, the person who cancels the visit/transition must pay the full cost of the visit or transition.
- A revision of the fees will be possible, under the presentation of the most recent tax return.
- A 15.00\$ fee will apply for the reopening of a file, if it is within less than a six month period from the date of the initial request. A 30.00\$ fee will apply for the reopening of a file, if it is after six month from the initial request.

#### 9- Required documents to open a file

- Judgement of the Superior Court
- Most recent tax return (to see if a tariff revue is applicable.)
- Health fact sheet (see service request)

1. **ZERO tolerance:** Intimidation, threats (verbal or physical), aggression, harassment, violence of any kind, racist comment or behavior, parents in a state of intoxication. A violation of the guidelines and rules will result in the immediate cancellation of the visit.
2. Respect the judgement of the court or the instruction issued by your lawyer and/or the DYP worker.
3. Park on the street of your designed entrance (A – St-Joseph Boulevard) or C - St-Jean Bosco Street).
4. Parents must respect the time at which the visit or transition is expected. A delay of more than 15 minutes will result in the cancellation of the visit/transition and it will be billed.
5. Parents must call if they have to cancel the visit/transition in less than 36 hours (at 819-771-3269 at office 21 or 24) and leave a message if no one is available to answer your call. Any cancellation warning made in less than 36 hours will result in a bill for the full cost of the visit/transition for the parent that cancelled. After three cancellations within a three month period, services will be suspended until a written engagement is signed by the parent.
6. The payment for opening the file and the costs of the first visit must be made before the date of the first visit. During your first visit, the costs related to the second visit must be paid, and so on for all future visits. It is the parent's responsibility to arrange payment for the next visit; otherwise the AFMRO will cancel the scheduled visit.
7. Notify the Coordinator of the supervised visit service by email (spafmro@videotron.ca) of any changes to the terms and conditions of the agreement. All the parties involved must be aware of and in agreement with the changes.

#### The visits/transitions

1. The custodial parent must remain accessible at all times, in case the AFMRO has to contact them in the events of an emergency or a sudden cancellation of the visit.
2. Contribute to the welcoming atmosphere by promoting values such as respect, integrity and fairness.
  - Use a respectful language in front of the children, the support worker and the AFMRO staff members;
  - Do not denigrate anyone in the presence of the child (foster family, other parent, family, new spouses, support worker, etc.);
  - Have appropriate conversation topics (positive and enjoyable);
  - Do not make emotional blackmail or promises to the child;
3. The conversation and exchanges must be held in a way that the support worker can see and understand everything that is happening at all time. So, it is prohibited for the parent to take away the child without the support worker and/or to make noise so the worker cannot hear the exchanges between the parent and the child.
4. During the last 15 minutes of their visit, parents have to put the toys back to their respective place, to clean the room and to make the payments. The room should be freed 5 minutes before the end of the visit as a privacy measure, in case of juxtapose visits. The room should be left as it was at the beginning of the visit.
5. Keep in mind that the support worker is there to observe and not to transmit messages from one parent to another, except if it is information concerning the immediate health of the child.
6. Respect the AFMRO building (equipment, supplies, furniture, cleanliness, etc.)
7. Parents are not allowed to film nor record their child at any time. However, pictures are permitted.
8. If the parents are required to assist children's toileting needs, the restroom door has to stay partially open.

9. If the instructions in your file state that you are not allowed any visitor(s) during the supervised visit, it also includes any form of communication (verbal, visual, written, via video, etc.) which is forbidden between the child and any other person than the visiting parent.
10. It is strictly forbidden to smoke, to consume alcohol or drugs inside the premises of L'AFMRO.
11. Animals are forbidden at all times inside the premises of the AFMRO.
12. It should be noted that any food as well as any container that is left inside the refrigerator will be thrown away every week.
13. We also ask for parent to throw away the diapers outside, during the visit if it is necessary.

<b>Procedure to file a complaint</b>	
<b>By mail:</b>	Service Quality and Complaints Commissioner 105, boulevard Sacré-Cœur Gatineau (Québec) J8X 1C5
<b>By Phone :</b>	819-771-4179; without cost : 1-844-771-4179
<b>By Fax:</b>	819-771-7611
<b>By email:</b>	<a href="mailto:commissairesauxplaintes@ssss.gouv.qc.ca">commissairesauxplaintes@ssss.gouv.qc.ca</a>
<b>Online:</b>	Fill out a complaint form online <a href="https://cisss-outaouais.gouv.qc.ca/formbox/?url=..%2FformServer%2Fsignal%2Findex.php">https://cisss-outaouais.gouv.qc.ca/formbox/?url=..%2FformServer%2Fsignal%2Findex.php</a> <a href="https://cisss-outaouais.gouv.qc.ca/la-voix-de-lusager/faire-une-plainte/">https://cisss-outaouais.gouv.qc.ca/la-voix-de-lusager/faire-une-plainte/</a>

## LEGISLATION GOVERNING THE DISCLOSURE OF PERSONAL INFORMATION AND PRIVACY

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### CANADIAN CHARTER OF RIGHTS

Art. 5. : Everyone has the right to respect for his private life

### CIVIL CODE OF QUÉBEC

Art. 35 : Everyone has the right to respect for his private life.

Art. 37 : Any person who establishes a file on another person must have a serious and legitimate reason to do so. It can only collect information relevant to the stated purpose of the file and cannot, without the consent or authorization of the law, to third parties or used for purposes incompatible with those of its constitution; Nor can it, in the constitution or the use of a file, otherwise invade the privacy of the person concerned or his reputation.

### CHARTER OF RIGHTS AND FREEDOMS (RSC cC-12)

Art. 2 : Anyone whose life is imperiled right to assistance.

Art. 9 "Everyone has the right to professional secrecy. Any person required by law to trade secret or any priest or other minister of religion may, even in judicial proceedings, disclose confidential information that has been revealed to him by reason of his position or profession, unless there are authorized by the person who confided such information which by express provision of law. The court shall, ex officio, ensure compliance or professional secret. "  
The basic principle is that the solicitor and client's right not a privilege professional. It is now a professional obligation. Professional secrecy is relatively absolute; only the client's authorization or provision of the law can liberate us.

### LAW OF ACCESS TO PUBLIC DOCUMENTS AND PROTECTION OF PERSONAL INFORMATION (RSQ, cA-2.1)

Object : Make available documents held by a public body while ensuring confidentiality of personal information.

Art. 59 : A public body may not release nominative information without the consent of the person concerned.

Precision : Information of a personal nature is personal and confidential information. A person's name is public, but adding to that name other information of a personal nature is confidential. There can be no disclosure of such information without the consent of that person, in the cases and according to strict legal requirements.

### ACT S HEALTH SERVICE AND SOCIAL SERVICES

Art. 19 : The record of a user is confidential and no one can access them, except with the permission of the user or the person who can give consent on their behalf, on the order of a court or a coroner in the performance of his duties or in the case where this Act provides that the disclosure of information contained in the record may be required of an institution.

### ACT ON THE PROTECTION OF PERSONAL INFORMATION IN THE PRIVATE SECTOR (Act 68, RSQ, cP-39.1)

Art. 1 : This is to establish special rules against s personal information about others that a person collects, holds, uses or discloses to third parties the opportunity to operate a business within the meaning of Article 1525 of the Civil Code of Québec. It applies to the information regardless of the nature of their support and whatever form they are available Written, graphic, audio, visual, computerized or otherwise.