

## What you can expect

Program staff will meet with both parents separately to explain the program and complete intake paperwork.

Before the first visit, they will meet with your child to explain what will happen during the visits. They give your child a tour of the facility. They arrange visits so that you do not come into contact with the other parent at our facility.

Program staff check all bags when you enter and when you leave.

During the visit, program staff provide constant observation—your child is never left alone. The focus of the program is creating a positive experience for your child.

## Questions?

If you have any questions or concerns, contact the court officer.

CONTACT INFO:




### THE SUPERVISED ACCESS & EXCHANGE PROGRAM

provides a safe, neutral, child-centred place for a child to visit with a parent or for a parent to drop off or pick up a child for a court-ordered visit without having contact with the other parent.

This program is supported by the Department of Justice.



Information for  
**Parents**  
about the  
**Supervised  
Access &  
Exchange  
Program**

A SAFE, NEUTRAL,  
& CHILD-CENTRED PROGRAM



## What is it?

You have been referred to the Supervised Access and Exchange Program. This program allows a child to visit a parent or other person in a safe, neutral setting. It is accessed through a court order only.

During a supervised visit, a trained, independent third party observes the visit. The visiting place has toys and games to help make the visit positive and focused on the child. During a supervised exchange, the visiting place is used as a safe drop off and pick up place so that parents do not have to have contact with each other.

The program includes up to 18 hours of visiting time. A judge can order more time, if needed. An exact visit or exchange schedule is worked out when you meet with program staff.

No fees are charged to you, but you must cover your own transportation costs.



## What program staff do

They focus on making a safe visit for everyone involved. They arrange visits or exchanges so that parties do not have to see or talk to one another while using this service.

They invite you to an individual intake and orientation session, where they explain the rules and how visits and exchanges work.

They work with you to make sure that program rules are followed for the benefit of all involved, especially your child.

They take notes at each visit. The notes contain facts only based on observations. They do not make judgements about what happens during a visit.

They file a report with the court and give a copy to both lawyers. If you don't have a lawyer, they give the report directly to you.

They must make a referral to child protection services if they suspect risk of harm to a child.

## What program staff cannot do

They cannot give their opinions or make recommendations about your situation.

They cannot offer legal advice or explain court processes.

They do not take sides, and they do not assess your parenting skills.

## What you must do

You must participate in an intake and orientation session. If the child is in your care, you must bring your child to an orientation session.

You must agree to have program paperwork completed. You must have your picture for emergency purposes.

You must provide information and keep that information up to date.

You must show up for visits or exchanges as scheduled. If the child is in your care, you must bring the child to the visit or exchange as scheduled.

You must agree to follow program rules.

## How you can prepare your child

The program offers an orientation for your child so that they are properly prepared to receive this service.

You can help by

- being positive about the visits or exchanges
- not saying anything negative about the other parent
- not placing the child in the middle of parental disputes