

Renew Supervision Services

SERVICE AGREEMENT SUMMARY

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RENEW SUPERVISION SERVICES

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RENEW SUPERVISION
SERVICES
WWW.RENEWSUPERVISION.COM



Contents

- Communication.....(p.3)
- Documentation: Parenting Time and Supervised Exchange Notes.....(p.4)
- Scheduling of Parenting Time Visits and Site Locations.....(p.5)
- Service Confirmation.....(p.6)
 - Amendments and Exchanges
- Service Confirmation (Continued).....(p.7)
 - Medical Treatment and Exchange of Goods
 - Guests
- Intervention and Termination.....(p.8)
- Workplace Violence and Harassment.....(p.9)
- Covid-19 Policies and Procedures.....(p.10)
- Service Fees.....(p.11)
 - Late Penalties, Extensions, and Cancellations
 - Statutory Holiday Fees

Communication

GENERAL INQUIRIES:

email info@renewsupervision.com

EMERGENCIES:

call or text message (416) 220-4212

QUESTIONS OR CONCERNS:

email Tchenia Archer at Tchenia@renewsupervision.com

PARENTING TIME RESOURCES:

email Tchenia Archer at Tchenia@renewsupervision.com

SCHEDULING:

email Melissa Emon at Melissa@renewsupervision.com

BILLING:

email accounts@renewsupervision.com

**Phone numbers for supervisors will not be provided. If a supervisor must contact a client during a Parenting Time Visit or Supervised Exchange, staff numbers are restricted and will, therefore, appear as "Unknown Name, Unknown Number."*



Documentation

- Parenting Time and Supervised Exchange notes are emailed 7 - 10 business days after every visit to all parties, including counsel.
- Should notes need to be expedited for court related matters, email: notes@renewsupervision.com with the following information in the Subject Line: URGENT, Family Name, Date of Visit or Exchange (e.g., URGENT, Danny Smith, December 1, 2021). We will endeavor to forward notes within 3-5 business days.
- Every supervisor has a different style of note-taking, however, there are fundamental principles that all supervisors follow: Notes are a summary of what occurs during a visit; frequent timestamps are used; key actions, behaviours and words are objectively recorded; and, any deviation from the court order is documented.

*Please keep in mind that while supervisors do their best to document conversations, visits are occurring in real time, and that notes are summaries; therefore, not all speech will be documented verbatim.

Scheduling: Visits, Activities and Activity Locations

Requests are to be made with a 7-day notice. Approval of requests with less notice are contingent on staffing availability.

Renew will not impose restrictions around activities or the location of activities unless there are safety concerns or that the activity is not age-appropriate. If an activity is scheduled outside of the home or there is a change in the scheduled venue, the visiting caregiver must submit the new activity and location to info@renewsupervision.com with a 48-hour minimum notice. All parties, including counsel are to be CC'd.

*If there is a no-contact order in place, the co-parent is to be excluded in the email correspondence; however, their counsel is to be CC'd. The amendment is NOT approved until a revised Service Confirmation has been sent to all parties.

Service Confirmation

Visit and Exchange details are recorded on a Service Confirmation document. Details include:

- dates / duration
- location(s)
- Supervisor's name
- restrictions

Amendments

Amendments to the Service Confirmation can be accomplished by submitting an updated court order or by providing written consensus from both caregivers/parents. Parties are to provide updates to Renew through email with all parties, including counsel, CC'd.

A Service Confirmation will not be revised if either of these conditions are not met. Furthermore, any request from a caregiver to impose a restriction not listed on the Service Confirmation during a Parenting Time visit or Exchange will not be enforced by the Parenting Time Supervisor. This includes restrictions around locations, guests/visitors, or gifts given during a visit.

Exchanges, Pick-Ups and Drop-Offs

If a child is to be picked up by a person other than the scheduled caregiver, or someone not on the pick-up list, the caregiver must notify Renew through email at info@renewsupervision.com in advance with all parties CC'd. The authorized person receiving the child is to present ID to the Parenting Time Supervisor.

Service Confirmation (Continued)

Medical Treatment and Exchange of Goods

Parents/guardians are responsible for seeking medical attention and administering medication during supervised visits and exchanges.

Parenting Time Supervisors are not responsible for signing or transferring court documents.

Guests

The visiting parent is required to advise Renew via email in advance of the guest(s) to be in attendance (24 hours' notice) with all parties CC'd.

If there is a no-contact order, Renew will advise the other party.

All parties are required to complete and pass a Covid screening.

Renew will not impose restrictions for guests unless restrictions are listed on the court order or there is an agreed upon sanction drafted by the caregivers or their representatives.

Uncooperative guests or guests under the influence will be asked to leave.

Intervention and Termination

During Parenting Time visits, the parent is responsible for the child(ren)'s needs, activities, discipline.

Parenting Time Supervisors will remain in constant visual and auditory contact with the family and intervene only if necessary.

If safety is a concern, the Parenting Time Supervisor has the authority to intervene or terminate the visit. Such matters may include but are not limited to: intoxication; suspected drug use; and inappropriate language, activities, or discussions towards the child(ren) or to the Parenting Time Supervisor.

If a child expresses a desire to end the visitation early, the Parenting Time Supervisor will attempt to encourage the child to continue. If the child is visibly distraught and/or makes repeated requests to leave, then the custodial parent/guardian and Director will be contacted. The visit will be terminated at this point.

Reporting Abuse and Neglect

Parenting Time Supervisors have an obligation to report disclosures or suspicions of abuse and neglect to the Children's Aid Society (CAS).

Workplace Violence and Harassment

Under no circumstances will Renew tolerate the following behavior:

- Verbal abuse: swearing, insults, or condescending language
- Threatening behavior: such as shaking fists, destroying property, or throwing objects, verbal or written threats: any expression of an intent to inflict harm
- Physical attacks: hitting, shoving, pushing, or kicking

*Should a caregiver display any of the above-noted behavior, Renew has the right to terminate its services.

COVID- 19 Policies and Procedures

As a Toronto-based company, Covid policies and procedures are in-line with Toronto Public Health.

Caregivers, children and visitors are required to participate in Renew's Covid screening process. An outline of this process can be found on our website - <https://renewsupervision.com/covid-19-protocols>

Caregivers and guests are not required to be fully vaccinated; Renew will not make inquiries into vaccination statuses.

If a parent or child in the household is unwell and/or is displaying COVID-19 symptoms, the caregiver is required to contact Renew immediately.

A caregiver is not to bring a child to a visit that is displaying COVID-19 symptoms.

Service Fees

- \$250.00 – Initial Registration Fee
- \$50.00/hour – Supervised Parenting Time (In-person)
- \$35.00/hour – Supervised Parenting Time (Virtual)
- \$25.00/visit – Notes (1 to 4.5 hours in duration)
- \$30.00/visit – Notes (5 hours or more in duration)
- \$100.00 – Supervised Exchanges (Includes Notes)
- \$50.00 – Cancellation with more than 24 hours' notice
- Full visitation fee – Cancellation with less than 24 hours' notice

Statutory Holiday Fees

- \$75.00/hour – Supervised Parenting Time (In-person)
- \$55.00/hour – Supervised Parenting Time (Virtual)
- \$35.00/visit – Notes (1 to 4.5 hours in duration)
- \$40.00/visit – Notes (5 hours or more in duration)
- \$150.00 – Supervised Exchanges (Includes Notes)
- \$50.00 – Cancellation with more than 24 hours' notice
- Full visitation fee – Cancellation with less than 24 hours' notice

All fees subject to HST

All payments must be received a minimum of 48 hours before the commencement of service.

If payment is not received on time, service may be canceled.

Payments can be made via e-transfer (accounts@renewsupervision.com) or via credit card (call 416-220-4212).