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REUNIFICATION AGREEMENT

Ms Denise Giles from Scope Consultancy is available to assist parties and the Court in working with parents, children and families to assist rebuild relationships and ensure safety of children as they work towards meaningful relationships with both parents. The guidelines set forth are not negotiable and if they are not followed will be grounds to terminate services.

Please initial beside each section and sign the last page of the document.

SERVICES:

Denise Giles offers assisted therapy to support supervised parenting time and Reunification Therapy.

Reunification therapy is a form of family therapy and is designed to support children maintain meaningful relationships with both parents.

HOURS OF OPERATION

Denise Giles appointments are generally Monday through Friday from 9:00 a.m. until 5:00 p.m. and is closed on public holidays. Appointments outside of these business hours are negotiated between Ms Giles and the parties however, cannot be guaranteed. ____ Initial

If a session is cancelled by Ms Giles she will endeavour to contact the parties and in the event they do not answer the calls she will leave a voice message and send an email if possible to the email address on file.

INTAKE

In order to begin services, all parties must complete the intake process. Responsibility for defining who is to pay fees lies with the parties. Unless fees are specifically addressed in the court order, each party will be responsible for an equal portion of the cost of supervised visitation and services.

You will need to complete all required documentation an or before your initial appointment and pay the required fees and retainer Please call during business hours to schedule for the next available appointment.

Children may not be present during the intake appointment. The intake covers adult information which is not appropriate for children. This will also be a time for you to ask questions regarding services. This discussion is also not appropriate for children.

If a party is more than 15 minutes late for an intake appointment that appointment will be cancelled and the late party will be charged a no show rate of \$150.00. Parties that fail to show for an intake or any other appointment, cancel an intake or any other appointment without at least twenty-four hours notice to Ms Giles, or are more than 15 minutes late for their appointment will incur a no show fee which is due prior to scheduling another appointment for the party.

Once the intake process has been completed by **all parties**, scheduling further appointments will begin, and appointment times will be provided to the parties **who are expected to confirm the appointment times.**

Ms Giles will schedule the time of the drop-off and pick-up for exchanges and visits. She will attempt to comply with the hours specified by a court order; however the time and amount of hours for parenting time and exchanges for each family will be dependent on the availability of the treatment provider. Ms Giles may adjust the schedule at any time during services.

HOW EXCHANGES AND VISITS OCCUR

For sessions involving the parent and children, only the parent concerned may enter the office premises. The office premises include the building which the office is located.

For reunification therapy, the party attending the session with the child must arrive in the office no earlier than 10 minutes and no later than 15 minutes after scheduled beginning of the session or the visit will be terminated. If the session is terminated fees will be assigned to that party as the canceling party, and the delivering party will be notified.

The delivering party is to arrive at the office no sooner than 5 minutes before the designated beginning of the appointment and no later than 5 minutes after the

designated beginning of the appointment. The delivering party is to send a text message to Ms Giles advising of their arrival. If the delivering party is more than 15 minutes late the visit will be cancelled and fees assessed to the delivering party as the canceling party. After delivering the child to the therapist, the delivering party must leave the premises.

Then at the end of the designated time of the session the child will return to the waiting area. The delivering party is to return at the exact time designated for the visitation to end, receive the child, and immediately depart. The visiting party is to remain in the waiting room until 10 minutes after the delivering party has received the child and then depart.

All visits are to remain in the room they are assigned during the entire visit unless the party or child needs to use the restroom.

Only adults and children **specifically** authorised by the court agreement are allowed to cancel appointments, schedule appointments, transport, exchange, or be present during exchanges. Any party authorised by the court agreement to be present must complete the entire intake process at least 48 business hours before they may be present at the exchange or visit.

CANCELLATIONS AND MISSED VISITATION/EXCHANGES

The canceling party will incur the **full fee** of the visitation or exchange if they fail to notify at least 24 business hours prior to the scheduled appointment. If both sides fail to show for a visit each side will be responsible for their portion of the full fee of the visit. The balance will be due prior to the next exchange or visit. __Initial

If you go to court and it is decided you will not be using therapeutic services any more, you must notify the office. Do not depend on the courts or the other party to do so. If Ms Giles is not notified by 5:00 p.m. 24 business hours in advance each party will be responsible for an equal portion of the full fee for the visit or exchange.

If two scheduled appointments have been missed or otherwise do not occur the case may be taken off of the schedule. Parties must make contact with Ms Giles in order to reinstate services. All parties will be notified when services have been suspended or reinstated via email. If services have not been used for six months all parties will be required to repeat the intake process and pay the intake fees.

INTERACTION DURING THE EXCHANGES AND VISITATIONS

Parties are expected to take care of and be responsible for supervising the children's behaviour during visits and exchanges. Parties are expected to set limits and discipline appropriately when needed, however physical discipline of any type is not allowed.

Children should not be allowed to interfere with other clients in the office, harm other people or property, or engage in other inappropriate behaviours. Families are expected to pick up toys, clean up after themselves, and throw away all trash from

their visit before leaving.

Children that are toilet trained will use the restroom privately without the visiting party. If a child is in nappies or pull-ups a supervisor will remain in the restroom with the visiting party during changes. **All contact between the visiting party and children will remain supervised.**

During sessions, parties are expected to interact with the children in a positive and supportive manner. Any communication or behaviour that is emotionally or physically threatening to the child will not be allowed. Profanity will not be allowed. Derogatory comments or comments that portray the other parties in a negative light are not allowed.

Interrogation of the child will not be allowed. Defining "interrogation" is left to the discretion of the staff, but would include using the child to gather information about the custodial party and/or leading the conversation in such a manner that encourages the child to reveal information. Conversations should be natural and directed by the child's interests rather than those of the adult. Conversations should focus on the here and now rather than the future possibilities. Threats of physical violence will not be tolerated.

All parties must conduct themselves in a manner that clearly demonstrates that the well being of the child is the highest priority.

Turn off all communication devices prior to entering the centre. The use of mobile phones or other communication or electronic devices are strictly prohibited during visits.

Discussion of the court proceedings the current legal situation, or issues involving the court with the child or other adults during visitation or exchanges is not permitted.

All conversations between the parties and the child must be audible to the person providing the therapy. Unless a staff member is available who understands another language, the conversations between the child and the parties must be in English.

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Parties are to comply with the limits set by Ms Giles without complaint, comment, or further explanation during the visit.

Ms Giles is there to conduct the therapy and record the behaviors and interactions between the adults and children. Parties are not to involve Ms Giles in discussion disparaging the other parties, providing personal information regarding the party or the other parties, to try to "take sides," or discussing their opinion of the court's orders. Parties are not to ask personal questions, nor are they to offer food, drink, or other gifts.

Video recording, audio recording, or photography is not allowed during sessions unless authorised by Ms Giles. Parties may not video record, audio record, or photograph other adults or children at the office. IF UNAUTHORISED PHOTOGRAPHS, VIDEO RECORDINGS, OR AUDIO RECORDINGS DO OCCUR, THE TERMINATION OF SERVICES MAY OCCUR.

OTHER GUIDELINES

Ms Giles' clocks determine the correct time concerning appointments, services, lateness, late fees, and cancellations. _Initial

Ms Giles has the right to terminate individual sessions and suspend or cease future services for any reason deemed necessary, including: if ongoing therapy appears too stressful or traumatic for the child, Ms Giles determines that she cannot effectively address safety or other issues involved in the particular case or if the case places an undue demand on the office's resources, if a party harasses or threatens staff, volunteers, or other parties appointments will be immediately discontinued, if one or both of the parties have failed to comply with the rules of the service.

The delivering party must dress the children in appropriate and unrevealing clothing, or clothing that is not likely to reveal the child's privacy.

There is no smoking, illegal substance, or alcohol use allowed at any time during therapeutic services. Any party who appears to be under the influence of drugs or alcohol will not be permitted to engage in therapy or see the children.

Ms Giles reserves the right to advise the court and parties if she suspects the use of drugs or alcohol prior to a session and will recommend drug testing at the affected parties expense. ____Initial

The parties will keep Ms Giles informed of any changes in legal representation, address, or telephone numbers.

Ms Giles is required by law to report any reasonable suspicion of child abuse or neglect. This includes physical, sexual, or emotional abuse and physical neglect. She will also contact the appropriate authorities if there is harassment, threats, or physical contact during exchanges.

CONCERNS, QUESTIONS, AND COMPLAINT PROCEDURES

During the intake process there will be time set aside to respond to any questions that you might have. Please make sure that you have carefully read these guidelines and that if you have **any** questions you ask them at that time.

CASE MANAGEMENT, RECORDS REQUESTS, AND OTHER FEES

Case management fees are charged at your normal hourly rate. If you fail to comply with the rules herein set forth, you will be charged with any case management required to deal with the violation. ____ Initial

Ms Giles or her staff will occasionally make courtesy calls to parties or lawyers involved in cases; however these contacts are intended to be minimal. Any case requiring more extensive contact with parties or lawyers will also be charged case management fees for time spent interacting outside of the scheduled visits.

Any overdue fees may impact on future bookings. Until fees are paid further sessions will not be booked. At any time that monies due are not paid then the Ms Giles reserves the right to recuperate payment and the party incurring the fees will be responsible for all costs involved.

Files will not be released to parties. Documents other than a treatment summary will be provided to lawyers and parties by way of subpoena only at a rate of \$150.00 per hour and then \$1.00 per page. A report that is requested will be provided at the cost of \$250.00 per hour.

If subpoenaed, Ms Giles will charge the issuing party \$150.00 per hour including all travel time to and from the court, additional fees will include mileage, parking and other expenses from court. This fee applies for each court visit, whether or not evidence actually takes place. _____ Initial

ACKNOWLEDGMENT OF UNDERSTANDING OF SERVICES, RULES, AND GUIDELINES

The most important rule to remember is that parties are expected to comply with directives from Ms Giles while they are on site.

In certain cases there may be changes to routine operations in order to accommodate unusual or unforeseen events or needs that may or may not relate to your individual case. Please remember that I am serving a number of families at any given time and that compliance with the rules outlined herein will enhance services to everyone.

I HAVE READ AND RECEIVED A COPY OF THESE RULES AND HAVE A COPY FOR MYSELF. I UNDERSTAND DENISE GILES RESERVES THE RIGHT TO REVISE AND/OR CHANGE POLICIES AT ANY TIME OR MODIFY RULES ON A CASE-BY-CASE BASIS.

MY SIGNATURE BELOW INDICATES I UNDERSTAND THESE RULES AND AGREE TO FOLLOW THESE RULES. I UNDERSTAND THAT IF I DO NOT COMPLY WITH THESE RULES, THE SESSIONS MAY BE SUSPENDED OR TERMINATED AND NOTICE OF SUCH MAY BE PROVIDED TO THE COURT.

Signature

Date

Signature

Date