



Supervised Access & Therapeutic Access

By Peaceful Waters offers a Child Centred approach to your family's time of transition.

We understand that the deepest desire parents have is to alleviate conflict and its impact on their children. The purpose of our Child Centred Divorce Services is to give parents the tools they need to resolve conflict and ultimately create a healthy family environment for their children.

Supervised Visits allow the children to visit with their non-resident parent in a neutral location, with supervision by trained staff who monitor the children and adult at all times. Supervised visits provide a positive setting for healthy interactions, child-focused conversation and play.

Supervised Exchanges support families who are in need of assistance exchanging their children. Our staff provide an environment for a smooth, conflict-free transition and can also schedule transitions to accommodate restrictions imposed by a restraining order.

Therapeutic Access is also available for parents who want to develop a deeper connection to their children within the supervised setting. Our trained staff will offer support and tools to equip a parent to more effectively meet the needs of the children by increasing connection and helping the parent engage at a deeper level with their children.

How do these services help my children?

Our goal is to cushion your children from the effects of divorce or separation, and we have developed these services with your children's needs and wellbeing in mind.

- ✓ Our services are provided in a comfortable, child-friendly environment to put your children at ease
- ✓ Agreements are created to set out the details of the access to ensure everyone knows what to expect and to help ensure the safety of both children and parents
- ✓ Visitation, or the exchange, is supervised by staff who have police background checks and are licenced to work with children
- ✓ Arrivals and departures are coordinated so parents do not have to see each other. Your children can transition between parents without being exposed to adult conflict
- ✓ Visitations and exchanges enable your children to develop and/or maintain a relationship with their non-resident parent and to have positive experiences, both of which are proven to have lasting effects into adulthood
- ✓ Our staff have extensive training in conflict resolution, mediation and child development
- ✓ Your children are monitored at all times by a trained and neutral adult who is sensitive to their needs

How does the Supervised Access service work?

Supervised Access Centres provide a place for visits and exchanges - they do not make recommendations. Factual observations provided by the supervised access centre may, however, provide information to guide an assessor in making recommendations to the court or may assist the court in making orders that are in the best interest of the children.

Once you have completed the application process and paid the registration fee, you can begin to book sessions.

Supervised exchanges provide you with confidence that your children will transition between parents without being exposed to adult conflict.

Supervised visits can be booked according to your family's needs, with a minimum supervised session of one hour in length. Our staff ensure child-focused interactions that enrich the relationship between the children and visiting parent.



Therapeutic Access enables you to develop skills and practical tools to better meet the needs of your children. During the sessions, our staff will work with you to achieve increased levels of comfort with playing, engaging, interacting, and talking with your children, for increased rapport and attachment.

Written reports from your parent coaching sessions will enable you to demonstrate, via a neutral third-party, the commitment you have shown to enhancing your relationship with your children and document the progress you have made.

*There is no limit to how long you can use the service.
We are here to support your family for as long as you need us.*

What guidelines are in place to protect my children and provide a positive experience?

During your intake interview we go over all our guidelines and procedures in detail. Below are some of our policies to give you an indication of how we safeguard your children.

- Arrive at the appointed time, no earlier or later than the time indicated
- You may bring snacks to enjoy with your children
- You may bring toys for your children to play with
- Child-focused conversation is permitted
- We ask that you comply with the direction of our staff at all times
- Please be mindful of other families present

How do I apply for supervised access?

Application to the program is via a court order or by written mutual agreement. Both parties need to contact us and fill out the application form. Once your application has been received and reviewed we will then book a 2-hour intake appointment.

We want to ensure that families who participate in the supervised access program are well suited for the program and that the program will address their needs and support the goals they are working towards. During the intake interview we will discuss your family's needs and eligibility for the program and outline our policies and procedures.

There is a one-time registration fee which covers all of the required paperwork and consent forms for probation, Child Access Services and other agencies that may be involved in your case.

In what other ways can you help me and my children through this difficult time?

By Peaceful Waters offers a variety of services for parents who are separated or divorced. The purpose of these services, used alone or in combination, is to provide parents with the tools they need to resolve conflict and ultimately to shield children from ongoing disagreements. Our child centered divorce services include:



[Child Interviews](#)



[Parenting Coordination](#)



[Mediation of Parenting Plans](#)

- Reunification Counselling
- Domestic Violence Screening
- Workshops

Please contact us to discuss your family's needs. We can help you determine which services are right for you.

FAQs

We understand that you may have questions and have answered the most commonly asked below. Please contact us if you have further questions and to discuss your situation.

Will the same person supervise each of my children's visits?

- As part of our mission to build trust and help your children feel at ease we will aim to pair your children with the same supervisor during each of their visits. You will be notified if the staff needs to change.

Will I be updated about my children after each visit?

- The supervising member of staff can provide a verbal "he/she did well" summary. Details of sessions are provided in the report. Please note that information about the visiting parent will not be provided.

Can I bring a friend or relative with me to a visit?

- Guests may accompany you to a visit with prior agreement from both parties. Please provide adequate notice ahead of time and we will work with you to accommodate your request.

Will I get a report about my visit with my children and/or my Parent Coaching session?

- We can release the notes from your supervised visit and provide a written report with a summary of your parent coaching sessions for a small fee.

Does your staff send reports back to the Courts?

- We do not routinely send reports back to the court. However, if the courts request one from us we are able to provide a written report for a small fee.

What happens if I am late or have to cancel?

- Time slots are agreed upon to enable both parties to plan appropriately, reduce conflict and pave the way for a smooth experience for your children. We require 24 hours notice for a cancellation; otherwise, you will be billed for the time. Late arrivals are subject to a penalty fine.

Contact us for more information and to discuss your family's needs.

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Please visit our website to download our intake form
www.bypeacefulwaters.ca