

Mnaasged Child and Family Services



Supervised Access Policy and Procedure Manual

July 2020

*Acknowledging the Past
Serving the Present
Creating the Future*

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SECTION 1: INTRODUCTION

PREAMBLE

As an Indigenous Child and Family Well-Being Agency and as an organization designated by the Province of Ontario as a Children’s Aid Society, Mnaasged Child and Family Services has a set of legal, moral, and cultural commitments when a Child/Youth comes into its care or control.

Mnaasged Child and Family Services has a passionate and unequivocal commitment to supporting a healthy relationship between a Child/Youth and the biological and extended family members. Mnaasged has a parallel commitment to supporting that same healthy relationship for Children/Youth and families with their First Nation or Indigenous community, including their language and culture.

Since the colonization of Indigenous lands, Indigenous people have had tremendous barriers put in place to maintain and support the care and well-being of their Children/Youth. Government policy toward Indigenous people was based on the systematic removal of Children/Youth from their Parents and their communities for “educational” purposes or because those homes and relationships did not meet an arbitrary set of “standards” deemed important by those in power. In many First Nations communities, the percentage of Children/Youth in the care of Children’s Aid Societies has far exceeded those remaining with their families, and to this day, a highly disproportionate percentage of Children/Youth in care are Indigenous or racialized because of their heritage.

There are many times when Children/Youth will not be safe to remain with their biological Parents. Sometimes that risk results from temporary circumstances (hospitalization, incarceration, or residential treatment), while at other times the situation may be longer term. In all such circumstances, Mnaasged Child and Family Services uses its authority and influence in a manner consistent with the following:

1. Wherever possible, Children/Youth will remain with their biological Parent(s). Mnaasged focuses on supports and assistance—including those from extended family, community, or First Nation and from Mnaasged’s own resources—that will assist the Parents to allow the Children/Youth to remain with the people who love and care for them.
2. When Children/Youth cannot remain with the people who love and care for them, Mnaasged will make every effort to engage members of the extended family or First Nation community to care for the Children/Youth. This may be short- or long-term care, depending on the circumstances. The goal is to work toward the Child’s/Youth’s return and to minimize the harm caused by the separation.

3. Only in extenuating circumstances where neither of these options are sufficient should a Child/Youth be placed outside the family, First Nation, or community. Every Plan of Care for a Child/Youth in such circumstances must focus on identifying and implementing all possible steps that would serve to retain or to rebuild relationships with the family and the community and to allow for the eventual return to where the Child/Youth belongs.

This is the context of how Mnaasged's Supervised Access Program operates. Both Supervised and Unsupervised Access are critical to maintain relationships, to support continuity for the Child/Youth, and to motivate the necessary steps that would allow the Child's/Youth's safe return as soon as is possible.

Children experience time differently. For them, delays in seeing family and friends pass far more slowly, and a sense of hope and normalcy is eroded. Access must be timely and as predictable as possible. Mnaasged views access as a right, not a privilege. Access should never be withheld as punishment for a Child's/Youth's behaviour. Access may be limited only if there are no available options or adjustments that would allow it to be expanded.

Mnaasged's default approach to access is that it occurs in the community in a natural setting (within the family home or the home of an extended family member, at community events, and so on). Access should only be supervised by a Mnaasged Staff being present when it is necessitated by circumstances (Court Orders, unmitigated risks, and so on) or when it is part of a Plan of Care to provide hands-on support and teaching for the Parent(s). Where appropriate, other family or First Nation members may provide informal supervision.

Mnaasged Child and Family Services will work respectfully and collaboratively with the First Nation Band Representatives or their designate.

SECTION 2: SUPERVISED, UNSUPERVISED, AND EXTENDED ACCESS

Department: Supervised Access	POLICY #:
Section: Supervised, Unsupervised, and Extended Access	
Subject: Supervised Access	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

SUPERVISED ACCESS

POLICY

Mnaasged Child and Family Services will ensure that the coordination of all access for Parent(s) or Guardian(s) is based on comprehensive and coordinated Case Planning when Children/Youth are admitted into the Care of Mnaasged Child and Family Services.

Access that Mnaasged Child and Family Services provides considers the following:

- a) Is in the Child's/Youth's best interest*
- b) Is within five (5) days of Admission into Care*
- c) Is reasonable according to the Child's/Youth's developmental needs*
- d) Considers the impact made on the Child/Youth to maintain the relationship*
- e) Offers sibling and extended family visits*
- f) Reduces the trauma of separation for the Child/Youth*
- g) Ensures the protection of the Child/Youth during contact with family members*
- h) Provides the Child/Youth with the opportunity to maintain a relationship with the biological family members while safeguarding against abuse or exposure to other behaviours that are stressful or emotionally upsetting*
- i) Assists in further assessing the quality of the relationship of the Child/Youth and the family member and the risk for any potential harm in the future*

- j) Supports and teaches family members or helps to promote a positive relationship between the Child/Youth and the Parents and other family members*

PROCEDURE

1. The Parent(s) or Guardian(s) and the extended family will be offered Supervised Access opportunities when their Children/Youth are in Care or the Children/Youth are in the custody of one Parent and require a safe place to visit the other Parent. This will include Court Ordered Access.
2. The Assigned Helper and the Children's Circle of Care Helper, in collaboration with their Supervisor, will develop a plan to organize and facilitate Access Visits on a regular basis to obtain a comprehensive evaluation of the family's interaction with the Child/Youth.
3. The Assigned Helper and the Children's Circle of Care Helper will form an Access Team that may consist of other front-line Staff that will provide support to the Alternative Care Providers, Supervised Access Helpers, First Nation Band Representatives, and Volunteer Drivers.
4. The Assigned Helper will be responsible for arranging, altering, and communicating the Access Visits with the Parent(s) or Guardian(s) according to the Parent's(s') commitment and the Court-Ordered Access Plan.
5. The Children's Circle of Care Helper, in collaboration with the Alternative Care Provider, will schedule Access Visits among siblings placed in separate homes.
6. The Assigned Helper and the Children's Circle of Care Helper will facilitate Access Visits that occur within the office, the home, or the community. The Access Team may seek community partners and supports for all situations involving family and access to community events or programs.
7. Should there be reasons precluding access from occurring in the home or the community, the Assigned Helper or the Children's Circle of Care Helper will complete and submit the Request for Supervised Access Form to the Supervisor for approval. On approval, the Assigned Helper or the Children's Circle of Care Helper will forward the request to the Supervised Access Coordinator.
8. The Supervised Access Coordinator will assign a Supervised Access Helper to the family.
9. A meeting will be held with the Assigned Helper or the Children's Circle of Care Helper and the Supervised Access Helper to discuss the file and begin the Access Plan, which will include the following:
 - a) Schedule

- b) Type of Supervision
 - c) Place
 - d) Transportation
 - e) Court Orders
10. Once the Access Schedule has been finalized, the Children's Circle of Care Helper will be provided the schedule within 24 hours of the schedule being completed, and the Alternative Care Provider will be forwarded one immediately.
 11. The Children's Circle of Care Helper will ensure that the Child/Youth will be present for the Access Visits with the assistance of the Supervised Access Team. Any changes made to the Access Schedule will be initiated by the Assigned Helper or the Children's Circle of Care Helper according to the Court-Ordered Plan and will be communicated to all Parties involved.
 12. If transportation is identified as a barrier for the biological family, the Assigned Helper may offer the family assistance to ensure that the Access Visits occur.
 13. The Assigned Helper, the Children's Circle of Care Helper, and the Supervised Access Helper will be responsible to document the quality of the interaction between the Child/Youth and the family in the Child's/Youth's File in the Mnaasged Information Management System.
 14. The Assigned Helper and the Children's Circle of Care Helper will communicate with the Supervised Access Helper when making decisions to alter or increase the number of visits. If the request cannot be met immediately, then a Shared Plan will be coordinated through a joint supervision that will involve both Helpers.
 15. The Supervised Access Helper will complete all case notes and documentation related to the Access Visits in the Child's/Youth's File in the Mnaasged Information Management System.
 16. Before implementing changes to an Extended Access Plan for a Child/Youth in Alternative Care the Assigned Helper and the Children's Circle of Care Helper will Case Conference and develop an Access Plan in conjunction with the Parent(s) or Guardian(s), the Alternative Care Provider, and the First Nation Band Representative.
 17. The Assigned Helper and the Children's Circle of Care Helper will complete the required court forms to obtain an Access Order to amend the current one.
 18. When Case Planning requires the development of a Safety Plan for Extended Access the Assigned Helper and the Children's Circle of Care Helper will complete a Safety Plan with the Supervisor's approval. A copy of the Safety Plan will be shared with the After Hours Helper.

19. The Children's Circle of Care Helper will be responsible for visiting with the Children/Youth while on Extended Access Visits to ensure that the Reintegration Plan and the extended Access Visits are progressing and being successful.
20. The Supervisor will clearly document the decisions to proceed with a revised Access Plan on a Supervisory Consultation Note. The Assigned Helper and the Children's Circle of Care Helper will file a copy of the Supervisory Consultation Note in the biological family's and the Child's/Youth's Files in the Mnaasged Information Management System.
21. The Assigned Helper and the Children's Circle of Care Helper will complete all case notes and documentation related to the Access Visits in the Child's/Youth's File in the Mnaasged Information Management System.

POLICY REFERENCE

Department: Supervised Access	POLICY #:
Section: Supervised, Unsupervised, and Extended Access	
Subject: Extended Access	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

EXTENDED ACCESS

POLICY

Mnaasged Child and Family Services will ensure that all Children/Youth who have an Access Plan are entitled to Extended Access Visits and will have a back-up Safety Plan. Extended Access Visits will be considered visits that exceed 24 hours but not more than seven (7) days.

PROCEDURE

1. The Assigned Helper or the Children’s Circle of Care Helper will inform the Alternative Care Provider and the Child/Youth of the planned Access Visit immediately. If an Access Visit needs to be terminated, a Safety Plan will be developed including directions on how to contact the Alternative Care Provider.
2. The Assigned Helper or the Children’s Circle of Care Helper will inform the Supervised Access Helper (if appropriate) of the Extended Access Visit as soon as the Helper is aware of the Plan and can cancel any pre-determined Access arrangements that may be affected.
3. The Assigned Helper or the Children’s Circle of Care Helper will complete a Safety Plan for placement alternatives in Mnaasged’s After Hours Kit in the event an Access Visit will be terminated and the regular Alternative Care Provider will be unavailable.
4. The Assigned Helper or the Children’s Circle of Care Helper will be responsible for visiting with the Child/Youth while on an Extended Access Visit according to Standards and in consultation with the Supervisor. The case management notes will be included in the Mnaasged Information Management System.
5. The Assigned Helper or the Children’s Circle of Care Helper will be responsible for completing all documentation related to any Serious Occurrence that may have occurred while the Child/Youth was on an Extended Access Visit.

6. Any changes to the Extended Access Plan must be clearly documented on a Supervisory Consultation Note by the Supervisor. A copy of the consultation note will be placed in the Parent(s) or Guardian(s) and the Child's/Youth's Files in the Mnaasged Information Management System.

POLICY REFERENCE

SECTION 3: SUPERVISED ACCESS

Department: Supervised Access	POLICY #:
Section: Supervised Access	
Subject: Court-Ordered Access	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

COURT-ORDERED ACCESS

POLICY

When the Court orders Access, Mnaasged Child and Family Services will coordinate and plan Access according to the conditions of the Court Order. Mnaasged Child and Family Services will also coordinate and plan Voluntary Access on a case-by-case basis.

PROCEDURE

1. The Assigned Helper will develop the Access Plan based on the Court Order and the Voluntary Access Plan. The Access Plan will be reviewed with the First Nation Band Representative and the biological Caregivers for review and planning purposes. The Access Plan will encompass the following components:
 - a) **Frequency and Duration:** The number and length of Access Visits will be determined by the age and best interest of the Child/Youth. In coordination with the Access Supervisor the Assigned Helper will provide a schedule of Access Visits to the biological Caregiver
 - b) **Location:** Access Visits will occur at the Mnaasged Community Offices in a family visiting room, in the family home, or within the community
 - c) **Transportation:** If there is a need for assistance, the Assigned Helper will provide the biological Caregiver with a bus pass (for urban areas such as London, Windsor, Sarnia, and Chatham) or will arrange a ride to the Access Visit in coordination with the Manager of Volunteer Services, depending on the circumstances and the location
 - d) **Conditions:** The biological Caregiver may be requested to follow specific conditions as part of the access arrangements, depending on the situation

- e) **Structure:** A variety of family activities and parenting routines will occur during the Access Visits that will allow the opportunity for the biological Caregiver and the Child/Youth to engage in meaningful interactions
 - f) **Level of Supervision:** Access Visits may be monitored, partially supervised, or fully supervised by an Assigned Helper or a Children's Circle of Care Helper. This may change over time, depending on the circumstances and the needs of the Child/Youth
 - g) **Working Goals:** Working goals will be incorporated into the Access Plans
2. The Assigned Helper will develop goals with the First Nation Band Representative, the biological Caregiver, and the Child/Youth with the use of an assessment tool or from observation and discussion with the biological Caregiver. The goals will include guidance and educational components. The Children's Circle of Care Helper assigned to supervise the access will monitor the completion of the goals.
 3. The Assigned Helper will ensure that the following components are reviewed and considered when developing Access Plans:
 - a) Be clear in explaining to families the basis of a Child's/Youth's Admission into Care
 - b) Develop a Safety Plan with the families and inform them of the expectations and the rules of access
 - c) Ensure that goals are "SMART"; simple, measurable, achievable, realistic, and teachable
 - d) Assist to build realistic goals, encourage appropriate conduct, and discuss expected outcomes and potential consequences
 - e) Establish three (3) goals at a time to not overwhelm the biological Caregiver
 - f) Identify key issues or barriers that may interfere with positive interactions
 - g) Plan mutually enjoyable activities for the biological Caregiver and the Child/Youth
 4. The Support Helper will arrange the Access Visits with the biological Caregiver once the Access Plan is approved by the Supervisor.
 5. Once the Access Schedule has been finalized, the Assigned Helper will provide it within 24 hours to the Alternative Care Provider and the biological Caregiver.
 6. Access Visits will occur in the office, in the home, or within the community on a supervised or unsupervised basis.

7. The Assigned Helper will request a Volunteer Driver if the Alternative Care Parent cannot provide transportation. The Alternative Care Helper will arrange transportation with the Alternative Care Parent prior to the first Access Visit.
8. The Assigned Helper will plan to observe visits on a regular basis to obtain a clear assessment of the biological Caregiver's interaction with the Child/Youth. The assessment will be reviewed regularly during Case Supervision. The Assigned Helper will review and discuss the level of supervision with the Assigned Supervisor and will incorporate any changes into the Access Plan.
9. The Assigned Helper in consultation with the Supervisor will plan all Extended Access Visits according to the Court Order. All Extended Access Visits that exceed 24 hours need to be approved in advance.
10. At times it may be necessary to terminate Access Visits when immediate Safety Concerns for the Child/Youth or the Assigned Helper arise.
11. Access visits may be terminated when a biological Caregiver demonstrates the following:
 - a) Appears to be under the influence of alcohol or drugs prior to or during an Access Visit
 - b) Becomes aggressive or violent and is unable to regain control
 - c) Demonstrates repeatedly behaviours considered to be distressing and frightening to the Child/Youth or the Assigned Helper
 - d) Demonstrates a lack of commitment or attendance
 - e) Misses more than three (3) consecutive visits without notice to the Assigned Helper
 - f) Has sporadic attendance and is not consistent with the access expectations
 - g) Is late more than 15 minutes of the scheduled Access Visit
12. The Support Helper will notify the Assigned Helper immediately or within 24 hours when issues or other unacceptable practices related to the above circumstances are present and deemed inappropriate. When Access has been terminated for inappropriate behaviours, the Assigned Helper will meet with the biological Caregiver to review and discuss the concerns. The Assigned Helper will inform the Support Helper, the Volunteer Drivers, and the Alternative Care Provider that the visits will be cancelled.
13. The Assigned Helper will consult with the Supervisor to determine the next steps before Access can be restarted.

14. All case notes and documentation related to Access Visits will be documented in the Parent's(s') and Child's/Youth's Files within the Mnaasged Information Management System. Other relevant information and recordings will be included in the biological Caregiver's File, the Child/Youth in Care File, and the Alternative Care File in the Mnaasged Information Management System.

POLICY REFERENCE

Alternative Care Policy and Procedure Manual

Legal Services Policy and Procedure Manual

After Hours Policy and Procedure Manual

Department: Supervised Access	POLICY #:
Section: Supervised Access	
Subject: Case Management for Departments	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

CASE MANAGEMENT FOR DEPARTMENTS

POLICY

Mnaasged Child and Family Services is committed to collaboration and effective communication for all departments involved in Case Management. The following guidelines will be adhered to when families are assigned to a Helper to ensure that a collaborative approach occurs among departments with respect to planning.

PROCEDURE

1. The Children’s Circle of Care Helper will be responsible for implementing the approved Access Plan in collaboration with the Assigned Helper who is assigned to the file.
2. The Access Supervisor will arrange a Case Conference that will include the Children’s Circle of Care Helper and other Assigned Helpers that may be servicing the family from another office to discuss Access arrangements. All involved Mnaasged Staff will be included within the initial Access Case Conference.
3. Before and after each scheduled Access Visit, the Assigned Helper or the Children’s Circle of Care Helper will ensure that Parents are sufficiently debriefed in regard to Access progress and goals.
4. After each scheduled Access Visit, the Assigned Helper or the Children’s Circle of Care Helper will ensure that the Parents are provided an opportunity to request an Access Case Conference.
5. A request for an Access Case Conference will be relayed by the Assigned Helper or the Children’s Circle of Care Helper to the Access Supervisor. The Access Supervisor will ensure that all relevant Parties are included at the next Access Case Conference, aside from Party availability.

6. The Assigned Helper or the Children's Circle of Care Helper, at the direction of their respective Supervisors, may suggest the benefits of an Access Case Conference if the Parents have not provided a request.
7. The frequency of Access Case Conferencing will depend on the completion of Access goals, individual requests, and clinical direction and will continue as needed until the transition from Supervised Access to Unsupervised Access occurs.
8. The coordination and minutes from Access Case Conferences will be documented in the Mnaasged Information Management System in the appropriate Parent's(s') and Child's/Youth's Files.

POLICY REFERENCE

Department: Supervised Access	POLICY #:
Section: Supervised Access	
Subject: Access to Biological Caregivers Incarcerated in Treatment Programs or in Psychiatric Facilities	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

ACCESS TO BIOLOGICAL CAREGIVERS INCARCERATED IN TREATMENT PROGRAMS OR IN PSYCHIATRIC FACILITIES

POLICY

Mnaasged Child and Family Services will ensure that the Child’s/Youth’s best interests will be considered regarding Access to incarcerated biological Caregivers.

PROCEDURE

1. Mnaasged will not facilitate face-to-face Access within the confines of a federal, provincial, or municipal judicial institution unless ordered by the Court.
2. Mnaasged will not facilitate face-to-face Access within the confines of a Treatment Program or Psychiatric Facility unless ordered by the Court.
3. If a Child/Youth does not wish to participate in Telephone Access, the Assigned Helper will consult the Team Supervisor and advise the Ombudsman Ontario – Children and Youth Unit, where appropriate.
4. A Child/Youth or Mnaasged may contact the Ombudsman Ontario – Children and Youth Unit at any time to discuss Access concerns.
5. The Access Supervisor will arrange Telephone Access if Case Plans define the need to do so and when ordered by the Court. Telephone Access will be used as it is considered to be in the best interests of the Child/Youth and will occur with consideration of the Child’s/Youth’s age, extracurricular activities, and possibly scheduled within the Alternative Care Home.
6. Any requests to change Access Plans unless it is ordered by the Court must be reviewed by the Assigned Helper, the Team Supervisor, and the Access Supervisor. Amendments to

Access Plans must be approved by the Team Supervisor and relayed directly to the Access Supervisor.

POLICY REFERENCE

Department: Supervised Access	POLICY #:
Section: Supervised Access	
Subject: Documenting Visits	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

DOCUMENTING VISITS

POLICY

The Supervised Access Program functions as an Integrated Service Team organized for specific families. This team will maintain a complete record of all scheduled and unscheduled contacts with the biological Caregiver(s) of Children/Youth referred and assigned to a Children's Circle of Care Helper.

PROCEDURE

1. The Children's Circle of Care Helper will provide a case note for each Supervised Visit or one that has been cancelled. The case note must be completed within 24 hours and recorded in the Mnaasged Information Management System. Case notes will be shared immediately through email with the Assigned Helper and the Access Supervisor if concerns arise during a visit.
2. The Children's Circle of Care Helper will ensure that case notes of the visit will contain the following information:
 - a) Progress on goals
 - b) Address strengths noted in visit
 - c) Outline the process of the visit
 - d) Concerns that arise during visits
 - e) Other Child-/Youth-focused information
3. The Children's Circle of Care Helpers will be assigned to assist with Access and will be required to maintain an Attendance Log for each family. The template for the Attendance Log can be accessed from the Mnaasged Information Management System. The Log will list

all scheduled visits and whether the biological Caregiver attended. Failure to attend visits by the family will result in future visits being placed on hold. Access will not resume until the Assigned Helper meets in person with the biological Caregivers to discuss the Access Plan and to sign an agreement with all Parties involved.

4. The Access Supervisor will ensure that a Face Sheet will be completed and placed in each Family File at the beginning of Access. This Face Sheet will be updated regularly to provide the most current and accurate information on the Significant People in the Child's/Youth's circle of contact including the biological Caregivers, Mnaasged Staff, and the Alternative Care Providers. The Assigned Helper will reflect all changes to the Significant People in the Child's/Youth's circle within the Master Person Index (MPI) record in the Mnaasged Information Management System.

POLICY REFERENCE

Department: Supervised Access	POLICY #:
Section: Supervised Access	
Subject: Dispensing Medication During Visits	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

DISPENSING MEDICATION DURING VISITS

POLICY

Mnaasged Child and Family Services will ensure that medications are dispensed during Access Visits when required.

PROCEDURE

1. When a Child/Youth must receive prescribed medication during a Supervised Access Visit, the Assigned Helper or the Children’s Circle of Care Helper will be responsible for dispensing the medication and for recording the date and time of when the medication was dispensed within a case note. No over-the-counter medication (non-prescribed medication) will be administered during Supervised Access Visits.
2. The Alternative Care Provider will dispense the medication from the original container from the pharmacy with clear directions as to dosage and dispensing of the medication. The Medication Record will be supplied with the medication outlining the amount of medication received, the date it was received, and the dates when the medication was dispensed. The Alternative Care Provider will include a sheet containing information about the medication, including possible side effects and interactions.
 1. The Children’s Circle of Care Helper or the Assigned Helper will initial the record at the time the medication was dispensed and will store the medication in a locked container.
3. If a Child/Youth becomes or appears seriously ill or fevered, or vomits during a visit, the Children’s Circle of Care Helper or the Assigned Helper will immediately consult with the Team Supervisor or the Access Supervisor. If a decision is made to discontinue a visit because the Child/Youth is sick, the Children’s Circle of Care Helper or the Assigned Helper will contact the Alternative Care Provider. If the Child/Youth becomes ill After Hours and the Alternative Care Provider is not available, the Helper will immediately consult with the After Hours Supervisor.

4. In an emergency, the Children's Circle of Care Helper or the Assigned Helper will accompany the Child/Youth to the hospital and meet with the Alternative Care Provider. In some instances, the Children's Circle of Care Helper or the Assigned Helper may transport the biological Caregiver; however, this will be determined at the time of the emergency while considering what related risk factors are associated within the specific Access Case.

POLICY REFERENCE

Department: Supervised Access	POLICY #:
Section: Supervised Access	
Subject: Transportation Supports for Biological Caregivers	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

TRANSPORTATION SUPPORTS FOR BIOLOGICAL CAREGIVERS

POLICY

Mnaasged Child and Family Services is committed to minimizing the amount of time that Children/Youth spend being transported to and from Access Visits. Whenever possible, the Children/Youth will visit their biological Caregiver at a location close to the Child's/Youth's Alternative Care Provider.

PROCEDURE

1. The Assigned Helper, in collaboration with the Manager of Volunteer Services, will assist the biological Caregiver with travel arrangements for Access Visits with their Child/Youth.
2. The Assigned Helper will discuss the biological Caregiver's ability to pay for transportation and to attend Access Visits. The Assigned Helper may assist by providing bus passes or vouchers for gasoline. The biological Caregivers will be reimbursed for gas used to travel to the Access if a receipt is provided.
3. The Access Supervisor will explore and identify an appropriate location for a visit in the community.
4. The Assigned Helper and the Access Supervisor will discuss transportation supports and barriers with the biological Caregivers when developing the Access Plan at Access Case Conferences and at Cultural Plan of Care development meetings.
5. The Assigned Helper will inform the biological Caregiver that notice must be given to the Helper no less than 48 hours when requiring transportation to the Access Visit.

POLICY REFERENCE

Department: Supervised Access	POLICY #:
Section: Supervised Access	
Subject: Volunteer Driver Program	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

VOLUNTEER DRIVER PROGRAM

POLICY

Mnaasged Child and Family Services will utilize Volunteer Drivers to assist the biological Caregivers and their Children/Youth with transportation to and from Access Visits where appropriate.

PROCEDURE

1. When the biological Caregivers are unable to easily travel to and from the Access Visits, the Assigned Helper will complete a Drive Request Form.
2. The Drive Request Form will be relayed to the Manager of Volunteer Services.
3. The Manager of Volunteer Services will ensure that an appropriate Volunteer Driver will be briefed on the details involved with the transportation, including the following:
 - a) All relevant Parties
 - b) Pickup location
 - c) Drop-off location
 - d) Time frames for each component of travel
 - e) Contact information for the Access Supervisor
 - f) Contact information for the Manager of Volunteer Services
4. Changes in Access travel requirements will be relayed by the Access Supervisor to the Manager of Volunteer Services and to the appropriate driver.

5. Cancelled Access Visits will be relayed to the driver by the Manager of Volunteer Services as soon as possible once notification has been given.

POLICY REFERENCE

Department: Supervised Access	POLICY #:
Section: Supervised Access	
Subject: Serious Occurrence During Access	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference: Mnaasged Child and Family Services Internal	

SERIOUS OCCURRENCE DURING ACCESS

POLICY

Mnaasged Child and Family Services will respond and report all Serious Occurrence incidents during Access Visits to maintain the safety of the Children/Youth and their families served by the program.

PROCEDURE

1. The Helper who is first made aware of the Serious Occurrence will immediately contact the Assigned Helper and the Supervisor when a Serious Occurrence occurs during an Access Visit. This may include a biological Caregiver showing the following behaviours:
 - a) Being intoxicated
 - b) Displaying unacceptable behaviour
 - c) Using foul language
 - d) Being threatening or acting in an intimidating manner toward the Child/Youth or others
2. The Helper who is present will remain calm and will try to diffuse the situation until the Assigned Helper, the Supervisor, or the Police (if needed) arrive.
3. The Children’s Circle of Care Helper will have the authority to cancel a visit with the biological Caregiver when safety is deemed a concern. The Children’s Circle of Care Helper will document the behaviours and words that were communicated in case notes in the Child’s/Youth’s File in the Mnaasged Information Management System.
4. The Children’s Circle of Care Helper will alert the Assigned Helper by email as soon as possible following an incident if the Assigned Helper is not required to attend the incident.

5. The Assigned Helper will suspend Access Visits until the situation has been discussed with the Supervisor to determine next steps.

POLICY REFERENCE

INDEX OF STAFF POSITIONS AND DEFINITIONS

ASSIGNED HELPER

The Assigned Helper is the Case Manager for the Child/Youth. This may include a Children's Circle of Care Helper who is fulfilling a dual role such as a Children's Safety Helper. The Assigned Helper will follow the Access outlined in the Court Order or the Voluntary Plan with the biological Caregivers.

ACCESS SUPERVISOR

The Access Supervisor provides oversight to the Supervised Access Program as well as provides direct supervision to the Supervised Access Coordinator.

CHILDREN'S CIRCLE OF CARE HELPER (CCCH)

The Children's Circle of Care Helper will be responsible for monitoring the interaction and the progression of Supervised Visits. The Children's Circle of Care Helper will provide support to the Supervised Access Helper by answering questions and reviewing notes. The Children's Circle of Care Helper will also provide written updates to the Child's/Youth's File and will keep the Case Manager updated on the goals.

HELPER

The Helper is the person supervising the Access Visit or receiving the biological Caregiver for the Access Visit.

SUPERVISED ACCESS COORDINATOR

The Supervised Access Coordinator will be responsible for assigning a Supervised Access Helper to provide supervision for the Child/Youth. The Supervised Access Coordinator will ensure that the Supervised Access Schedule is up-to-date and will complete any changes identified in the Court Order or Voluntary Plan.

SUPERVISED ACCESS HELPER

The Supervised Access Helper will be responsible for providing Supervised Access for the Parents or Guardians of the Child/Youth. The Supervised Access Helper will also be responsible for all documentation for the Supervised Access Visit.

SUPPORT HELPER

The Support Helper is the Helper receiving the biological Caregiver for the Access Visit. The Support Helper will be the first point of contact at the Supervised Access building.

MANAGER OF VOLUNTEER SERVICES

The Manager of Volunteer Services coordinates all details related to Volunteer Drives. This includes providing details for the pickup and drop-off as well as any special instructions. The Manager of Volunteer Services will inform the Volunteer Driver of any changes.

VOLUNTEER DRIVER

The Volunteer Driver will be utilized only when an Alternative Care Provider cannot provide drives to the Access Visit for the Child/Youth. A Volunteer Driver is a Mnaasged Volunteer who has completed all necessary screening checks to provide Volunteer Driving Services. The Volunteer Driver will be responsible for following arrangements for drop-off and pickup as well as special instructions about the Child/Youth.