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## THRIVE counselling

### SUPERVISED ACCESS PROGRAM OPERATIONS MANUAL

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#### FEES

*We are committed to ensuring safe, conflict-free access for children*

*We are committed to providing a high quality service in a cost-effective manner*

*As provincial funding has been static for several years, service fees are necessary in order to maintain a quality service*

*A new fee policy will take effect as of April 2017*

#### Registration Fee

Each Parent/Guardian will be charged a registration fee. **This fee is to be paid at the intake interview and is non- refundable.** Parents/guardians will be informed of the fee when they call to register for the program. This fee covers the following pre-service decision making activities:

- Intake interview
- Collateral contacts such as other supervised access programs or Children's Aid Societies ●
- Orientation tour of the visit site for participating children

#### Annual Service Fee

- Each Parent/Guardian will be charged an annual fee. **This fee is due at the intake interview and annually thereafter on the anniversary of the first visit. If families are accepted into the program, the Registration fee will be deducted from the Annual service fee in the first year of service.**
- Annual fees include Visits or exchanges for one year. Please note that the annual fee is the same whether the service is used weekly, monthly or only a few times a year.
- A parent or guardian who provides confirmation that they receive ODSP, OW or EI will be charged at a reduced rate
- Fees may be paid in two installments: the first at the time of intake and the second a month after intake.
- Non-payment of fees may result in an interruption of service until the account is brought up to date.
- Fees may be waived at the discretion of the Coordinator with documentation of hardship.
- Fees will not be waived if a parent/guardian refuses to pay.

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##### Fee Scale

Income Level	Registration Fee	Annual Fee Year 1	Annual Fee Year 2 and on
With proof of hardship (ODSP, OW) or less than \$20,000	\$10	$\$25 - \$10 = \$15$	\$25
\$20,000 - \$30,000	\$25	$\$75 - \$25 = \$50$	\$75
\$30,000 - \$40,000	\$50	$\$125 - \$50 = \$75$	\$125
\$40,000 and up	\$75	$\$175 - \$75 = \$100$	\$175

##### Cancellation , No show and Late fees

A \$10 fee will be charged for each occasion that:

A parent/guardian cancels with less than 24 hours notice

A parent/guardian does not show for the scheduled visit or exchange

A parent or guardian is late arriving 30 minutes or more after the start time of the visit

An invoice will be issued after three occasion and parents will have one month to pay. Non-payment may result in an interruption of service until the account is brought up to date.

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#### **Fees for Observation Notes**

Observation notes for supervised visits or exchanges are available to parents and their counsel on request with at least two weeks advance notice. The observation notes are paid for by the requesting party unless specifics are provided in the Court Order or Agreement. Copies will be provided to the other parent/guardian and their counsel (if represented).

A \$20 deposit is required with the request. The total cost is based on number of pages:

<b>Number of pages</b>	<b>Total Cost</b>	<b>Number of pages</b>	<b>Total Cost</b>
<b>Up to 10 pages:</b>	\$20	<b>51-60</b>	\$120
<b>11-20 pages:</b>	\$40	<b>61-70</b>	\$140
<b>21-30</b>	\$60	<b>71-80</b>	\$160
<b>31-40</b>	\$80	<b>81-90</b>	\$180
<b>41-50</b>	\$100	<b>91 and over</b>	\$200

Fees for observation notes cannot be waived or reduced. A payment plan can be developed with the Coordinator, however the fees must be paid in full before the observation notes will be released.

Fees for observation notes requested by an agent of the Office of the Children's Lawyer will follow protocol as established with the Ministry of the Attorney General

#### **Fees for Letters**

There will be a \$25 fee for letters or for print outs of schedules showing cancellations.