Family Visitation Services BC.com
Operated by 1609581 B.C. Ltd.

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Supervised Visitation in BC: a guide for counsel

Neutral, child-focused supervised parenting time and exchanges across the Lower Mainland. This page sets out what we provide, how referrals work, and order wording that fits our service.

What we provide

- **Supervised visits** in public community settings (parks, libraries, recreation centres, malls). We do not supervise in a parent's home.
- **Virtual visits** (video calls), observed by a supervisor.
- **Supervised exchanges** (drop-off and pick-up), including staggered arrivals and separate handover points where there is a no-contact or protection order.
- **A written, factual report after every visit**: times, who attended, what was observed and any incidents, with exact quotes where relevant. No opinions or recommendations.

Our supervisors

- Vulnerable sector criminal record check before starting.
- Experienced in supervised visitation, child protection or family support, or trained by us before their first visit.
- Assigned as close to the family as possible, and kept consistent for each family where we can.
- A child is never forced to continue a visit. If a child is upset, the supervisor offers a break; if distress continues or there is a safety concern, the visit ends and this is documented.

Fees

Intake (meetings with both parents)	$150 total
Supervised visit or exchange	$90 / hour
Detailed report (full factual account, often for court)	$50 per visit
Summary report (attendance, times, incidents)	No charge
Travel anywhere in the Lower Mainland	No charge

Visit fees are paid by Interac e-Transfer at least 24 hours before each visit. Who pays follows the order or the parties' agreement.

How a referral works

1. You or your client contacts us with both parents' names and contact details and a copy of the order or agreement (and any protection or no-contact order).

2. Each parent completes their own intake form (online at familyvisitationservicesbc.com/forms). We contact each parent separately and never ask parents to contact each other.

3. Intake call with each parent (by phone), once both forms are in. Each parent signs our service agreement.

4. Start date: the parents and counsel confirm when visits begin under the order; we then schedule. Where there is a no-contact order, we coordinate the date through counsel.

Reports

- The parent with day-to-day care receives a copy of every report, along with the people named by the paying parent, unless the order says otherwise.
- Reports go only to the parties, counsel and others permitted by the order, the referral or the law.
- Supervisors must report any concern that a child needs protection.

Order wording that fits our service

> "Parenting time between [parent] and [child/children] shall be supervised by Family Visitation Services BC or another professional supervisor agreed to by the parties, in a public community setting [or by video], for [__] hours [frequency]."
>
> "Exchanges shall be supervised by [the same], with the parties arriving and leaving at staggered times."
>
> "The cost of supervision and reports shall be paid by [party] / shared [__]%."
>
> "The supervisor shall provide a written report of each visit to both parties [and their counsel]."

Suggested wording for counsel's consideration only; it is not legal advice. Please adapt it to your client's circumstances.

To refer a family

Email **info@familyvisitationservicesbc.com** or call **(778) 791-7712**. Please include both parents' contact details and the order. We reply within one business day.

Serving Surrey, Delta, Burnaby, New Westminster, Richmond, Langley, the Tri-Cities, Maple Ridge, Vancouver and the wider Lower Mainland.