

Child and Family Services PROGRAM STANDARDS MANUAL	Section: 260	Effective: Oct 1/88 Revised: Sep 20/99	Page: 1
Subject: SERVICE AGREEMENTS			

A service agreement is a contract between an agency and a client and is intended to support families and prevent the protective placement of children. It is not a substitute for protective intervention, but may be used in protection cases where an agency is satisfied that action under Part III of the Act is not warranted to ensure the protection of a child. Keeping children in their own homes is preferred to placement unless clearly indicated in the best interests of a child.

This section contains standards and procedures relating to service agreements under Part II of the Act with the exception of voluntary surrenders of guardianship. The following standards apply to day care, family support, and voluntary placement agreements under sections 12, 13 and 14 of the Act.

STANDARDS

260.1 **Use of agreements**

A service agreement is entered into between the agency and applicant in accordance with the Act, the *Child and Family Services Regulation* (Regulation 16/99) and utilization criteria set out in sections 240, 250 and 260 of the manual.

260.2 **Document preparation**

A Declaration of Family Income form (Form CFS-10) and relevant information on the family are attached to the service agreement when submitted to the executive director or regional manager or designated supervisor for approval.

260.3 **Approval**

The service agreement is signed by the applicant and approved by the executive director or regional manager or designated supervisor prior to or at the time the service begins.

260.4 **Renewal**

The service agreement is renewed prior to the expiration of the current agreement or renewal and in accordance with the provisions of the Act.

260.5 Copies to applicant

The applicant is given a signed copy of the initial agreement or any renewals as soon as reasonably possible following approval by the executive director or regional manager or designated supervisor.

260.6 Copy to the Director

Where required by regulation or directive, a copy of an agreement or a renewal is forwarded to the Director **within 30 days** of the signing of the document by the executive director or regional manager or designated supervisor.

260.7 Termination

The applicant is advised in writing of the agency's decision to terminate a service agreement, the effective date and the reasons for the termination. In the case of a voluntary placement agreement, the applicant is notified on prescribed Form CFS-9, Termination of Agreement.

- Related standards:**
- 230 Day Care Services and Resources
 - 240 Family Support Services and Resources
 - 250 Voluntary Placement of Children
 - 261 Family Contributions Calculations