

West Neighbourhood House	
Policy Title:	Fee for Service Principles and Procedures
Approved by:	Management
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Principles and Procedures

1. Programs will charge fees to participants unless prohibited by regulations, funder conditions, net additional cost (compared to benefits), or other exceptional circumstances as determined by the Executive Director.
2. Fees will be charged on a sliding scale, based on the financial situations of program participants. Determination of sliding scale fees and subsidies will be done in a non-stigmatizing manner and will include consideration of the “stacking effect” and “claw backs” that arise, usually for people on social assistance and/or people receiving other subsidies such as rent-geared-to-income housing or childcare.
3. The fee or subsidy will be determined using a financial assessment tool by the Program Coordinator or delegated staff, in consultation with the participant. The financial information of program participants and their fee/subsidy level is considered confidential and must not to be disclosed. Only relevant program staff, administration and finance staff, auditors, and Management who require this information will have access to it. Refer to the Confidentiality Policy if necessary.
4. Where programs charge fees and offer subsidies, the practice will be consistently applied to all participants (although the level of fee and subsidy may vary according to participants’ financial situations). Program fees and subsidy levels will be reviewed annually with individual participants.
5. West Neighbourhood House will take into consideration the fee levels and practices for similar services in the community.
6. West Neighbourhood House Management will review fees every year to determine rates and/or equity across the organization and make modifications as necessary.
7. Fees and the availability of sliding scale adjustments and subsidies, if available, will be communicated and readily available to all participants in relevant languages and clear language.
8. When fees are increased, participants must be given at least 30 days notice and the rationale for the increase before it takes effect.

West Neighbourhood House is committed to ensuring that access to services is not restricted based on an individual's financial capacity. Participants experiencing financial hardship will be provided with assistance to facilitate their ability to contribute toward service costs.

Providing Subsidies

1. A standardized financial assessment tool for all participants is used within each program.
2. Participants must provide third party proof of their household income in order to be eligible for a subsidy, barring exceptional circumstances. The proof may be in the form of a cheque stub, a signed letter from the employer, income tax return, etc. Program staff will have the discretion to request verification of other factors that may affect the financial assessment (e.g. proof of rent-geared-to-income housing, childcare subsidies).
3. Participants should be made aware of the standard fee and the subsidy they are receiving.

Methods of Payment

Payment can be made by cash, cheque, credit card, debit or electronic transfer (Cheques are to be made payable to “West Neighbourhood House”).

Collecting Outstanding Fees

West Neighbourhood House will make every attempt to collect outstanding fees from participants. If participants are unable to fulfill their payment obligations, Directors/Managers and/or delegated staff will work with participants to develop a payment plan that takes into consideration the participant’s situation and circumstances. In unresolved circumstances, the Executive Director will determine how to proceed on a case-by-case basis.

Refunds/Credits

Fee refunds or charge disputes will be addressed on a case-by-case basis by the Director/Manager.