

COMMUNITY CARE PETERBOROUGH

Standards, Policies and Procedures

Policy Name: Fee for Service

Policy Number: ADM-1-60

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Date Approved: August 23, 2000

Date Revised/Reviewed: Sept.28, 2005

February 17, 2016, August 27, 2018

SCOPE

Clients, Brokered Helpers, Volunteers

RATIONALE

To ensure that services can be offered at a reasonable cost and that volunteers can be reimbursed for some direct costs for providing service.

POLICY

The Executive Director and Senior Management will establish and annually review a fee schedule for a range of services offered by Community Care Peterborough. The service fee schedule will be shared with the Finance committee and at the January Board Meeting.

PROCEDURES

1. The fee schedule for the current fiscal year will outline how fees will be paid or collected for the various services. The fee schedule will include meals on wheels – hot and frozen, home help and maintenance, personal distress alarm, foot clinic and medical equipment. Local and long-distance transportation fees will be applied for specialized transportation and volunteer transportation services.
2. Generally, clients will pay volunteers and brokered helpers directly for transportation, and home help and maintenance unless CCP is holding fees in trust on the client's behalf.
3. In addition to fees in trust, CCP will enter into alternative arrangements for individual clients including billing third parties. CCP will levy an administration fee for third party billing.
4. In some instances, such as meals on wheels, volunteers may collect payments from clients on behalf of CCP.
5. Upon request, CCP will issue agency receipts for fees received directly from clients. CCP is unable to issue receipts for fees paid directly to a third party. However, upon request, a letter will be provided to the client stating the number of drives provided and the fee normally charged for that drive.

Approved: _____

(Signature – Executive Director)

Date: _____

27 Aug. 2018