

## **Policy on Fee Adjustment Program**

Policy Effective August 1, 2018

The Mary J. Wright Child and Youth Development Clinic (MJW-CYDC) is a cost neutral clinic. We are dependent on our service fees to cover our operating expenses. Service fees also provide an opportunity to offer a sliding fee scale to our community and families based on financial need and personal financial circumstances. At the MJW-CYDC, our goal is to work collaboratively with our families to determine a fee schedule that meets the needs of the clinic and each family.

### **Fee Adjustment Program (FAP)**

1. This policy provides general, minimum requirements for a fee adjustment review for clients at the Mary J. Wright Child and Youth Development Clinic (MJW-CYDC).
2. The FAP provides a discount to clients at the MJW-CYDC that applies to a client's self-pay charges for services rendered based on yearly income and family size.
3. Thorough and consistent guidelines for the FAP will ensure that all clients who request a fee adjustment are treated in a fair and equal manner.
4. The FAP must not duplicate existing government and community support programs. Families should access available community services before submitting an application.
5. The application for FAP must be submitted and approved before services are received.
6. The MJW-CYDC's ability to fund eligible applicants depends on the availability of funds. The amount of the discount may vary, based on the type and cost of services being provided.
7. All sources of income must be declared and supporting documentation provided.
8. Client receiving services will work directly with the Administrative Officer to develop an appropriate payment schedule.
9. Fees must be paid in full before the Final Report is delivered.

### **Application Procedures**

1. Complete the FAP application form. All sections must be completed or marked with N/A if it does not apply to you or your family. Please indicate whether your family receives coverage through a 3<sup>rd</sup> party insurance carrier.
2. Sign and date the application.
3. Provide a copy of your most recent Notice of Assessment(s) from the Canada Revenue Agency.
4. If you are receiving any assistance, please provide a copy of your most recent cheque stub or statement of benefits, for example Tax Benefits, Ontario Works, Assistance to Children with Severe Disabilities (ACSD), Ontario Disability Services Program (ODSP), Special Services at Home (SSAH), Veterans Affairs Canada (VAC), Workplace Safety & Insurance Board (WSIB) or any others.
5. If no income is declared, a letter stating how expenses are being met in the absence of any income.
6. All income will be verified annually for clients who are eligible for the Fee Adjustment Program.

7. Completed applications with supporting documentation will be accepted in person, by mail or email.
8. The Administrative Officer will review the applications and in most cases, communicate the final decision within one week of the date that the application was received.

For further information, please contact Tiffany Trudgeon, Administrative Officer by phone at 519-661-4257 or email at [tvalent2@uwo.ca](mailto:tvalent2@uwo.ca)