

## 5.20 Fee for Service Policy

BACI provides services for which the organization must collect a user or service fee. These services may include, but are not limited to: child-care, rental properties, and activities. Fees are only established and collected for services that require this source of revenue to successfully operate.

As a not-for profit organization, BACI must ensure it complies with and adheres to the standards of not-for profit financial practices and outcomes, including the operation of services that require fee payments.

The Chief Executive Officer (CEO) or designate, along with the Chief Financial Officer, are responsible for establishing the user or service fees. This team will review the fees on a minimum annual basis or as needed.

User or service fees will be charged consistently for all stakeholders utilizing the service, unless special circumstances (e.g, subsidies) are in place. These circumstances must be documented and placed on the stakeholder's file while using the service. Where applicable, contractual agreements with the users will be in place, including terms of service and termination.

Service-users will be notified, in writing, of the user or service fee and payment process prior to entering into service. Service users will be given a minimum of one month's notice, in writing, of any increases in user or service fees.

Residential fees will be set and users will be notified, where appropriate, in accordance with the Residential Tenancy Act. As well, all applicable consumer acts/regulations will be incorporated into service agreements.

The following criteria and considerations are used when establishing fees:

- Total costs of service delivery, including administration
- Known or anticipated cost increases
- Analysis and comparison of costs with equivalent services
- Overall fair market value
- Service Accessibility

User or service fees must be fair, consistent, and solely established for the successful operation of the service.

### Linking Policies

- 1.8 Code of Ethics
- 1.12 Corporate Responsibility Policy
- 1.11 Risk Management Policy
- 1.12 Corporate Responsibility Policy
- 5.1 Financial Governance Policy