

Title: Program Fees
Issued By: Rights of Passage
Applies To: Program Services

I. POLICY

Payment of program fees is one of the responsibilities of youth who is accepted in the Rights of Passage (ROP) program.

II. OVERVIEW

Program fees serve as preparation for paying rent. The graduated bursary provides motivation for progressing within the program and a potential source of assistance following discharge from the ROP program.

Program fees may be partially or fully refundable in the form of bursary upon the youth's discharge at any stage of the Steps to Independence.

III. PURPOSE

To provide the terms and administration of ROP program fees.

IV. PROCEDURE

- A. Program fees are charged in the amount of 60% of a youth's net income up to a maximum of \$300 per month.
 1. To determine the amount payable, youth paying less than \$300 must provide ROP staff with either detailed pay stubs or bank statements.
 2. If a youth is on a Youth Agreement (YA), Agreement with Young Adult (AYA), or Income Assistance (IA), the program fee is set at \$300 and the cheque is made payable to Covenant House Vancouver (CHV).
 3. Payment through YA, IA or Employment Insurance (EI) is not refundable.
- B. Youth who have no source of income or unable to pay program fees must –
 1. Speak with their Key Youth Worker (KYW) before the payment due date; and
 2. Inquire whether their financial hardship qualifies for a Late Payment Agreement.
- C. Any change to the program fee payment requires –
 1. Approval by the Program Manager; and
 2. Documentation in the youth's case plan.

- D. Program fees must be paid on or before the first day of each month –
 - 1. For youth who are at ROP for less than one (1) year, program fees that are paid late without the prior agreement of the Program Manager are non-refundable.
 - 2. For youth who are on extended stay at ROP following their first year –
 - a. Non-refundable late fees may be applied, up to a daily maximum of \$5 and a sum total of \$20; and
 - b. Non-payment of program fees for more than five (5) consecutive days, without prior approval by the Program Manager, may result in youth being notified about a move-out date.
- E. For new residents, the initial payment of program fee will be pro-rated based on move-in date, and is due before the move-in takes place.
- F. For youth planning to move out on a specific date, program fees will also be pro-rated.
 - 1. *Exception:* Pro-rated refunds do not apply youth who leave the program soon after paying the monthly program fees.
- G. Record payment of program fees in the youth's file and in the receipt book (in triplicate) –
 - 1. White copy (original) goes to the youth;
 - 2. Yellow copy is placed in an envelope along with the program fee; and
 - 3. Pink copy is kept in the receipt book
- H. Seal the envelope containing the program fee and yellow copy of the receipt. On the envelope, note the following –
 - 1. The complete name of the youth;
 - 2. The amount of money received;
 - 3. Whether the fee is paid in cash or cheque;
 - 4. The date of payment;
 - 5. The name and signature of the staff who received the program fee;
 - 6. The month for which the program fee applies; and
 - 7. Whether the program fee will be deposited (EI, or IA, or second year fees) or held for possible refund.
- I. Place the sealed envelope in the safe located inside the main staff office.
 - 1. Do not place the program fee in the same envelope as deposit for the key and fob; and
 - 2. Ensure that the deposit for the key and fob and the appropriate receipt are placed in a separate envelope and sealed.
- J. The Youth Support Worker (YSW) must create a monthly statement to track and ensure proper accounting of program fee payments.
- K. Program fees may be refunded in the form of a bursary in the following amounts (based on first year fees only) –
 - 1. 25% of fees if departing while on Step 3;
 - 2. 50% of fees paid if departing while on Step 4;
 - 3. 75% of fees paid if departing while on Step 5; and
 - 4. 100% of fees paid if departing according to plan after successfully completing Step 5 or 6.
- L. If youth leaves the ROP program unexpectedly –

1. Program staff will attempt to contact youth regarding their bursary / refund for a maximum of six (6) months; and
 2. After six (6) months all remaining program fees will be deposited, and will become ineligible for refund.
- M. Potential program fee refunds will be reviewed by the assigned Case Manager and KYW at the time that the youth is planning to move out.
1. The youth may participate in the review in person or by request relayed through staff;
 2. The assigned CM and KYW will determine the form and timing of the refund based on the youth's circumstances and plans;
 3. Refunds may be in the form of cheque, purchased goods, or payments directed to third parties for rent, tuition, debt repayment, and others.
 4. Payment may be immediate, delayed, or by instalments.
- N. Youth who leave the program suddenly are not entitled to demand immediate refund of fees. Their refund will follow the regular administrative processing time.
- O. The YSW will request to the Finance Department to process the refund as directed by the Program Manager.
- P. Obtain a signed receipt from youth to confirm payment of their refund; the receipt must be in triplicate and contain the following information –
1. Complete name of youth;
 2. Amount of refund;
 3. Date youth received the refund.