

SOUTHEASTERN ALBERTA SEXUAL ASSAULT RESPONSE COMMITTEE – POLICY MANUAL

Policy Type: Program Policy	Original Effective Date: February 8, 2021
Policy Name: 5.6 Sliding Fee Scale	Date of Last Amendment:

Policy:

SARC (the “Business”) is committed to delivering quality and affordable individual and group therapy to community members whose lives have been affected by trauma and assault.

Purpose:

The policy is intended to:

- Provide affordable therapy to all demographics and socioeconomic status individual whose lives have been touched by trauma and assault.
- Create equity to community members that have experienced trauma and assault.
- Increase client participation and accountability for service.
- Improve service provider’s wellbeing, while reducing burnout.

Definitions:

Sliding Scale: A system which clients are required to pay a certain amount for individual and/or group therapy based on their income. A client with lower income may be required to pay less than a person with a higher income.

One-on-one Therapy Session: a session is 50 minutes in length.

Procedure:

INTAKE & ONE-ON-ONE SESSIONS

1. All clients will be informed when booking an intake appointment, that all SARC’s therapy services are provided as a fee for service.
2. All therapy service fees will be assessed during the intake interview.
3. Clients will not be charged for the intake appointment.
4. The intake worker will assess the client’s fee via their net monthly household income based on the honor system and current fee schedule. The client will acknowledge where they fit on the fee schedule and agree to pay the assessed fee at the end of each appointment. The agreed upon fee will be documented in the client’s file.
5. If a client chooses not to provide their household income, they will be charged what the average Medicine Hatters household income (\$89, 710) fee which is \$120.
6. If the client cannot afford the fee identified by the current fee schedule the intake worker will negotiate a feasible fee that can range from \$0 - \$120. The intake worker explains that this amount is paid at the end of each therapy session.
7. After completing the intake appointment, the intake worker will go with the client to administration to schedule the warm transfer with both the intake worker and therapist. Administration will go over what methods of payment SARC accepts for the fee for service.

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8. Payment can be made by either cash, cheque, PayPal, debit, or credit card.
9. At the end of each therapy session (which is defined as a 50-minute timeframe), the therapist will walk the client to administration for payment processing and to schedule the client's next appointment.
10. Administration will provide the client with a receipt once payment is received. All receipts will be issued electronically.
11. Non-payment concerns can be discussed between the therapist and client. If client refuses to pay for service, the client will discuss the concern with administration, however the client can be offered the grievance procedure.
12. If the client requests a change to their fee for service amount, the client can discuss this with therapist who will jointly agree to a revised fee for service amount. The new amount will be documented in the client's file along with the date it was changed and therapist's initials.
13. Clients who are current at the time of this procedure's implementation (April 1, 2021) will not be charged for service. All clients that consent for service delivery following an intake after April 1, 2021 will be assessed using the sliding fee scale.
14. Administration will keep track of client's amount owing through tracking on client's record.
15. For appointments that end after 4:00pm.
 - a. If appointment starts prior between 3:00pm and 4:00pm the client will be asked to pay prior to the session and receipt will be issued.
 - b. If the appointment starts after 4:00pm and client wishes to pay by cash or cheque, the therapist will receive this payment. Administration will process that the next business day and then will issue a receipt.
 - c. If the appointment starts after 4:00pm and client wishes to pay by PayPal, debit, or credit card, an invoice will be created for the client prior to the appointment. Once payment is received, administration will issue a receipt.

GROUP THERAPY

1. All psycho-ed groups are paid prior to starting the group. If the client cannot pay the entire group fee upfront, a payment plan can be implemented.
2. Psycho-ed group therapy sessions will be charged half of the individual therapy fee per session. For two key reasons:
 - a. To encourage clients to attend group prior to individual therapy. This will help shorten the waitlist while expanding SARC's reach and increase client outcomes.
 - b. Clients are not directly getting the therapist full undivided attention to attend to their personal therapy goals.
3. Maintenance group therapy sessions will be charged a third of the individual therapy fee per session. For two key reasons:
 - a. The client is welcome to attend the maintenance groups until they no longer feel they need this type of support.
 - b. Clients are not directly getting the therapist full undivided attention to attend to their personal therapy goals.
4. Therapists will be prepared to talk about the fee disparity among participants, and the interpersonal fee related conflict that can arise within the group.

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CANCELLATIONS / MISSED APPOINTMENTS

1. A 48-hour cancellation notice is appreciated when a client is unable to attend a session; however, a 24-hour notice is expected and there are no financial penalties if client provided this advanced notice. If a client cancels a session less than 24-hours in advance, they will be charged their regular agreed upon fee.
2. Missed unexcused appointments (excluding emergencies) will result in clients being charged their regular agreed upon fee.
3. Clients will be reminded SARC’s voicemail will always be available to inform their therapist about cancellations.

CURRENT FEE SCHEDULE

ADJUSTED MONTHLY INCOME	FAMILY SIZE						
	1	2	3	4	5	6	7
UNDER \$1350	5.00	5.00	5.00	5.00	5.00	5.00	5.00
\$1350 - \$2000	10.00	15.00	5.00	5.00	5.00	5.00	5.00
\$2001 - \$2200	15.00	25.00	20.00	5.00	5.00	5.00	5.00
\$2201 - \$2400	25.00	30.00	25.00	10.00	5.00	5.00	5.00
\$2401 - \$2600	35.00	35.00	30.00	15.00	10.00	10.00	5.00
\$2601 - \$2800	45.00	40.00	35.00	20.00	15.00	15.00	10.00
\$2801 - \$3000	50.00	45.00	40.00	25.00	20.00	20.00	15.00
\$3001 - \$3200	55.00	50.00	45.00	30.00	25.00	25.00	20.00
\$3201 - \$3400	60.00	55.00	50.00	35.00	30.00	30.00	30.00
\$3401 - \$3600	75.00	60.00	55.00	40.00	35.00	35.00	35.00
\$3601 - \$3800	80.00	65.00	60.00	45.00	40.00	40.00	40.00
\$3801 - \$4000	100.00	70.00	65.00	50.00	45.00	45.00	45.00
\$4001 - \$4200		75.00	70.00	55.00	50.00	50.00	50.00
\$4201 - \$4400		80.00	75.00	60.00	55.00	55.00	55.00
\$4401 - \$4600		100.00	80.00	65.00	60.00	60.00	60.00
\$4601 - \$4800			100.00	80.00	65.00	65.00	65.00
\$4801 - \$5000				100.00	80.00	70.00	70.00
\$5001 - \$5200					100.00	80.00	75.00
\$5201 - \$5400						100.00	80.00
\$5401 - \$5600							100.00
\$5601 -							

Grey = 120.00

THE SCALE IS BASED ON A MAXIMUM THERAPY FEE FOR SERVICE OF \$120.00 PER HOUR