



COST RECOVERY FOR DELIVERING SERVICES POLICY

Policy Objective	This policy is to ensure St. John Ambulance's future capacity to provide community services.
Policy Statement	It is the policy of St. John Ambulance to recover costs, where appropriate, for the delivery of community services.
Effective Date	April 2006
Applies To	Any St. John Ambulance Provincial/Territorial employee negotiating contractual agreements with Community Services clients.

Policy Context

St. John Ambulance (SJA) has an obligation to recover the costs associated with the delivery of community services in order to remain competitive and ensure its future capacity.

Policy Requirements

Cost recovery for community services should cover SJA's operational expenses for delivering such services.

Responsibilities/Accountabilities

The National Office is responsible for:

- development and review of organizational policy
- compliance review of policy and procedures
- acting in an advisory and support role for Provincial/Territorial Offices.

Provincial/Territorial Offices are responsible for:

- development and implementation of procedures for this policy
- development and regular review of a structured pricing model
- policy implementation
- compliance review of policy and procedures
- acting in an advisory and support role for local SJA offices and units.



Local SJA Offices and Units are responsible for:

- administering the procedures, including the establishment of contractual agreements with Community Services clients; and,
- fiscal management of recovered monies
- policy implementation
- compliance review of policy and procedures
- development and implementation of applicable procedures as identified by Provincial/Territorial Office

Procedures

For information on cost recovery-related procedures, contact your local and/or Provincial/Territorial Office.

Policy Review

This policy will be reviewed at a minimum of every three years and as required.