

December 1, 2021

Dear Valued Clients, Partners, & Community:

Please be advised that in the new year, changes will be made to our Community & Home Assistance Program (CHAP) service fees. Fees related to our Transportation, Frozen Meals, and Home Help services will be increasing effective January 1, 2022.

Over the past two years, Family Service Kent has been able to endure rising operating costs to help our clients as much as possible, especially through the onset of the pandemic. However, increasing costs associated with providing our services have forced us to make minimal adjustments to our fees. These changes will help ensure that we can continue to provide the best products and services to you.

- ☺ Price increases for **Frozen Meals** will range from \$0.50 to \$1.00 per item; however, we will introduce bundled discounts that offer overall savings. Free Delivery will continue in Chatham on the 2nd & 4th Wednesday of each month and in all other areas of Chatham-Kent on the 2nd & 4th Thursday of each month. A \$10.00 fee will be applied to any delivery requests outside the scheduled dates.
- ☺ All **Home Help** service fees will be adjusted to \$20.00/hour for general housekeeping services and \$25.00/hour for personal care services. Mileage costs are increasing by \$0.05/km; however, all other service parameters will continue to remain the same.
- ☺ Passengers will notice some changes to our **CHAP-CareLink** and **adVANTage Transportation** fares. All flat-rate base fares will increase by at least \$5.00 per roundtrip and will include one (1) destination within a three (3) hour service window. Additional stops can be added to drives for \$5.00 each. Multi-rider discounts will continue to be applied to drives based on the number of passengers & destinations, for the purpose of prioritizing efficiency and to pass on savings when able. Hourly wait time fees over the three (3) hour service window will raise by \$10.00/hour, as will the administration fee that applies to urgent bookings (same day or one-day notice), same day cancellations, and no shows.

Please be assured that Family Service Kent has made every effort to keep the necessary increases to a minimum, and our updated fees will remain as cost-effective as possible. We will also continue our Fee Appeal process, should financial hardship prevent clients from accessing our services.

Family Service Kent greatly appreciates your continued business and support through this time of growth and change. If you have any questions or concerns regarding these changes, please do not hesitate to reach out. Our team is more than happy to discuss these changes with you.

Sincerely,

*Jyl Panzer*

Manager, Community Support Services

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