



## ***Riverside School Board - Policy***

*Resolution B153-20070220*

### ***Policy on the Recovery of Outstanding Accounts***

#### **Preamble**

Each year the School Board and its schools and centers must collect amounts of money for school taxes or for services rendered to its clientele. Since collection of these revenues are important for the financial health of the board and its schools and centers, it is appropriate to establish a framework to facilitate their recovery.

#### **Objective**

The objective of the Policy on the Recovery of Outstanding Accounts is to establish a common framework for the collection of debts owed to Riverside School Board.

#### **Application of the policy**

This policy applies to the recovery of outstanding accounts for:

##### **Schools:**

- noon-hour supervision fees;
- daycare fees;
- the sale of school supplies or fees for other services charged to parents.

##### **Schools & Board:**

- the sale or rental of equipment;
- rental of space;
- claims for material damages;
- summer school fees.

##### **Board:**

- school taxes;
- re-imburement of amounts overpaid to personnel;
- sabbatical plan balance;
- reimbursement for loans of service of personnel;
- reimbursement for union release time;
- the collection of revenues generated by service agreements with organizations;
- all other amounts payable, either by members of personnel or by third parties, in accordance contracts or agreements.

## **General Principles and Responsibility**

It is generally accepted that successful debt recovery is related to the diligent and systematic application of the collection procedure in place. The following procedure will be applied for the recovery of all monies owed to Riverside School Board. The entire procedure should be completed within a single school year to ensure the maximum amount of debt recovery.

- a) The initial invoice will be sent as early as possible in the school year, either by Financial Resources department for board related matters, or by the appropriate school or center administrator for school or center related matters .
- b) Invoices issued by Financial Resources department, schools or centres must stipulate the administrative charge and interest rates applicable to outstanding accounts. Due dates must be clearly indicated on all invoices.
- c) For debts related to services that are provided to students, the recovery procedure will be directed to the parental authority for minor students or to students over 18 years of age registered in youth sector. The recovery procedure will be directed to students over 18 years of age when registered in vocational or adult education.
- d) A telephone call could be used as a reminder. A written reminder must be sent out after the due date of the invoice has elapsed.
- e) In cases of non-payment, the debtor must be informed that additional collection or legal charges will be added to the total amount due. Reminders must also inform debtors about the existence of these charges. If it is shown that a debtor has not been properly informed about additional charges, then the school, center or department in question must absorb those charges.
- f) In the case of a debt where a satisfactory payment arrangement with the parents of a student has not been concluded and unless it is otherwise stated in its rules of procedure, the school will inform said parents that their child will no longer have access to the optional service or activity in question.
- g) Upon a recommendation from the administration of the school, center or department that is accompanied by all supporting documentation, the Director of Financial Resources shall send a final notification prior to enlisting the services of a bailiff or taking legal action.
- h) Applicable interest will be at the rate adopted by the Council of Commissioners.
- i) Recovery procedures for amounts overpaid to personnel will be in accordance with current collective agreements.
- j) The collection measure applicable to school taxes will be in accordance with the Education Act as well as the requirements of the Municipal Taxes Act.

- k) In the case of monies owing to the parent of a student who has an outstanding debt to Riverside School Board, the board reserves the right to withhold all or a portion of that reimbursement.
- l) In order to facilitate the recovery of an outstanding debt, the School Board advocates making arrangements for payment by instalments where appropriate. Such arrangements must be concluded in writing and signed by the debtor.

## **Ethics, Professionalism and Confidentiality**

As in the case of all communications with our clientele, it is understood that the recovery procedure will be carried out with the utmost degree of professionalism and confidentiality.