

CHRISTIAN SENIOR CITIZENS HOME ASSOCIATION OF CHATHAM, ON. INC.

Operating: South Chatham Village
97 - 40 Elm Street, Chatham, Ont. N7M 6A5

Internal Review Policy

Approved by the Board of Directors: October 30, 2002

Composition:

President, Vice-president, Recording Secretary, Treasurer.

Mandate:

1. The committee will handle tenant or applicant requests for reviews of the following types of decisions:
 - Tenant selection
 - RGI subsidies
 - Overhousing
 - Special needs designation
 - Internal Transfers
2. The committee will not make decisions which are contrary to the law, or clearly against the spirit or the intent of board-approved policies. It will, however, consider exceptional circumstances which may not have been considered when the policies were made.
3. The committee will use precedent in making its decisions, and will aim to treat all applicants and tenants equitably.
4. The committee will also consider the impact of its decisions on the appellant, other tenants or applicants, on the non-profit staff, and on the well-being of the non-profit.

Schedule

The Chair of the committee will notify all committee members if there is a review. A meeting will then be scheduled.

Setting the agenda

1. When the Board of Directors receives a written request for review, they will complete the Request for Review Form (attached), attach it to the appellant's letter, and fax it, along with any documentation used to make the original decision, to the Chair of the committee. They will also make a copy for each committee member to be handed out at the meeting.

The Board of Directors will also notify the appellant when their case will be heard. If appellants wish to appear before the committee, they will schedule their appearance.

Review Process

1. The committee will normally operate by consensus.
2. Appellants may bring a translator, family members, friends, or other advocates of their choice. The Chair may limit the number of advocates at his/her discretion.
3. Decisions will not normally be made while the appellant waits, even if they have been present.
4. During and following the meeting, the Chair will complete a Decisions Form (attached) for each appellant, documenting the decisions made, and the reasons for the decision.
5. The Chair will inform the appellant of the decision within 5 business days of the meeting. She will also place one copy of the Decisions Form into the internal review file, and one copy in the tenant's file, if one exists.

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Request for Review Form

Date: _____

Name of appellant: _____

Appellant's phone number: _____

Date appeal letter was received: _____

Decision being appealed:

- refused place on special needs waiting list
- not offered a unit
- made ineligible for subsidy
- disputed subsidy calculation
- declared overhoused
- refused transfer

What were the reasons for your decision?

What options have already been discussed with the appellant?

Is there other information the committee needs to make a decision?

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Review Decisions Form

Date: _____

Name of appellant: _____

Date appeal letter was received: _____

Decision being appealed:

- refused place on special needs waiting list
- not offered a unit
- made ineligible for subsidy
- disputed subsidy calculation
- declared overhoused
- refused internal transfer

Decision of the Review Committee

Reasons for the Decision

Action Needed

Recommendations to the Board
