

Qualifying Extenuating and Exceptional Circumstances

LDS - Learn. Develop. Succeed. is pleased to be able to support families and individuals accessing our services on a sliding scale informed by household income. In extenuating and exceptional circumstances where household income information does not provide the full story, or other situations where the sliding scale fee level is unattainable for the family or individual, billing exceptions are granted at the discretion of our Executive Director.

To pursue a billing exception, please let your program manager or member of Family and Student Services managing your placement know when you have received your sliding scale fee. They will ask you to share your extenuating and exceptional circumstances, and any documentation you have, and they will steward this request to the Executive Director.

Examples of Qualifying Extenuating and Exceptional Circumstances

(With documentation where appropriate)

1. Significant Employment Loss

- Laid off, hours significantly cut or left work due to a crisis situation and therefore NOA not reflective of current financial year reality.

2. Single Parent Circumstances

- One parent solely responsible for finances, on part-time, casual, or disability income.
- Examples: living in transitional housing, relying on disability income, or working multiple low-wage jobs.

3. Medical Hardship, Disability, Other Severe Personal/Family/Health Issue

- Parent on long-term disability, undergoing treatment (e.g., cancer), or recovering from severe chronic or acute trauma.
- Family or parent and/or child(ren) experiencing or recovering from multiple traumatic experiences, violent situations, loss, acute or chronic, severely challenging physical or mental health issues that have impacted finances/job stability/other factors.

4. Immigrant or Newcomer Financial Barriers

- Families new to Canada, with no support networks, not yet employed, other social/cultural/family barriers, and high settlement costs.

Not Typically Accepted

- High-income families (e.g., \$150k+) requesting relief for lifestyle or extracurricular costs.
- Requests where finances are stretched but not truly extenuating (e.g. variable rate mortgages, loan repayments to finance an asset, food and grocery costs).