

File No.: 04-1000-20-2020-468

October 2, 2020

s.22(1)

Dear<sup>s.22(1)</sup>

Re: Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")

I am responding to your request of August 25, 2020 for:

# Record of most recent LAP (Leisure Access Program) policy manual.

All responsive records are attached.

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2020-468); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

[Signature on file]

Barbara J. Van Fraassen, BA Director, Access to Information & Privacy

Barbara.vanfraassen@vancouver.ca 453 W. 12th Avenue Vancouver BC V5Y 1V4 \*If you have any questions, please email us at <u>foi@vancouver.ca</u> and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604.871.6584.

Encl.

:dp

# Leisure Access Program Policy and Procedures

Providing Vancouverites with accessible recreation programs and services



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# Introduction

The Leisure Access Policy & Procedures Manual is here to support you and fellow Vancouver Board of Parks and Recreation staff to obtain the knowledge required to succeed in your role. It contains important information and resources such as:

- Policy
  - Policy Statement, Background Information and Standards of Practice
  - Program Definitions
  - Benefits and Limitation of Leisure Access
- Application Process
  - Program Eligibility
  - Application Types and Procedures
  - Processing of Applications
- Leisure Access, RecWare Safari and OneCard
  - Processing Leisure Access transactions in Safari
- Related Policies
  - OneCard Photo Guidelines
  - City of Vancouver Corporate Records & Information Management Policy

With the introduction of OneCard, we want to ensure that we are no longer referring to Leisure Access as the LAC (Leisure Access Card). Leisure Access is a program that is loaded onto the OneCard:

- Leisure Access Card is now Leisure Access (LA)
- Leisure Access Agency Staff Card is now Leisure Access Agency (LAA)

The information contained in this manual can also be accessed on the Park Board Staff Intranet:

http://citywire.city.vancouver.bc.ca/departments/parks/rec/leisureaccess/index.htm

# Section 1 Policy:

Policy Statement Background Information Program Definitions Standard of Practice Benefits & Limitations

# **1.0 Policy**

# 1.1. Policy Statement

All citizens of Vancouver shall have access to basic services provided by the Board of Parks and Recreation regardless of ability to pay.

# **1.2.**Attendant Policy November 2000, Fees and Charges Ammendment

The Vancouver Park Board provides **free access to attendants** required to assist any person with a disability who needs support to swim, skate, workout in the fitness centre, or visit VanDusen Botanical Garden, Bloedel Conservatory, Stanley Park and other recreation opportunities.

# Support is defined as assistance of a physical, psychological, emotional, intellectual or sensory nature to ensure that the customer is able to participate.

**NOTE:** the Vancouver Park Board Attendant Policy applies to all customers and not just those with Leisure Access. Attendants may accompany someone that requires assistance but may not necessary physically attend to or assist the person with a disability. For example, a person with a mental health disability may just require an attendant to be present in order to participate in a program or service.

# 1.3. Background of Fee Reduction Programs

The Leisure Access Card Program came into effect in January 1993, following a review of all fee reduction programs. The report was called the Economic Access Policy and it was approved by the Park Board in July, 1992. Earlier fee reduction programs included:

**1982:** The Facility Access Card provided for persons with a disability who reside in Vancouver; 50% off all services, including most association programs; also included a provision to bring an attendant at no cost, as required.

**1985:** The GAIN-Swim/Skate Pass provided for all residents of Vancouver with income assistance; formerly started by accepting "GAIN" as identification. It evolved to become the Swim/Skate Pass and when GAIN was eliminated, card provided free swim and skate admissions only (skate rental extra).

**1987:** Free Public Swim & Ice Skate Sessions was offered to all participants, no identification required; the Board recognized that many people with limited income were unable to participate regularly, although they may not have been eligible for any form of income assistance.

**1991:** Park Board initiated a review of current fee reduction programs during discussions of annual fees and charges rates. As a result of this review, the Economic Access Policy determined that free swim and ice skate sessions shall remain and that:

- Leisure Access Cards would be available to low income families
- Leisure Access vouchers would reduce lessons and flexi passes further

1993: Leisure Access Card Program came into effect

**1996:** Park Board initiated a review of procedures to obtain the Leisure Access Card and its benefits, and determined that:

- o income assistance clients shall continue to be eligible automatically
- o non-assisted applicants shall be screened to ensure eligibility
- $\circ$  benefits shall remain as established in the original LAC program
- Central Recreation Services developed forms and procedures
- Centralized screening began in July 1996.

**1997:** Park Board reviewed the benefits of the Leisure Access Card. Free swims were cancelled and replaced with "Loonie Swims" for the public (excluding Britannia).

**1998:** Park Board initiated a review of the LAC application procedures. Due in part to budget constraints, there may be a nominal fee for each card for adults, a replacement fee for lost or stolen cards and agency cards. There was also a planning committee established for making the application process computerized (1999).

**2002:** Photo ID cards were introduced for Leisure Access Card users and available at various Park Board locations. A card replacement fee of \$2.00 was approved by the Board. Application forms were made available on the website at www.parks.vancouver.bc.ca for public and staff.

**2003:** Agency Staff Access cards were converted to plastic cards similar to the LAC photo cards. There is a charge of \$2.00 for each card requested by the agency. LAC Resource Guide for Staff updated.

**2006:** Municipal Comparison. Data Collection in LAC Office.

**2011** Minimum \$5000 Total Income for applicants and CRA Notice of Assessment Option C became new requirements. The Agency Referral Application Form was developed. LAC Symposium boosted participation in the Agency Card referral.

**2013:** Revised Leisure Access Policy and Procedures Staff Manual with online Intranet links for staff support. Launch of the OneCard.

# 1.4. Program Definitions

# Leisure Access Program

Leisure Access Program allows **Vancouver residents** who are in financial need to access basic recreation programs at Park Board facilities at a reduced cost.

Leisure Access Pass does not have a fixed expiry date. The expiry dates vary. On most occasions, applicants are provided a period of one year where the Leisure Access is valid. In some special circumstances such as some Agency Referrals, a validity period of only 3-6 months is provided.

## Leisure Access Agency Program

Leisure Access Agency Program allow **staff and volunteers at eligible non-profit agencies** to accompany their clients in basic recreation programs at Park Board facilities.

Leisure Access Agency Program is issued in the name of the agency and program only. Leisure Access Agency is not transferable and must not be used for personal use.

Leisure Access Agency Pass does have a fixed expiry date. Regardless of when passes are approved and sent to the applying Agency, the validity period is only until March 31 of the following year.

# **1.5. Standards of Practice**

# Program Guidelines

- Promote consistent and fair practices in the administration of the program
- Be simple and free of red tape
- Be respectful of the dignity and honesty of the individual
- Be non-stigmatizing
- Be responsive to a wide range of economic needs
- Provides access to the widest possible range of services
- Treat all customers consistently and equitably, regardless of ability to pay

# Staff Involvement

- Staff involvement is essential in achieving the goal of the program
- Training and support is available for the administration of the program
- Provide staff with a copy of Leisure Access Policy and Procedures Manual and provide additional resources on the Park Board Staff website
- Front line staff shall report any suspected misuse or the program to their supervisor and shall not engage the customer unless directed by a supervisor
- Support from Leisure Access Office staff for inquiries and/or problem solving

# Limitations

- The Park Board retains the right to suspend and/or alter the program without notice
- The OneCard is the property of the Park Board. If the Leisure Access Program benefits are shared, misused or fraudulently used it may be suspended or confiscated
- Lost or stolen OneCards must be reported. There is a replacement fee for the OneCard.

# 1.6. Leisure Access Program Benefits and Limitations

# 1.6.1. Aquatics Programs

Program or Service	FREE	50% Discount
Public Swim Drop-in (All ages, all sessions)	YES	NO
Group rates	NO	NO
Basic, Introductory Group Swimming Lessons for all ages (e.g. Swim Kids) * Materials fees for lessons are not discountable	NO	YES
Advanced Water Safety Programs and other Specialty Programs (e.g. Bronze Medallion and Bronze Cross, Lifeguarding Courses, Instructor Courses, Clinics, Diving, etc.)	NO	NO
Private (1 student to 1 instructor) and Semi-Private (2 to 1) Swimming Lessons	NO	NO
Maple Grove Pool Admissions (rates are already discounted)	NO	NO
Pool rentals, birthday parties and equipment sales (e.g. goggles)	NO	NO

# 1.6.2. Ice Rink Programs

Program or Service	FREE Skate Rentals	FREE Admission	50% Discount
Public Skating Drop-in (All ages, all sessions)	YES	YES	NO
Group rates	NO	NO	NO
Basic, Introductory Group Skating Lessons (e.g. Learn to Skate) *Materials fees for lessons are not discountable	YES	NO	YES
Advanced Skating Programs or Specialty Programs (e.g. Power Skating, Figure Skating)	YES	NO	NO
Private (1 student to 1 instructor) and Semi-Private (2 to 1) Skating Lessons	NO	NO	NO
Skate Sharpening, Rink rentals, birthday parties and equipment sales	NO	NO	NO
Kerrisdale Play Palace Admissions (excludes Strip Tickets and Group rates)	NO	NO	YES

# 1.6.3. Fitness Centre Programs

Program or Service	Free	50% Discount
Fitness Centre Drop-in Admission (note: max discount is 50% off the adult rate)	NO	YES
Flexipass for accessing a Fitness Centre (note: max discount is 50% off the adult rate)	NO	YES
Fitness Centre 10-Visit Pass (already discounted and transferrable)	NO	NO
Group rates for Fitness Centre drop-in	NO	NO
External Rehab Specialist	NO	NO
Indoor Cycling Drop-in (no discount for strip tickets)	NO	YES
Private (1 student to 1 instructor) and Semi-Private (2 to 1) Personal Training	NO	NO
Other Group Programs that occur in Fitness Centre (e.g. Kinesis)	NO	YES

# 1.6.4. Community Centre Association (CCA) Programs

As of September 1, 2013, those eligible for Leisure Access will receive (at minimum) a 50% discount for one program per person per season per centre.

**Note:** At six CCA locations (Kensington, Kerrisdale, Killarney, Hastings, Hillcrest, and Sunset) Leisure Access discounts will not be applied to admissions to Association operated fitness centres or community centre programs (unless otherwise agreed to by the local CCA).

Community Centres/Associations may approve further discounts; for example, Kitsilano, Douglas Park, and Mount Pleasant and Creekside Community Centres already offer unlimited 50% discount to Leisure Access customers

Certain categories of programs will not be eligible for Leisure Access discount including Private Lessons, Special Events and Licensed Childcare

- The 50% discount will be applied automatically in Safari for online, in person and by phone registration so long as the customer has a valid Leisure Access attached to their customer profile.
- For online registration transactions, there is no way for the system to manage the minimum discount of one program per person per season per centre so a customer with a Leisure Access Pass can obtain an unlimited number of discounts on program registrations online. Tracking and administration of the online transactions will be managed by Central Recreation Staff and will not be the responsibility of local site staff.
- For any in person and by phone registration, staff will be required to check to see whether the customer has already received the discount at their site and uncheck the discount line in the activity charges list if the minimum discount has already been provided.
- A <u>Safari SQL Report</u> has been developed to track discounts applied to program registration. Below is an example image of the report:

View Prope	erties History Su							
🔮 New Su		IDSCHIPTIONS						
Site Creek	side Community Re	screation Centre	Se	ason CS - Sp	oring & Summer 2013	~		
4 4 1	of 3 🕨 🔰	100%	Find	Next Sel	ect a format 💌	Export 🚺 👔	3	
Bilocerkowec	, Diane [315557]							
Date	Receipt#	Discount	Activity#	Activity ID	Activity Name	Dept	POS Product	Amoun
2013-07-06	2002215.0340	CS - LAC Discount Taxable	44130.302CS	410446	Zumba® Zen	Park Board	l.	30.00
							Subtotal:	30.00
							Total:	30.00
Broadbent, Ki	ana [700614]							
	Receipt#	Discount	Activity#	Activity ID	Activity Name	Dept	POS Product	Amoun
Date		and the second s	13903.301CS	415904	Sportball Multi Sport Ca	mp Park Board	6	72.00
	2002261.0340	CS - LAC Discount Non Taxable	13903.30103	410004				
Date 2013-07-22	2002261.0340		13903.30103	410004			Subtotal:	72.00

• Front Line Staff can also check the customer's transaction history in Safari to verify whether a discount was already provided. The transaction history list in the customer profile in Safari will only list out the total fees paid by the customer. The Front Line staff will need to reprint the transaction receipt to verify whether the customer received the discount. Below is an example of where the discount provided will show on the receipt:

Profile	u Koshimura TESTING For Test Transactions uver, BC VVV VVV				Re	eceip	ot	
DATE / TIME	RECEIPT NUMBER USER NAME	CHARGES	GS	ST - PB	PST - PB	PAYME	IITS	BALANCE DUE
7/10/2013 5:41 PM	1066818.034 Manabu Koshimura	\$ 4.76	\$	\$ 0.24		5	\$ 0.00	\$ 5.00
PAYER IN	IFORMATION							
PAYER NAM	NE ADD R	ESS	PHONE	E #	PAYMENT T	YPE INFO	RMATIC	AMOUNT
TRANSACT	( )						_	EE S/AMOUN T
CUSTOMER N			CTION INFOR			_		
Manabu Koshin TESTING		,	/ -#:12345.678	From:	08/31/2013 to 1 05:00 PM to 10	:00 P M	CS - LA	Extra -\$ 20.00
# 757690	CS - Creekside Com	munity Recreation Cer	ntre: CS - 1 - 0	Gym Meets	every: Sa		CS - Re	g Fee \$ 50.00
P 757590 CS - Oreekside Community Recreation Centre: CS - 1 - Gym Meets every: Sa CS - Reg Fee \$ 50,00     Vancouver Park Board HST #R121361042     KEEP THS RECEIPT FOR INCOME TAX PURPOSES, IF APPLICABLE     Please check your receipt for accuracy and notify the office at once if there are any errors.     Thank you for your payment     Vancouver Park Board Refund Policy:     Refunds & Concentions:     Full refund in rotice received five or more days prior to the start of the program.     Refund of regits recorded ration frammer the second refuse session, if request received within four days of the start of the program or     after the first program date (class/lesson).     Norefunds is used for requests received atter the second date of the program.     Fee for one or two-day programs are non-refundable.								

- A Leisure Access customer is eligible to drop-in instead of register for the minimum one program per person per season per centre if they wish. For example, if they only want to attend 6 out of the 10 sessions of a specific yoga class and choose to drop-in instead of register, then they are eligible for 50% off the drop-in rate for each of those 6 visits but ONLY for that specific yoga class. For drop-in based programs like Aerobics or Family Play Gym, the customer should understand that each specific class/date/time is considered a separate program. So for example, they would only be eligible for the "Step class on Monday at 9:00am" and not ALL Aerobics programs.
- All drop-in transactions that are not tracked through the Safari membership module (e.g. by card scanning) will need to be recorded through the POS screen. This requires each front line staff to ensure that customer information for Leisure Access pass holders is properly recorded before completing the transaction.
- There is no Safari SQL report that will show discounts provided on POS Products. Front Line Staff are expected to ask customers if they have already received their eligible discount for the season when they are dropping in to a program or if time permits, the Front Line Staff can go through the transaction history in the customer profile.

# 1.6.5. Other Park Board Services and External Organizations

Other Park Board Services	Benefit
Racquet & Squash Courts	
Pitch and Putt Golf Course & Club rentals	
Van Dusen Botanical Garden	50% Off Admission
Bloedel Conservatory	
Stanley Park Miniature Train	

External Organizations	Benefit
Vancouver Aquarium	50% Off Admission
Stanley Park Horse Drawn Tours	50% Off Admission
Dr. Sun Yat Sen Garden	
H.R. McMillan Space Centre	\$2.00 Off Admission
Vancouver Maritime Museum	

## Note:

- Currently, only Van Dusen, Stanley Park Miniature Train and Racquet/squash courts are using Safari at their sites. This is the only way to verify whether the OneCard has the Leisure Access program package loaded on to it.
- Park Board Pitch and Putt and Bloedel do not currently have access to Safari.
- No external partners have access to Safari.

# 1.6.6 Leisure Access Agency Program

Program or Service	Benefit
<ul> <li>Public Swim or Skate Session for Agency Staff or Volunteer and Clients</li> <li>1 Agency Pass per every one agency staff/volunteer and 10 clients is required.</li> <li>For children under the age of 8 years, a ratio of 1 adult to every 5 children is required.</li> </ul>	Free
Skate Rentals for Agency Staff and Clients.	Free
Fitness Centre Admission for Agency Staff or Volunteer and Client • 1 Agency Pass per every one agency staff/volunteer and 5 clients.	50% off the adult admission rate for clients. Agency staff/volunteer receives FREE admission
Limitations: Agency staff and clients do not receive ALL of t individual/family Leisure Access program custo	the benefits that an

 Agency program participants are NOT eligible for 50% off program registration for swimming lessons, skating lessons, fitness centre group programs and community centre programs.

• No benefits at other Park Board facilities and external organizations

If there are clients that require the benefits of the individual Leisure Access, then the agency staff person can help their client complete one of the following Leisure Access application forms: Income Assistance or BC Bus Pass, Low Income or Agency Referral

- Agency passes are issued in the name of the agency and program only and entered this way into Safari (e.g. First Name: Community Link, Last Name: VCH or First Name: Homestead, Last Name: Salvation Army)
- Agency passes are not transferable. Staff/Volunteers may use the card to accompany and assist their clients at any Park Board pool, rink or fitness centre. They may not use the card for their personal access and use.
- Agency staff/volunteers should be attending with clients. Agency staff may
  accompany clients but not physically participate with the client as they
  may just be there for supervision purposes (e.g. for emotional or mental
  health support). On occasion, clients may enter without an Agency staff or
  volunteer using the Agency pass but if they are able to participate
  independently, they should apply for their own individual Leisure Access.
- For groups of 5 or more at a Fitness Centre and 10 or more at a pool or rink, the agency should contact the facility in advance for permission or access may be denied. Group bookings depend on space availability.

# Section 2 Application Process: Program Eligibility Application Types and Procedures Processing of Application

# 2.1. Program Eligibility

# **Leisure Access**

Applicants must meet all three minimum criteria:

1) Must be a Canadian Citizen or Permanent Resident of Canada. A Permanent Resident is someone who is approved by the Government to reside in Canada for a long period but is not a Canadian Citizen.

*Important:* Temporary residents such as those on a work or study permit are NOT eligible,

2) Must reside in the City of Vancouver.

Important notes about residency:

- Resident of other municipalities (e.g. Burnaby, Richmond, North Vancouver) can not apply for a Leisure Access.
- Resident of UBC and the UBC Endowment Lands are not considered City of Vancouver residents so are ineligible. These residents can be easily identified by their postal code: V6T 1Z\_, where the last digit is generally 1,2,3 or 4.



3) Must be on Income Assistance or meet Low Income Threshold

When approved applicants are issued a Leisure Access Pass on the OneCard, they are required to provide a valid government issued Photo ID. Examples include:

- Canadian Citizen Card
- Permanent Resident
- Passport
- Driver's License
- BCID

Children without out photo ID should provide a birth certificate, care card, School Board issued photo identification or other such government issued identification.

# Leisure Access Agency

Agencies must meet the minimum criteria:

- Be located in Vancouver and be an eligible non-profit organization
- Serves clients and participants whose limited income is a barrier to participation in basic recreation programs
- Clients change frequently and require support to access facilities and program

# 2.2. Application Types and Procedures

# 2.2.1. Application Types Overview

In total, there are 5 application types for the individual/family Leisure Access. There is only 1 application form for Leisure Access Agency.

Only the Income Assistance and BC Bus Pass forms may be processed and approved locally with a Leisure Access pass being issued on the OneCard. All other application types MUST be sent to the Leisure Access Office for processing.

Any application type may be dropped off and reviewed by front line staff at a community centre, pool, rink or fitness site and then inter-office mailed to the Leisure Access Office. Low-Income, Agency Referral, Immigrant Services Society and Agency application forms can also be mailed directly to the Leisure Access Office at 2099 Beach Avenue, Vancouver BC, V6G 1Z4.

# **Overview of Leisure Access Application Forms**

Vancouver residents who	Agency Referral Forms approve	d through Leisure Access Office		
vancouver residents who are Canadian Citizens or Permanent Residents	Immigrant Services Society (ISS) of BC's	Issued locally on SITE		
who are not eligible for Ministry of Social Development (MSD) Income Assistance but meet the National Council of Welfare for low income figures for <b>Low Income</b> .	referral for new immigrants and refugees residing in Vancouver through the resettlement Assistance Program councellor. OR Other approved Non- profit Agency referral.	Ministry of Social Development (MSD) applications for Vancouver residents on Income Assistance referred by MSD Office or verified with MSD payment stub.		
Leisure Access Pass is Non-transferrable	One Time only referrals.	BC Bus Pass Program for qualifying low income individuals receiving Disability Assistance &/or Senior residing in Vancouver.		

# **Overview of Leisure Access Agency Application**



Leisure Access Agency Pass is transferrable between staff/volunteers within the same organization but MUST not be used for personal use

# Vancouver Board of Parks & Recreation

# 2.2.2. Income Assistance Application Form

For Vancouver residence who are recipients of financial assistance from the Ministry of Social Development of British Columbia (MSD). Applicants may obtain Leisure Access Card in one of two ways:

- 1) an MSD Office Stamped Referral OR
- 2) a Self-Referral with MSD payment stub



#### Leisure Access Program

2099 Beach Avenue, Vancouver BC, V6G 1Z4

Phone: 604-257-8497

E-mail: lac@vancouver.ca

#### Income Assistance Application Form

For Vancouver Residents who receive income assistance from the Ministry of Social Development (MSD). If you are not being referred by a MSD staff person, we require copies of the below documents in addition to the application form: A copy of your MSD Income Assistance Pay Stub from the current year

- A valid, government issued photo identification
- A copy of a recent (within the last 2-3 months) home utility bill: hydro, gas, landline phone, cable, internet OR A copy of your Residential Tenancy Agreement with another household bill in the name of one of the applicants

Completed application forms and copies of supporting documents can be brought to any Vancouver Park Board community centre, pool or rink for processing. Please bring government issued photo identification with you.

#### **Applicant Information**

First Name	Last Name		Ger	nder	D	Date of Birth		VPB Office
r irst name	Last Name		м	F	мм	DD	YYYY	Use
Address:	C	City:				Postal	Code:	
Phone:	E	mail:						
Authorization: This information i the purpose of administering Van and will not be disclosed except a	couver Park Board program							
Applicant Signature:			Date	e:				
(Signature of p	arent/guardian if applicant is under 1	9 years)						
MSD Staff Referral: MSD Staff MUST verif Vancouver residents and receive Income / MSD Office is required here:		that req	ll required c	ired fiel opies of	ds in the supporti	applicati ng docun		completed and id. If

Maccuver residents and receive income Assistance. Stamp of referring MSD Office is required here:	<ul> <li>Ensure all required fields in the application form are completed and that required copies of supporting documents are valid. If information is missing, the application in INCOMPLETE</li> <li>Issue Leisure Access Pass on the OneCard</li> <li>Document the pass #issued to each person on the application form under the "VPB Office Use" column above</li> <li>Attached copies of supporting documents to application form and file the record.</li> </ul>
MSD Staff name:	
Phone:	Issuing Park Board Facility:
Applicant address verified by MSD Staff (initials):	Park Board Staff Name:
MSD Staff Signature:	Park Board Staff Signature:
Date Signed:	Date issued:

For more information about the Leisure Access Program, please visit us online at vancouver.ca

Form revision: August 2013

# 2.2.2.1. MSD Office Stamped Referral

MSD Office Stamped Referral applicants must provide the below:

- A fully completed and signed Leisure Access Program MSD application that is stamped, signed, dated and provides contact information from an MSD Office staff.
- A copy of their government issued Photo identification
- Proof of Residency: If the MSD Office staff person has verified Vancouver residency and initialed the application form, then a copy of Proof of Residency is not required. Otherwise, the applicant must provide Proof of Residency.



Any other Provincial or Federal Ministry stamp is NOT ACCEPTABLE on this form

Example: Ministry of Children and Family Development

Stamped forms are no longer considered valid **3 months after the date of issue** by MSD Staff. For example, if the MSD stamp was issued on July 4 and the applicant comes in to apply for the pass on October 15, then application will not be accepted and the applicant will be required to consult with an MSD staff and obtain a new form.

If proof of Vancouver residency is provided, a copy is to be attached to the application form for record keeping.

Approved documents that provide proof of Vancouver residency include:

- A home utility bill (Hydro, Cable, Gas, Internet, Landline phone) within the last 2-3 months prior to the application date
- Residential Tenancy Agreement AND another recent household bill in the name of the applicant. If the applicant is not able to provide a home utility bill, then a bank statement or credit card statement with the Residential Tenancy Agreement is acceptable.
- A Residential Tenancy Agreement on its own without another recent household bill OR Cellular phone bills are not accepted

Figure 1: Sample of Ministry Stamp

Occasionally, the MSD stamped application will have a "NFA or "No Fixed Address" in the address section of the application form indicating that the applicant has no fixed address within Vancouver (e.g. applicant is living in a temporary shelter).

Front line staff are required to request for government issued photo ID prior to issuing a Leisure Access pass on the OneCard. If the client is unable to provide an appropriate photo ID, a non-government issued ID is acceptable. A copy of the photo ID must be attached to the application form for record keeping purposes. If no ID is available, front line staff is required to obtain authorization from a supervisor in order to issue the pass.

If the applicant is NFA or No Fixed Address please enter address data into Safari as follows:

- 1<sup>st</sup> Line of Address: NFA Vancouver
- 2<sup>nd</sup> Line of Address: MSD Specific Ministry Office Name
- PostalCode: VVV VVV
- Telephone: Insert if they have a contact number otherwise list the issuing community centre, pool or rink phone number

Prior to finalizing the membership transaction, ensure that "Membership Note" is entered as follows: NFA from MSD "Name of Issuing Ministry Office" - Issuing Park Board Staff Initials

; Help Last Customer: Lenny Leisure
Enroll Reserve Passes Validate POS MPOS Customer Company
Membership Sales
Enter Keyword(s): Search
Package Information Max # of Passes Age Min Age Max Max Uses Std fee
Leisure Access 10 0 0 0
Membership Information Sold Effective Expires Max Uses Used
Status:         Pending         6/26/2013 4:45:48 PM         06/26/2013 ± ▼         06/26/2014 ± ▼         0
Select Customer for Membership
First and Last Name: Leisure Charge Est. Amt In? Amount
SSN: Search
Update Member Information
Name: Leisure
Address: NFA - Vancouver MSD China Creek Office Number of periods Sub-Total: \$0.00
City Vancouver T BC T MAXAAA
Home: Girand Total: \$0.00
Work: DOB: 01/01/1985  Passes Remove Pass
Gender: Male Age: 28 yr. 5 mo. Prim Customer
SSN: 🗠 Grade: 🔽
Geo Area: Clear
Notes Sell & Pay Sell Undo Cancel
Membership Note
Select from a list of pre-determined reasons and notes:
and/or type in your own:
NFA from MSD China Creek Office - Parks Staff Initials
<u>D</u> k <u>C</u> ancel

Vancouver Board of Parks & Recreation

# 2.2.2.2. Self-referral with MSD Payment Stub

Self-referral applicants must provide the below:

- A fully completed application form that is signed by the applicant.
- A copy of a **current** MSD Income Assistance payment stub (issued within the last 2-3 months)
- A copy of their government issued Photo identification
- A copy of Proof of Vancouver Residency (see <u>page 17</u> for acceptable documents for proof of residency)

If the application form is complete and copies of the supporting documents are provided, a Leisure Access pass can be issued to the applicant on the OneCard.

Copies of supporting documents MUST be attached to the original Leisure Access application form and then kept in a secure and private location at the issuing site.



Figure 2: Sample of MSD Payment Stub

Any **other Federal or Provincial government** payment stubs are NOT ACCEPTABLE for the MSD application process. However, they may qualify under Low Income application process.

# Examples of other government issued payments:

- Federal Disability Cheque Stub
- Ministry of Children and Family Development

# 2.2.3. BC Bus Pass Holder Application Form

The annual bus pass is provided through the BC Bus Pass Program under the Employment and Assistance Regulation and the Employment and Assistance for Persons with Disabilities Regulation. The bus pass is subsidized by Ministry of Social Development and Social Innovation and is available to eligible British Columbians at a reduced cost.

The Vancouver Park Board recognizes the BC Bus Pass Program as proof of Income Assistance and will issue a Leisure Access pass to those applicants that have a valid BC Bus Pass.



#### Leisure Access Program

2099 Beach Avenue, Vancouver BC, V6G 1Z4 Phone: 604-257-8497 E-mail: lac@vancouver.ca

#### BC Bus Pass Holder Application Form

For Vancouver Residents who receive a subsidized bus pass through the BC Bus Pass Program from the Ministry of Social Development. In addition to this application form, we require copies of the below documents:

- A copy of your BC Bus Pass from the current year

A copy of a valid, government issued photo identification A copy of a recent (within the last 2-3 months) home utility bill: hydro, gas, landline phone, cable, internet **OR** A copy of your Residential Tenancy Agreement with another household bill in the name of one of the applicants 

Completed application forms and copies of supporting documents can be brought to any Vancouver Park Board community centre, pool or rink for processing. Please visit vancouver.ca or call the City of Vancouver Contact Centre at 3-1-1 for facility locations. **Please bring government issued photo identification with you**.

#### **Applicant Information**

First Name		Last Name	Ger	nder	D	ate of	Birth	<b>VPB</b> Office
riist name		Last Name	м	F	MM	DD	YYYY	Use
Address:		City:				Posta	Code:	
Phone:		Email	:					
Applicant Signature:			_ Date	e:				
	(Signature of par	ent/guardian if applicant is under 19 years	;)					
<ul> <li>that required copies of information is missing,</li> <li>Issue Leisure Access Pa</li> <li>Document the pass # is under the "VPB Office</li> </ul>	lds in the applic f supporting doc the application ass on the OneC ssued to each p Use" column al	ation form are completed and uments are valid. If in INCOMPLETE ard erson on the application form						

Issuing Park Board Facility:

Park Board Staff Name:

Park Board Staff Signature:

Date issued:

For more information about the Leisure Access Program, please visit us online at vancouver.ca

Form revision: August 2013

BC Bus Pass applicants must provide the below:

- A fully completed and signed Leisure Access Program BC Bus Pass application
- A copy of a current BC Bus Pass (issued within for the current year)
- A copy of their government issued Photo identification
- A copy of Proof of Vancouver Residency (see <u>page 17</u> for acceptable documents for proof of residency)

In the case where an applicant such as a senior citizen does not have a home utility bill, alternate proof of residency documents can be accepted that are issued by a government body:

- Notice of Assessment
- Old Age Pension Statement
- BC Pharmacare
- BC Bus Pass Approval/Renewal Letter

When issuing a Leisure Access Pass to a senior citizen through the BC Bus Pass Holder application process, please remind the applicant that for Fitness Centre benefits, the maximum discount provided is 50% of the adult drop-in and monthly flexipass rates.

If the application form is complete and copies of the supporting documents are provided, a Leisure Access pass can be issued to the applicant on the OneCard.



The BC Bus Pass is issued on the Compass Card. The Compass Card does not show an expiry date.

The customer's name and the year of birth is printed on the pass. The passes are RED.

Compass Cards for the general public are blue, and there are orange and white cards for students and seniors. Please only accept the RED compass card.

Figure 3: Sample BC Buss Pass

# 2.2.4. Low Income Application Form

This application process is for those applicants who do not receive Income Assistance, reside in Vancouver, and meet the National Council of Low Income criteria per family household.

This application form is made up of two pages:

- Page 1: An information sheet which includes accepted family size/family income thresholds used for eligibility
- Page 2: The Application form



# Leisure Access Program 2099 Beach Avenue, Vancouver BC, V6G 1Z4

Phone: 604-257-8497 E-mail: lac@vancouver.ca

First	Name	Last Name		Ger	nder	D	LA Offic		
First	. Name	Last Name		м	F	мм	DD	YYYY	Use Onl
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the p and v Appl	purpose of administering will not be disclosed ex- icant Signature: (Signat porting documents to A Notice of Assessme income on line 150 of your Notice of Assessme A recent home utility residential address or Agreement with anoth If there are one or m Canada Child Tax / B can be obtained from If the applicant has b income, a Notice of A	g Vancouver Park E cept as required by ure of parent/guardian if a <b>b include in your</b> ent for all adults f all family member nent can be obtain <b>y bill</b> such as hydre h it and that has t eer household bill i ore dependent chi C Family Bonus N Canada Revenue A usiness or rental i ssessment-Option Agency.	Board programs and for y law. pplicant is under 19 years) r application ( (18 years & over) in ers Notice of Assessme ed from Canada Rever o, gas, landline phono- been issued within the n the name of one of ildren (17 years & un- otice. A copy of your sgency. ncome, receives child of C. A copy of your No	Photoco the fam ents mu nue Age e, cable e last 2 the appi der) in y Canada l or spoi	ical pu e: opies O nily is st be \$ ncy. or into -3 mor licants your fa a Child usal su Assessr	NLY. O require <b>5000</b> .4 mily, y Tax / pport p nent-O	riginals ed. The <b>00 or n</b> hat has a Res Z a Res Z ou mus BC Fam baymen ption C	will not l e combine nore. A s your Vai idential 1 st also pr ily Bonus ts or inve can be o	be accepted ad total copy of necouver Tenancy ovide a Notice estment btained

For more information about the Leisure Access Program, please visit us online at vancouver.ca

Form revision: August 2013

Low Income applicants must provide the below:

- A fully completed and signed Leisure Access Program Low Income application listing ALL family members.
- A copy of **current** Notice of Assessment for all family members, 18 years and older, contributing income to the household
- In addition to the Notice of Assessment, the below forms are required if:
  - If one or more dependent children (17 years & under) are listed on the application a Canada Child Tax / BC Family Bonus Notice is required.
  - If applicant has business or rental income, receives child or spousal support payments or investment income provide a Notice of Assessment-Option C is required
  - For applicants on Employment Insurance, El benefits statement is required
- A copy of Proof of Vancouver Residency (see <u>page 17</u> for acceptable documents for proof of residency)
- If applicable, a copy of **BOTH sides** of the Permanent Resident Card of each family member

# Definition of a Family Household:

Family is defined as those who live at the same address including all extended family members of all ages, related by blood, marriage/common law or adoption. Same address also includes separate living areas in the same house (e.g. grandparents, siblings, each of whom may occupy one floor of multi-unit house or shared single rooms in the house are considered one family).

# Income Reporting

The Leisure Access program is a household program and eligibility is based on the family's total income before taxes, of all family members in Canada and abroad, contributing to the Vancouver household which may include income from one or more of the below sources:

- full and part time, reported or not reported
- all investments
- pensions
- child and spousal support payments
- rental revenues
- funds in trust
- disability benefits
- overseas income and business income
- and all other sources of income

# Notice of Assessment

The Notice of Assessment is a formal record where Canada Revenue Agency has matched all tax collected and income reportedly earned from all sources, and has accepted this statement of income. We require the entire Notice of Assessment where the total income is listed. Notice of Assessment for all Adults (18 years & over) in the family is required.

For the Leisure Access Program, the accepted validity period of a Notice of Assessment is 6 months past the current year's tax filing cut off of April 30. For example, a Notice of Assessment for the 2011 tax year would be accepted until October 31, 2013. After November 1, 2013, only a Notice of Assessment for the 2012 tax year would be accepted.

The combined total income on line 150 of all family members Notice of Assessments must be **\$5000.00 or more** 

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If one or more dependent children (17 years & under) are listed on the application a Canada Child Tax Benefit / BC Family Bonus Notice is required.

	enu	CANADA	CHILD TA		TT (CCTB)
		Date Jul 20, 2012	1 (AT)	cial insurance	number
VANCOUVER BC	V6T1K9	Base year Payment period July 2012 to June 2013	SU	x centre urrey 3T 5E1 800-387-11	B(
Note: due to a legislat immediately of any chan Canada Child Tax Benefi Child Disability Benefi Cheque attached Information used to cal. • 2011 family net incom • Marital status: marr. • Province or territory • Names and birth dates • STEPAN • September 19 • Children qualified fo: STEPAN Monthly entitlement CCTB Basic benefit Reduction for net income	t t e: \$59, ied or living co of residence: of your eligibl 98 r the CDB:	5 II	* * *	\$89.50 187.00 276.50 7.08 7.58	
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- - - -

# If applicant has business or rental income, receives child or spousal support payments or investment income provide a Notice of Assessment Option C is required from Canada Revenue Agency

Income Tax Return Information Reg	ulti		Page 1
	<b>***</b> *********************************	Scetti Insurance Number 733	Tar yes 2012
VANCOUVER	BC	Dute of beth	SINGLE
		Province of residence BC	Date of assessment 03MAY 2012
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	sted per Aformation Flip		601.16
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A 35 tion glundable	has credits excluding do	nations	12,528
338 Net non-rejupda	ble tax credits		1,679
Total non refur	dable tax credits		1,879
SCHEDE	LE 1 FEDERAL TAX CALCU	ATTON	10. 10.
A A I I - Contains	dable tax credits		

In some cases, an applicant may provide a Notice of Assessment that is greater than the specified Low Income threshold but they may have become unemployed recently. If the applicant is an **Employment Insurance** recipient a copy of the letter or notice from Service Canada advising benefit information can be attached to the application for review by the Leisure Access Office.

	Canada
Ay Service Canada Account	
Home My, Current Claim	
My Current Claim	Don't forget to Log_out before leaving the site
Start Date of Claim: Waiting Period:	November 18, 2012 November 18, 2012 to December 01, 2012
Type of Benefit:	Maternity / Parental benefits \$4,696
Total Insurable Earnings:	
Benefit Rate (Includes Family Supplement	<b>1</b>
Federal Tax:	\$0
Weeks of parental benefits paid:	\$0 25
	\$0

-

If applicants may not have their most recent Notice of Assessment, Child Tax Benefit Notice or Notice of Assessment Option C they may phone Canada Revenue Agency at 1-800-959-8281 to obtain a replacement document.

Originals of any financial documents are never to be accepted. Only photocopies are to be accepted. It is the responsibility of the applicant to provide copies.

## Proof of Canadian Residency

Canadian Citizens do not need to provide separate identification as the Leisure Access Office can determine this information based on the applicant's Notice of Assessment. We do not require copies of Canadian Citizenship Cards or Canadian Passports.

Permanent Residents are required to provide a copy of BOTH sides of their valid Permanent Resident Card. A permanent resident is someone who has acquired permanent resident status by immigrating to Canada, but is not yet a Canadian citizen. Permanent residents have rights and privileges in Canada even though they remain citizens of their home country. In order to maintain permanent resident status, they must fulfill specified residency obligations. Permanent Residents that are classified as

investors are not eligible for the Leisure Access Program.



### Application Submission

Applicants can drop off completed application form and copies of required supporting documents at their local community centre, pool or rink. Site Staff are asked to review application and supporting documentation (see Appendix - Front Line Staff Checklist for Reviewing Low Income Applications) unless the application is sealed in an envelope. Incomplete applications are to be returned to the applicant with an explanation of what further information is required.

Completed applications and copies of supporting documents can be sent via inter-office mail to the Leisure Access Office or applicants may mail their application to the Leisure Access Office at 2099 Beach Avenue, Vancouver BC, V6G 1Z4. Online, e-mail and fax submissions are not accepted.

# 2.2.5. Agency Referral and Immigrant Services Society (ISS) Referral Application Forms

### Agency Referral

Applicants may be referred by an approved agency representative who is a recognized professional from the social service or health field that knows the applicant's financial situation. The Leisure Access Office will contact the agency representative to verify that the applicant:

- is a permanent resident in the City of Vancouver,
- has a total family income below allowable limits to the best of their knowledge

### **ISS Referral**

For Vancouver residents who receive aid from the Resettlement Assistance Program from the Government of Canada. The Leisure Access Office will contact the ISS representative to verify that the applicant:

- is receiving Income Assistance from Resettlement Assistance Program
- Have a Vancouver residency

#### **Application Submission**

Applicants may drop off a completed Agency Referral or ISS Referral Form at any community centre, pool or rink. Only an original application form is required. No supporting document needs to be submitted in addition to the application form. Site staff are to review the application before accepting it and ensure that all required fields have been completed.

Completed applications can be sent via inter-office mail to the Leisure Access Office or applicants may mail their application to the Leisure Access Office at 2099 Beach Avenue, Vancouver BC, V6G 1Z4. Online, email and fax submissions are not accepted.

	eisure A 9 Beach Avenue, N			m Phone: 60	14-257-8	497	E-mail: la	cevancouve	н.са			Access Prog	gram Phone: 6	04-257-	-8497	E-m	nail: lac	@vancou
Agency Refe This application of The Leisure Acce Agency's staff rep I Are Canadian C	form MUST be ss Program is presentative ver	completed by for Vancouve rifies that the	y the referri	with limites				ng this ap	oplication, the	For Vancouv Canada. Thi MUST include	er Residents who s application form	s Society of BC receive income assista must be completed in e issuing office and the	nce from the Rese full by an ISS Rese	ttleme	ent Ass	istance	Progr	am, Go
Are residents o Are on income			amily income	e that is belo	w the l	limits as	outlined	below:		First Name		Last Name		Gen	der	D	ate of	Birth
Family Income			minimum of §						n eligibility)	rirst name	· · · · · · · · · · · · · · · · · · ·	Last Name		M	F	MM	DD	YYY
Family Size	1 person	2 people	3 people	4 people		people	6 pe		7 people						1 1			
Family Income	\$23,298	\$29,004	\$35,657	\$43,292	5	49,102	\$55,	378 9	61,656								-	-
Source: 2012 Na	ational Council	of Welfare Lo	w income fig	gures. (	for eac	h additio	nal pers	on after 7	add \$6,268)									
Agency Inform	nation																	
Agency Name:														_		_		1
Agency Mailing Ad	ddress:									Address:			City:				Posta	al Code:
Staff name:		Phon	e:			Email	2			Phone:			Email:					
Staff Signature:			t	Date Signed:							ation is collected	under the authority of t Board programs and fo						
Applicant Info	rmation										d except as requir		ar statisticat purp	oses. I	t is col	nsidere	d con	Identia
First Name		Last Name			Gend	f M	Date o	f Birth	LA Office Use Only	Applicant S		e of parent/guardian if applicant	is under 19 search	Date	r:			
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										This area t	o the completed	by Immigrant Service S	iociety (ISS) Staff					
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Address:				City:			Post	al Code:		Stamp of R	eferring ISS Offic	e is required here:	(please print)					_
Phone:				Email:									Phone:		_			
Marital Status: Si	ingle 🗆	Married 🗆	Commo	n-Law 🗆 S	eparati	ed 🖬	Divorced	u w	lidowed 🗆				E-mail:					
Authorization: The the purpose of ad and will not be de	ministering Var	ncouver Park	Board progra										Staff Signatu	ire:				
Annalise and Filment													Date Signed:					
Applicant Signatu		parent/guardian if	applicant is under	19 years)	Date:								Date signed.		_	_	_	_
Application Su										Applicatio	on Submission							
The completed ap and will be forwar the Leisure Access accepted.	plication form	sure Access O	office. Applic	cation forms	can als	io be ma	iled by th	e applicar	nt directly to	and will be the Leisure accepted.	forwarded to the Access Office at 2	orm can be dropped off Leisure Access Office. 2099 Beach Avenue, Var	Application forms couver BC, V6G 1	ican a Z4. No	ilso be ote: inc	mailed comple	by the te app	e applic dication
A confirmation of	enrollment int	o the Leisure	Access Progr	ram will be n	nailed t	to those	applican	s who are	eligible.	A confirmat	tion of enrollment	into the Leisure Access	Program will be	mailed	) to the	xe app	licants	, who ar
For	more informati	on about the L	eisure Access	Program, ple	ese visit	t us online	e at vance		n revision: August 2013		For more inform	nation about the Leisure /	Access Program, ple	tase vis	iit us on	sline at	vancoi	<b>sver.ca</b>

Vancouver Board of Parks & Recreation

purpose of and will not

## 2.2.6. Leisure Access Agency Application Form

The application form must be completed by an Agency staff representative. Agencies are charged a \$2.00/pass application fee which must be remitted when the application is submitted

Leisure Access Agency Application Forms MUST be dropped off and the application fee paid for at a Park Board community centre, pool or rink. The Leisure Access Office does not handle any payments. Attach the application fee payment receipt to the Application Form and then forward to the Leisure Access Office.

The Leisure Access Office will process the application form and, if approved, will print the passes on the OneCard and then will interoffice mail the cards to the facility where the Agency has specified that they wish to pick up the cards.



#### Leisure Access Program

2099 Beach Avenue, Vancouver BC, V6G 1Z4 Phone: 604-257-8497 E-mail: lac@vancouver.ca

#### Leisure Access Agency Program Application Form

The Leisure Access Agency Program is available to eligible non-profit organizations and will allow access to basic recreation services for agency staff and volunteers and agency clients. The Leisure Access Agency Program is not transferable and must not be used for personal use.

Agency Name:						
Program Name:			Previous N if applicabl			
Address:		Р	ostal Co	de:		
Phone: Ext:			ax:			
Contact Person:	P	osition:				
Email:		V	Vebsite:			
Disease provide a brief description of	Current Ageneriand D					
Please provide a brief description o	f your Agency and P	rogram:		Families 🗖	Adults 🗖	Seniors 🗖
Target population(s) of your Program:	Children 🖵	Youth	Ctual C	Families 🗆 Psychiatric 🗅	Adults Sensory	Seniors 🖵 Multiple 🗆
	Children 🗆 ram: Physical 🗆	Youth				

#### **Quantity of Passes**

Please note that the maximum number of people eligible for admission per Leisure Access Agency Pass per visit is:

1 agency staff and 10 agency clients or 1 agency staff and 5 clients under the age of 8 years for pools and rinks\* 1 agency staff and 5 agency clients for fitness centres
 Note: if attending a pool or rink with more than 10 clients, please contact the facility prior to your visit to book your group.

There is an application fee of \$2.00 per Leisure Access Agency Pass. Specify the quantity of passes your require for your Agency:	Specify the Vancouver Park Board community centre, pool or rink where you wish to pick up your passes:
# of passes: x \$2.00 = \$ TOTAL DUE	For a list of facility locations, visit vancouver.ca or call the City of Vancouver Contact Centre at 3-1-1. Passes are printed on the Vancouver Park Board One Card and can only be picked up.

#### **Application Submission**

The completed application form MUST be dropped off at any Vancouver Park Board community centre, pool or ice rink and payment of the application fee must be paid. Incomplete applications will not be accepted. Once payment is received, the application form will be forwarded to the Leisure Access Office for processing.

If your Agency is eligible, your passes will be printed and will be delivered to the Park Board facility specified above. The pick up location will contact the Agency staff listed on the Application Form.

For Office Use Only: Processing Instructions for community centre, pool or rink staff Please process application fee of \$2.00 per required pass in POS and print and attach a copy of the receipt to this application form and then forward to the Leisure Access Office.

For more information about the Leisure Access Program, please visit us online at vancouver.ca

Form revision: August 2013

# 2.3. Processing of Applications

MSD and BC Bus Pass Application Forms can be verified and issued instantly at the community centre, pool or rink so as long as all the supporting documentation has been verified by staff. The original application form and copies of all supporting documentation are to be kept on site in a secure and provide records storage location.

Newly approved Low Income, ISS and Agency Referral applicants will come in to have their OneCard issued with a Non-monetary Receipt that has been mailed to them from the Leisure Access Office. Renewal applicants will have their Leisure Access Pass applied to their existing card and will be notified by the Leisure Access Office by mail.

Staff must request to see PHOTO ID for all applicants over 13 years of age. Children without out photo ID may provide a birth certificate, carecard, school board issued photo identification or other such government issued identification.

Front line Staff are to sign off on the Non-monetary receipt that the passes have been issued and then return the receipt to the applicant and explain that they should retain the record.

Leisure Access Agency Pass are issued on the OneCard by the Leisure Access Office and mailed directly to the Agency.

LAC Leisure Vancou	OUVER Board of Access Office Iver, BC *	Parks & Recr	reation -		BOARD OF PARKS AND RECREATION
6450 E	v Malloo Igin Street Iver, BC V5W 3K3		1	lon-Mone	tary Receipt
DATE / TIME	NON-MONETARY NUMBER USER NAME				BALANCE DUE
8/13/2013 12:23 PM	3025081.029 Clark LAC	(			\$ 0.00
CUSTOME	R INFORMATI	ON		2 k 4	
CUSTOMER NA		RESS	PHONE #		AMOUNT
# 768380	6450 Eigin Street Vancouver, EG V		omo: (778) 927-292		\$0.00
CUSTON			MAT	ION	FEES/AMOUNT
ianjeev Malloo # 768380	Sold membership 1 period purchased Pass # 000520532		10 <b>8</b> 5	Expires: 8/13/2014	
# 768381	Sold membership 1 period purchased Pras # 100520533		686	Expires: 8/13/2014	
our request for a loof or ice Rink is of pay to swim or	cation to have your photo	Pass has been approve taken and to obtain you	ed. Please take this urnew OneCard C	approval receipt and pict hildren under age 3 do no	ure (D to a Park Board Fitness Centre, I require a OneCard because they de
Lakura Access	Program OneCards must	se scanned before you	can access facilitie	8	
Please bring yo	ur child's Gare Card or Birl	h Certificate as proof o	ridentification		
Replacement ca	ircl(s) expire on the same o	lata as your original ca	rd. There is a \$2.00	charge for lost cards	
Only one Leisur	e Access application per y	eerperNotice of Tex /	Assessment.		
Leisure Access	Program raciplients must n	sapply when their cum	ant term expires.		
n addition to servi	ices listed, Leisure Access	Program recipients ma	ay receive discounts	on some community cent	ne/leisure-access-cardiaspx re programs. Please ask your Lage of discounts when registering

# Vancouver Board of Parks & Recreation

# Section 3 Processing Leisure Access Transactions Common Transactions List Extra Discount Voucher Extension of Benefits Letter

Vancouver Board of Parks & Recreation
### 3.1. Common Transactions in Safari

The Leisure Access and Leisure Access Agency Pass is issued on the OneCard through RecWare Safari. All other related transactions that record Leisure Access usage are also recorded through Safari which provides important statistical data required to continually monitor and analyse the Leisure Access Program. Safari is the only way to verify validity of a Leisure Access or Leisure Access Agency Pass.

Instructions on how process the most common Leisure Access transaction in the <u>OneCard manual</u>:

Торіс	Section #	Page #
Pass Production & Application		
Adding a Leisure Access Program Pass to the OneCard	4.1.2.	18
Selling & Renewing Leisure Access Program Pass & Flexipass with Leisure Access Program Discount	<b>4.1.1</b> .	11
Replacing an Old Photo ID Card	<mark>4.1.3</mark> .	21
Replacing a Lost/Stolen OneCard	<mark>4.1.3</mark> .	21
Validating a Pass using Scanner	4.1.4.	22
Validating a Pass Manually	4.1.4.	23
Suspending a Pass	4.1.6.	27
Removing Suspension on a Pass	4.1.6.	29
Using OneCard to Obtain the Customer ID Number	<mark>4.1.7</mark> .	30
Card Printer Maintenance and Troubleshooting	<b>4.1.8</b> .	33
Point of Sale - OneCard loaded with Leisure Access		
Discounts - Association & Park Board Fitness Centres	4.2.1.	36
Discounts - Association & Park Board Drop-in Programs	4.2.1.	37
Point of Sale - OneCard loaded with Leisure Agency Access	5	
Agency Head Counts for Pool & Rink	4.2.1.	41
Discounts for Association & Parks Board Fitness Centres	<b>4.2.2</b> .	39
Program		
Adding Leisure Access Discount Fees in Activity Entry	4.3.1.	42
Leisure Access Tracking Reports	4.4.	47

### 3.2. Extra Discount Voucher

In some cases, a 50% discount on a program registration of flexipass may still present a financial barrier to access for a Leisure Access customer. As such, site Programmers and Supervisors have the ability to provide an extra discount for Leisure Access customer.

It is important that the below procedures are followed when providing an extra discount beyond the 50% to a Leisure Access customer:

- The customer shall arrange an in person or phone conversation with a Programmer or Supervisor to request the extra discount
- The Programmer or Supervisor will provide a Leisure Access Extra Discount Voucher to the customer. If the extra discount is being provided for program registration, the Programmer will input an extra discount line into the specific activity which the customer is requesting the extra discount.
- The customer will surrender the original voucher to a front line staff when the transaction is being processed. The front line staff person must submit the voucher to the Programmer.
- The Programmer will remove the extra discount line from the activity and then forward the voucher to the front line staff supervisor for formal record keeping.

NOTE:

- The Leisure Access Extra Discount Voucher MUST be used to document and verify any additional discounts beyond the defined program benefits provided to Leisure Access customers.
- The vouchers, along with Safari activity data must be appropriately managed and hard copy records of the vouchers must be retained.
- The extra discount amount will always be a "fixed amount" and the discussion with the customer about the extra discount should be based around what they are able to pay. Staff should not barter with the customer
- The flexipass packages already include an LA Extra Discount line that will appear in the list of charges

Leisure Access Extra Discour This voucher provides a fixed dollar value discount in add community centre, swimming pool or ice rink. This vouch	It Voucher lition to the 50% discount on an eligible program or service at a her must be presented to the staff in person at time of registration.
Customer name: MANABU KOSHIMURA Voucher issue date: JULY 31, 20(3	Customer Safari ID Number: 37157 Leisure Access Program Pass Number: 484386
Program(s) or Service(s) Requested:	FR'S YOGA 43510,401 List Activity Number(s), if app
Voucher discount value: \$_30,00	Total fee to be paid-by customer: \$36,00
Staff name (print) FOR OFFICE USE:	Signature <u>MANABU KośłtiMURI</u> Processed by (print name) is voucher and place in the approving staff's mailbox.

Vancouver Board of Parks & Recreation

### 3.3. Extension of Benefits Letter

It is an expectation that Leisure Access customers monitor the expiry date of their pass and send in a renewal application prior to their expiry date. Processing of applications normally takes 4-6 weeks. Customer that do not receive a renewal prior to their pass expiry date will be required to pay full admission and program registration fees and will only receive Leisure Access benefits if their application is approved and a renewal pass is issued. Leisure Access benefits are not retroactive and are only valid during the period that the pass is issued. As such reimbursements for discount amounts on programs and services paid for in full should not be provided outside the validity period of Leisure Access pass.

In some special circumstances, a Programmer or Supervisor may issue a letter to extend the benefits to a customer whose Leisure Access pass has expired. The below letter will be issued to customers who will receive an extension of benefits:

Date: Wednesday, August 14, 2013

Manabu Koshimura 1 Athletes Way 604-257-3053 RecWare Safari Customer ID#: 757690

#### RE: Extension of Vancouver Park Board Leisure Access Program Benefits

This letter will provide the above customer with Vancouver Park Board Leisure Access Pass #489684 with current expiry date of August 12, 2013 an extension of the below specified benefits until August 31, 2013:

- Free admission to public swimming sessions at Vancouver Park Board Pools
- Free admission to public skating sessions at Vancouver Park Board Rinks
- Free skate rentals for public skating sessions and skating lessons
- 50% off the adult admission at Vancouver Park Board Fitness Centres
- 50% off the registration fees for group swimming and skating lessons

All additional benefits of the Leisure Access Program will not be provided. Please present this letter to the cashier when entering a swimming pool, ice rink or fitness centre. The letter must be presented for each visit or program registration.

If you have any questions, please contact me.

Wes Uyeyama Recreation Supervisor Creekside Community Recreation Centre 604-257-3052

#### FOR OFFICE USE ONLY: Processing Instructions

- If accepting this letter at a swimming pool or ice rink, validate the pass # and LOG-IN the expired pass
- If accepting this letter at a fitness centre, record the customer # through the LA Discount POS button
- If accepting this letter for a registration, manually check the LA 50% discount line in the enrollment screen.

# Appendices OneCard Photo Guidelines Records and Information Management Online Resources

Vancouver Board of Parks & Recreation

### Appendix A: OneCard Photo Guidelines

All Leisure Access Passes are printed on the OneCard. Photographs are REQUIRED for non-transferrable passes issued by the Vancouver Park Board. Please ensure that you are you are familiar with the OneCard Photo Guidelines as outlined in the OneCard Staff Manual, Section 3.1. (page 8).

A Photo Consent Form for Minors is required to be completed and signed by a parent/guardian for anyone 16 years and under being issued a Leisure Access pass. A copy of the OneCard Photo Consent Form for Minors is available online:

### **OneCard Photo Consent Form for Minors**

Children who are age 16 or younger must present this form in order to have their photo taken for business purposes at a Vancouver Park Board facility. The Parent/Guardian Permission portion on the bottom of the form must be completed and signed. If the photo is being taken for a non-transferrable product (e.g. Flexipass or Leisure Access), the customer's photo is required so the form must be received prior the customer being issued their OneCard. Customer photos are stored in the Vancouver Park Board's database for identity confirmation.

The Vancouver Park Board OneCard gives you consolidated access to recreation programs city-wide. Charges and registration for some programs and services may vary by age and therefore your birth date is collected as part of the registration requirements.

Applicant Information	
* First Name:	Middle Initial: * Last Name:
* Address:	* City:
* Province:	* Postal Code:
* Gender (circle one): Male Female	* Date of Birth (mm/dd/yyyy):
Parent/Legal Guardian Information	
* First Name:	* Last Name:
* Phone Number: ()	E-mail:
Please note items marked with an ast	erisk * are required.
photograph for business purposes. Photo	ouver Park Board to take, use and store the above person's ographs will be stored, updated and available for identity arrant that I am duly authorized to execute this document.

\* Parent/Legal Guardian Signature

\* Date

**Note:** Leisure Access Agency Pass are transferrable between Agency staff and volunteers so these passes will not have a photograph recorded in Safari.

### Appendix B: Records and Information Managment

Vancouver Park Board is the Office of Authority for Leisure Access Application Form documents. To protect people's privacy and for auditing purposes, each front line supervisor is required to adhere to the <u>City of Vancouver's Corporate Records and</u> <u>Information Management Policy</u> when managing hard copies of Leisure Access applications and documents.

For more information about the City of Vancouver Records and Information Management Program, see: <a href="http://citywire.city.vancouver.bc.ca/cityclerk/rad/rim.htm">http://citywire.city.vancouver.bc.ca/cityclerk/rad/rim.htm</a>

Currently, completed MSD Application forms are to be managed locally by the ISSUING Leisure Access site. Do not send in completed MSD and Bus Pass Holder Application forms to the Leisure Access Office for storage.

File forms by **year and in alphabetical order by last name**. The MSD & Bus Pass Holder Applications can be filed together.

LAC Program Product issued at site on OneCard Year 1-2 Stored at Issuing Site\* Year 3-7 stored at Iron Mountain

Year 8 Destruction

### **Appendix C: Online Resources**

The Leisure Access Program Policies and Procedures Manual as well as Leisure Access Application Forms and other staff resources is available on the Vancouver Park Board Staff Intranet:

http://cit	ywire.c	ity.vancou	ver.bc.ca	/departmei	nts/parks/	rec/leisure	eaccess/i	inde
x.htm								

Home	Vancouver Park Board	CityWire	City of Vancouver	ሐ Quickfind 🔍 Search
	Leisu	re Acco	ess Progran	n
	100 M 100		ce Ph: 604-257-8497 Friday, 9:00am-5:00pm	1
Policies	and Procedures		Resources for S	taff
Staff Manu	al and Presentation		For Front Line Staff	
<ul> <li>Leisure Access Program Policy &amp; Procedures Staff Manual </li> <li>Staff Presentation August 2013 </li> </ul>		<ul> <li><u>Quick Reference Guide</u></li> <li><u>Discount Tracking by Site and by Season</u> (lists Leisure Access discounts given to</li> </ul>		
	-		customers for Acti	ivity Registration)
Application	12.3		For RFCs and Progr	ammers
<ul> <li>Income Assistance Form 법</li> <li>BC Bus Pass Form 법</li> <li>Low Income Form 법 (2013-04-03)</li> <li>Agency Referral Form 법</li> <li>ISS Referral Form 법</li> <li>Agency Form 법</li> </ul>		Extra Discount Vo     Extension of Bene     Discount Tracking	ucher 🔁	



#### Vancouver Board of Parks and Recreation

2099 Beach Avenue, Vancouver, BC, V6G 1Z4 Tel: 3-1-1 (Vancouver), 604-257-8400 (outside Vancouver) Fax: (604) 257-8427 <u>pbwebmaster@vancouver.ca</u> © Vancouver Board of Parks and Recreation 2003-2013. Last updated: August 26, 2013 5:27 PM

For Leisure Access Safari related instructions, please see the OneCard Staff Manual available on Citywire:

http://citywire.city.vancouver.bc.ca/onecard/resources/index.htm

# Leisure Access Program

Providing Vancouverites subsidized recreation programs and services

# vancouver.ca/leisureaccess

<u>3-1-1</u>













# Facilities that accept this program

Phone 3-1-1 to contact the facilities below

		CENTRE	POOL	FITNESS	RINK
1	BRITANNIA 1661 Napier Street	â	2	<b>۲</b> ۲	4
2	CHAMPLAIN HEIGHTS 3350 Maquinna Drive	â		<b>'</b> ۳'	
3	COAL HARBOUR 480 Broughton Street	â		a	
4	CREEKSIDE 1 Athletes Way	â	8	<b>'</b> X'	
5	DOUGLAS PARK 801 West 22nd Avenue			<b>'</b> %'	
6	DUNBAR 4747 Dunbar Street	â		`ጞ	
7	FALSE CREEK 1318 Cartwright Street	â		'۳	
8	HASTINGS 3096 East Hastings Street	â		<b>'</b> %'	
9	HILLCREST 4575 Clancy Loranger Way	0	2	۲ <b>۲</b>	-
10	KENSINGTON 5175 Dumfries Street	0	2	<b>'</b> %'	
1	KERRISDALE 5851 West Boulevard	â	2	<b>'</b> ۳'*	*
12	KILLARNEY 6260 Killarney Street	â	2	X	4
13	KITSILANO 2690 Larch Street	â		<b>'</b> X'	4
14	LORD BYNG POOL 3990 West 14th Avenue		2	X	
15	MARPOLE-OAKRIDGE 990 West 59th Avenue	â		<b>'</b> X'	
16	MOUNT PLEASANT 1 Kingsway	â		X	
17	RAY-CAM 920 East Hastings Street	â		X	
18	RENFREW PARK 2929 East 22nd Avenue	1	2	ሻ	
19	ROUNDHOUSE 181 Roundhouse Mews	â	*>		
20	STRATHCONA 601 Keefer Street	â		<b>'X</b> '	
21	SUNSET 390 East 51st Avenue	0		0	~
22	TEMPLETON PARK POOL 700 Templeton Drive		2	<b>'</b> X'	
23	THUNDERBIRD 2311 Cassiar Street	â		<b>'</b> %'	
24	TROUT LAKE 3360 Victoria Drive	ô		፞ጞ	-
25	VANCOUVER AQUATIC CENTRE 1050 Beach Avenue		2	Υ.	
26	WEST END 870 Denman Street	â		<b>'</b> X'	-
27	WEST POINT GREY 4397 West 2nd Avenue	â		<b>'</b> X'	
28	KITSILANO OUTDOOR POOL 2305 Cornwall Avenue		<b>æ</b> :		
29	MAPLE GROVE OUTDOOR POOL 6875 Yew Street		*		
30	NEW BRIGHTON OUTDOOR POOL North Windermere Street		2		
31	SECOND BEACH OUTDOOR POOL Stanley Park Drive		2		

\*Kerrisdale fichess using drop in 19 50% of the Bosted Park Board rate and aligns with Leisure Access program subsidy. Please pay fee at front desk.

FACILITY NOT AVAILABLE

# What is the Leisure Access Program?

The Leisure Access program provides low income City of Vancouver residents access to basic Park Board recreation services.

# Are you eligible for Leisure Access?

### Four options are available

- 1. You receive income assistance.
- A non-profit or government agency can refer you / your family.
- You are low-income but do not receive income assistance and can not be referred by a non-profit or government agency.
- 4. You are a family with a child / children (17 & under) with a disability.
  - To qualify for the Family with a Child (17 & under) with a disability your federal government Canada Child Benefit notice (current tax year) must verify eligibility of the Child Disability Benefit.

# **Family applications**

# The Leisure Access Program uses the Statistics Canada definitions of family:

- Couple with or without dependent(s)
   17 & under
- Single parent with dependent(s) 17 & under
- Single, 18 and older and no dependent(s) apply as an individual.

# The Leisure Access Program includes:

### FREE

- Public swim admission
- Public skate admission free skate rental
- One free visit to Vancouver Aquarium

### 50% Subsidy

- Group skating lessons free skate rental (Kerrisdale skate lessons are a community centre association program)
- Group swim lessons including leadership
- Adapted swim lessons
- Fitness Centre admission at participating fitness centres (Kerrisdale CC admission is 50% of Park Board drop-in admission)
- Bloedel Conservatory (not valid during events)
- Community Centre Association programs (one program / season / participating community centre association)
- Kerrisdale CCA requires classes to reach minimum registration before accepting Leisure Access
- Flexipass (to participating fitness centres)
- Indoor cycling single drop-in admission (not valid for 10-visit passes or groups)
- Kerrisdale Play Palace admission
- Pitch and Putt golf course & club rental
- Stanley Park Horse-Drawn Tours
- Stanley Park Train (Check vancouver.ca/stanleyparktrain for event infomation and schedules.)
- Vancouver Aquarium
- VanDusen Botanical Gardens (not valid during events)

# \$2.00 off

- Dr. Sun Yat-Sen Classical Garden
- H.R. MacMillan Space Centre
- Museumy of Vancouver 46/ 2020-468 Page 43 of 54

# **Option 1**

- You have one of the following:
- Red Compass Card (BC Bus Pass)
- Income Assistance cheque stub (\*MSDPR)
- \*MSDPR Confirmation of Assistance Letter
- Shelter Aid for Elderly Renters (SAFER)

### Bring to a Vancouver community centre:

- Proof of benefit listed above
- Photo ID
- Proof of Address dated within 90 days

\***MSDPR** = Ministry of Social Development and Poverty Reduction

# **Option 2**

Third Party Referral

You and your family can be referred by a non-profit or government agency. If the agency is unaware of the program they can contact the Leisure Access office at **LAP@vancouver.ca**.

 Temporary Foreign Workers or Refugee Claimants pending adjudication can apply with a Third Party Referral.

OR

 MSDPR (Income Assistance) can provide a referral at their office. Ensure form is stamped, signed & completed at the MSDPR office.

## Bring to a Vancouver community centre:

- Completed referral form (no photocopies)
- Photo ID (or ID checked off on referral form)

# Terms of use

Leisure Access is non-transferrable. If used inappropriately your Leisure Access pass may be suspended or cancelled. Terms and conditions subject to change.

# **Option 3**

# Self-Referral

To qualify your family must be at or below all the following criteria:

### 1. Low-income measure (Statistics Canada)

Net income (Line 236) at or below:

1 person	\$ 25,516
2 people	\$ 36,084
3 people	\$ 44,194
4 people	\$ 51,031
5 people	\$ 57,054
6 people	\$ 62,500
7 people	\$ 67,508

- 2. Interest and Investment Income Line 121 At or below \$1000 (family combined amount)
- 3. Capital Gains Line 127

At or below \$2000 (family combined amount)

- 4. If you/ your family resides in the City of Vancouver, and is at or below the LAP criteria:
  - complete attached application form
  - include copy of Proof of Address in the City of Vancouver dated within 90 days
    - Home utility bill (e.g. cable, phone, gas, hydro or internet) or;
    - Lease agreement dated within 90 days of Leisure Access application
  - place in sealed envelope
  - address envelope to "LAP Office"
  - drop off at a Vancouver community centre

# Or mail to:

Leisure Access Office, Vancouver Park Board, c/o 453 W 12th Avenue, Vancouver BC, V5Y 1V4

## Processing a complete application requires 2 weeks. Incomplete applications will be returned.

# **Option 4**

## Family with a Child (17 and under) with a disability

This application is governed by the Park Board Economic Access Policy.

## To qualify a family must:

- receive a Child Disability Benefit as indicated on your Canada Child Benefit notice; and
- reside in the City of Vancouver.

## If you are eligible to apply:

- complete the second page of the attached application (List family members)
- Attach a copy of the current tax year Canada Child Benefit notice
- Attach a copy of your proof of address dated within 90 days.
  - Home utility bill (e.g. cable, phone, gas, • hydro, or internet) or;
  - Lease agreement dated within 90 days of Leisure Access application

When complete drop off application with copies of required documents in a sealed envelope addressed to "LAP Office" at a Vancouver How to request a CRA Proof of Income community centre.

## Or mail to:

Leisure Access Office, Vancouver Park Board, c/o 453 W 12th Avenue, Vancouver BC, V5Y 1V4

Processing a complete application requires 2 weeks. Incomplete applications will be returned.

# Who is not eligible?

Immigrants classified as investors, and entrepreneurs do not qualify.

# Random verification process (NEW)

# Each month a random sample of Self-Referral Leisure Access applicants will

be requested to verify that their Self-Referral application fully discloses:

- Net income (line 236)
- Interest and investment income (line 121)
- . Capital gains (line 127);
- family size; and ٠
- immigration status. (Entrepreneur & Investor class do not qualify)

If, within 45 days, you cannot provide the requested documentation Leisure Access passes attached to this application can be cancelled and individuals may be withdrawn from any courses that they have registered for at a reduced rate.

## Required Documents

- Proof of Income Statement (Option "C" print) (not Notice of Assessment) from Canada Revenue Agency (CRA)
- Canada Child Benefit notice (CRA)
- Confirmation of Permanent Residence (Landing) Papers) if applicable

# Statement (Option "C" print)

- 1. Request online cra.gc.ca/myaccount; or
- 2. Call Canada Revenue Agency
  - 1-800-267-6999
  - Listen to directions
  - Press 1, then 1, then 1
  - You will be asked for your:
    - . Social Insurance Number
    - Date of birth •
    - Income reported on Line 150 of your last tax return (T1)
  - Statement will be sent by Canada Post

The Vancouver Park Board is collecting information under s.26 (c) of the Freedom of Information and Brotection of Privacy Ast.



Applicant name (please print) \_\_\_\_

First name

Last name

Select application option:

() Self-Refer, please start with Self-Assessment below; or

() Family with a child (17 and under) with a disability please start on next page.

Include copy of your current Canada Child Benefit notice, and Proof of Address dated with 90 days

Self-Assessment	Confirm
I am a resident of the City of Vancouver. UBC & the University Endowment Lands are not within the City of Vancouver. Those who reside at UBC or in the UEL do not qualify for the Leisure Access Program.	Yes
Proof of Address dated within 90 days is attached.	Yes
The following amounts will be found in your Option C, Proof of Income Statement	Amount
Family's combined Net Income from Line 236 for current tax year of our Option C Proof of Income Statement. Must be at or below the income threshold for your family size. (Low-income measure table below.)	\$
Family's combined Interest and Investment Income from Line 121 for current tax year of our Option C Proof of Income Statement: <i>(enter \$0 if</i> no amount on Line121) If amount is over \$1000 you do not qualify for the Leisure Access Program.	\$
Family's combined Capital Gains from Line 127 for current tax year of our Option C Proof of Income Statement: <i>(enter \$0 if</i> no amount on Line 127) If amount is over \$2000 you do not qualify for the Leisure Access Program.	\$
New Immigrants and Refugees	Category
Immigration Category on the "Confirmation of Permanent Residence" (landing papers). Entrepreneur and Investor class immigrants do not qualify for the Leisure Access Program.	

	ne measure ned net income	Protection of Privacy The Vancouver Board of Parks and Recreation will:
Family Size	Income Thre <b>s</b> hold	Uphold and enforce the Freedom of Information and Protection of
1	\$ 25,516	Privacy Act (FOIPPA) to ensure any and all personal information is
2	\$ 36,084	<ul> <li>secured and only shared for the purpose it was provided, in accordance with the law; and</li> </ul>
3	\$ 44,194	Confirm that the immigration status of Permanent Residents and
4	\$ 51,031	Refugees will only be sought through the Leisure Access Program's Self-
5	\$ 57,054	Refer application, solely for the purpose of determining eligibility for the
6	\$ 62,500	Leisure Access subsidy
7	\$ 67,508	

Please turn over and complete the second page. City of Vancouver - FOI 2020-468 - Page 46 of 54

# List all family members including applicant (Please print)

Family is defined as one or two adult(s), legally married or common-law partners, and their legal dependents aged 17 and under. Grandparents and / or dependents 18 or older require a separate application.

First Name	Last Name	<b>Birthdate</b> MM/DD/YYYY	Gender (optional)	Social Insurance Number (first 3 digits)

Address			
City	Postal Code		
Phone	Email		

I certify that all information is current, complete and fully discloses my family income. I understand that I may be requested to provide documentation which verifies that the information provided is current, complete and fully discloses my family income. If, within 45 days, I cannot provide the requested documentation the Leisure Access passes attached to this application can be cancelled and individuals may be withdrawn from any courses that they have registered for at a reduced rate.

The Vancouver Board of Parks and Recreation is collecting information under s.26 (c) of the Freedom of Information and Protection of Privacy Act (FOIPPA).

Signature

Date

# When complete please attach your required documents to this application and place in a sealed envelope and:

- drop off at a Vancouver community centre with envelope addressed to LAP Office; or
- mail to Leisure Access Office, Vancouver Park Board, c/o 453 West 12th Avenue, Vancouver BC, V5Y 1V4

# Leisure Access Program (LAP)

## How to process Leisure Access applications

- 1. Begin transaction in Customer Search
- 2. Check "Current Memberships" to determine if applicant already has a Leisure Access Pass
  - Only continue transaction if LAP will expire within 1 month.
- 3. Check "Customer Notes/Alerts" to determine if applicant is permitted to apply. If not permitted provide applicant contact information in note.
- 4. Only register City of Vancouver residents. UBC and University Endowment Lands are not in the City of Vancouver.
- 6. NEVER RENEW. It does not automatically add free Aquarium visit to applicants account.





# Leisure Access Program (LAP) - processes

Family DefinitionPark Board staff referring patrons to LAP

### **Proof of Address**

Random Verification Process (NEW)

### **Extra Discount: How to Process**

- 1. LAP pass holder states they cannot afford discounted Park Board program or flexipass.
- 2. Believe customer

Extra Discounts

- 3. Provide LAP pass holder an Extra Discount Request form.
- 4. Register LAP pass holder into Activenet
- 5. When completing Pending Receipt
  - Uncheck and Override "PB Leisure Access Discount"
    - Actual = \$0.00
  - Check "PB Leisure Access Extra Discount"
    - Enter amount of discount as a negative number
- 6. Complete transaction.

### Park Board Staff referring patrons to LAP

- Park Board staff designated by their supervisor may refer patrons they know would qualify for LAP
- Staff can not refer friends or family
- Staff cannot issue an LAP pass to friends or family
- Staff who refer a patron LAP cannot process the application in Activenet

### Family Definitions (Statistics Canada)

#### Couple

- With or without dependant(s) 17 & under
- Complete application with partner

#### Lone parent

- With dependant(s) 17 and under
- Complete application including dependant(s) 17 and under

### Persons living alone or not part of a couple or lone parent family

• Complete application

### Why 17 & under for dependants?

- Canada Child Benefit is only provided for children up to 17 years of age
- Canada Child Benefit is used to confirm family size and receipt of Child Disability Benefit

### \*Proof of Address

Such as:

- Bank statement or home utility bill (such as hydro, gas, internet, phone, cell phone, or cable) dated within 90 days
- Current lease agreement dated within 90 days

### **NEW – Random Verification Process**

Starting July 1, 2019 Self-Refer applications will be randomly audited to ensure that information entered on application accurately reflects applicant's financial status. Information and directions can be found in the Leisure Access brochure.



# Leisure Access Program - Assessment Criteria

## **Benefits application process**

### a) Red Compass Card (BC Bus Pass)

The BC Bus Pass Program offers a reduced cost, annual bus pass for low income seniors and clients receiving disability assistance from the Province of British Columbia.

BC Bus Pass applicants must bring a current valid red compass card, a current utility bill in Vancouver and a photo identification to a Vancouver community centre.

A Leisure Access pass can be issued to the applicant on the OneCard at the facility.

### b) Income Assistance cheque stub Ministry of Social Development and Poverty Reduction (MSDPR)

Income Assistance applicants must bring a current MSDPR Income Assistance cheque stub (issued within three months), a current utility bill in Vancouver and a photo identification to a Vancouver community centre.

A Leisure Access pass can be issued to the applicant on the OneCard at the facility.

### c) Confirmation of Assistance Letter Ministry of Social Development and Poverty Reduction (MSDPR)

Income Assistance applicants must bring a current MSDPR Confirmation of Assistance Letter (dated within three months), provide a current utility bill in Vancouver and a photo identification to a Vancouver community centre.

A Leisure Access pass can be issued to the applicant on the OneCard at the facility.

# d) Rental Assistance Program (RAP) Letter or Shelter Aid for Elderly Renter (SAFER) Letter

RAP /SAFER applicants must bring a current Rental Assistance Program (RAP) Letter or Shelter Aid for Elderly Renter (SAFER) Letter, provide a current utility bill in Vancouver and a photo identification to a Vancouver community centre.

A Leisure Access pass can be issued to the applicant on the OneCard at the facility.

# Third Party Referral application process

Applicants are referred by an agency that is a recognized professional from the social service or health field that is aware of their client's financial status.

Agency representative verifies the applicant:

- is a resident in the City of Vancouver;
- has a total net family income is at or below Statistics Canada's Low-Income Measure (Before Tax) threshold.

The Third Party Referral application form must be completed by the referring organization's staff representative. Agencies are only permitted to refer clients / program participants. The agency cannot refer individuals without a pre-existing relationship (e.g. a non-client requests that an agency complete a Third Party Referral even though the agency has no relationship with this individual.)

Applicants can bring their completed Third Party Referral application to any community centre, pool or rink. An original application form and identification, noted on the application, must be presented. Site staff reviews the application to ensure the required fields have been completed.

If the application is completed correctly a Leisure Access pass can be issued to the applicant on the OneCard at the facility.

# Self-Refer, and Family with a child (17 and under) with a disability application processes

### 1. Applications arrive at LAP Office by inter-office mail and online

- Internal mail from City Hall, community centres, pools, and rinks
- Online application

### 2. LAP application forms and documents reviewed and sorted

- Open mail and date stamp as received
- Review application
- Check required information and documents enclosed as per check list
  - Proof of residency in one of the applicant's name recent hydro/ cable/ internet/ phone bill or a current Residential Tenancy Agreement
  - o Canada Child Benefit Notice
    - confirmation of Child Disability Benefit for Family with a child (17 and under) with a disability

### Ineligible for LAP

- Investor Immigrants
- Temporary Residents of Canada students/visitors
- Residents of UBC Endowment Lands and UBC Housing
- o Residents of other municipalities (outside of City of Vancouver)
- o Income over the Low-income measure (Before Tax) threshold
- o Interest and Investment Income (Line 12100) over \$1000 family combined amount
- Capital Gains (Line 12700) over \$2000 family combined amount

# 3. Place in "Complete" or "Incomplete" folders

# 4. Process complete applications

- review the application
- search ActiveNet
- update the applicant's information (i.e. Address, phone, email etc..)
- issue the LAP pass and Aquarium (one free visit) on the same receipt.
- email or mail the Non-Monetary receipt (approval letter) to the applicant
- move the complete application to VanDocs under Self-Referral
- after saving the application to VanDocs, please delete the duplicate application on LAP inbox

# 5. Process incomplete applications

- review the application and see the note on the top of the first page
- search ActiveNet
- update the applicant's information (address, phone, add email address etc..)
- email or mail Incomplete Application checklist (Green Form) to applicant and request missing document or
  - o inform incorrect documents proof of address, and Canada Child Benefit notice
  - o put note on ActiveNet (i.e. emailed proof of address or sent by Canada Post proof of address)
- move the incomplete application to VanDocs under pending self- referral
  - $\circ$   $\;$  after saving the application to VanDocs, please delete duplicate application on LAP inbox  $\;$

### 6. Process ineligible/disqualified applications

- review the application and see the note on the top of the first page
- update the applicant's info. (i.e. address, phone, email address etc..)
- email or mail by Canada Post the Ineligible / Disqualified letter (yellow form) to applicant
- put note on ActiveNet (i.e. DNQ over LIM or exceed \$1000 interests income)
- move the disqualified application to VanDocs
- after saving the application to VanDocs, please delete duplicate application on LAP inbox



# VANCOUVER PARK BOARD POLICIES AND PROCEDURES

SUBJECT:	CT: Economic Access Policy		
CATEGORY:	Recreation Services	POLICY NUMBER:	

### PURPOSE

To ensure that all residents of Vancouver shall have access to basic programs and services provided by the Board of Parks and Recreation regardless of ability to pay.

### SCOPE

All City of Vancouver residents.

### POLICY STATEMENTS

Through the Leisure Access Program, Vancouver residents facing financial barriers are provided free or reduced cost access to basic Park Board programs and services offered at its pools, rinks, participating fitness centres and community centres. The Leisure Access Program supports individuals, families, groups and communities in need.

Services available through the Leisure Access Program shall include:

- (a) Free access to public swim and skate sessions (includes rentals);
- (b) A 50% price reduction in basic programs and services (defined below);
- (c) Further reductions for persons needing more than a 50% reduction;
- (d) Admission discounts offered by participating external organizations (e.g. Dr. Sun Yat-Sen Classical Chinese Garden, HR MacMillan Space Centre, Museum of Vancouver, Stanley Park Horse-Drawn Tours, Vancouver Aquarium, Vancouver Maritime Museum).

### ELIGIBILITY CRITERIA

The Leisure Access Program is available to City of Vancouver low-income residents who may receive or qualify for Federal and/or Provincial income or social assistance, such as:

- Income Assistance or have an assigned a Ministry of Social Development and Social Innovation (MSDI) worker;
- Translink Red Compass Card (subsidized bus pass);
- Guaranteed Income Supplement (GIS);
- Shelter Aid for Elderly Residents (SAFER);
- Support from a Vancouver based social services agency or organization;
- Support through the Government of Canada Resettlement Assistance Program (includes both government and privately sponsored refugees).

### DEFINITIONS

The basic programs and services offered through the Leisure Access Program include:

- public swims and lessons;
- public skates and lessons (including rentals);
- community centre programs (one program per person per season at participating centres);
- fitness centre admissions;
- racquet/squash court admissions;
- pitch & putt golf course admissions (including rentals);
- admission to Park Board attractions, such as Bloedel Conservatory, Stanley Park Miniature Train, VanDusen Botanical Gardens, and other locations and activities as they develop.

### EFFECTIVE DATE: January 1, 1993

### APPROVAL HISTORY

ISSUED BY: Recreation Services	APPROVED BY: Park Board	DATE: Jul 6, 1992
AMENDED BY: Access & Volunteer Services	APPROVED BY: Park Board	DATE: Apr 18, 2016