



AGENCY PASS Eligibility and Terms of Use

June 2022

OVERVIEW

The Agency Pass is issued in the name of the agency/organization and program. The Agency Pass allows staff and volunteers at non-profit agencies and government services to accompany their clients, who reside in the City of Vancouver to basic Vancouver Park Board recreation services.

- Passes are not eligible at Sunset Community Centre - Fitness Centre.

AGENCY PASS GROUP BENEFITS ARE DIFFERENT FROM LEISURE ACCESS PROGRAM INDIVIDUAL BENEFITS

- If your clients qualify for the Leisure Access Program agency can refer them with the 3rd Party Referral application.
- Visit Vancouver.ca/leisureaccess for more information.

PASS DISTRIBUTION TO STAFF/ VOLUNTEERS

When distributing an Agency pass, please ensure that the pass number is recorded and linked to the individual receiving the pass, and staff / volunteer understand and agree to the Terms of Use.

ELIGIBILITY

Agency passes are available to organizations that meet the following criteria:

- Non-profit and government agencies serving residents of Vancouver who are low-income;
- Organizations / programs that receive support from the City of Vancouver's Childcare Enhancement Grant are also eligible unless operated by a Vancouver Community Centre Association (CCA) / Board of Management.

TERMS OF USE

- Agency passes are not transferable between agencies
- Agency passes are not for personal use of staff and volunteers
- Benefits only extend to the Agency's staff/volunteer when accompanying their clients to recreation services at Vancouver Park Board and participating CCA facilities
- The Agency staff / volunteer, in a participatory or supervisory role, should always be in the same room as their clients
- If client's are 8 years old or younger they should be within arm's reach of staff/ volunteer
- **Staff are to bring their Agency pass to the facility cashier** who will scan your pass and request the number of staff/volunteers (16 or older) and clients attending
- **Client/ staff ratios must be followed** (see table on next page)
- There is \$5.00 charge for each replacement card (with a new pass number, but the same expiry date) if lost prior to renewal. Cards are replaced at the Leisure Access Office LAP@vancouver.ca
- **If attending with 10 or more clients for indoor public swim, or public skate sessions contact the recreation facility in advance to make a group booking by calling 3-1-1**





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STAFF TO CLIENT RATIOS

ACTIVITY				
100% reduced cost	Drop-in maximum per agency per visit	Staff-to-client ratio	Booking groups larger than drop-in maximum Call facility	
Public indoor swim session (age 7 and younger)	8	1 staff to 3 clients	Call pool.	
Public indoor swim session (age 8 and older)	9	1 staff to 10 clients		
Public skate session (age 8 and younger)	6	1 staff to 5 clients	Mon - Fri 9am-4pm	35 maximum
Public skate session (age 9 and older)	11	1 staff to 10 clients	Mon - Fri after 4pm & Weekends	15 maximum
Includes free skate rental during public skate				
50% reduced cost				
Fitness Centre drop-in (excluding Sunset)	4	1 staff to 3 clients	Drop-in only	
Bloedel Conservatory (age 4 and younger)	6	1 staff to 5 clients	(15) maximum booking	
Bloedel Conservatory (age 5 and older)	11	1 staff to 10 clients	(15) maximum booking	
Pitch & Putt (Queen Elizabeth, Rupert, Stanley Park)	12	1 staff to 3 clients	Drop-in only	
3 foursomes with 1 staff per group				
Rentals are not guaranteed / Rentals end 2.5 hours before close / May close early due to weather				
Stanley Park Train (ages 3 - 12)	20	1 staff to 5 clients	Drop-in only	
Stanley Park Train (age 13 and older)	20	1 staff to 10 clients		
VanDusen Botanical Garden (age 4 and younger)	6	1 staff to 5 clients	(15) maximum booking	
VanDusen Botanical Garden (age 5 and older)	11	1 staff to 10 clients	(15) maximum booking	
Outdoor Pools, reserve tickets in advance 100% discount	Ticket Maximum per agency per visit	Staff-to-client ratio		
Public outdoor swim session (age 7 and younger)	8	1 staff to 3 clients	Email outdoorpools@vancouver.ca	
Public outdoor swim session (age 8 and older)	9	1 staff to 10 clients	Open Victoria Day – Labour Day	
Must reserve tickets online prior to arrival – search specific pool online. Find “Buy tickets online” and select “Buy tickets”.				
Select pool, date, tickets, and order through the Leisure Access Pass ticket type				
Line up in Flexipass / Leisure Access / Drop-in line – must have Agency Pass and ticket to enter for free				

Updates and further information on the Agency Pass can be found at vancouver.ca/agencypass