EMERGENCY & COMMUNITY SERVICES COMMITTEE
REPORT 10-007
1:30 p.m.
Wednesday, May 5, 2010
Hamilton Convention Centre
1 Summers Lane
Room 207
Hamilton, Ontario

Present: Councillors R. Pasuta (Chair), B. McHattie (1st Vice Chair), S. Merulla (2nd Vice Chair) S. Duvall, T. Jackson and B. Morelli

Absent with Regrets: Councillor M. McCarthy – Vacation

Also Present: J. Priel, General Manager, Community Services
D. Cunliffe, Acting General Manager/Chief, Hamilton Emergency Services
C. Secore, Manager, Recreation
B. Atanas, Manager, Recreation
D. LaPointe-Kay, Director, Recreation
E. Gennaccaro Ducharme, Volunteer Management Specialist
S. Paparella, Legislative Assistant, City Clerk’s Office

THE EMERGENCY & COMMUNITY SERVICES COMMITTEE PRESENTS REPORT 10-007 AND RESPECTFULLY RECOMMENDS:

1. Finding Home Pilot Project (CS10055) (City Wide) (Item 5.1)

That Report CS10055 – Finding Home Pilot Project, be received.

2. Update Transition of First Place Hamilton to CityHousing Hamilton (CS09073(a)) (Wards 1, 2 and 3) (Item 5.2)

That Report CS09073(a) – Update Transition of First Place Hamilton to CityHousing Hamilton, be received.
3. Consolidated Homelessness Prevention Program Review (CS10054) (City Wide) (Item 5.3)

That Report CS10054 – Consolidated Homelessness Prevention Program Review, be received.

4. Community Services Supports Volunteer Involvement (CS10053) (City Wide) (Item 5.4)

That Report CS10053 – Community Services Supports Volunteer Involvement, be received.

5. Tenant Advisory Committee 10-001 – Advocacy with the Minister of Municipal Affairs and Housing respecting the Continuation of the Rent Supplement/Housing Allowance Component of the Canada-Ontario Affordable Housing Program (City Wide) (Item 8.1)

That the Mayor, on behalf of Council, write a letter to the Honourable Jim Bradley, Minister of Municipal Affairs and Housing to advocate for the continuation on an ongoing basis of the Rent Supplement/Housing Allowance component of the Canada-Ontario Affordable Housing Program (also known as the AHP – Housing Allowance Program).

6. Approval of Alcohol as part of the Special Event, Rotary Ribfest at Memorial Park, July 1-4, 2010 (CS10051) (Ward 15) (Item 8.2)

(a) That the Flamborough Rotary Club be approved to host a fundraising beer garden, at Memorial Park in Waterdown, as part of their first annual Rotary Ribfest event, taking place July 1 to 4, 2010.

(b) That, if the request to serve alcohol is approved, the hosting organization must:

   (i) Comply with the Ontario Liquor License Act, R.S.O. 1990, Chapter L.19 and the administration of the Act by the Alcohol and Gaming Commission of Ontario (AGCO);

   (ii) Comply with the conditions contained within the City of Hamilton’s Municipal Alcohol Guidelines, Appendix A of the Policy for Special Event Planning;

   (iii) Provide $5,000,000 comprehensive general liability insurance coverage (which shall include a host liquor liability endorsement), with the City of Hamilton named as an additional insured party to this Policy; and,

   (iv) Pay all City Service costs associated with the operation of this event.
7. Approval of Alcohol as part of the Special Event, Augusta Street District Block Party, August 14, 2010 (CS10052) (Ward 2) (Item 8.3)

(a) That Pheasant Plucker be approved to host a beer garden, on Augusta Street between James Street South and Hughson Street South, as part of the Augusta St. District Block Park, in Hamilton, on August 14, 2010.

(b) That, if the request to serve alcohol is approved, the hosting organization must:

(i) Comply with the *Ontario Liquor License Act*, R.S.O. 1990, Chapter L.19 and the administration of the Act by the Alcohol and Gaming Commission of Ontario (AGCO);

(ii) Comply with the conditions contained within the City of Hamilton's Municipal Alcohol Guidelines, Appendix A of the Policy for Special Event Planning;

(iii) Provide $5,000,000 comprehensive general liability insurance coverage (which shall include a host liquor liability endorsement), with the City of Hamilton named as an additional insured party to this Policy; and

(iv) Pay all City Service costs associated with the operation of this event.

8. Approval of Alcohol as part of the Special Event, Parkside High School 50th Birthday, May 28-29, 2010 (CS10050) (Ward 13) (Item 8.4)

(a) That the Parkside High School 50th Birthday Committee be approved to host a fundraising beer garden, in Dundas Driving Park in Dundas, on May 28, 2010 for their pub night.

(b) That the Parkside High School 50th Birthday committee be approved to host their birthday celebrations, at the Market Street Arena in Dundas, on May 29, 2010 for their birthday party celebrations.

(c) That, if the request to serve alcohol is approved, the hosting organization must:

(i) Comply with the *Ontario Liquor License Act*, R.S.O. 1990, Chapter L.19 and the administration of the Act by the Alcohol and Gaming Commission of Ontario (AGCO);

(ii) Comply with the conditions contained within the City of Hamilton's Municipal Alcohol Guidelines, Appendix A of the Policy for Special Event Planning;

(iii) Provide $5,000,000 comprehensive general liability insurance coverage (which shall include a host liquor liability endorsement), with the City of Hamilton named as an additional insured party to this Policy; and
(iv) Pay all City Service costs associated with the operation of this event.

9. Affordable Access to Recreation Strategy (CS10047) (City Wide) (Item 12.1)

   (a) That the Affordable Access to Recreation Strategy, attached as Appendix A to Report 10-007, be approved;

   (b) That staff be directed to implement, effective October 1, 2010, the Affordable Access to Recreation Strategy, attached as Appendix A to Report 10-007.

   (c) That staff be directed to discontinue the Letter of Agreement between the City of Hamilton and the YMCA of Hamilton/Burlington, for the GROW Program effective September 30, 2010.

FOR THE INFORMATION OF COUNCIL:

(a) CHANGES TO THE AGENDA (Item 1)

   There were no changes to the agenda.

   The agenda for the May 5, 2010 Emergency & Community Services Committee meeting was approved, as presented.

(b) DECLARATIONS OF INTEREST (Item 2)

   There were none declared.

(c) APPROVAL OF MINUTES OF PREVIOUS MEETING (Item 3)

   3.1 April 21, 2010

   The Minutes of the April 21, 2010 meeting of the Emergency & Community Services Committee were amended to reflect Councillors Duvall, Jackson and McCarthy as absent.

   The Minutes of the April 21, 2010 Emergency & Community Services Committee meeting were approved, as amended.
(d) **Advisory Committee Minutes (Items 5.5)**

The following Advisory Committee Minutes were received:

(i) Hamilton Historical Board Minutes, dated February 9, 2010

(e) **Affordable Access to Recreation Strategy (CS10047) (City Wide) (Item 12.1)**

Committee had moved into Closed Session, at 1:45 p.m. to discuss Item 12.1, respecting Report CS10047, the Affordable Access to Recreation Strategy, pursuant to Section 8.1, Sub-section (b) of the City’s Procedural By-law 10-053; and, Section 239, Sub-section (b) of the Ontario Municipal Act, 2001, as amended, personal matters about an identifiable individual, including City employees.

As shown in the Closed Session Minutes, the Emergency & Community Services Committee reconvened in Open Session at 2:10 p.m.

The staff presentation, respecting Affordable Access to Recreation Strategy, was received.

Subsequent to the Emergency & Community Services Committee’s consideration of the Affordable Access to Recreation Strategy, Report CS10047 was able to be released to the public in its entirety.

The Committee provided approved the staff recommendation in Open Session, as shown in Item 9 above.

(f) **ADJOURNMENT (Item 13)**

There being no further business, the Emergency & Community Services Committee meeting adjourned at 2:15 p.m.

Respectfully submitted,

Councillor R. Pasuta, Chair
Emergency & Community Services Committee

Stephanie Paparella
Legislative Assistant
May 5, 2010
Affordable Access to Recreation Strategy

Prepared by the City of Hamilton
Community Services Department, Recreation Division
Vision

Everyone has access to affordable recreation in their community in order to enjoy health and social benefits and to improve their prospects for a better future.

To be the best place in Canada to raise a child.

Mission

People – We provide recreational, leisure and sport programs and services that promote well being and create opportunities to enhance the quality of life in our community.

Places - We develop, manage and preserve recreational and sport facilities.

Strategy Belief Statement

1. Family-Based

Families have expressed their desire to participate in recreation opportunities, and recognize these opportunities as important attributes that contribute to the quality of life. The Community Services Department understands the benefits to individuals and families that are derived from recreational, sport and leisure activities.

The Department also recognizes, however, that the ability to participate in these opportunities can be difficult, or limited, for persons with low-income.

The Affordable Access to Recreation Strategy for Low-Income Families outlines a comprehensive approach to reduce barriers, provide opportunities, and improve supports to increase participation in recreation and organized sport programs and services.

At the same time, the Strategy will ensure that the
information to citizens is clear, easily understandable, and motivational – promoting participation in activities for creative expression, and mental, spiritual, physical benefits.

2. **Values-Based**

The foundation for the strategy is based on “community values” as expressed in the Affordable Access to Recreation for Ontarians Policy Framework:

**Dignity** – Families are respected

**Opportunity** – all children and families regardless of economic circumstances should have the opportunity to participate.

**Social Inclusion** – help alleviate the effects and generational nature of poverty and the dependence on social assistance programs, resulting in improved outcomes at home and at school.

**Quality Experiences** - quality of life is enhanced for children, families and communities through an engaged and active population.

3. **Community-Based**

Building on these values, the Access to Recreation Strategy will create an environment of cooperation, collaboration and warmth to help create the best possible results for children and families at every experience.

The Community Services Department recognizes the important role of community-based agencies and organizations and other government departments and entities, to develop easy ways for low-income families to access recreation and organized sport programs. The strategy will outline collaborative approaches to streamline processes and make the most effective use of collective resources.

**Objectives**

In developing the strategy, the Recreation Division reviewed the current Bridges program, the Youth Serving Agency Network (YSAN) GROW program, current sport organizations subsidy programs and
consulted with other Community Services staff to help determine the critical success factors necessary for the strategy. Key factors have been identified both from the families’ perspective and from the Division/service providers’ perspective.

Families will experience:

1. **Respect and dignity** – Feeling valued and respected, with the right to participate in activities regardless of means or ability.

2. **Easy access** - Being supported in addressing barriers, such as cost, location, equipment and related costs, and accessibility to participation.

3. **Freedom of choice** – Trying a variety of recreation, leisure or organized sport activities and programs that allow participants to develop skills, experience new opportunities and have fun.

4. **Inclusion** – Feeling welcomed and encouraged, and able to participate within an atmosphere of friendship and community.

5. **Ease of participation** – Accessing recreation opportunities through a simple process or application that is coordinated among partners to avoid any unnecessary duplication.

6. **Discretion** – Maintaining confidentiality and discretion in all interactions related to accessing recreation opportunities.

**Guiding Principles**

The Recreation Division will strive to provide recreation opportunities that are:

1. **Available and diverse** – Creating opportunities based in local neighbourhoods, offering a variety of activities and programs that reflect diverse backgrounds and interests.

2. **Easily communicated and understood** – Making information easy to understand and available through a variety of means, and
helping families make appropriate choices based on a good understanding of the activities and programs.

3. **Achieved through partnerships** – Establishing links and partnerships with government departments, agencies and organizations to streamline processes, improve communication and make best use of collective resources.

4. **Operationally Sustainable** – Enhancing staff awareness and sensitivity, providing appropriate training, and extending customer service concepts throughout all programs, activities and interactions with customers.

5. **Financially sustainable** - Ensuring recreation opportunities are supported through tax-levy funding, with financial supports from other partners whenever possible.

The Access to Recreation Strategy for Low-Income families was developed through an outcome-based logic model that defines inputs, activities, outputs, outcomes, indicators of success (performance measures) and measurement tools. The information above describes the approach the Affordable Access to Recreation for Low-Income Families Strategy will use to address this need, the belief statements and the key objectives required for the Strategy to be effective. The information below describes the details of the Strategy. The Strategy will be realized through the delivery of four key objectives:

**Main Objectives**

1. **“Affordability” - Continuum of Opportunities**

The Strategy provides a continuum of opportunities that includes programs available to all citizens at *no cost* recreational drop-in programs (e.g., swimming, gym and skating) across the City.

The Recreation Division also provides a number of “targeted initiatives” or *low-cost* opportunities based on community need (e.g., low-cost registered programs in targeted neighbourhoods, loonie swims and other focused programs.

Within the Strategy is the "*Recreation Access Program Policy*" (replacing the Bridges & YSAN GROW Subsidy Programs) providing financial assistance for:

- Families living below the Statistics Canada Low-Income Cut Off (LICO)
The Recreation Access Program Policy offers opportunities in terms of admissions, registration fees and organized affiliate sport activities that include:

- Free Family Pass to the Recreation Centre of choice.
- Fee assistance based on the City of Hamilton recreation programs: Families living below the Low-Income Cut Off level will be eligible for up to 100% subsidization to a maximum of $150.00 per child during a 12 month period for activities such as swimming, skating, gym, club and summer and holiday camps provided by the Recreation Division.
- Families may also apply for a maximum of 50% subsidy to a maximum of $100.00 annually per child to help offset costs for registration fees for minor sport affiliate organizations that use City of Hamilton Recreation facilities (e.g., hockey, baseball, basketball, soccer, lacrosse, football and figure skating).

2. “Awareness” – Strategy Promotion
The communication activities will increase the awareness of opportunities and the ability to access these opportunities. The information will be presented in formats that are easy to understand, comprehensive and address our diverse community. Communication on the benefits of recreation and recreation opportunities will be integrated into publications, stand alone documents and advertising opportunities. All communications will be visible in public places. Outreach will be provided by divisional staff members who will visit community agencies to inform agency staff and client families about the Strategy.

3. “Collaboration” - Involving Community Partners
Access to variety of opportunities will be enhanced through comprehensive collaboration of recreation opportunities by a variety of partners. The collaboration activities include engaging not-for-profit, minor sport affiliate organizations, other orders of government, and umbrella groups to share information, opportunities and coordinate processes that will help to realize the key factors of the Strategy.

4. “Accountability” - Internal Business Processes
Internal business processes will support the delivery of the Strategy by ensuring clarity of roles and responsibilities. The Recreation Access Strategy will be administered through the Subsidy Coordinator. The administration of the strategy includes one point of access, family engagement, coordinated delivery and staff training to achieve the key factors.
Resource Links

Informed by the Ontario Task Group to Recreation for Low-Income Families, *Affordable Access to Recreation for Ontarians Policy Framework: Every One Plays*
# Performance Measures

<table>
<thead>
<tr>
<th>Inputs</th>
<th>Activities</th>
<th>Outputs</th>
<th>Short and Intermediate Outcomes</th>
<th>Long-Term Outcomes</th>
<th>Performance Measures</th>
<th>Measurement Tools</th>
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<tbody>
<tr>
<td>Financial Resources</td>
<td>Continuum of Opportunities</td>
<td># of family passes issued</td>
<td>Low-income families have increased access to recreation and organized sport opportunities</td>
<td>All children/families have an opportunity to participate</td>
<td>% # of family pass visits</td>
<td>CLASS Reports subsidy redemptions for programs</td>
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<tr>
<td>Human Resources</td>
<td>Recreation Access Program</td>
<td># of fee subsidy requests for registered programs</td>
<td>Low-income families have participated in recreation and organized sport opportunities</td>
<td>Accessible Services, programs, facilities and organized sport activities</td>
<td>% of registered for programs</td>
<td>Reports for request for organized sport subsidy</td>
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<td>Targeted initiatives</td>
<td># of neighbourhood recreation programs that are free and low cost</td>
<td>Children have increased personal health and wellness</td>
<td>Children/families live a better life</td>
<td>Participants (low-income) accessing opportunities report:</td>
<td>% in neighbourhood recreation programs that are free and low cost</td>
<td>Marketing Surveys (general surveys that collect outcomes with a target for low-income families)</td>
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<td>No cost opportunities (e.g. access to drop-in gym, swimming &amp; skating programs)</td>
<td># participants in free and low cost programs</td>
<td>Families feel respected and welcome</td>
<td>Children/families enjoy participating in city services, programs, events and organized sport activities</td>
<td>children/family health and wellness</td>
<td>% in organized sport activities</td>
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<td>Organized sport activities</td>
<td># of fee subsidy requests for organized sport activities</td>
<td>Children have increased personal capacity (increased knowledge and skills)</td>
<td>Low-income families are respected</td>
<td>Children/families enjoy participating in city services, programs, events and organized sport activities</td>
<td>% reporting increasing children/families capacity (awareness, knowledge, skills)</td>
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<td>% report improved children/family health and wellness as a result of the program, activity or service*</td>
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<td>% report feeling respected and welcome</td>
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<td>Financial Resources</td>
<td>Communication Activities</td>
<td># of communication tools used (e.g., Priceless Fun, brochures)</td>
<td>Families have increased awareness to access recreation and organized sport information and opportunities</td>
<td>Low-income families are respected</td>
<td>Low-income family report:</td>
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<td>Human Resources</td>
<td>Communication that reaches people living below low-income</td>
<td># of types of presentations</td>
<td>Families have increased awareness and knowledge about the benefits of recreation</td>
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<td>% of awareness of program information, opportunities</td>
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<td>Information and messages that are easy to understand, available through a variety of means, and meaningful to people living in below income (language, literacy, access barriers are addressed) and includes benefits of recreation</td>
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<td>% of awareness of organized sport opportunities</td>
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<td>Current tools include: Brochures – Priceless Fun, Fee Reduction, Summer, Low-Cost Program Information (targeted), Website</td>
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<td>% of awareness of the benefits of recreation</td>
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<td>Community Resources</td>
<td>Collaboration Activities</td>
<td>Improved coordination increases access to recreation opportunities</td>
<td>Increased number of recreation and organized sport opportunities to low-income families</td>
<td>Community partners report:</td>
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<td>Community-based organizations who work with low-income families</td>
<td>Increased ability and willingness of community to provide recreation and organized sport opportunities (accessibility to low income children/families)</td>
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<td>Understanding of the Strategy</td>
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<td>Collaborative with similar mandates (e.g., Wesley urban Ministries, HARRP, McQueston)</td>
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<td>Ability to share information with target groups</td>
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<td>Not-for-profit organizations</td>
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<td>Recreation and organized sport opportunities for children and families</td>
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<td>Minor sport affiliate organization</td>
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<td>Community partner survey</td>
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<td>Other orders of Government (Federal, Provincial, School Boards, etc.)</td>
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<td>Corporate Sponsorship</td>
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<td>Communities to reach businesses employing low income citizens</td>
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<td>Human Resources</td>
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<td><strong>Internal Processes</strong> that support the development, implementation and evaluation of the Strategy</td>
<td>Budgeted financial resources</td>
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<td>Clear roles and responsibilities</td>
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<td>Promote Learning and Growth</td>
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<td>• Training on roles, responsibilities, and Framework</td>
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<td>• Leisure Education package developed that can be customized and used with low-income families, organizations and other orders of government that work with the target population</td>
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<td># of staff trained</td>
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<td>Report key indicators of success for the Recreation Division</td>
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<td>Increased understanding of staff roles and responsibilities for the Strategy</td>
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<td>Increase efficiency in the delivery system for the Recreation Access Program</td>
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<td>Strategy is operationally and financially sustainable</td>
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<td>Staff report:</td>
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<td>• Understanding of the Strategy</td>
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<td>• Understanding of their roles and responsibilities</td>
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<td>• Effectiveness in the delivery of the Strategy</td>
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<td>Staff survey</td>
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Recreation Access Program Policy

Policy Statement
The City of Hamilton will provide financial assistance to families and children in order for them to have equal opportunity to participate in recreation programs and organized sport activities.

Purpose
The purpose of the Recreation Access Program Policy is to provide fee assistance that is fair, equitable, and easy to access for low-income children and families.

The Community Services Department understands the benefits to children and families that are derived from recreational and sport opportunities. The Department also recognizes the ability to participate in registered program or organized sport opportunities can be difficult, or limited for families with low-income.

The foundation for the program is based on the values of dignity and respect, health and wellness, social inclusion and quality of life. Building on these values, the “Recreation Access Strategy” will create an environment of cooperation and inclusiveness to help create recreation opportunities for families and children at every experience.

The Recreation Access Program Policy will provide opportunities and improve supports to increase participation in recreation and organized sport. As the same time, the Program will ensure the information is clear and easily understood.

Goals
The goals of the Recreation Access Program Policy are as follows:
1. To provide a simple application process for families requesting fee assistance.
2. To allow options for the utilization of assistance.

Definitions
The definitions pertaining to this program are as follows:

Low Income Cut Off (LICO)
Low Income Cut Off’s, based on Urban Area population over 500,000 are cross referenced with the total number of persons in a household. LICO’s are set by Statistics Canada to indicate where families spend 20% or more of their income than the Canadian average on food, shelter and clothing.
Low Income Cut Off (after tax) for Urban Area population of greater than 500,000

<table>
<thead>
<tr>
<th>Number in Household</th>
<th>1</th>
<th>2</th>
<th>3</th>
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<td>Household Income</td>
<td>$18,373</td>
<td>$22,361</td>
<td>$27,844</td>
<td>$34,738</td>
<td>$39,556</td>
<td>$43,869</td>
<td>$48,181</td>
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Eligibility
To be eligible for fee assistance families must:

1. Be in receipt of Ontario Works and have a photo copy of a monthly Drug Benefit card
or
2. Be in receipt of the Ontario Disability Support Program and have a photo copy of a monthly Drug Benefit card.
or
3. Have a combined total family income less than the LICO and submit a previous year’s income tax return (Notice of Assessment) for all income sources.

2. Provide proof of City of Hamilton residency by attaching a copy of a property tax bill, utility bill, driver’s license or similar documentation with the applicant’s address on it.

3. Reapply annually.

What does the Recreation Access Program Policy provide?
Fee assistance for children and families with income below Low Income Cut Off (LICO) levels based on the following credits per child per year:

- Free Family Pass to the local Recreation Centre.
- 100% subsidy to a maximum of $150.00 per child per year for City operated recreation programs.
- 50% off the registration fee to an upset limit of $100.00 per children towards the registration costs for a minor affiliate sport organization that use City of Hamilton facilities (e.g. minor hockey, baseball, soccer, basketball, lacrosse, football and figure skating). The sport organization must be an approved minor sport affiliate based on the City of Hamilton Affiliation Policy.
- Access for one year (after family pass expires, families will be required to re-apply to the Recreation Access Program Policy).

Process
1. Everyone must complete an application.
2. Applications are available at:
   - Any City of Hamilton Recreation Centre
   - On-line at www.hamilton.ca/rec
   - or can be mailed by calling 905.546.3747
3. All applications dropped off at recreation centres will be forwarded through inter-office mail in a CONFIDENTIAL envelope to the Subsidy Coordinator.
4. Applicants will be informed if information is missing.
5. Using the LICO formula, staff will assess eligibility.
6. A letter of correspondence will be prepared and mailed to the family informing them of the fee assistance approval, their CLASS registration information along with their family pass.

7. Families wishing to participate in an organized sport activity will need to contact the Subsidy Coordinator to complete the application process.

_Associate Policies and Procedures_
This program is not meant to negate any other divisional policy or procedures.
The Recreation Access Program is compatible with the CLASS Registration procedures.