



AGENDA
ADVISORY COMMITTEE ON ACCESSIBILITY AND INCLUSIVENESS

February 24, 2021, 4:00 P.M. - 6:00 P.M.
Board Room, Service and Resource Centre,
411 Dunsmuir Street, Nanaimo, BC

	Pages
1. CALL THE MEETING TO ORDER:	
[Note: This meeting will be live streamed and video recorded for the public.]	
2. INTRODUCTION OF LATE ITEMS:	
3. ADOPTION OF AGENDA:	
4. ADOPTION OF MINUTES:	
a. Minutes	3 - 8
Minutes of the Advisory Committee on Accessibility and Inclusiveness Meeting held in the Boardroom, Service and Resource Centre, 411 Dunsmuir Street, Nanaimo, BC, on Wednesday, 2020-NOV-25, at 5:05 p.m.	
5. PRESENTATIONS:	
a. Alessandro Iachelli, President, Nanaimo Pride Society	
To be introduced by Richard Harding, General Manager, Parks, Recreation and Culture.	
b. Brian Hackwood, Assistant Director of Planning and Operations, School District 68	
To be introduced by Richard Harding, General Manager, Parks, Recreation and Culture.	
c. REIMAGINE NANAIMO - Phase 1 Update and Phase 2 Next Steps	9 - 16
To be introduced by Karin Kronstal, Social Planner.	
6. REPORTS:	
a. 2020 Annual Report for Advisory Committee on Accessibility and Inclusiveness	17 - 23

To be introduced by Richard Harding, General Manager, Parks, Recreation and Culture.

Purpose: To provide the 2020 Annual Report for the Advisory Committee on Accessibility and Inclusiveness for review and information.

Recommendation: That the Advisory Committee on Accessibility and Inclusiveness approve and provide to Council the 2020 Annual Report for information.

b. Leap Program Review - Phases 1 and 2

24 - 40

To be introduced by Richard Harding, General Manager, Parks, Recreation and Culture.

Purpose: To provide the Advisory Committee on Accessibility and Inclusiveness with the results of Phases 1 and 2 of the Leisure Economic Access Policy (LEAP) program review.

Recommendation: That the Advisory Committee on Accessibility and Inclusiveness receive the information for the LEAP Program Review for Phases 1 and 2 and approve Phase 3 to proceed as outlined.

7. OTHER BUSINESS:

8. ADJOURNMENT:

MINUTES
ADVISORY COMMITTEE ON ACCESSIBILITY AND INCLUSIVENESS MEETING
BOARDROOM, SERVICE AND RESOURCE CENTRE,
411 DUNSMUIR STREET, NANAIMO, BC
WEDNESDAY, 2020-NOV-25, AT 5:05 P.M.

Present: Councillor S. Armstrong, Chair
Councillor Z. Maartman (joined electronically)
A. Breen, At Large Member (joined electronically)
L. Derksen, At Large Member (joined electronically)
S. Hamel, At Large Member (joined electronically)
R. Harlow, At Large Member (joined electronically)
J. Maffin, At Large Member (joined electronically)
R. Pike, At Large Member (joined electronically)

Absent: S. Cameron, At Large Member
T. Davenock, At Large Member
D. Hollins, At Large Member
E. Williamson, At Large Member

Staff: D. Lindsay, General Manager, Development Services
R. Harding, General Manager, Parks, Recreation and Culture
L. Wark, Director, Recreation and Culture (joined electronically)
L. Clarkson, Manager, Recreation Services
K. Kronstal, Social Planner
K. Robertson, Deputy City Clerk
J. Vanderhoef, Recording Secretary

1. CALL THE ADVISORY COMMITTEE ON ACCESSIBILITY AND INCLUSIVENESS MEETING TO ORDER:

The Advisory Committee on Accessibility and Inclusiveness Meeting was called to order at 5:05 p.m.

2. APPROVAL OF THE AGENDA:

It was moved and seconded that the Agenda, be adopted. The motion carried unanimously.

3. ADOPTION OF THE MINUTES:

It was moved and seconded that the Minutes of the Advisory Committee on Accessibility and Inclusiveness Meeting held in the Shaw Auditorium, Vancouver Island Conference Centre, 80 Commercial Street, Nanaimo, BC, on Wednesday, 2020-SEP-30, at 3:00 p.m. be adopted as circulated. The motion carried unanimously.

4. PRESENTATIONS:

(a) Leisure Economic Access Pass (LEAP) Program Review Update

Introduced by Richard Harding, General Manager, Parks, Recreation and Culture.

Presentation:

1. Lynn Wark, Director, Recreation and Culture, provided the Committee with an update on the proposed LEAP Program review process. Highlights included:

- COVID-19 has caused many delays
- Proposed a new LEAP review process
- Staff have struck a small committee to work on this project
- Information gathering has been extended to December 2020
- Information will be reviewed February 2020 and plan to present back to the Committee in February for feedback
- Looking for feedback on what a revised program would look like
- REIMAGINE NANAIMO process includes questions regarding barriers to recreation
- Delay has provided additional time to gather and incorporate more information
- Planning to provide the committee with a revised program proposal in April for implementation in August
- Implementation to align with fall program registration
- Pushing out the timeline by approximately two months, but COVID-19 could cause unforeseen challenges/delays

Committee discussion took place. Highlights included:

- Ensuring the small Staff committee incorporates input from the Advisory Committee on Accessibility and Inclusiveness (ACAI)
- August implementation date being aligned with program registration dates
- Benefit of including the REIMAGINE NANAIMO feedback in the review of the LEAP program and the impact could have on community inclusive programs
- Staff are working on providing a focus group for those with an interest on accessibility and inclusivity. Committee members were invited to participate in the focus group
- REIMAGINE NANAIMO helping to identify barriers that are not specific to the LEAP program

Councillor Armstrong noted that she has invited the engineer who is working on the Bowen Park trail replacement to attend an ACAI meeting to review/discuss the redesign plans.

5. REPORTS:

(a) 2021 Advisory Committee on Accessibility and Inclusiveness Key Date Calendar

Introduced by Karen Robertson, Deputy City Clerk.

Committee discussion took place. Highlights included:

- Some members had conflicts that would not allow them to join meetings prior to 4:00 p.m.
- Potential alternate meeting times: 3:00 p.m. – 5:00 p.m., 5:00 p.m. - 7:00 p.m., or 4:00 p.m. – 6:00 p.m.

It was moved and seconded that the Advisory Committee on Accessibility and Inclusiveness recommend that Council approve their 2021 Key Date Calendar with meetings scheduled from 4:00 p.m. to 6:00 p.m. The motion carried unanimously.

(b) Committee Discussion regarding the 2020-SEP-30 REIMAGINE NANAIMO Presentation

Introduced by Lynn Wark, Director, Recreation and Culture.

Presentation:

1. Karin Kronstal, Social Planner, provided the Committee with a PowerPoint presentation. Highlights included:
 - Overview of the REIMAGINE NANAIMO process
 - Currently at the end of phase one
 - Accessibility Survey and Creative Community Contest both close November 30th
 - Accessibility Survey is available on the City website and shared with Literacy Nanaimo, Multicultural Association and others with limited response
 - Stakeholder outreach meetings:
 - Anticipate more than 100 groups will be engaged throughout these meetings in phase one
 - Meeting formats were adapted and chosen by participants; however, most have switched to online
 - Blitz done through Vancouver Island University last week with mini competition and prizes to encourage student involvement
 - Requested that committee members provide feedback regarding the following questions:
 1. What do you think is Nanaimo's one biggest opportunity to embrace in the coming years?
 2. What do you think is Nanaimo's one biggest challenge to tackle in the coming years?

Committee discussion took place regarding Nanaimo's biggest opportunities. Highlights included:

- Downtown Waterfront area being more cohesive and providing opportunities for people to be together, be entertained, shop, and enjoy the park space/boardwalk
- Options to make the water more wheelchair accessible
- Showcasing Nanaimo's vibrant oceanfront walkway and beautiful community
- Including more artwork in the downtown area and encouraging more culture
- Downtown night market was a great way to bring people together before COVID-19 and the current restaurant patios are a good way to provide connection
- Colliery Dam Park provides opportunities for families to enjoy the park together while providing accessibility for those who use scooters or wheelchairs
- Concerns regarding connectivity and walkability in the North end of Nanaimo
- Staff making attempts to improve walkability in the Harewood area and whenever opportunities arise
- Summer markets as a cultural highlight for Nanaimo and provide a way for people to congregate outdoors
- Expand Nanaimo's arts and culture capacity
- Offering more accessible routes within parks and along beaches for people with strollers and wheelchairs
- Better connectivity of sites and businesses in the downtown area and expanding the Waterfront Walkway
- Metral Drive becoming a complete street for all forms of transportation from Woodgrove Mall to Nanaimo North Town Centre
- Connecting the Waterfront and the Old City Quarter
- Opportunities to augment the transit system

Committee discussion took place regarding Nanaimo's biggest challenges. Highlights included:

- Providing more connectivity and inclusive access in all parks
- Homelessness, affordable housing and social issues
- New supportive housing facilities and poverty being a barrier to accessibility
- Supporting people who are new to Nanaimo and concerns regarding the speed with which Nanaimo is growing
- Focusing on the current health crisis in the short-term and the homeless crisis long-term
- The City juggling competing priorities in an effort to make the community the best it can be for everyone and realizing that providing buildings that are inclusive for everyone provides value to all who use them
- Gaining assistance from the provincial government with transit, health and housing issues
- Developing better job opportunities for those with disabilities
- Challenges of funding various projects/initiatives and finding creative ways to gather funding
- Healthcare issues, the need for a tertiary hospital in Nanaimo and more family doctors and psychologist

- Health and Housing Task Force has noted that there is the potential to improve resources through bettering coordination

(c) Inclusion and Diversity

Introduced by Councillor Armstrong who noted she would like to invite Alessandro Iachelli, President, Nanaimo Pride, and Myles Straga, Owner, Port Place Hair Spa, to speak at a future ACAI meeting.

Committee discussion took place regarding inclusion and diversity. Highlights included:

- Committee members can email the Legislative Services Department if they have suggestions for guest speakers
- Adding accessible parking as a topic on the 2020-FEB-24 agenda
- Potential for building and engineering Staff to provide a presentation regarding parking and the parking bylaw in February or April
- Connecting with the various community disability groups in Nanaimo to learn about their concerns
- A potential meeting item for 2021 could be creating a document/directory of the various programs/groups available in Nanaimo
- Inclusion referring to everyone: culture, race, sexuality, gender and disability
- United Way and the City website providing a list of clubs and organization to gather information regarding Nanaimo resources/programs

6. OTHER BUSINESS:

(a) Advisory Committee on Accessibility and Inclusiveness 2020-SEP-30 Recommendations

Councillor Armstrong noted that the following motion was made during the 2020-OCT-19 Regular Council Meeting:

“It was moved and seconded that Council defer consideration of the following motions and direct Staff to prepare a report:

1. That Council direct Staff to prepare a bylaw, which prevents garbage cans and recycling cans from being placed on sidewalks, in order to improve accessibility in the City of Nanaimo
2. That Council direct Staff to make all transit stops within the City of Nanaimo uniform and highly visible so they are accessible for all citizens.”

(b) Committee Member Check-In

Committee discussion took place. Highlights included:

- Happy to see this committee recognizing more than just physical barriers, concern that some members have not been able to attend, and finding some challenges using Zoom related to speed and viewing participants
- Potentially increasing the breadth of member experience on this committee

- Importance of recognizing poverty as a barrier
- Participating in the Staff focus group
- Revisiting the topic of inclusive bathrooms
- Rachel Pike introduced herself to the committee as this was her first meeting
- Increasing public awareness about Council volunteer committees
- Highlight the services available to keep people motivated and healthy especially during COVID-19
- Potential to create a brainstorming group including topics such as different approaches to building in a more inclusive way
- Identifying barriers that are preventing people from applying to committees
- Clarification that the committee is not currently seeking new members
- Communication not reaching the target group
- Contacting members who have not been attending meetings to enquire if this was due to barriers
- Reaching out to young people to hear their views
- Grateful for trees removed on Commercial Street
- Book coming out called “Building Better Bathrooms” by Julie Sawchuck, regarding designing inclusive bathrooms for those with disabilities. Vancouver Island University is installing eight new accessible bathrooms across their campus
- Praised the new accessible washroom at the Nanaimo Airport
- Need to reach out to ethnic groups when looking for committee members

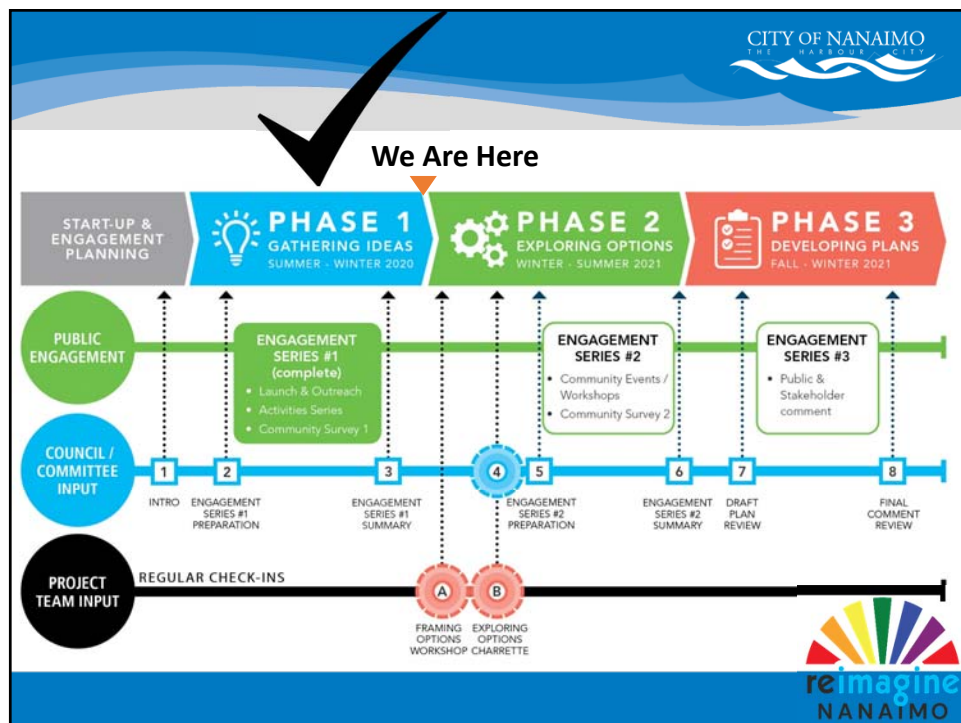
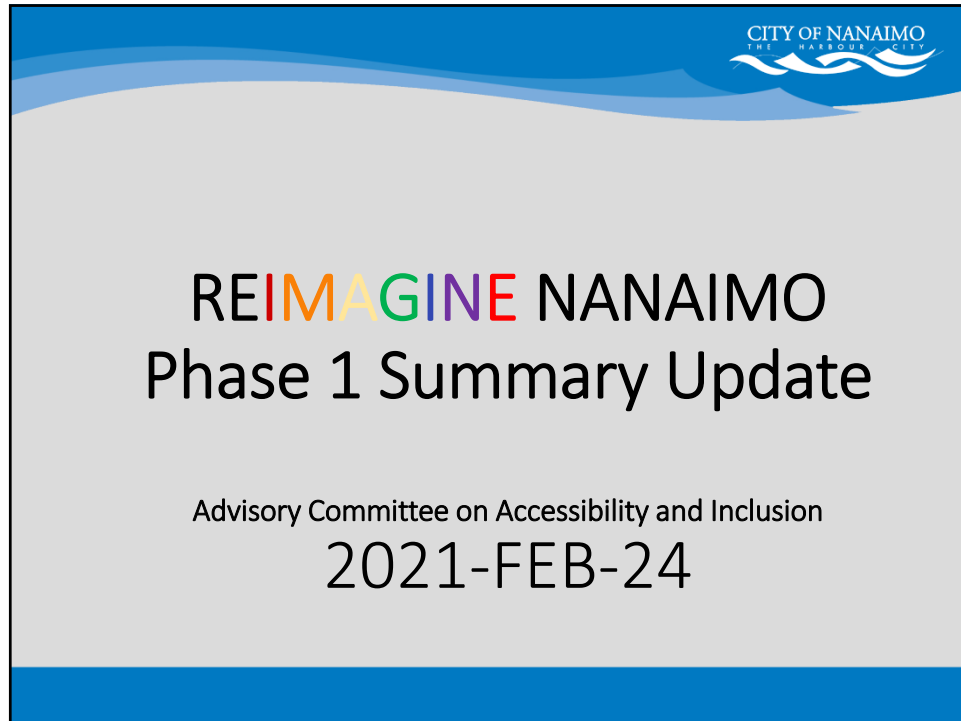
7. ADJOURNMENT:

It was moved and seconded at 6:33 p.m. that the meeting adjourn. The motion carried unanimously.

CHAIR

CERTIFIED CORRECT:

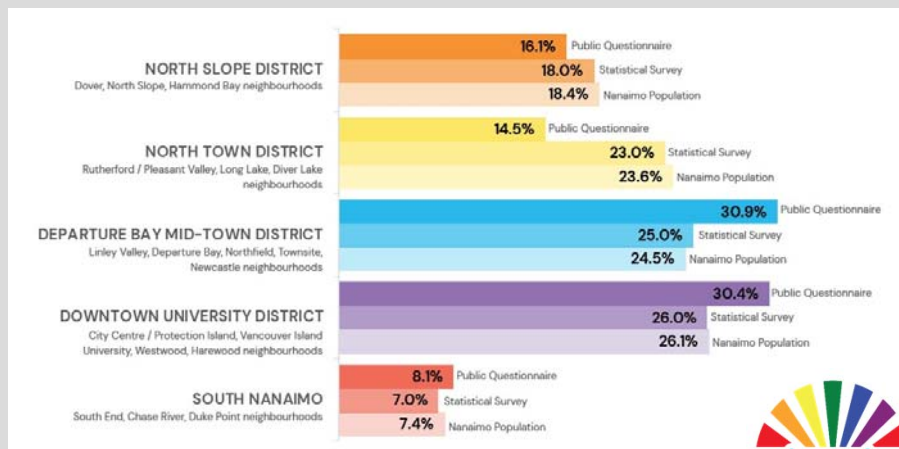
CORPORATE OFFICER



Phase One Engagement Highlights:

- 39 pop-ups: malls, parks, trails, playgrounds, farmers markets
- 110+ workshops, meetings, and discussion groups led by City Staff
- 5,855 Survey/Questionnaires (includes statistical survey responses)

Geographic Distribution

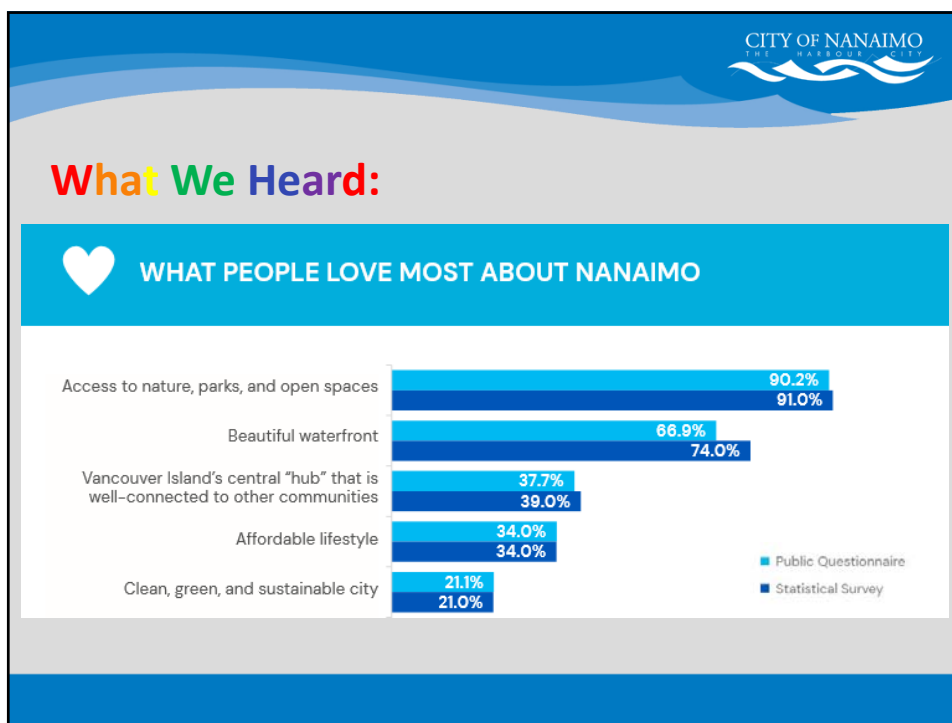


Overcoming Barriers to Participation

- Eliminating registration requirement for public questionnaires and offering a more accessible questionnaire format
- Targeted stakeholder meetings
- Promotion @ Loaves & Fishes/Foodshare
- Boosting youth engagement with VIU 'Blitz' Week and zooming into SD68 classrooms
- Outreach to organizations serving off-reserve Indigenous communities to identify priority issues and concerns



Stakeholder Meeting at the Nanaimo Brain Injury Society



CITY OF NANAIMO
THE HARBOUR CITY

Next Steps:

Phase 2:

- City Portrait underway -Doughnut Economics
- Scenario development underway
- Engagement – April/May 2021

Phase 3:

- Draft Plan development – Fall/Winter 2021
- Engagement – Winter 2021

reimagine
NANAIMO

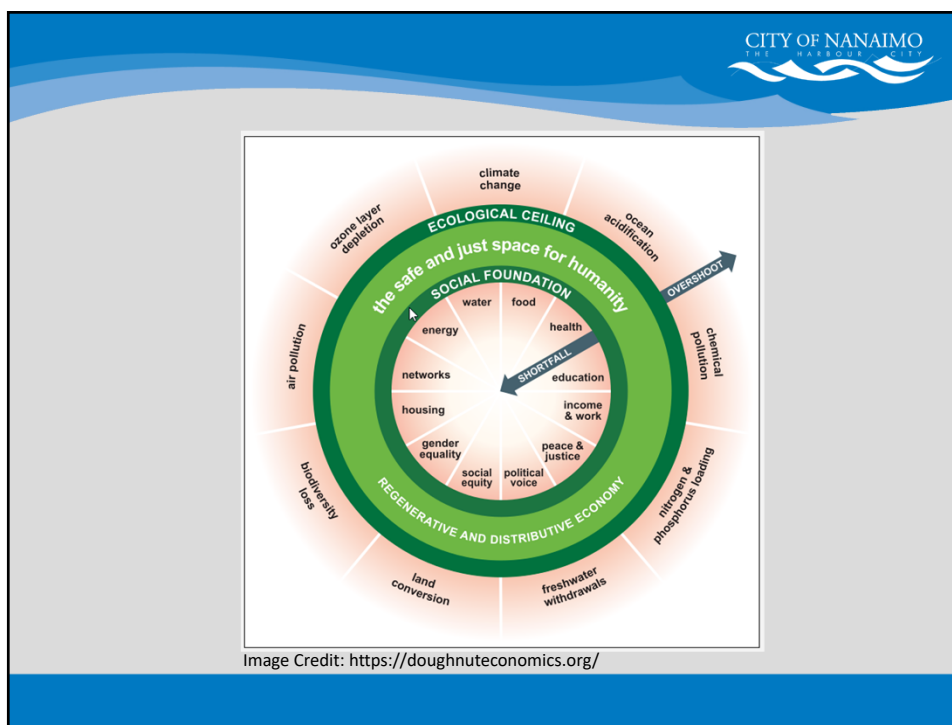








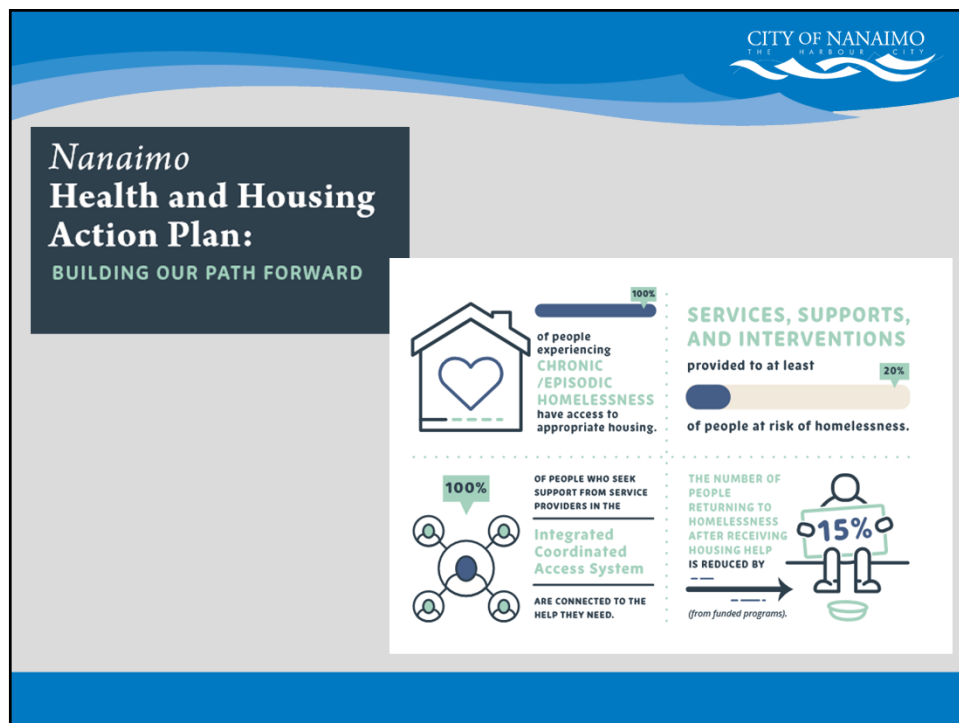
Image Credit:
<https://doughnuteconomics.org/Creating-City-Portraits-Methodology.pdf>

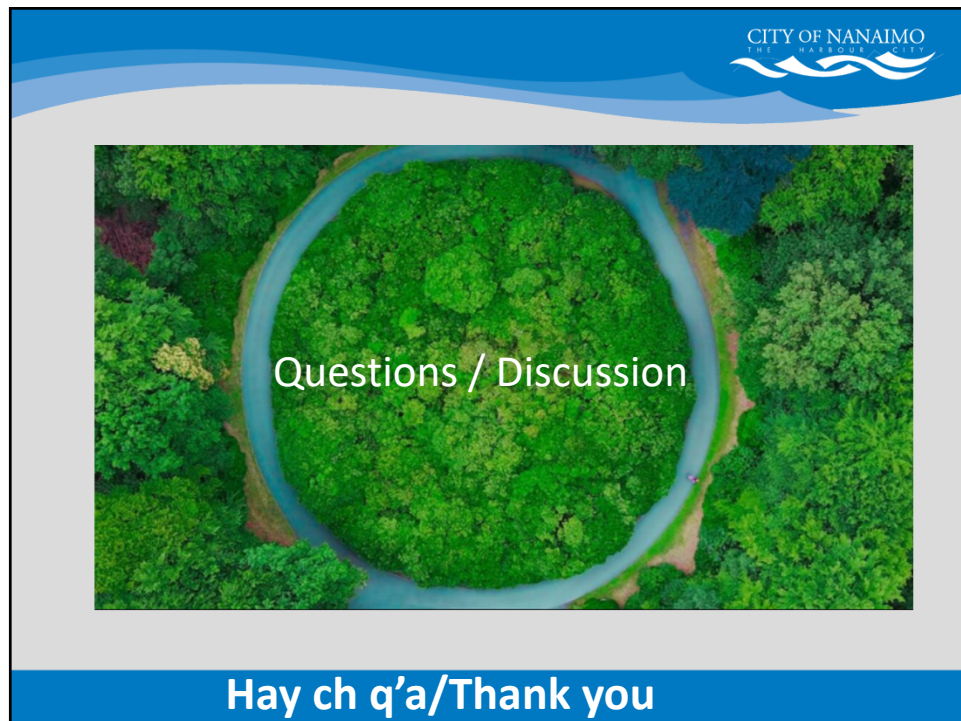
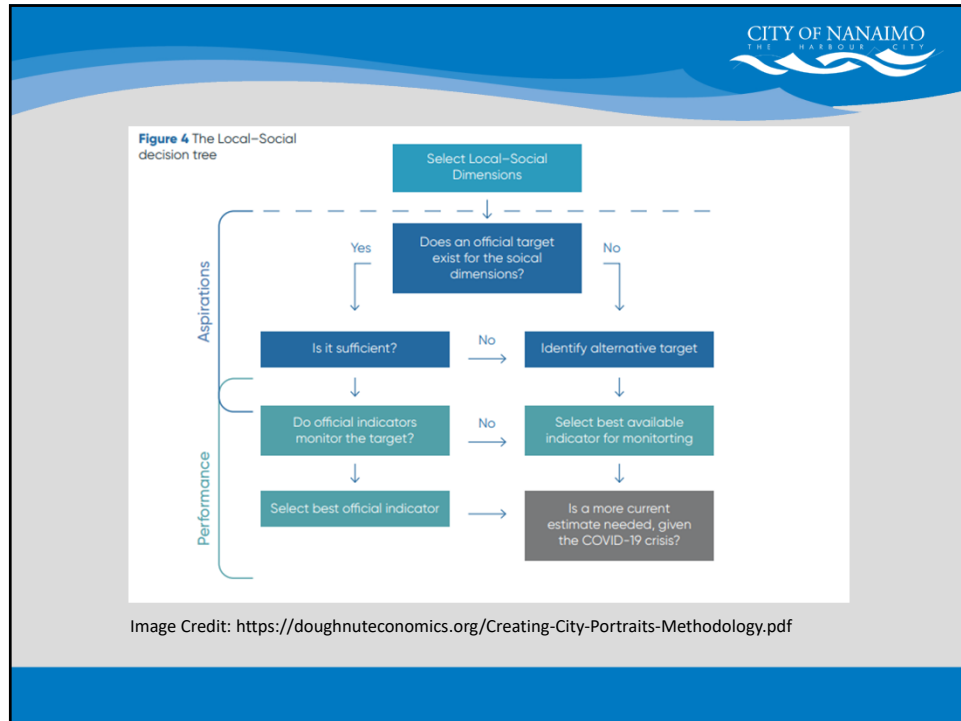
A “City Portrait” -
 Looks at local-social and
 ecological indicators and
 contrasts it to the global-
 social and ecological
 impacts that result from
 the economic choices of
 the community



Image Credit: <https://doughnuteconomics.org/Creating-City-Portraits-Methodology.pdf>

CITY OF NANAIMO THE HARBOUR CITY		
Goal 2: Protect the Environment		
	#4 Total water consumption	Moving Towards
	#5 Surface water quality (community watershed monitoring)	Stable
	#6 Amount of land in protected areas	Moving Towards
Goal 3: Coordinate Land Use & Mobility		
	#7 Number of households within a set distance (400 m) of employment lands, shopping, schools, transit and recreation facilities	Moving Towards
	#8 Per capita transit use	Moving Towards
Goal 4: Concentrate Housing & Jobs in Rural Village & Urban Growth Centres		
	#9 Population inside and outside the Growth Containment Boundary	Moving Towards
	#10 Density of dwelling units inside and outside the Growth Containment Boundary	Moving Towards
	#11 Diversity of land use (ratio) inside the Growth Containment Boundary	Moving Towards
Source: Regional District of Nanaimo 2019 Summary of Indicators		
		





DATE OF MEETING FEBRUARY 24, 2021

AUTHORED BY LYNN WARK, DIRECTOR, RECREATION AND CULTURE
PARKS, RECREATION AND CULTURE

SUBJECT **2020 ANNUAL REPORT FOR ADVISORY COMMITTEE ON
ACCESSIBILITY AND INCLUSIVENESS**

OVERVIEW

Purpose of Report

To provide the 2020 Annual Report for the Advisory Committee on Accessibility and Inclusiveness for review and information.

Recommendation

That the Advisory Committee on Accessibility and Inclusiveness approve and provide to Council the 2020 Annual Report for information.

BACKGROUND

As per the City of Nanaimo's Committee Operating Guidelines, the Staff Liaison, on behalf of the Committee, will submit an annual report to Council.

DISCUSSION

Committee Name: Advisory Committee on Accessibility and Inclusiveness (ACAI)

Committee Members:

Councillor S. Armstrong, *Chair*
A. Breen
S. Cameron
T. Davenock
L. Derksen
S. Hamel
R. Harlow
D. Hollins

Councillor Z. Maartman, *Co-Chair*
J. Maffin
R. Pike
E. Williamson
Staff Liaisons:
Richard Harding
Lynn Wark
Laara Clarkson

Number of Meetings: Five

Subjects Examined by Committee:

- “City Spark” Coordinated Strategic Policy Review 2020-2021 – presented by Lisa Bhopalsingh, Manager, Community Planning
- Maffeo Sutton Park Inclusive Playground Project – presented by Kirsty MacDonald, Parks and Open Space Planner and Scott Newlands, Parks Project Coordinator
- Advisory Committee on Accessibility and Inclusiveness Draft 2020 Workplan – presented by Richard Harding, General Manager, Parks, Recreation and Culture. The Committee made the following motion:

“That the Accessibility and Inclusiveness Committee endorse the Draft 2020 Workplan, with the addition of the topic active transportation, as outlined in the May 20, 2020 report by the Manager of Recreation Services, as the Committee’s mandate; and that the Draft 2020 Workplan be forwarded to Council for approval.”

At the 2020-JUN-01 meeting, Council made the following motion:

“That Council endorse the Advisory Committee on Accessibility & Inclusiveness 2020 Workplan as presented.”

- COVID-19 Impact for Community Members with Accessibility and Inclusiveness Concerns – presented by Richard Harlow, Committee Member
- Update on Metral Drive Complete Streets Universal Design Elements – presented by Annalisa Fipke, Capital Project Management Specialist
- Summer Camp Integration Program – presented by Darcie Osborne, Manager, Recreation Services and Tracy Stuart, Recreation Coordinator
- Committee Discussion Regarding Accessibility Equipment for Front Desk Staff – presented by Richard Harding, General Manager, Parks, Recreation and Culture
- Leisure Economic Access Pass (LEAP) Program Review – presented by Lynn Wark, Director of Recreation and Culture. As a result of the discussion, the following motion was passed:

“That the Advisory Committee on Accessibility and Inclusiveness approves of and conducts the review process for the Leisure Economic Access Policy (LEAP) program.”

- REIMAGINE Nanaimo Introduction – presented by Karin Kronstal, Social Planner
- Introduction to the City of Nanaimo's Transportation Group – presented by Madeleine Koch, Active Transportation Project Specialist

As a result of the discussion, the following motions were made at the meeting held on 2020-SEP-30:

"That the Advisory Committee on Accessibility and Inclusiveness recommend that Council direct Staff to make all transit stops within the City of Nanaimo uniform and highly visible so they are accessible for all citizens."

And:

"That the Advisory Committee on Accessibility and Inclusiveness recommend that Council direct Staff to prepare a bylaw which prevents garbage cans and recycling cans from being placed on sidewalks, in order to improve accessibility in the City of Nanaimo."

- Treat Accessibility Program – introduced by Richard Harding, General Manager, Parks, Recreation and Culture
- Leisure Economic Access Pass (LEAP) Program Review Update – presented by Lynn Wark, Director of Recreation and Culture
- Committee Discussion Regarding 2020-Sep-30 REIMAGINE Nanaimo – presented by Karin Kronstal, Social Planner
- ACAI 2020-Sep-30 Recommendations – For Information – presented by Councillor Armstrong

In response to the ACAI Committee recommendations from September, the following motion was made at the 2020-OCT-19 Regular Council Meeting:

"That Council defer consideration of the September ACAI motions and direct Staff to prepare a report."

Accomplishments:

The 2020 Workplan was created based on discussion held at the inaugural meeting on 2020- FEB-26.

2020 Workplan			
Topic	Lead Department	Overview	Accomplishments
REIMAGINE Nanaimo (Formerly City Spark)	Community Planning	Participate in engagement process, specifically with accessibility audits of facilities, infrastructure and parks.	<p>This project is now a standing item on the committee agenda. There have been 3 presentations and discussions that have allowed the ACAI Committee to provide input into the process. In addition, several committee members participated in ReImagine focus groups.</p> <p>Although there have been no accessibility audits completed, there have been connections made with Adapt Island and the Rick Hansen Foundation regarding potential future audits and staff accessibility certification training. There have also been several reimagine focus groups held on accessibility.</p>
LEAP Program Review	Parks, Recreation and Culture	Conduct a thorough review of the LEAP program to identify opportunities for change or improvement.	<p>The committee endorsed the review process which is being conducted by staff. Committee check-in points are scheduled for:</p> <p>Feb 24 – Information Review April 28 – Program Recommendations and Revision Review</p>
Guiding Principles Summary	Committee	Create a guiding principles summary, to help guide decision-making, specifically related to accessibility and inclusion for use in various areas of City operations.	No advancement with this topic.

Projects Referred by Council	Legislative Services	Review and provide input into existing and future projects and plans as directed.	<p>The LEAP program review is the only project to date that has been referred to the Committee by Council.</p> <p>The Committee has had the opportunity to provide input into other City initiatives by way of responding to staff presentations.</p>
Active Transportation	Transportation	For discussion on sidewalk accessibility and other active transportation barriers.	As above - Committee members have had two presentations and opportunities to provide input into transportation matters.

Additional Items accomplished by the Committee:

Mayor and Council and Committee Members were invited to tour the new inclusive playground at Maffeo Sutton Park. This tour took place on 2020-MAY-27. Suffice it to say that Mayor Krog and Councillor Maartman had fun! (Attachment A)

The playground elements were well-received and appreciated by people who know a thing or two about the challenges of accessibility.

Trends or Issues of Concern:

Over the course of the year, it has become apparent that there are a number of challenges in moving around the community, and in accessing various infrastructure. Topics for 2021 reflect continued discussion around these concerns.

Future Meeting Topics:

The Committee has proposed several topic areas for discussion in 2021, including, but not limited to:

- Inclusion and Diversity
- Bowen Park Trail Replacement
- Accessible Parking
- Inclusive Washrooms
- Creation of a Directory of Nanaimo Resources/Programs in Relation to Accessibility and Inclusion

The Committee is also expecting to receive Strategic Direction from Council on matters that they would like to see addressed in the coming year.

Committee members are extremely committed and have much to offer based on their lived experiences. In its first year of operation, the Committee has held many rich discussions, and brought to light many areas of concern that the City can address to help build a more accessible and inclusive community.

OPTIONS

1. That the Advisory Committee on Accessibility and Inclusiveness approve and provide to Council the 2020 Annual Report for information.
 - The advantages of this option: Meets the annual report requirement set out in the City of Nanaimo's Committee Operating Guidelines.
 - The disadvantages of this option: None.
 - Financial Implications: None.
2. That the Advisory Committee on Accessibility and Inclusiveness amend and provide to Council the 2020 Annual Report for information.
 - The advantages of this option: Meets the annual report requirement set out in the City of Nanaimo's Committee Operating Guidelines.
 - The disadvantages of this option: None.
 - Financial Implications: None.

SUMMARY POINTS

- The ACAI Committee has completed its first year of service to the community.
- The Committee is actively participating in the REIMAGINE Nanaimo project, and has a unique perspective to offer the City.
- The Committee has addressed many important topics, particularly around the ability to move through the community with more ease.

ATTACHMENTS:

ATTACHMENT A: Pictures from the tour of the inclusive playground at Maffeo Sutton Park

Submitted by:

Lynn Wark
Director, Recreation and Culture

Concurrence by:

Richard Harding
General Manager, Parks, Recreation & Culture

ATTACHMENT A

PICTURES FROM THE TOUR OF THE NEW INCLUSIVE PLAYGROUND
AT MAFFEO SUTTON PARK ON 2020-MAY-27



DATE OF MEETING FEBRUARY 24, 2021

AUTHORED BY LYNN WARK, DIRECTOR, RECREATION AND CULTURE
PARKS, RECREATION AND CULTURE

SUBJECT LEAP PROGRAM REVIEW – PHASES 1 AND 2

OVERVIEW

Purpose of Report

To provide the Advisory Committee on Accessibility and Inclusiveness with the results of Phases 1 and 2 of the Leisure Economic Access Policy (LEAP) program review.

Recommendation

That the Advisory Committee on Accessibility and Inclusiveness receive the information for the LEAP Program Review for Phases 1 and 2 and approve Phase 3 to proceed as outlined.

BACKGROUND

At the 2020-MAR-18 meeting, Council approved a motion to approve a review and update of the Leisure Economic Access Policy (LEAP) program in 2020; and refer the review of the program to the Advisory Committee on Accessibility and Inclusiveness (ACAI) to develop recommendations for changes for Council's consideration.

At the 2020-JUL-29 ACAI meeting, Staff presented a phased review process for consideration and the committee passed a motion that the ACAI approves of and conducts the review process, as presented, for the LEAP program.

DISCUSSION

As per the report presented to Finance and Audit Committee at the meeting held 2020-MAR-18, the purpose of the LEAP Program Review is to:

- Assess if the program continues to meet the needs of the community;
- Update the purpose of the program;
- Determine financial criteria for program access;
- Identify barriers to participation;
- Define target populations;
- Determine services to be included and not included;
- Identify financial impact of proposed changes.

AN OVERVIEW OF THE CITY OF NANAIMO'S CURRENT LEAP PROGRAM

The LEAP Program was established in 1993 with the purpose of ensuring that:

“All citizens of Nanaimo shall have access to programs and services provided by the Department of Parks, Recreation and Culture, regardless of ability to pay.”

The program was originally intended to ensure that children from economically disadvantaged families had access to recreation services. Eventually, the program grew to include economically disadvantaged adults to help support an active, healthy lifestyle.

Applicants must meet the eligibility requirements and reside within the City of Nanaimo; the District of Lantzville; or in Electoral Areas A (Cranberry, Cedar, South Wellington); Area B (Gabriola Island); and Area C (Extension, East Wellington).

Financial need is determined according to the Statistics Canada Low Income Cut-Offs.

Applicants are required to provide:

- A completed LEAP application
- A Notice of Assessment (NOA) from the previous tax year
- Photo identification
- Proof of Residency
- A T1 General if NOA Line 150 is less than \$9,000
- A Child Tax Benefit Statement
- Other Income Declarations (i.e. child support, investments, rental revenue, etc.)

The program entitles participants to:

- **50 free admissions per year** – valid for public swim / skate sessions, aquafit classes, weight rooms, and/or drop-in sports at Oliver Woods Community Centre.
- **4 program discounts per year** – valid for 50% off, up to a maximum of \$40 per program or Rec Pass
- Free skate and helmet rentals at public skating sessions and lessons

DECREASE IN PROGRAM USAGE – FROM 2011 TO 2020

The number of applications approved annually has reduced from 2,556 in 2011 to 579 in 2019, representing a 77% decrease in applications.

- Adult admissions: scans decreased from approximately 33,000 to 12,000, representing a 63% decrease in participation
- Child admissions: scans decreased from approximately 15,000 to 2,500, representing an 83% decrease in participation

This downward trend in participation verified the need for a full review to determine if the program continues to meet the needs of the community. Creating a more rigorous application process

may have contributed to a decrease in applications; however, the information gathering phase was designed to determine if there were any other contributing factors.

It is important to note that there are a variety of free and low cost programs, events and services provided by the Recreation and Culture Department. These opportunities provide a much broader range of experiences than the LEAP Program allows for. An inventory of these programs is provided in Attachment A.

The LEAP Program Review consists of four phases: information gathering; information review; a revised program proposal, and the revised program implementation.

Phases 1 and 2, information gathering and information review, are now complete and included a survey of current and past LEAP participants, a review of financial assistance programs from other comparable municipalities, a review of the Phase 1 REIMAGINE Nanaimo survey results, and the provision of some poverty (low income) rates in Nanaimo. This information is presented as follows:

SURVEY OF LEAP PROGRAM PARTICIPANTS

In 2019, there were 579 applications approved for the LEAP Program, which provided passes for a total of 765 adults and 235 children. A representative sample size of 10% was selected and 60 telephone surveys were conducted with previous and current program participants (responses outlined on Attachment B).

The survey results indicate that:

- The majority of program participants heard about the program through friends/family, agency referral or the Activity Guide.
- More than half of the people found the application process quick and easy, the other half found it a bit time consuming and had trouble collecting all of the required documentation.
- Cost, physical accessibility, and transportation were the top barriers identified as limiting participation in recreation.
- 98% of the respondents indicated that the program was very/somewhat important to their family.
- The majority of the respondents agreed that the 4 program discounts / year were reasonable, although several commented that they didn't know about the 4 discounted programs/year.
- Overall, respondents indicated that they are grateful for the program but many commented that more than 50 free admissions would be welcomed.

FINANCIAL ASSISTANCE PROGRAMS FROM COMPARATOR MUNICIPALITIES

The following communities were selected to use as comparators with the City of Nanaimo; including, City of Prince George, City of Kamloops, Town of Ladysmith, Regional District of Nanaimo and the City of Victoria (Attachment C).

An analysis of the comparison between communities indicates the following similarities and differences:

	SIMILARITIES WITH MOST COMMUNITIES	DIFFERENCES WITH MOST/SOME COMMUNITIES
Financial Criteria	<p>Family household income must be below the Statistics Canada Low Income Cut-Offs (LICOs). A family is defined as <i>“all persons living in the same dwelling and related by blood, marriage, common-law relationships or adoption”</i>.</p> <p>Each person 19 years and older, living in the household, must provide a Notice of Assessment, as the total gross household income is the determining factor for qualification</p>	
Supporting Documentation	<p>Most communities require applicants to:</p> <ul style="list-style-type: none"> • apply once/year • provide photo ID • provide proof of residency • provide previous year’s Notice of Assessment 	<p>Nanaimo’s requirements for supporting documentation are more rigorous, also asking for:</p> <ul style="list-style-type: none"> • T1 General • Child Benefit Statement • Other income declarations
Administration		<p>Some communities have referral agencies, or adjudicators, that process applications or support the process of application in some way. Application approval responsibilities vary from front desk staff to dedicated Recreation Program Coordinators, and occur at City Hall or Recreation Centre locations.</p>
Eligibility		<p>Post-secondary students are eligible in some communities and not in others – in Nanaimo they are not eligible.</p>

In relation to the LEAP Program, this information suggests that the City of Nanaimo's program is quite similar to other municipalities and perhaps needs only a few small tweaks to improve delivery.

PHASE 1 REIMAGINE NANAIMO RESULTS

Preliminary results from the Phase 1 REIMAGINE Nanaimo public engagement surveys indicate that the top four limitations preventing participation in Parks, Recreation and Culture activities are:

1. Time/schedule restraints
2. Lack of, or location of, facilities
3. Cost/fees
4. Lack of information

These restraints seem to be addressed with suggestions for more:

- Drop-in and outdoor experiences
- Amenities within local neighbourhoods
- Access to waterfront activities
- Online presence for classes, networking, and information sharing

All of which would provide opportunities that would more easily fit into busy schedules, be closer to home or accessible from a variety of locations, be free or low cost, and help to share information about the variety of opportunities available.

In relation to the LEAP Program, these results suggest that there are additional ways of removing barriers which can be considered in facility, amenity, program and event planning. As well, it indicates that it may be worthwhile to consider a wider variety of promotional methods for LEAP, and for free and low cost opportunities, including going to where the people are to promote the program.

POVERTY INFORMATION

According to technical research, for the Vital Signs Report, "there were 17,860 people in the Nanaimo Census Agglomeration living in poverty (based on CFLIM-AT) in 2017" (Technical Research Report, November 2019). Of these, 4,120 were children between 0-17 years, and 2,670 were seniors (65+). Compared with 2012 the number of children living in poverty actually decreased by 12.7% and the number of seniors living in poverty increased by 115.3%. It can be assumed that the remainder of the population living in poverty (11,070) includes adults between the ages of 18-64.

Census data also identifies specific areas with higher rates of children living in poverty, as well as specific populations with higher rates of poverty.

In relation to the LEAP Program, this information confirms that a financial assistance program is still relevant. It also provides important information about target populations and areas that could be addressed in different ways to support awareness of the LEAP Program or, to provide

alternative methods of service provision. Some examples would include partnering with a neighbourhood association to provide a location specific program such as the Harewood Playground Program or, promoting the Community Program Development Grants more that support initiatives such as the Salish Storm Hockey Program. This community development approach to programming could be further developed by the Recreation Coordinator team.

The information collected and reviewed through Phases 1 and 2 will inform Phase 3, which will provide recommendations for program revisions. The financial impact of the program was not touched on in this report. Phase 3 will provide a clear synopsis of the financial impact of any recommended program changes.

Attachment D provides a list of suggestions for program revisions that have already been received from ACAI Committee members and community members. Committee members are welcome to offer more suggestions via discussion following the presentation of this report, or by written submission to the Legislative Services Department by 2021-MAR-15.

These recommendations will be considered for the Phase 3 report which will be brought to the ACAI meeting scheduled for 2021-APR-28. |

OPTIONS

1. That the Advisory Committee on Accessibility and Inclusiveness receive the information for the LEAP Program Review for Phases 1 and 2 and approve Phase 3 to proceed as outlined.
 - The advantages of this option: Aligns with the direction given by Council in 2020 and with the review process approved by ACAI at the meeting held 2020-JUL-29.
 - The disadvantages of this option: None.
 - Financial Implications: None.

2. That the Advisory Committee on Accessibility and Inclusiveness receive the information for the LEAP Program Review for Phases 1 and 2 and recommend a revised process for Phase 3 of the review.
 - The advantages of this option: Aligns with direction given by Council in 2020.
 - The disadvantages of this option: Deviates from the process previously approved by ACAI at the meeting held 2020-JUL-29.
 - Financial Implications: None.

SUMMARY POINTS

- Council directed the Advisory Committee on Accessibility and Inclusiveness to conduct a review of the Leisure Economic Access Policy (LEAP) Program.
- Phases 1 and 2 of the review are complete and included information gathering and review of current practices; programs in comparator communities; information collected during REIMAGINE Nanaimo Phase 1; a survey of current LEAP pass holders, and the review of some current poverty statistics.
- Information gathered for Phase 1 and 2 of the review will be used to inform Phase 3 which will provide recommendations / options that will ensure the program remains relevant to the community.

ATTACHMENTS:

ATTACHMENT A: Inventory of Free & Low Cost Parks, Recreation and Culture Opportunities

ATTACHMENT B: LEAP Program Participant Survey Results

ATTACHMENT C: Review of Financial Assistance Programs from Comparator Municipalities

ATTACHMENT D: Summary of Suggested Revisions for the LEAP Program

Submitted by:

Lynn Wark
Director, Recreation and Culture

Concurrence by:

Richard Harding
General Manager, Parks, Recreation & Culture

ATTACHMENT A



AN INVENTORY OF FREE AND LOW COST PARKS, RECREATION AND CULTURE OPPORTUNITIES

These free and low cost opportunities are typical of “non-COVID” times. Many of the free and low cost opportunities are possible due to partnerships, sponsorships, and donations with 30+ community groups/organizations/businesses.

PARKS

- 1,000+ hectares of parks and open space
- 180+ kilometres of trail
- 74 playgrounds
- 29 sports fields
- 23 tennis courts
- 12 dog off-leash parks
- 8 outdoor pickle ball courts
- 4 water parks
- 4 sand volleyball courts
- 3 skateboard parks
- 3 artificial turf fields
- 3 Bike parks
- 18 hole Disc Golf Course
- 1 covered outdoor sport court
- Beban Pitch and Putt
- Oliver Woods Outdoor Wellness Park
- Beaufort Food Forest
- Community Gardens

RECREATION

PRESCHOOL/CHILDREN

- Story Walks
- Mother Goose
- Camp Sunsation
- Swim to Survive Program

YOUTH

- Spare Blox
- Youth Lounge
- LIT Random Acts of Kindness
- Christmas Card Making
- Craft Night
- Shred Your Threads
- Youth Week Events
- Leaders-in-Training
- Quest Program

SENIORS

- Harbour City Seniors Open House
- Harbour City Seniors Membership
- Seniors Lobby Socials
- Blood Pressure Testing
- CNIB Low Vision Clinic
- Income Tax Assistance
- Give it a Try

GENERAL

- Discount Dip Swims
- Sponsored Swims and Skates
- Westwood Lake Lifeguarding
- National Drowning Prevention Day
- Water Safety Education Team
- Kin Outdoor Pool
- Hawaiian Holiday at Westwood
- Pop Up Programs
- Weight Room Orientations
- Winter Wonderland
- Lifestyle Choices Programs
- Walk with the Doc
- Canada Day event
- Healthamongus
- Invasive Species Drop Zone/Work Parties
- Concerts in the Parks
- Learn to Fish
- Water to Earth Month Activities
- Park It Challenge
- Family Fishing Day
- Oceans Day
- Rivers Day
- Golden Bucket/Frosty Bucket Challenge
- Commuter Challenge Week
- Aquatics Special Events
- Family Fun Nights

DISCOUNTED PASSES

- Grade 5 and 6 Active Passes
- Over 80 years free pass
- Care aides / assistants – free admission
- Corporate Pass Program

CULTURE PARTNERS

Nanaimo Art Gallery

- Admission is by donation. No one is turned away.
- LEAP card holders can access two Saturday Studio classes/month for free.
- All Ages All Play family drop in is by donation.
- Teen programs: Dazzle Camouflage has been free but might have a minimal subsidized rate moving forward.
- Code is offered at a subsidized rate. Full scholarships are available for those who need them.
- Exhibition openings are by donation.
- Group tours are offered at affordable rates. Some drop-in tours have recently had a suggested donation of \$5 attached to them. No one is turned away.
- Throughout the year we have also offered a number of free community events, such as The Mill book launch and tour of Wildwood Eco-forest and other book launches by local authors such as Sonnet L'Abbe, Robert Amos; Estuary nature walks with Nancy Turner & Geraldine Manson; off-site and on-site poetry readings (Buttertubs Marsh reading during Arvo Leo solo exhibition & and Gallery afternoon poetry with Fred Wah and Sonnet L'Abbe, free film viewing of *Seraphine*, *Seraphine* by Krista Belle Stewart during her solo exhibition.) This summer we are planning a series of events along the Millstone River.
- We offer complimentary admission to those who self-identify as Indigenous.
- We are offering free memberships to members of the Snuneymuxw Nation (new).
- We offer two free spots for each hul'q'umi'num class for Snuneymuxw learners.

Nanaimo Museum

- Admission is \$2 / adult and less for youth and seniors
- In-house scavenger hunts and activities for kids are free with admission
- We offer most special events by donation
- Night Market hours are by donation – activities out front are free
- Bastion admission is by donation
- Halloween event is pay what you can
- Gallery tours are \$6.50 for a group of 10 – 25 people
- Access to the Community Gallery and the Sports Hall of Fame are always free

The Port Theatre

- Special rates provided to community non-profit organizations and community for-profit organizations
- Provide high school students with the chance to experience live theatre, music and dance performances at the reduced price of only \$5 per ticket
- Theatre Angels Program - distributes complimentary tickets to clients of various social service agencies who might not otherwise be able to attend a performance due to economic, physical or social challenges. The program is made possible through donations by our patrons and supporters.

ATTACHMENT B

LEAP PROGRAM SURVEY RESPONSES

Measuring Customer Value and Satisfaction for the Leisure Economic Access Program

1. How did you find out about the LEAP program?

Answer Options	Response Percent	Response Count
a) City website	5.0%	3
b) Activity Guide	15.0%	9
c) Friends/Family	30.0%	18
d) Agency referral (identify who) (ie. MCFD or JH Society)	21.7%	13
e) Other (list response below)	28.3%	17
	Total	60
Other: Known about it since high school.		
Other: I can't remember. I've been using the program for at least 4 or 5 years.		
Other: Known of it since I was a child.		
Other: Friend - known about it for years.		
Other: Been a part of the program since I was a kid.		
Other: Been on the program for a long time. Can't remember how heard of it.		
Other: Saw application at the pool.		
Other: Saw poster on the wall in the facility.		
Other: Edmonton has similar program		
Other: Was on the program as a child.		
Other: can't remember		
Other: Similar program in Surrey so looked at our website		

2. If referral, please identify name of agency or service provider.

Kardal Consulting
Victoria Hospital
Cysn worker, plus online search
Canadian Mental Health Association (CMHA)
Salvation Army
Can't remember.
MCFD
John Howard Society
Nanaimo Association for Community Living (NACL)
Citizen's Advocacy
Women's Centre
Ministry of Social Development
Salvation Army

3. How did you find the application process. Click all that apply		
Answer Options	Response Percent	Response Count
a) Quick & easy	57.4%	35
b) A little confusing but manageable	11.5%	7
c) Too personal or too much information required	8.2%	5
d) Very time consuming	8.2%	5
e) Difficulty providing documentation requirements	14.8%	9
	Total	61
Comment: Time consuming, having to print papers without a printer at home. But once all documents are ready was quick.		
Comment: A little confusing but manageable. 1st Time was harder, but 2nd time was more straightforward.		
Comment: Too much information required but valid and appreciated		
Comment: Inconsistent with how long it takes to be approved or denied. Upset about being denied one year for being a few dollars over the limit		
Comment: Yearly application for people with disability is unnecessary. Should be a repeat application that just asks if anything has changed		
Comment: Took a while to process.		
Comment: Application is easy but difficult to gather all the documentation		
Comment: City could just get documents from CRA instead of him needing to print and bring in.		

4. Do any of the following LIMIT your household's participation in parks, recreation, and culture services and activities? Click all that Apply		
Answer Options	Response Percent	Response Count
a) Little or nothing limits our use	20.6%	22
b) Cost/Fees	8.4%	9
c) Time/ schedule constraints	5.6%	6
d) Lack of interest	2.8%	3
e) Lack of information	0.9%	1
f) Location of Facilities	2.8%	3
g) Lack of Facilities	1.9%	2
h) Cultural or Language barriers	0.9%	1
i) Physical accessibility barriers	6.5%	7
j) Transportation limitations to get to facilities	10.3%	11
k) Lack of childcare	0.9%	1
l) Registration process	3.7%	4
m) Facility condition	0.9%	1
n) Availability of services (e.g. pool time, ice time etc.)	6.5%	7
o) Lack of safe and welcoming atmosphere	1.9%	2
p) Other (please specify)	9.3%	10
Other: Covid	15.9%	17
	Total	107
Other: Has now moved to the mainland.		
Other: It was hard to tell if I qualified for the program.		
Other: at times too busy for autistic son.		
Comment: Not coming back until the process is easier.		
Comment: None. I'm just so grateful for the facilities.		

Comment: Lack of safe and welcoming atmosphere. Having a special needs teenager using the universal change room often causes some judgement from other patrons.
Comment: Lack of facilities. Beban pool needs more family change rooms.
Comment: Everything fills up so quickly.
Comment: Booking online is a bit crazy.
Comment: tiles in shower room and on pool deck are slippery
Comment: Nuisance to book ahead of time; nuisance to wait until entry time when arriving by transit and waiting for transit after leaving
Comment: All of the above at different times.
Comment: Health
Comment: Would be nice if arenas were more flexible with more Everyone Welcome skates.
Comment: Doesn't drive so getting to some locations - especially at night - can be difficult

5. How important is the LEAP program for you or your family?

Answer Options	Response Percent	Response Count
a) Very important	79.0%	49
b) Somewhat important	19.4%	12
c) Not important	1.6%	1
Total		62

6. Please indicate how much you agree with the following statements:

Answer Options	The discounts provided for the LEAP program registration is reasonable.	50 free admissions is reasonable.	Response Count
a) Strongly disagree	1	4	
b) Disagree	4	9	
c) Undecided	8	2	
d) Agree	40	37	
e) Strongly Agree	7	7	
f) N/A	7		
	67	59	Totals

7. What do you like, dislike or would change about the LEAP Program?
Responses:
For the gym and pool to be under one admission again.
The time limit on the program, and the amount of information required to be approved.
Nothing to add at this time.
More than 50 admissions would be nice. Otherwise the program is great.
It's a good program. I'm thankful for it.
Students should get a discount, and I found the communication poor as I wasn't sure if I was approved for the program.
Due to covid we haven't been coming, but the program used to be very important to us.
I think the program is amazing and I love that it is available for low income families.
The program is great!
The discounts could include the Harbour City Seniors membership as I would like to play cards.
Reapplying to the program should be easier, and more than 50 admissions should be included. Didn't know about registration discounts.
I think that the 50 admissions could be 60 or 70 instead, and I didn't know about the discounts on registration. That wasn't told to me.
The 50 admissions is good but I didn't even know about the discounts on registrations.
Providing only 50 admissions each works out to only once a week. More would be much better.
The program is great, and anything to help those in need is very good.
We are grateful for the program and feel that 50 admissions each is fair.
We use the discounts on registration a lot, so more of that would be great! Keep the kids busy and active.
If there was a way to keep the application process completely digital that would be good. I could upload my application right to my account.
All is good for us. Grateful for the service.
The program is great because it provides opportunities I otherwise couldn't do.
Was not aware of registration discounts. Fell leaving NAC in the snow last winter, was scared to come back after that.
Instead of having to reapply from scratch maybe there could be a consent form signed that gave permissions to renew based on income for automatic renewal.
We are happy with it.
More than 50 admissions would be better. Please build a pool at OWCC or in the north end.
It is fabulous and I am very happy with it. Thank you!
It is an amazing program, and my kids and I love the benefits from it.
The staff are friendly, and the schedule fits well for me. The bus I take there is easy for me, and I use the discounts for my seniors programs, so all is good. Thank you.
Was unaware of discounts on registrations. Is new to the program and didn't know all the details, but loves it.
I feel more discounts on program registration would be better.
We should receive 100 free visits instead of just the 50. The attitude of staff needs improvement.
I moved here from Vancouver and I found them to be much more generous with passes. There was no limitation on usage. I feel more than 50 passes would be better. Also the process to apply in Vancouver is much simpler. I suggest doing an affiliation with NACL for aquafit classes.

Was unaware of discount on registrations. Otherwise it's a good program.
I think more discounts on program registrations would be much better. I would love to come back and do pottery again. I also miss the hot tub jets for my back pain.
The program is good, thank you for it.
First year on the LEAP program. Unsure if 50 visits is the amount she will use or if she would want more support.
Helps low income stay active. Should be a least a minimum of 150 visits.
Wouldn't be able to do any programs or go swimming without LEAP - single father (on disability) of 2 children. Likes having the opportunity to do things with his children.
Would not be attending the pool without LEAP. Worries about aging and no longer driving - public transportation has long wait times. LEAP is a really good program, it is her choice to come more than 50 times per year and does not mind spending her own money on the extra visits.
Once you sign up you should haven't to show ID every year.
On disability, wouldn't be able to do activities without it.
Can lift weights at the gym that he doesn't have access to at home. Annoying that he has to use 2 visits right now if wants to use gym and pool.
Should just be 1/2 price for registered programs instead of discount up to \$40. If you are on disability you should just automatically receive LEAP without having to re-apply for it every year.
Should be more admissions per calendar year.
Children are not using the pool due to COVID.
No one will get any mental or physical help at only one visit per week. Token at best, would not cost the City anything to provide a free annual pass.
Easier to apply now that she is retired and no longer has a business.
Nothing, likes the program as it is.
Nice to have discounts for kids activities; anything that helps is useful. Application requiring income for all persons in household is stressful as she shares a house but not income with her mother.
Likes the discounts are offered for programs.
Program was good until COVID.
Change the amount of passes per year; should be available for people to visit 3 times a week at minimum. (156 visits)
Helps to get her and her daughter out and active. They tried skating for the first time due to the LEAP program.
Staff are nice and pleasant. If not for COVID would have used more.
Uses walking canes and would like to see larger lockers in weight room as the change rooms can be slippery when wet. Does not have a computer so calling in to register each time now is more time consuming. COVID. Don't like that those on LTD need to re-apply every year. 100-150 admissions would be much better. The customer service I receive though is great and everyone at the facilities are nice and friendly.
Would be nice if the arenas were more flexible with more Everyone Welcome skates. Right now is health dependant on LEAP as he wants to stay healthy and active. Would like to be able to come very consistently (3x a week) to maintain physical health and reach fitness goals.
Trying to register for swim times is hard as they book so fast. 50 free admissions is a reasonable number. Can't think of anything negative or that needs changing at this time. This is the first time having the pass, so he is just appreciative for it.
Really love having it and getting to the pool to exercise and stay active as I am now 74. It's really nice for the socialization aspect as well. Thinks 50 free admissions is reasonable but would also use more if they were available.
Helps to get out of the house and the hot tub has helped her in the past quite a bit. Very upset that Beban is still closed. Dislikes only 10 minutes changing time at NAC. Give more passes - she runs out too fast.

ATTACHMENT C

COMPARISON OF OTHER MUNICIPALITIES LOW INCOME PROGRAMS

Municipality	Student	# of Admissions	# Registered Programs	Agency Involved	Eligibility	Application Process
Regional District of Nanaimo (Financial Assistance)	Y	Case by Case	Case by Case	Y	Circumstance Based	Via phone
Do not promote program online, only promote how to inquire about program. Program is promoted through various social services organizations such as Society of Organized Services. Do not ask for any proof of documentation. Application is very quick and done through Coordinator over the phone typically. Most users are single seniors and families. A quote that stood out was the programmer said " if you're not believing someone who is inquiring is eligible, then you are in the wrong industry." When you set a specific number or guidelines you then can't take into consideration peoples' circumstances such as mental health, bill payments and more.						
Town of Ladysmith (LAP Pass)	Y	50% off	50% off 4 programs / year	N	Line 150 amount or Ministry approval	In person @ Frank Jamieson CC
If a client has a completed application with the ministry approval box checked, no other paperwork is needed. Goal is to get people registered as fast as possible.						
City of Victoria (Life Pass)	N	Unlimited	Unlimited	N	Line 150 amount	In person @ Recreation Centre.
Life Pass lifespan is a 2 year term, this decision was made to increase access. For more information the City of Victoria's new program. https://www.victoria.ca/EN/main/residents/facilities/life-program.html						
City of Kamloops (Arch Pass)	N	85% off	85% off	Y	Line 150 amount	In person @ Arch Public Screening Agency
TRU students are not eligible because they have their own recreation and transit pass through TRU. Recreation department is not involved in the application process, only the promotion of the program. Transit passes are included in the program.						
City of Prince George (Lap Pass)	Y	75% off	75% off	N	Below Low Income Threshold or Ministry Referral	In person @ City Hall
52 Free swim and skate passes.						

Important Notes: Each application requires very little documentation, I was told this is due to access. The more documentation you require, the less likely people will take the time to join programs. Kyle from Esquimalt which is part of the Life Program said for every one person who abuses it, 100 people enjoy the much needed benefits of the life programs. RDN & Esquimalt mentioned that most people who have passes do not come close to using all of their available benefits. Victoria does not consider it a funded program, rather a loss of revenues through free drop ins.

Gross Household Low Income Cut-offs

updated in 2017 (LICOs)

1 person	2 people	3 people	4 people	5 people	6 people	7 people
\$21,687	\$26,997	\$33,190	\$40,298	\$45,705	\$51,548	\$57,392

ATTACHMENT D

SUMMARY OF SUGGESTED REVISIONS FOR THE LEAP PROGRAM

FEEDBACK FROM ACAI COMMITTEE MEMBERS AND COMMUNITY MEMBERS

- (a) Provide application form online (accessible with screen readers)
- (b) Promote program through Social Media
- (c) Target youth, families, and seniors with promotional videos (include closed captioning and voice over for deaf/blind community members)
- (d) Distribute printed materials to all community agencies, schools, university, etc.
- (e) Take advantage of press releases (local newspaper, radio, TV station)
- (f) Allow support workers/guides to attend for free with LEAP pass holder (Note: this is the current practice)
- (g) Include bus passes with the LEAP pass
- (h) Consider eligibility for post-secondary students
- (i) Offer more discounted programs
- (j) Remove 50 pass limit – make it unlimited
- (k) Increase program discount from \$40 to \$50
- (l) Change expiration of pass from 1 year to 2 years
- (m) Stop including Child Tax Benefit Statement as income