



**THE RESORT MUNICIPALITY OF WHISTLER
COUNCIL POLICY**

POLICY NUMBER: I-01

DATE OF RESOLUTION: APRIL 16, 2013

AMENDED:

RECREATION ASSISTANCE PROGRAM PLAY (PROGRAM AND LEISURE ASSISTANCE FOR YOU)

1.0 SCOPE OF POLICY

The Resort Municipality of Whistler's (RMOW) Recreation Assistance Program: Program and Leisure Assistance for You (PLAY) serves the Whistler community by providing recreation credits to Whistler residents and Whistler Households/Families who meet certain eligibility requirements, access to select recreation programs and services. PLAY credits (Credit) are supported and facilitated by Whistler Community Services Society (WCSS), a local non-profit organization uniquely positioned within the Whistler community to identify those in need, and act as agent on behalf of the RMOW throughout the application process.

- 1.1 Households/Families are defined as the applicant spouse, and any dependents aged 18 and under.

2.0 OBJECTIVE

Credits provide eligible Whistler residents or Households a recreation credit to remove barriers within the community to recreation programs and services offered through the Recreation Department. The objectives of this policy are as follows:

- 2.1 Continue and improve the existing partnership relationship with WCSS and their clientele.
- 2.2 Ensure the RMOW and any partners adhere to the protection of privacy requirements defined in the *Freedom of Information and Protection of Privacy Act* (FOIPPA) for individuals applying for and/or being accepted for a Credit.
- 2.3 Review and present *Council Policy I-01* for Council review once every four years to ensure the Credit supports the changing needs of the Whistler community.
- 2.4 Determine the annual budget for the PLAY credits during the RMOW budget process. Approval of a certain amount of PLAY credit in one year does not guarantee that the same amount of credit will be available in subsequent years.

- 2.5 The RMOW, in conjunction with WCSS, will monitor the Whistler community's need for PLAY credits and use this information when considering the annual PLAY credit budget in conjunction with the budget direction provided each year to the RMOW management team.

3.0 GUIDING PRINCIPLES

Guiding Principles form a framework for effective administration of the recreation assistance program. Whistler's Official Community Plan (OCP) and the Recreation and Leisure Master Plan (RLMP) have also been considered in the development of the guiding principles.

- 3.1 Engage with service providers and the community to maintain and coordinate high quality services with a particular focus on the needs of those who are most vulnerable,
- 3.2 Whistler's recreation and leisure system contributes to the social well-being of residents and encourages maximum participation,
- 3.3 Enrich community life by being responsive to citizen's needs,
- 3.4 Continue to maintain, improve, and provide a diverse variety of high quality and affordable recreation and leisure amenities and experiences,
- 3.5 Continue to be more creative and innovative to achieve RMOW goals,
- 3.6 The total dollar value of the PLAY Program provided to Whistler residents is set through the annual budget process. If the budgeted dollar amount is reached before the end of the fiscal year, the program shall be suspended until there is an approved budget for the next fiscal year.

4.0 GENERAL REQUIREMENTS

- 4.1 For the purposes of this section, Individual means each Credit recipient, regardless of age.
- 4.2 The RMOW will allocate a Credit for each eligible Individual.
 - (a) The Credit provided to each Individual, regardless of age, equals the dollar value of an adult 20-time Meadow Park Sports Centre (MPSC) pass and it is valid for one year from date of issue.
 - (b) Where a Household applies for the Credit, the Credit is applied to each Individual separately.
 - (c) Each Individual receiving a Credit must have a MPSC Xplor Recreation Profile. The Credit is added to the Individual's account when the application is accepted.
 - (d) The Credit will be applied to the Individual's account as a subsidy.

- (e) Program Services Supervisor, Guest Services Supervisor, and the Recreation Services Supervisor will monitor the PLAY budget and the audit process each month.

4.3

- (a) The use of Credits are limited to the following eligible programs:
 - (i) MPSC and Lost Lake Nordic Trails passes,
 - (ii) Swim Lessons and Lifeguard Programs,
 - (iii) Early Years and Children's Programs,
 - (iv) Included Fitness Classes (with Membership Purchase Only)
- (b) Exceptions to the eligible programs listed in 4.2(a) may be made on a case-by-case basis by the Manager of Recreation.

4.4 If the passholder has any outstanding balances with the Recreation Department, they must be paid prior to the activation of the Credit.

4.5 Any unused Credit may not be extended beyond one year and will be deleted from the applicant's account one-year from date of activation.

4.6 Individuals who receive Credits cannot be combine with other Individuals to purchase a fitness pass or personal training session, nor may they be combined for the use of a Household Individual.

4.7 Credits are non-transferable and non-refundable.

4.8 Credit is available to eligible Individuals once per calendar year, but individuals may reapply each following year. For each year an individual applies for a Credit, they must submit eligibility documentation.

4.9 Successful applicants must present photo ID at time of activation at the MPSC front desk. Also, if a photo is not already on the account, MPSC staff will take one prior to Credit activation.

5.0 ELIGIBILITY REQUIREMENTS

5.1 Applicants must be a Whistler resident, which is defined as someone who owns or rents property within the RMOW for a minimum of the previous six months. To provide proof of residency, every adult in the applicant's household must provide government issued photo identification and one of the following documents displaying a valid Whistler address as part of the application process:

- (a) Current lease/Rental agreement/Property tax notice
- (b) A hydro bill dated at least six months prior to when the Credit application was received
- (c) Statutory declaration letter

- 5.2 The WCSS shall use multiple tools to determine the gross household income threshold (Threshold) including:
- (a) The Whistler Foundation Whistler Vital Signs Report
 - (b) BC Housing limits for financial subsidy programming
 - (c) KidSport Canada
 - (d) The Government of Canada benefit eligibility including the Canadian Dental Care Plan
 - (e) The RMOW Community Monitoring Dashboard
- 5.3 The Combined gross Household income must be less than the Threshold. Applicants are required to provide one of the following documents for proof of income eligibility as part of the application process:
- (a) Canada Revenue Agency Notice of Assessment
 - (b) Financial Subsidy Notice from the Ministry of Social Services
- 5.4 Applicants must also provide proof of one of the following: Canadian Citizenship, Permanent Residency, Landed Immigrant, or are able to produce a valid Work Visa.
- 5.5 The applicant must agree to provide eligibility documentation to RMOW staff upon request.
- 5.6 Any false claims may affect current and future eligibility/access.

6.0 APPLICATION PROCESS

- 6.1 Individuals must apply for a Credit through WCSS.
- 6.2 Applicants must provide all required documentation for verification of proof of Whistler residency per subsection 5.1, and gross household income per subsection 5.3.
- 6.3 WCSS staff complete the Credit application form with the applicant(s). This information is then submitted through an RMOW online portal. Personal information collected, used, and disclosed during the PLAY application process includes:
- (a) Full name and age of applicant
 - (b) Names and ages of family members
 - (c) Residential address
 - (d) Email address
 - (e) Phone number
 - (f) Personal or household income

(g) Verification of residency

- 6.4 MPSC staff receive the application through the eApply online portal and enter the information into the applicant's account.
- 6.5 Once a Credit is active, individuals can register themselves in a program or purchase a pass with the Credit remaining on their account.
- 6.6 Guest Services staff at MPSC may provide receipts for Credit registrations upon request.

7.0 RELATED DOCUMENTS

- 7.1 PLAY application form.

Certified Correct:

C. Hodgson,
Deputy Corporate Officer