



POLICY MANUAL

Policy No. 202

Section:	Finance
Title	Financial Assistance Program

REASON FOR POLICY

To ensure equal access to North Vancouver Recreation and Culture Commission (NVRC) programs and services for residents living on low income and to provide guidelines to determine an individual's eligibility and contribution to a reduced fee.

POLICY

1. The Financial Assistance Program is guided by the following principles:
 - a) Every resident of North Vancouver (City and District) has equal access to the benefits of municipal recreation services regardless of financial circumstances, language, culture, gender or ability.
 - b) Accessible recreation is a basic right for all people and essential to individual, family and community well being.
 - c) The financial assistance program and eligibility process will be implemented with respect and confidentiality to maintain the individual's dignity.
 - d) The one-to-one, relationship-based assessment process to determine financial assistance eligibility is a critical element in providing support to individuals experiencing financial barriers to participation.
2. The financial assistance program is intended for residents living on low income, who otherwise would not participate in recreation services due to financial barriers.
3. To access the financial assistance program, individuals and families must be residents of the City or District of North Vancouver.
4. The financial assistance program is a reduced-fees approach, based on the individual's/family's ability to pay. The maximum reductions shall be no greater than 50% for fitness memberships and 75% for registered programs.

Under exceptional circumstances, the Director of Recreation & Culture or designate may provide free-of-charge access to recreation programs for residents living on low income and in difficult life circumstances.

5. Swim and skate admissions are provided at no cost to eligible residents.

6. The NVRC distributes Health and Wellness (fitness) and Swim/Skate Introductory Passes to North Vancouver community social service agencies and partners to enable partners to encourage their clients, living on low income and in difficult life circumstances, to access recreation activity.

AUTHORITY TO ACT

Authority to act is delegated to the Director of Recreation & Culture.

Original Approval Date:	March 9, 1992	Approved by:	Commission
Amended:	June 12, 2008	Approved by:	Commission