

## L.I.F.E. Review 2019 – Saanich Connections

*G.R. Pearkes Recreation Centre - Gardom Room*

*February 26, 2019 9:00 am to 11:30 am*

### WHAT WORKS WELL

- That it exists
- Vancouver Island Recreation and Community Centres are unique
- It's affordable plus subsidies are available
- A diversity of drop-in programs
- Gets people out of the house and being social
- 50% off programs
- Saanich is very accommodating with people that may be over the maximum income
- Recreation is quite literally L.I.F.E. for disabled workers
- It's evolved from a program that was "dreaded" to manage to one that it is embraced and easy to manage
- Youth LIFE accounts for schools are an awesome way to engage youth that do not have functional parents/guardians at home
- Recreation centres are unique, they are a fantastic resources, affordable, enhances the lives of people

### WHAT'S NOT WORKING

- Barriers can be access to centres, transportation, parking, accessible washrooms, elevators, ramps
- Program should be more consistent regionally
- Marketed better so people are aware of the program
- Saanich is more accommodating for people who are over the income requirement. Would like to see the same from other municipalities
- Rental increases can cause hardships and although client makes more they pay so much in rent they are unable to afford recreation services, it becomes a luxury
- Better or more criteria other than income levels
- High rent causes cutbacks on things like recreation, not all are low income but cost of living is so high that recreation becomes a luxury
- Schools would like to see more family programming rather than individual or separate
- Can we eliminate the borders
- A lot of people move from place to place frequently. It would be good if the pass could move with them.
- Transportation and other accessibility concerns could be an issue
- We need a more regional approach – sign up anywhere, go anywhere etc.
- Lack of motivation
- Lots of people go through the application process and then never use it
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- Support worker is charged full price for program when they need to be there to assist their client
- Could things be more regional – more consistent between departments
- We assume people stick close to home but do they?
- There is a long list that affects the “access process” for people – from the transportation, the parking lot, the railings or lack of, to language, money, showers etc. etc.
- Low income number is still too high – look into the SAFER numbers or use 30% of income or create a tiering system.
- How do we help the working poor?
- Better at Home uses a sliding scale
- Personal contact
  - o Informal champion in place to assist
  - o Formal champion?
- How can we do this - Health Issues – low to connect
- September orientation
- Newsletter
- Youth and Family counsellor
- Meetings of family counsellor
- ELL familiar (diversity) – orientation
- Inter-cultural Society – e.g. Kindergarten program
  - o Immigrants and refugees society – especially pottery, ex-diversity (?)  
Isolation
  - o Listening for cues in working with youth and families
  - o In enrichment classes - tasters and samplers
    - Rec departments in PE classes or
    - School is toured through the recreation centres (Saanich)
    - Bring kids to particular events – kick box
    - Then follow-up to the adults – invite to possibilities
    - Income is low-income housing

Assessment – Stigma – option: personal adjudicator

Frist Nations – and families – example: IAWIRAMA? With Aboriginal Members

- Island health + recreation Centres for aboriginals
- Esquimalt
- Incentive to...
- What kind of exposure

Front Door

- Positive first point of contact
- Ease of registration

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- Stigma – on all levels

Midrange income ability to find what their family needs

- Could there be more family programming
- Marketing – how can they get the info? (grandparents are after the key to initiation of kids activity)

Camosun College and PICES – Research if impact of recreation on children

OCC Therapists working in Island Health

Colquitz Middle School – counsellor and family support

- Lots of transience – many x-boundary, big challenges, some honour transfers
- Fluctuation in members
- How to coordinate with Jumpstart program?
- Guard deserve in kids wanting to any activity!

Marketing – word of mouth seems to be the way to go!

Clients – Those who are completely “alone” – and others who are alone as being separated from family

- Bring a friend as an incentive

Educational

- University and College and young adults – needed how to assess this and need?

Transportation is huge!!

Regional Pass – need to deal with transient facilities and kids and lots who are not served

### WHAT THE PERFECT L.I.F.E. PROGRAM WOULD LOOK LIKE

- Regional consistency
- Standardized offers
- Apply anywhere, go anywhere, eliminate borders
- Peer support
- Raise income level
- If rent cost is more than 30% of income, this could be a new addition to criteria
- Better marketing
- Engagements
- Give out passes to “bring a friend”

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### ADDITIONAL FEEDBACK & SUGGESTIONS

- Silver Threads – 12% of their members are L.I.F.E. members & this number is increasing. Their staff usually inform clients of the program as most are unaware it exists. Noted that ironically approximately 12% of the Saanich population are identified as low income but only 33% of the 12% are on the program.
- Camosun / PISE are doing research on Physical Literacy – this would be a good tool.
- Aging Alone – no family around, feeling of isolation. Social connections are necessary. Youth to Senior or Senior to Senior. There are so many seniors with high skillsets and the desire to continue to use them. They could be utilized as volunteers.
- Better at Home has a sliding scale for subsidy – good tool for reference
- Bring a friend passes
- Reward someone that uses all of their 52x passes
- Is our current marketing on track?
- Have a bus pass/LIFE pass combo pass
- Combine opportunities – LIFE, bus pass, library pass, handy dart pass – only one pass needed
- Through the HARP committee spread the word
- Educate our front desk staff
- Could we do online registration for some yet still provide in person registration
- Need to do some research into the bus pas “model” currently in place
- An example was given regarding a client coming to work out; handy dart cost there and back (\$2.50 each), work out cost (\$5 approx), energy expended to make all of this happen (priceless) – it is an expense to “get well”. Transportation costs have risen therefore, the system to be active has risen.

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- Short term pass for people requiring short term rehab?
- Front desk reception staff truly is the key to connect people to the program -  
“they are the glue”
- Can the LIFE program become part of the HARP committee – so they can help to disseminate the information