

L.I.F.E. Review 2019 – Saanich Programmers  
March 13th, 2019  
11am

### WHAT WORKS WELL

- Availability of coverage – youth
- Rarely are you turned away
- Can apply at the front desk anytime
- Support for the program
- Working well
- Gratefulness of the program
- Even our Saanich contractors all support the LIFE program and how that will inevitably effect their income
- Meeting the needs of those who need it
- Easy to access
- Meeting the needs of in the community
- What is working well is that it is an inter-municipal program and inter-municipal committee - reaching a wide audience. It is a great opportunity for many people to have access to recreation that they otherwise wouldn't be able to afford. It covers people living below poverty line.
- I think what it does is amazing! Having you at the helm makes me feel like its working well because you give so much of yourself to individuals and families accessing this program!

### WHAT'S NOT WORKING WELL

- Takes up lots of reception time
- It's not available online
- I don't think it covers the working poor very well. Poverty line is too low.
- Uncomfortable – dignity – uneasy
- Proof of income – this can create many feelings
- Sending people away to get their notice of assessment (can we advertise this better?)
- Contractor concerned if too many LIFE participants in one class
- I don't feel that I have enough knowledge of the pros and costs to say anything negative to say about it. In my experience (of course given that I've worked mostly in programs rather than drop-ins admissions or fitness) most people I've connected or referred to the program wanted access to one of our arts programs.
- In some cases, 50% may not even be enough of a discount to access those programs. Perhaps a sliding scale based on the cost of the program might be a good idea, up to a certain amount?
- Process could be streamlined
- No parental support – makes it difficult for those that need that help
- Awareness and marketing

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

March 13th, 2019

11am

- What do you feel is not working "that well" with the LIFE program? I have always thought this. I overhear conversations at the front desk between a LIFE applicant and a receptionist. If I can hear...so can everyone else (public, other staff etc.) I think this conversation needs to be off-stage and held discreetly. Everyone's dignity and privacy matters. I think that the application should be done at the Recreation office and not at the centres. Access card processing yes. LIFE is based on combined family income. What about adult children with special needs or mental health where they may have no choice to live at home. Why would access to LIFE be denied because their parents are high income earners? They should be seen as individuals.

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

- Sliding scale for income
- Please describe what you think the "better" LIFE program would look like. I read the pamphlet and noticed Option A and Option B.
- Option A - doesn't mention the 4 coupons which it needs to!!!! Why are these only available in Saanich.
- Option B- hmm, seems to not be "equal" to Option A in terms of dollar value?
- Above comment re. adult children living at home.
- Possibly a graded system based on income? Or could people who earn more than LICO volunteer and gain "credits" towards programs?
- Alternative ways to gain subsidy (work experience, volunteer experience)
- Online process
- Free for ALL!
- I wonder about sliding scales of support for really low income/no income up to moderate income.
- I wonder about whether full "bursary" opportunities might be available for some people who can demonstrate that even 50% isn't supportable. One question might be are we reaching enough families from marginalized populations/diversities? Of course poverty itself represents a marginalized group.
- One pass/one application inclusive of:
  - o Handy Dart
  - o Library card
  - o Recreation
  - o Museum etc. etc.
- Nobody has to pay
- Sliding scale for application
- 100 \$2 passes (some investment but not free)
- Youth access pass
- Different marking needed
- Cover training for employment for example Life guarding.

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

March 13th, 2019

11am

- Have an off-site individual that managed the LIFE program with some of the following ideas:
  - o Applications could be done online or during office hours (M-F 8-4)
  - o Reception staff were eliminated from having to deal with the LIFE program
  - o Once approved for LIFE, all privileges (coupons and access) were posted on your account. These discounts could then be used when applying for a program even if you are registering at 6am on the first day!