

2019 LIFE Review Recommendations

Recommendation	#	Actions	Date for Implementation	Notes
1. Cross-Region Alignment and Marketing/Advertising				
	a	Develop a consistent regional toolkit for internal and external customer reference. Include best practices and program information within the internal document (for staff), and additional information and other community resources in the external version (for participants)	2020	
	b	The Intermunicipal LIFE and Marketing Committee will develop a Marketing Plan that provides consistent templates to be used for Greater Victoria recreation departments in all their communication: websites, social media, community expositions, radio, active living guides, and print material.	2020	Marketing Committee to develop inventory of LIFE collateral and update forms/documents to make it consistent
2 Low-income Thresholds				
	a	Raise minimum low-income level to better align with regional cost of living - suggested addition of 5% above Stats Can LICO figures	2020	Saanich will create and share the new LICO thresholds

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	c	Develop partnerships with other regional agencies that support low-income individuals with the goal of integrating memberships that are represented on one pass. Example: a pass that integrates access transit and recreation.	Medium/Long Term (2-5 years)	
3. Registration Process				
	a	Explore a cross-regional online LIFE Program registration option modeled after the JumpStart funding application process. This online option would be in addition to the face-to-face process currently in place.	Medium/Long Term (2-5 years)	Will need to assign this work to a sub-committee (perhaps the LIFE Review Team)
	b	Identify other recognized certificates or proof of low-income status.	2020	Deveop an inventory of other certificates of proof; need to assign this work to a sub-committee
	c	Provide multi-year approval as an option for those with permanent disabilities who qualify for LIFE	2020	Level of income for these residents is likely not to change

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d	<p>Reform practices that are excluding some low-income populations.</p> <p>i) Open the LIFE program to include post-secondary students and treat them as any other LIFE applicant/ Student applications can be processed with same documentation as other applicants.</p> <p>ii) Ensure that Aboriginal applicants of low income status have not been excluded from LIFE on the assumption that their local First nation community is providing recreation services. We should consider replicating the model practiced in school districts where a staff "person of rapport" acts as a guardian.</p>	2021	Will require input and approval from Commissions or Councils
e	Ensure the use of the "Adjudicator Form" is practiced consistently across the region	2020	
f	Adopt regional Youth Adjudicator Form to better support youth relying on school advocates (counsellors and/or administrators) who do not have support from families or resources in their home life to complete the application process.	2020	Saanich to send its form to (
g	Explore enhancing current registration system to build consistency between LIFE products and non-LIFE products	Summer 2020	
h	Research and develop a process for accepting group applications from adjudicators or community partners who are applying on behalf of multiple individuals.	Track # of requests in 2020 / review recommendation in 2021	

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i	To alleviate challenges of proving of low-income status, remove the word "household" income to determine income	2020	
j	Actively support the continuation and commitment of the regional LIFE Committee in its role to refine and improve the LIFE Program, by developing common operational practices within all 7 recreation departments that are focused on consistency while maintaining compassion and flexibility.	Implement this request in 2020; determine scope and review committee's scope and role in 2022	Assign work that has come from the Review to this sub-committee and recognize in 2020 GVAC Workplan
k	<p>In order to implement all the tasks presented in this review and to retain the LIFE program as a valuable asset amongst regional partners the Research Team has is proposing two different options for GVAC to consider:</p> <p>1) LIFE should be integrated as a standing agenda item and tasks within this review be assigned to regional committees by GVAC for implementation. (For example, Recommendation #1 to Marketing; Recommendation #3 to Regional Reception Services Group.) The coordination of these items can remain with the established LIFE committee.</p> <p>2) Explore the viability and merit of creating a new regional coordinator position; a part-time role focused on coordinating the implementation of the recommendations that are approved in 2019.</p>	<p>1. Supported in 2020 2. Not supported</p>	

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4. Program Options				
	a	Decide on the viability of increasing the number of free program options for LIFE participants	2021	Commissions and Councils need to be involved; LIFE Review Team to work on this recommendation and bring further recommendations to
5. Additional Support				
	a	Provide Leisure Access Passes to support workers, or a team of support workers, working with a LIFE client who requires assistance with recreation.	Not supported; Leisure Assistant Pass program already available	
	b	Research the viability of an equipment loan program that will make program recreation and acquisition of equipment more affordable to LIFE participants. It is recommended that the LIFE participants have access to free skate rentals beginning in 2020.	2021	More discussion required
	c	Explore different options for child-minding to support LIFE parents and guardians; explore option of joining with community partners to expand child care options to support LIFE families	Not supported as a regional initiative; each facility/department responsible for own childminding programs	

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6. Privacy, Confidentiality, & Respect				
	a	Be aware of and manage protocols that protect the privacy and confidentiality of LIFE participants when interacting with reception staff		As each department has its own privacy requirements, not supported as a regional initiative, but something each department should develop.
	b	Explore alternative to placing a sticker on access passes to ensure LIFE participants are treated 'in same manner as everyone else'	2021	Work to be completed by LIFE Review Team
	c	Continue providing staff training to work effectively and compassionately with issues common to LIFE participants; i.e., anxiety, poverty, racism, at-risk-youth, and diversity		Not supported as a regional initiative; each facility/department responsible for own training; however, training info is encouraged to be shared with each department
	d	Continue to build consistent communication about LIFE with First Nations Offices.	2020	Not supported as a regional initiative as each First Nation Office and department has its own unique protocols.
	e	Make available orientation tours for new users, done in a way that would be especially useful to new LIFE participants, helping them experience a sense of belonging.	2020	Can put on application form: "Do you want a tour?" and "Are you new?"