

Regional L.I.F.E. Review 2019

Engagement – West Shore Parks and Recreation – Reception Staff Consultation March 2019

What is working with the LIFE Program?

- The Overall program is working well
- It gives access to recreation to families that really need that extra assistance
- Quick turnaround (providing LIFE product) on the spot, no waiting for the client.
- Good to see young families using the program, who could not normally use our facilities.

What could improve and would you change about the LIFE Program?

- Consider changing the start date. Instead of starting Jan 1 maybe May 1st or June 1st. That way we have current Notice of Assessment.
- It gets very busy for the beginning of Jan in the facility. Perhaps having a registration day(s) that we can register the LIFE participants.
- Many loopholes in the system
- Passes admissions are not always crossed off on back of card, so not all visits are recorded therefore extra visits can occur
- Sometimes, clients do not have the correct proof of income (NOA) - they have other documents and get frustrated.
- A lot of people who need the program don't know about it and are surprised to hear that the offer exists

Our wish for the LIFE program

- Inter-municipal / shared database