



**Maple
Ridge**

FINANCIAL ACCESS

FREQUENTLY ASKED QUESTIONS

What are the three options for Financial Support?

1. Financial Access, an income based subsidy for residents
2. Children & Youth In Care, a guardianship based subsidy for residents
3. Persons with Disabilities, an ability based subsidy for residents.

Who is eligible for Financial Support?

Eligibility for Financial Access is based on individual or household need. Those who apply for Financial Access must meet the following eligibility criteria:

- be a Resident of Maple Ridge, (not applicable to persons with a study, or visitor visa);
- the primary applicant must be 19yrs or older, and
- have a household combined income at or below the Low Income Cut off (Before Tax) for a community size of 500,000 and over, as set by Statistics Canada; or
- have completed Third-Party Verification/ adjudication

Eligibility for Financial Support for Children and Youth in Care (guardianship) is based on individual need, and the person must meet the following eligibility criteria:

- be a Resident of Maple Ridge; (not applicable to persons with a study or visitor visa);
- and: they must be in the care (guardianship) of: the Ministry of Children and Family Development (Youth between the ages of 0-18 years); or, Any Province of BC affiliated Child/Youth in Care (guardianship) Program/ service (Children/Youth between the ages of 0-18 yrs)

Eligibility for Financial Support for persons with Disability(ies) is based on individual need and the individual must meet the following eligibility criteria:

- be a Resident of Maple Ridge; (not applicable to persons with a study, and visitor visa); and
- be diagnosed with a temporary and/or permanent Disability(ies) with required documentation.

What Services will I receive on Financial Support?

A person meeting eligibility requirements as outlined above will receive the following annual benefits from time of approval (annual being 12-month calendar year):

Financial Access:

- 75% off Admissions (drop in, 10-pass, 20-pass, 1 & 3-month pass); or,
- 90% off Admissions (drop in, 10-pass, 20-pass) if income below \$18,000 (excluding post-secondary students (and)
- 50% off registered programs to a maximum spending of \$300

Persons with Disability(ies) and Children/Youth in Care (Guardianship):

- 50% off Admissions (drop in, 10-pass, 20-pass, 1 & 3-month pass); and,
- 25% off Program fees to a maximum spending of \$150

What Documents are Required for the application?

Each program requires proof of eligibility.

Residency

A utility bill with the applicant's home address listed that is current within the last 3 months.

Income

Total combined income, before tax for all family members contributing to the household income, regardless of employment location (out of town, province, overseas):

- Notice of Assessment / income statement; and/or
- Government Assistance documentation
- Guaranteed Income Supplement (GIS)
- Shelter Aid for Elderly Renters (SAFER)
- Employment Insurance (EI)
- Resettlement Assistance Program (RAP)
- Government-Assisted Refugee (GAR)
- Ministry of Social Development & Poverty Reduction (MSDPR) or Ministry of Employment and Income Assistance (MEIA)

Guardianship

Requires the Guardian to apply on the Child/Youths behalf as a Third-Party Adjudicator.

Temporary or Permanent Disability(ies)

- BC PWD designation confirmation;
- CRA Disability Tax Credit approval;
- CPP Disability approval letter;
- Veterans Affairs disability benefit documentation;
- WorkSafeBC disability-related documentation

What if I don't have the required supporting documents?

The 3rd Party Verification/ adjudicator or agency partner may verify that you are eligible based on the criteria for each program. Please ensure that the community professional completes the Adjudicator section of the application form.

What is a 3rd Party Verification/ Adjudicator or Agency partner?

A 3rd Party Verification/ Adjudicator or agency partner is someone who has a professional relationship with you/your family and is familiar with your financial need. This individual can verify your residency and income based on the LICO scale, by completing the Adjudicator section of the application form.

(Please note: If you have a 3rd Party Verification/ adjudicator or agency referral, you do not need to include proof of residency or income verification/ documentation.)

Examples of Eligible community members that can adjudicate the City of Maple Ridge Access Pass application on behalf of residents are (but not limited to):

- a professional in social work or family services,
- Immigration services,
- School Principals, and/or counsellor
- Social Workers
- Medical and Paramedical Providers (Physicians, Physio and Occupational therapists)
- Community agency(ies)
- Ministry of Social Development & Poverty Reduction Staff
- Ministry of Employment and Income Assistance Staff

How long does it take for my application to be processed?

Applications are reviewed within 10 business days of submission, and the primary applicant will be notified once completed by either email or phone.

How Long does the approval last?

Approved applicants will receive the benefits for 1 year from the date of approval.

Why do I have to re-apply every year?

Circumstances can change over time. The Access Support programs are for Residents of the City of Maple Ridge and re-verification of both residency and income/ guardianship, or ability are required each annually.

Are there any exclusions?

Please note the following programs are not eligible for reduced fees:

- Private Swimming Lessons
- High Performance Training Camps
- Contracted/partner programs greater than \$299.00
- Licensed Afterschool Care
- Employment Certification Course

How do I start using my Access Pass once Approved?

To pick-up your Access Pass for the first time, please visit the Maple Ridge Leisure Centre or the Albion Community Centre and provide the customer service staff with the name or phone number associated with your account. Staff will provide you with a membership card. When purchasing services, please ensure you provide your membership card to customer service staff to ensure you receive the appropriate discounts as outlined in this document.

How do I purchase membership(s) or register for programs?

Membership sales and/or Program Registration can be completed in person at the Maple Ridge Leisure Centre or the Albion Community Centre, by calling the registration line at 604 467 7422 or online at **MapleRidge.ca/Register**

Please note: Discounts will be automatically applied to any online purchases and/or registration. To receive your online sign-in code please email **registration@mapleridge.ca** or call 604 467 7422.

What is the Program Withdraw/Cancellation policy?

If you need to withdraw or cancel a program the following will apply:

- 7 days prior = No Fee & Full Refund
- Less than 7 Days but greater than 48 h = \$10 Withdrawal fee & Program Refund
- Less than 48 hours = No Refund

Where can I find information regarding City of Maple Ridge Recreational Services?

All information regarding our services, including memberships, fitness and program details is available at the Maple Ridge Leisure Centre or Albion Community center or visit us at **MapleRidge.ca/Register**.

Facility Locations

- Maple Ridge Leisure Centre - 11925 Haney Place, Maple Ridge
- Albion Community Centre - 24165 104th AVE, Maple Ridge

Are there other community-based grant options available?

Yes, there are other 3rd party community-based grant options available, and individuals/ families will need to ensure eligibility and apply for this funding separately.

- Canadian Tire Jumpstart - **JumpStart.CanadianTire.ca/pages/Individual-Child-Grants**
- Kidsport - **KidSportCanada.ca/British-Columbia/Provincial-Fund**