

Bill No. 346  
2021

By-law No. CPOL.-140( )-\_\_\_

A by-law to amend By-law No. CPOL.-140-392, as amended, being “Financial Assistance for Program Activity Fees”, to update and clarify language, to add a new section 4.11 concerning applicants receiving financial assistance from the province, and to renumber the sections accordingly.

WHEREAS section 5(3) of the *Municipal Act, 2001*, S.O. 2001, C.25, as amended, provides that a municipal power shall be exercised by by-law;

AND WHEREAS section 9 of the *Municipal Act, 2001*, S.O. 2001, C.25, as amended, provides a municipality with the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority;

AND WHEREAS the Municipal Council of The Corporation of the City of London wishes to amend By-law No. CPOL.-140-392, as amended, being “Financial Assistance for Program Activity Fees”, to update and clarify language, to add a new section 4.11 concerning applicants receiving financial assistance from the province, and to renumber the sections accordingly;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

1. By-law No. CPOL.-140-392, as amended, being “Financial Assistance for Program Activity Fees”, is hereby amended by deleting Schedule “A” to the By-law in its entirety and by replacing it with the attached new Schedule “A”.
2. This by-law shall come into force and effect on the date it is passed.

PASSED in Open Council on August 10, 2021.

Ed Holder  
Mayor

Catharine Saunders  
City Clerk

First Reading – August 10, 2021  
Second Reading – August 10, 2021  
Third Reading – August 10, 2021

## Schedule "A"



**London**  
CANADA

### Financial Assistance for Program Activity Fees

**Policy Name:** Financial Assistance for Program Activity Fees

**Legislative History:** Enacted September 19, 2017 (By-law No. CPOL.-140-392); Amended June 26, 2018 (By-law No. CPOL.-291-282); Amended August 10, 2021 (By-law No. CPOL.-\_\_\_)

**Last Review Date:** August 10, 2021

**Service Area Lead:** Manager of Administration and Attractions

#### 1. Policy Statement

The intent of the policy is to:

- 1.1. Ensure that a system of financial assistance, that is easy to access by low-income Londoners, exists for directly related participation costs for recreation and leisure activities and programs offered by the City of London;
- 1.2. Provide a system of financial assistance that, within budget availability, helps as many low-income Londoners as possible to participate in recreation and leisure opportunities offered by the City of London; and,
- 1.3. Provide a system of financial assistance that is simple to understand for all customers and is easy for staff to administer.

These goals are consistent with existing corporate strategies, including the Parks and Recreation Strategic Master Plan.

#### 2. Definitions

Not applicable.

#### 3. Applicability

This policy provides financial assistance with the cost of registration fees, identified program materials, supplies and equipment costs, assistive devices and related supports. All City of London, recreation and leisure programs, memberships and pass plans, and admissions offered through *PlayYourWay Online* are eligible for support.

#### 4. The Policy

##### Policy Conditions

- 4.1. London residents/taxpayers who considers themselves or their families unable to pay the full registration fee can apply for financial assistance (self-declaration).
- 4.2. Financial assistance is limited to a maximum value of \$300 per individual per 12 month period (from date of approval).
- 4.3. Financial assistance is available for all City of London, recreation and leisure programs, memberships and pass plans offered through PlayYourWay Online.

##### Policy Fee Schedule

- 4.4. A policy fee schedule based on Statistics Canada's Low-Income Cut offs will be used by staff to determine the amount of financial assistance provided to

individuals or families. This schedule will be used for all recreation and leisure programs offered by the City of London. This policy fee schedule will be adjusted as required when new financial data becomes available from Statistics Canada.

## **PROCEDURE**

### **Purpose**

- 4.5. To determine the process for and amount of financial assistance that may be provided for eligible persons to participate in the City of London's recreation and leisure programs but who are unable to afford the associated program fees.

### **Application Process:**

- 4.6. Requests to determine eligibility for financial assistance can be made in person, by telephone, mail or email. In person requests can be made at any Recreation Customer Service counter during regular business hours.
- 4.7. Documentation required to complete a request to determine eligibility for financial assistance includes:
  - a) Identification for each eligible family member;
  - b) Proof of family income; and
  - c) Proof of residency.
- 4.8. No supporting documentation is copied or retained, and application documents are maintained securely for 1 year after which point they are destroyed.
- 4.9. Eligible participants may register for recreation and leisure programs and activities through on-line registration, telephone or in person. Participants who are paying a percentage of the course fee must submit payment prior to receiving confirmation of registration in the program.
- 4.10. All applicants are to be advised at the time of the request that an appeal process exists and of the terms of the process (see Appeal Process).
- 4.11. Note: Applicants currently receiving Ontario Works (OW) or Ontario Disability Support Program (ODSP) benefits are automatically eligible for financial assistance. They must provide proof of benefits along with identification for each eligible family member.

### **Funding Process**

- 4.11. Each year the City of London will establish a fund which will be used exclusively for the purpose of providing financial assistance to low-income Londoners who want access to recreation and leisure program activities offered by the City.
- 4.12. The amount of the fund will vary yearly as determined by the City's budgeting process.
- 4.13. The fund can be accessed prior to the start of each session on a "first-come, first-served basis" until it is exhausted. Once the fund is exhausted, applicants may have to wait until the following budget year and reapply when funding permits.
- 4.14. Demand for the fund and other indicators will be tracked and used for future forecasting of funding needs for financial assistance.

### **Communication Process**

- 4.15. Information about the existence of the policy and how to access it will be developed and updated as necessary for distribution to community agencies and other stakeholders that serve low-income Londoners.
- 4.16. City staff will continue to work with the community to monitor the accessibility of recreation and leisure opportunities for low income Londoners.

## **Appeal Process**

- 4.17. At the time of application, each customer will be notified of the ability to appeal and, where necessary, the details of the process as outlined below. Customers requesting a reconsideration of their eligibility or their rate of financial assistance are required to submit a letter or email to the Supervisor, Recreation Customer Service, indicating the following:
  - a) Full name, address, telephone number, date of initial application for financial assistance;
  - b) Reason for request for reconsideration (e.g., extraordinary expenses); and
  - c) All supporting documents (e.g. receipts, medical notes, etc.).
- 4.18. Requests will be forwarded to the Supervisor, Recreation Customer Service, within 5 days of receipt of the appeal. All requests for reconsideration will be examined by the Supervisor, Customer Service (or designate) in consultation with the customer. Appeal decisions will be considered final.