

# Policy and Procedure Manual

<b>SECTION:</b> Parks, Recreation & Culture		<b>POLICY #:</b> PRC-001
<b>Date Approved:</b> October 2008		<b>Fee Assistance Policy</b>
<b>Revision Date:</b> August 11, 2025	<b>Review Date:</b>	
<b>Authority:</b> PRC-08-25		

## COVERAGE

Programs – Child, Youth, Adult, Senior

## PURPOSE

- a) To direct financial assistance inquiries to the most appropriate agency or program
- b) To provide fee assistance for programs and services directly offered by the Town of Hanover

## DEFINITIONS

- a) Child – age 12 years and younger
- b) Youth – age 13 to 17 years
- c) Adult – age 18 to 64 years
- d) Senior – age 65 and above
- e) Special Needs – individuals of all ages who require special accommodations due to physical or mental disabilities
- f) Administrative Costs – general costs of administering a program including clerical staff, legal counsel, administrative overhead, withdrawal fees
- g) Town of Hanover Resident – any individual living in or paying taxes to the Town of Hanover
- h) Non-Resident – any individual who does not live in or pay taxes to the Town of Hanover
- i) Eligible Assistance Programs – Town of Hanover directly operated programs
- j) Annual – shall be requests from January 1 to December 31 of the respective year
- k) CRA- The Canada Revenue Agency

## POLICY STATEMENTS

- a) Town of Hanover views Parks, Recreation & Culture services as essential to the quality of life available in our community. Affordable access to public parks, recreation and culture services directly operated and managed by the Town of Hanover by reducing the financial barrier to participation enhances the ability of town residents to adopt a healthy and active lifestyle.
- b) Town of Hanover fee assistance shall be available to Town of Hanover residents.

- c) Town of Hanover Parks, Recreation & Culture staff shall seek and be aware of other financial assistance programs available (i.e. Bruce County Social Services, Grey County National Child Benefit (NCB), Canadian Tire Jumpstart)
- d) Town of Hanover Parks, Recreation and Culture Department staff will demonstrate integrity and trustworthiness with respect to the confidentiality, dignity and independence of residents who submit a financial assistance request.
- e) Fee assistance or installment payments may be available pending approval on registration or membership fees, up to a maximum 60% subsidy per registration or membership fee.
- f) The following do NOT qualify for fee assistance:
  - Course materials, i.e. manuals, exam fees, supplies, etc.
  - Programs that primary costs are contractual, i.e. trips, specialty camps, advanced courses
  - Aquatic memberships (i.e. annual, 6 month)

## **PROCEDURE GUIDELINES**

- a) Individuals inquiring about fee assistance options will be directed to the most appropriate financial assistance program.
- b) Fee assistance policy and process will be administered by the Director of Parks Recreation & Culture or designate.
- c) Inquiries, application documents and approvals will be handled in a confidential manner. Department staff who administer the program shall assist residents with completion of the application, if required.
- d) The following documentation is required with submitted fee assistance applications.
  - Identification for child, if applicable (health card or birth certificate)
  - Proof of Town of Hanover residency (tax bill, water bill, rent receipt)
  - Proof of income – provide at least one of the following: most recent CRA income tax return, CRA Notice of Assessment or CRA Proof of Income Statement.
  - Completed Fee Assistance Application Form – Appendix A
- e) Fee assistance applications will be accepted up to four weeks prior to a program start date.
- f) Staff who administer the policy will assess applications and notify applicants of a decision no later than one week prior to the program start date.
- g) Fee assistance will be determined by proof of income. Fee assistance options for eligible applicants include:
  - Installment payments for programs and services.
  - A portion of eligible program or service fees may be subsidized, up to a maximum of 60% of the program cost, with a maximum of up to \$300 per participant per calendar year.
  - Swim passes are eligible to a maximum of 40 discounted visits per person per calendar year
    - Two (2) 20-visit passes, OR (4) Four 10-visit passes, or
    - A combination of both, not exceeding 40 discounted pass visits

Fee assistance will be considered based on the current Statistics Canada Low Income Measure Before Tax information.

Low Income Measure Before Tax, Statistics Canada (2023)				
Maximum Subsidy Percentage	60% off*	50% off*	40% off*	30% off*
Family Size (Adults & children under 18 years)				
1	less than \$23,907	\$23,908 – \$25,102	\$25,103 – \$26,297	\$26,298 – \$28,688
2	Less than \$29,761	\$29,762 - \$31,249	\$31,250 - \$32,737	\$32,738 – \$35,713
3	Less than \$36,587	\$36,588 - \$38,416	\$38,417 - \$40,246	\$40,247 – \$43,904
4	Less than \$44,424	\$44,425 - \$46,645	\$46,646 - \$48,866	\$48,867 - \$53,309
5	Less than \$50,384	\$50,385 - \$53,309	\$53,310 - \$55,422	\$55,423 – \$60,461
6	Less than \$56,825	\$56,826 - \$59,666	\$59,667 - \$62,507	\$62,508 – \$68,190
7+	Less than \$63,266	\$63,267 - \$66,429	\$66,430 - \$69,593	\$69,594 - \$75,919

- h) Upon subsidy approval, applicants will be required to pay their portion of the fee at the time of registration, pending program space availability.
- i) Should the applicant need to withdraw from a program for any reason, the applicant will be responsible for any administrative costs.



Please return completed forms and supporting documentation to:

**Hanover Parks, Recreation & Culture | 269 7<sup>th</sup> Avenue | Hanover, ON | N4N 2H5**

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**For Office Use Only:**

New Application                       Previous Application – year \_\_\_\_\_

Assistance:     Approved     Declined

Notes / Details:

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Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Arrangements made by phone    Date: \_\_\_\_\_ Staff: \_\_\_\_\_

Confirmation letter sent                      Date: \_\_\_\_\_ Staff : \_\_\_\_\_