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**Policy Title: Fair Calgary Policy**

**Policy Number: CSPS019**

**Report Number: CPS2006-63, CPS2008-93, CPS2012-01**

**Approved by: Council**

**Effective Date: 2006 November 13<sup>th</sup> and amended 2008 November 24 and 2012 January 23**

**Business Unit: Calgary Neighbourhoods**

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### **PREAMBLE**

**International:** Members of the United Nations commit themselves “to achieve international cooperation in solving international problems of an economic, social, cultural, or humanitarian character . . . ” (Article 3.1).

*Whereas*, Canada is committed to the Universal Declaration of Human Rights and in particular the “. . . recognition of the inherent dignity and of the equal and inalienable rights of all members of the human family is the foundation of freedom, justice and peace of the world “. . . and in recognizing that children require special consideration such that they “. . . are entitled to special care and assistance.” [UN Doc. A/810 (1948)].

*Whereas*, “. . . in accordance with the principles proclaimed in the Charter of the United Nations, recognition of the inherent dignity and of the equal and inalienable rights of all members of the human family is the foundation of freedom, justice and peace in the world,” International Covenant on Economic, Social and Cultural Rights, UN Doc . 1979,

*Whereas*, Canada is committed to the UN Convention on the Rights of the Child and in particular recognized that “In all actions concerning children, whether undertaken by public or private social welfare institutions, courts of law, administrative authorities or legislative bodies, the best interests of the child shall be a primary consideration.” (UN Doc. A/RES/44/25, 1990).

### **National:**

*Whereas*, the Canadian Charter of Rights and Freedoms states that, “Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, without discrimination based on race, national or ethnic origin, colour, religion, sex, age or mental or physical disability,” and further that this “. . . does not preclude any law, program or activity that has as its object the amelioration of conditions of disadvantaged individuals or groups including those that are disadvantaged because of race, national or ethnic origin, colour, religion, sex, age or mental or physical disability” [Canadian Charter of Rights and Freedoms, Schedule B., Constitution Act, 1982, s. 15(1, 2)];

*Whereas*, the Canadian Human Rights Act, provides that discriminatory practices include the denial of goods, services, facilities, accommodation and employment where such denial is based on eleven prohibited grounds of discrimination, being race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability and conviction for which a pardon has been granted [Canadian Human Rights Act, R.S.C. 1985, c H-6, ss. 3(1), 5 and 7];

#### **Provincial:**

*“Whereas*, it is recognized in Alberta as a fundamental principle and as a matter of public policy that all persons are equal in: dignity, rights and responsibilities without regard to race, religious beliefs, colour, gender, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income or family status;

*Whereas*, multiculturalism describes the diverse racial and cultural composition of Alberta society and its importance is recognized in Alberta as a fundamental principle and a matter of public policy;

*Whereas*, it is recognized in Alberta as a fundamental principle and as a matter of public policy that all Albertans should share in an awareness and appreciation of the diverse racial and cultural composition of society and that the richness of life in Alberta is enhanced by sharing that diversity; and

*Whereas*, No person shall (a) deny to any person or class of persons any goods, services, accommodation or facilities that are customarily available to the public, or (b) discriminate against any person or class of persons with respect to any goods, services, accommodation or facilities that are customarily available to the public, because of the race, religious beliefs, colour, gender, physical disability, mental disability, ancestry, place of origin, marital status, source of income or family status of that person or class of persons or of any other person or class of persons;” [Alberta Human Rights, Citizenship and Multiculturalism Act, R.S.A., 2000, c. H-14, Preamble, s. 1(1), 4

*Whereas*, the Municipal Government Act authorizes a municipality “. . . to provide services, facilities or other things. . . “and provides for the general jurisdiction to pass by-laws respecting “. . . the safety, health and welfare of people and the protection of people and property. . .”; Alberta Municipal Government Act, R.S.A., 2000, c M-26, s.3(b), 7(a).

*Therefore*, City Council is committed to enhancing the social well-being of Calgarians and our communities in a desire to make this city a great place to live for all. It does this by recognizing and affirming the value and diversity of its people, places and spaces. Through development of policies, programs, services and facilities The City supports and strengthens the things that connect us to each other and across generations, to our communities, our province, our country and around the world.

#### **DEFINITIONS**

The following terms are defined in the context of this policy only and application is focused on The City of Calgary.

**Fairness** means decisions are made in a manner that achieves equality by enabling or providing what people ought to have or by providing a greater benefit to the most disadvantaged or through maximizing everyone's well-being.

**Livability** refers to an urban system and contributes to the physical, social and mental well being and personal development of all its inhabitants. It is about delightful and desirable urban spaces offering social, cultural and sacred enrichment.<sup>i</sup>

**Social Capital** refers to the formal and informal features of a community that are shared by its members based on trust, reciprocity, networks and collective action. It is the raw material of civil society that is created by everyday interactions of people. Social capital contributes to civil society, economic vitality and the health and well-being of people in communities.

**Social Inclusion** includes:

- **Valued recognition** – Conferring recognition, dignity and respect on individuals, families and groups.
- **Human Development** – Nurturing the talents, skills, capacities and choices of children and adults to live a life they value and to make a contribution both they and others find worthwhile.
- **Involvement and Engagement** – Having the right and necessary support to make/be involved in decisions affecting oneself, family and community, and to be engaged in community life.
- **Proximity** – Sharing physical and social spaces to provide opportunities for interactions, if desired, and to reduce social distances between people.
- **Material well being** – Having the material resources to allow children and their parents to participate fully in community life<sup>ii</sup>

**Social Infrastructure** involves networks of legislative, policy and funding mechanisms that support programs, services and facilities and spaces that enable people to connect, participate and interact in many ways for a variety of social and community purposes. It also includes the networks that contribute to access to employment, recreation, and social programs, and includes the networks created through federal, provincial, municipal, business, voluntary and community auspices to enable people to meet their needs and enhance their well-being.

**Adequate Income** is defined as the amounts of the Low Income Cutoffs as established annually by Statistics Canada for cities with populations greater than 500,000.

**User fee** is “a payment charged in exchange for a good or service provided by the government.” (The City of Calgary User Fees and Subsidies Policy CFO010)

**Differential pricing/Market segmentation pricing** is “the practice of setting different prices for different consumers of a good, depending on the characteristics of the consumers.” (The City of Calgary User Fees and Subsidies Policy CFO010)

**Subsidy** is “the portion of production costs that is recovered through taxes or other revenue sources rather than by the sale of the good or service in order to keep the price of the good or service at a desired level.” (The City of Calgary User Fees and Subsidies Policy CFO010)

**Individually targeted subsidy/ Individual tax support** is “A subsidy that reduces the price of a good or service for individuals that meet specific criteria. (The City of Calgary

User Fees and Subsidies Policy CFO010) Principle 6 of the city of Calgary's User Fees and Subsidies Policy (CFO010) states: "in cases where individuals may have resources below an acceptable level and are not able to make the choice to consume and pay for City goods and services, The City could provide a subsidy to the individual in order that they are allowed the choice to consume."

**Social Sustainability:**

- reduces the economic, social and political inequities within the population;
- centres a collective commitment both to sharing common values and principles of social citizenship and to respecting and accommodating diversity within the population;
- recognizes, values and supports the contributions of all community members to the economic, social and cultural life of society; and
- reflects, in both the substance and the process, positive change in policies, programs, systems, institutions and organizations.<sup>iii</sup>

**Well-being** is the human experience related to the quality of life and refers to the urban community and system that contributes to the physical, social and mental well-being and the personal development of all Calgarians. In this context, well-being, livability and sustainability are complimentary and represent the intersection of the social, environmental and economic themes of the Triple Bottom Line.

**BACKGROUND**

In 1998 October, City Council approved Municipal Social Policy Statement (CSPS031). This statement was based on existing Council decisions, summarized in fourteen separate statements and divided into three distinct groups: the personal roles of individual Calgarians, their relationships to various social systems and the role of The City.

Over the last decade, Calgary's growth has transformed the city into a cosmopolitan community with increasing diversity. This unprecedented growth in population, area and wealth has created numerous opportunities and challenges. In response, and to ensure that Calgary is a socially inclusive, livable and sustainable city, City Council adopted the Melbourne Principles on 2005 September 15, to guide future development. Through the imagineCALGARY initiative, The City consulted broadly with Calgarians and their communities, organizations, institutions and places of work to develop a vision and plan in the move toward a more sustainable city over the next one hundred years.

On 2005 September 05 City Council formally adopted the Triple Bottom Line (TBL) Policy ". . . to ensure a more comprehensive, systematic and integrated approach to decision making. . ." and that this approach ". . . underlies all strategies and actions." The TBL framework and policy represent ". . . a decision-making, planning, and reporting framework that has emerged as an important tool for achieving sustainable development and has been identified by Council as a key means for moving toward their vision." (TBL Policy, 2005 September 12)

On 2006, February 13, City Council approved the Fair Calgary Policy Framework as the City Council's Priorities (CP3.9) requested the Administration to address "barriers to services in selected service areas and/or specific demographic groups where necessary," and also "undertake a policy development process on social inclusion and accessibility to services."

Fair Calgary will be the overarching policy and framework for the “social” of the Triple Bottom Line Policy (LUP003, EM003, CS003) and from that perspective will:

1. “Incorporate sustainable development principles by considering and addressing the social, economic, environmental and smart growth impacts of all its decisions and actions, with regard to planning, policy, strategies, services, operations, approvals, and all other City business.” (TBL Policy, 2005 September 12)
2. “Protect and enhance the economic, *social* and environmental well-being of present and future generations of Calgarians.” (TBL Policy, 2005 September 12)

## **PURPOSE**

The purpose of this policy is to support and strengthen The City’s contribution to the social infrastructure of Calgary by an overarching policy and framework for the “social” of the Triple Bottom Line so that all Calgarians are:

- (1) capable of using the programs, services, facilities and public spaces provided directly by The City of Calgary; and
- (2) capable of participating in and contributing to The City’s decision-making and public policy development process.

The following Principles establish the basis for the relationship between The City of Calgary, its residents and its employees in the development and implementation of its policies, programs, services, facilities and public spaces. The Principles and Fairness Filter are designed to achieve and contribute to the Social Policy Outcomes.

## **SOCIAL POLICY**

The City of Calgary is committed to ensuring fairness in its actions, decisions and services to Calgarians based on the following Principles, Framework and Outcomes.

### **Principles of Fairness**

- **Equality:** In keeping with Canada’s international obligations, the Canadian Charter of Rights and Freedoms and provincial Human Rights legislation, The City of Calgary’s policies, programs, services, facilities and public spaces will recognize the intrinsic and equal value of every person who will be regarded and treated respectfully, without unfair discrimination on the basis of gender, ability, association, family status, age, length of residence, colour, social class, race, ethnicity, national origin, faith, language, income, political beliefs, gender identity, or sexual orientation.
- **Equity:** Individuals and families will be treated equally if they are in similar or like circumstances; social inequalities will be considered fair only to the extent that they result in policies and measures that rebalance the benefits to the least advantaged individuals and families and are provided in a manner that respects their dignity.
- **Dignity and Respect:** Everyone will be regarded with dignity and respect and with the right to self-fulfillment to the extent that mutual respect and the exercise of this right do not prevent the same right of others. The City’s programs,

services, facilities, public spaces and policy measures will reflect the inherent and equal dignity of every person and will be used to promote the capability of everyone to realize their personal goals for self-fulfillment and for their contribution to their community and social cohesion.

- **Participation:** The right and obligation for participation in the processes of governance and decision-making belongs to every Calgarian. Participation in the process of democracy will be based on mutual valued contributions to each other as well as influencing decision-makers in leading to action.
- **Comprehensiveness:** Individuals and families will be entitled to The City's services, programs, facilities and public spaces on similar terms and conditions that will ensure them the opportunity to determine their participation.
- **Subsidiarity:** The City's programs, services, facilities and public spaces for Calgarians will be delivered at a community or regional level wherever possible unless they can be provided more effectively at a more centralized level.
- **Aboriginal Peoples:** In the implementation of these principles and in the development of public policy, The City of Calgary will acknowledge the unique historical place and contemporary experiences of Aboriginal people in the history of this community.
- **Children:** In the provision of services and in the development of public policy, the special place of children and their importance to the future of society and Calgary, will be acknowledged and affirmed by provisions that are consistent with their age and development.

### **Fairness Filter Framework**

The Fairness Filter is a framework to optimize the capability of Calgarians' participation in and use of The City's programs, services, facilities and public spaces within the resources allocated by Council. The various factors that influence the elements of the Filter are not intended to be exhaustive, and may vary for specific Business Units.

- **Accessibility:** The factors that optimize Calgarians' use of public services, including the adaptations necessary for children and persons with special needs will be examined to ensure that the relationship between the location of the supply of service(s), the locations of users and the ease of use by Calgarians have been addressed. The factors to be considered include, available resources, travel time, design and distance together with the terms and conditions contained in the Calgary Corporate Accessibility Policy (CSPS003) that became effective on 2005 December 12. Outreach and information on City programs, guidelines and procedures will be clear and regularly updated.
- **Availability:** Factors that determine or influence the ease of use such as scheduling, a known point of entry, hours of service, the volume of programs, services, facilities and public spaces will be such that Calgarians who value them are capable of using them.
- **Affordability:** The setting of fees charged to Calgarians for personal or family use of The City's programs, services, facilities and public spaces will reflect the relationship of cost to Calgarians' financial capabilities and the value attached to

the use of the services and may require setting of differential fees to be based on income, service location, community, duration of service and the type of service, including special measures to persons without adequate income, to ensure affordability for all Calgarians.

In order to make The City's programs and services more affordable for low-income Calgarians, all low-income subsidy programs will be based on a consistent primary eligibility residency criterion. Effective 2009 January 1, all recipients shall be residents of Calgary at the time of application and annual renewal. This primary eligibility criterion shall be met prior to consideration of any secondary, program-specific eligibility criteria.

Due to the diverse nature of The City's low-income subsidies, the responsibility for the development and management of all secondary eligibility criteria is the responsibility of the individual business unit that provides the subsidy.

- **Accommodation:** The organizational accommodations to issues of diversity and ability, will be implemented through the policy on Calgary Corporate Accessibility Policy (CSPS003), and eliminate where necessary barriers and systemic and discriminatory policies and practices and the adoption of special measures to support the participation and delivery of programs, services, facilities and public spaces to persons with disabilities and others with special needs.
- **Adequacy:** The amount and volume of programs, services, facilities and public spaces required to meet the needs of Calgarians will be determined on the basis of distribution of the supply of the services and available resources in relation to the needs and capabilities of Calgarians.
- **Acceptability:** The City's decisions, policies, programs, services, facilities and public spaces will demonstrate mutual respect, recognition and sensitivity in relation to ethno-cultural and racial diversity including age, gender, gender preferences as well as all other forms of diversity. The emphasis will be on ensuring that The City's opportunities for participation, decisions, actions, policies, programs, services and public spaces are non-discriminatory.
- **Achievement:** The outcomes and the levels of satisfaction experienced by Calgarians, that are associated with the impact and effectiveness of The City's actions and policies, will be measured as progress and incorporated in the Performance Measures of The City's Business Units

## Outcomes

The outcomes of the Fair Calgary Social Policy focus on the programs, services, facilities and public spaces provided by The City of Calgary and contribute to social sustainability. Wherever possible, the Outcomes are aligned with imagineCALGARY.

- **Equity:** All Calgarians are treated equally in similar or like circumstances and the greatest benefits are allocated to the most disadvantaged. All Calgarians have fair access to programs, services, facilities and public spaces and are capable of participating and interacting in the processes of governance and decision-making.

- **Social Cohesion** is enhanced by strengthening connections, interactions and accessibility to the opportunities for participation in the community. Formal and informal supports are established and individuals' networks of support are optimized.
- **Healthy Living:** The urban system contributes to the physical, social, economic, emotional and psychological well-being and provides Calgarians with aesthetic enjoyment, recreational and personal development.
- **Social Integration** is fostered and supported by The City's contribution to the development of a harmonious and diverse community where mutual respect is the basis for everyone enjoying the same rights and responsibilities and where everyone is capable of participating and playing an active role in their community and neighbourhood. Social integration contributes to community social capital.
- **Security:** The city, its communities and neighbourhoods are safe, supportive and foster healthy social, economic, psychological and physical environments.

## **APPLICABILITY**

The application of this social policy is in keeping with that of the TBL Policy, (LUP003, EM003 and CS003) as follows. *"The TBL Policy applies to the internal and operational actions, services and decisions of The Corporation of The City of Calgary. It also applies to the decisions The City makes that affect the public and public policy, including land use planning and approvals and budgeting/fiscal policy"* (TBL Policy, 2005 September 12).

## **ACTION PLAN**

1. **Community Index of Well-being** – Develop an index of community well-being using the Fairness Filter framework, the corporate performance measures and, where possible, various qualitative and quantitative methods to assess The City's influence on Calgarians' overall wellbeing.
2. **Affordability** – Coordinate and align with the User Fee Review on an Access Program for Calgarians Living with Low-Income to examine the feasibility of consolidating the administration and eligibility guidelines of current subsidy services to assist Calgarians living with a low-income access The City's services and establish income as the basis for subsidy.
3. **Acceptability** – Support the development an Action Plan as outlined in the Agreement approved by City Council on 2006 July 24, (CPS2006-42), The Canadian Coalition of Municipalities Against Racism.
4. **Accessibility and Accommodation** – Council Policy (CSPS003) Calgary Corporate Accessibility Policy – Support implementation of this Policy through the development of the community index of wellbeing and performance measures.
5. **Sustainable City Plan** – As the integrated Land Use & Mobility Plan Team identifies social, environmental and economic principles and objectives, staff will work with the Fair Calgary Policy to ensure its implementation as part of the social sustainability in the context of the Municipal Development Plan and the Transportation Plan.



6. **Business Planning Process** – Work with Finance & Supply to integrate the Fair Calgary policy as part of the TBL Framework into the 2009-2011 Multi-year Budget and Business Planning Process and begin development of related performance measures.

## **EXCEPTIONS**

There are no exceptions in the application of this policy unless authorized by Council.

## **EXPIRY**

To ensure that this Policy is reviewed for relevancy in its present or amended form, this Policy expires on December 31, 2012.

## **AMENDMENTS**

2008 November 24, CPS2008-93  
2012 January 23 CPS2012-01

Effective 2016 February 01, Community & Neighbourhood Services became Calgary Neighbourhoods.

## **ENDNOTES**

<sup>1</sup> The World Urban Forum 2006 Vancouver working Group Discussion Paper. International Centre for Sustainable Cities, Canada, 2006. p.2.

<sup>1</sup> The Laidlaw Foundation's Perspective on Social Inclusion. The Laidlaw Foundation, Canada, 2002. p.7.

<sup>1</sup> Background Paper and Project Overview, Phase 1. Inclusive Cities Canada, 2005. p.5.

## **ADDENDUM –adopted by Council 2012, January 23**

### **Standards for the Design and Implementation of Tax Supported Age-based Differential Fee Programs and Low-income Subsidy Programs**

#### **Why are these standards needed?**

Historically The City of Calgary has offered tax supported age-based differential fees and low-income subsidies to qualifying Calgarians who have chosen to provide necessary documentation to confirm their eligibility. These programs have been designed and implemented by the individual Business Units. Over the years this has resulted in a number of programs that have inconsistent eligibility criteria between them. This has created unsatisfactory situations for prospective beneficiaries of these programs. For example: there is inconsistent income eligibility amongst low-income subsidy programs. Based solely on income, an individual may qualify for benefits in one program but not another. There are also discrepancies in percentage discounts offered through tax supported age-based differential fees such as seniors' discounts ranging from 50-96% of the regular adult fees/fares.

To correct these inconsistencies and to align with the Fair Calgary Policy, approved by Council in 2006, it is necessary to have common Corporate standards for the design and

implementation of tax supported age-based differential fee programs and low-income subsidy programs.

### **Application**

These standards apply to both existing and future tax-supported age-based differential fee programs and low-income subsidy programs. Compliance to these standards for existing programs will be detailed in individual transition plans from each Business Unit that currently offers these programs. Business Units introducing new tax supported age-based differential fee programs or low-income subsidy programs will also be required to comply with the standards described in the Fair Calgary Policy.

### **Definitions and Rationale**

Tax supported age-based differential fees are recognized in the User Fees and Subsidies Policy (FCS2008-13, CFO010) definition of Differential pricing/Market segmentation pricing which states: “The practice of setting different prices for different consumers of a good, depending on the characteristics of the consumers.”

Low-income subsidy programs are also recognized in the User Fees and Subsidies Policy. Section 10, page 07, states:

“User fees should be accompanied by a documented strategy for subsidies to qualified individuals. This strategy should include:

- a) identification of any individual subsidies which may apply to the goods or service, and whether the subsidy is the result of a City-wide subsidy program or specific to the good or service. Individual subsidies should be consistent with The City’s Fair Calgary Social Policy CSPS034;
- b) the criteria for receiving an individual subsidy and identification of the application process for receiving an individual subsidy. The criteria and application process should be consistent with The City’s Fair Calgary Social Policy.”

The Fair Calgary Policy addresses the issue of consistency in the Equity Principle of Fairness which states in part: “Individuals and families will be treated equally if they are in similar or like circumstances...” Further the Comprehensiveness Principle of Fairness states: “Individuals and families will be entitled to The City’s services, programs, facilities and public spaces on similar terms and conditions that will ensure them the opportunity to determine their participation.”

### **Residence eligibility**

All applicants at the time of initial application and subsequent renewals must be a resident of Calgary or resident of a municipality with which The City of Calgary has a specific agreement(s) regarding low income subsidies and/or tax supported age based differential fees. This criteria was approved by Council and became effective 2009 January 01.

### **Acceptable proofs of residence documents**

Note: Unacceptable addresses include:

- P.O. Box #
- Street address without a postal code and name of municipality

Applicants may be required to produce additional picture identification. This identification could include:

- Current Alberta driver's license with photo (not expired)
- Current Alberta government identification card for non drivers (similar to driver's license).
- Current passport (not expired).

All applicants at the time of initial application and subsequent renewals will be required to produce one of the following documents:

- Current Alberta drivers license
- Current Alberta government identification card for non drivers (similar format to drivers license)
- Current utility bill or bank statement, dated within the previous 30 days, showing name and street address including postal code.
- Letter, dated within the previous 30 days, from a Registered Social Worker in Alberta, with registration number, that confirms that the applicant currently resides in Calgary. This letter will include a description of the residence (i.e. address or location).
- Letter, on letterhead and dated within the previous 30 days, from a Registered Social Worker in Alberta, with registration number, verifying that the applicant resides at a particular facility, shelter or institution. This letter will include the name, street address, name of municipality and postal code of the referenced facility.

#### **Acceptable definitions of income**

The following definitions, based on definitions from Statistics Canada, will be used to determine when to request proof of household income or individual income.

- **Economic Family:** a group of individuals related by blood, marriage (including same sex), adoption or common-law (including same sex), who share a common dwelling.
- **Unattached individual:** a person living alone or in a household where he/she is not related to other household members.

There could be situations where discretionary decisions are required. For example: if an individual is related to others living in a common dwelling but pays rent or room and board to a relative in the household, we could accept an application as an unattached individual from this person. Proof of such payments would have to be shown.

#### **Acceptable proofs of income documents**

Applicants may be required to produce additional picture identification.

Note: sponsored immigrants need to confirm eligibility with federal requirements.

An applicant will be required to produce one of the following current documents at the time of initial application and subsequent renewals:

- AISH
- Income tax notice of assessment for the immediate past tax year.
- Alberta Works – Alberta Child Health Benefit
- Alberta Works – Income Support
- Alberta Works – Learners
- Employment Insurance

- Letter from Registered Social Worker in Alberta, with registration number, dated within the previous 30 days of application/renewal, stating the accurate and appropriate household or individual income of the applicant.
- Letter from an authorized signatory of an incorporated non-profit agency in Alberta, on agency letterhead, authorizing an individual(s) to state income of an applicant who is also a client of the same agency. This would be followed by individual letters, on agency letterhead, dated within the previous 30 days of application/renewal, from one or more of the above authorized individuals stating the accurate and appropriate household or individual income of the applicant. The agency would assume all legal responsibilities for these authorized individuals.
- Seniors' Guaranteed Income Supplement (GIS).
- Resettlement program documentation

### **Acceptable proofs of age**

- Current Alberta Drivers License
- Current Alberta government identification card for non drivers (similar format to Drivers License)
- Student Card\*
- Government of Canada old age security card\*
- Photo ID from CUPS
- Photo ID from Potential Place Club House
- Photo ID from Legal Guidance
- Photo ID from the Alex Community Health Centre
- Birth certificate\*
- Current passport
- Blue Cross card stating "Coverage for Seniors" \*
- Permanent resident card

\*Indicates that photo identification is also required.

### **Length of approval**

- Permanent for recipients of AISH.
- One year or less from date of approval, depending upon proof of income provided, with option of annual renewal.
- For age-based differential fees, annual renewal or per individual activity for recipients within age range.

### **Ability**

For low income subsidies

Calgarians who are certified to be blind by the Canadian National Institute for the Blind (CNIB) receive free transit services for life. At the present time this benefit is not available with Access Calgary.

On 1999 October 18 Council approved the recommendation from Parks and Recreation and the SPC on Community and Protective Services which stated:  
 "The S.P.C. on Community and Protective Services recommends that Council direct that the "Disabled Rate" be incorporated into the Fee Assistance Program sponsored by Calgary Parks & Recreation, to ensure people with disabilities receive equitable access to Parks & Recreation Facilities and are not barred from use due to a financial, or any other barrier."

This decision meant that Recreation no longer has a financial subsidy program exclusively for disabled but that allocation of financial subsidy is based solely on the ability to pay.

#### For age-based differential fees

Historically, age based differential fees were created as proxies for low income amongst specified age groups, namely children, youth and seniors. Currently there is no relationship between age based differential fees and income or ability.

#### **Transition**

To achieve the standards that will align low-income subsidies and tax supported age-based differential fees with the Fair Calgary Policy it will be necessary for each applicable Business Unit to develop a plan of transition. These plans of transition will be unique to each Business Unit and could address the following:

- Schedule of implementation – this schedule could be a one-time change or phased in over a specified period of time (months/years). The start date of implementation could be immediate or sometime in the future.
  - Fee/fare adjustments (if applicable).
  - Grand-parenting (if applicable). In order to achieve alignment of all low-income subsidy and tax supported age-based differential fee programs with the Principles of the fair Calgary Policy, some changes in fares/fees could occur. In instances where fares/fees increase, it is recommended that grand-parenting be implemented for existing recipients. Existing recipients would continue to pay the fare/fee that was in effect prior to the change as long as they continued to qualify by income or age and residency and there was no interruption in their renewals.
  - Financial (budget) implications.
  - Staffing and training requirements.
  - Equipment, facility and other requirements.
  - Details of public information/awareness.
  - Protection of information.
-