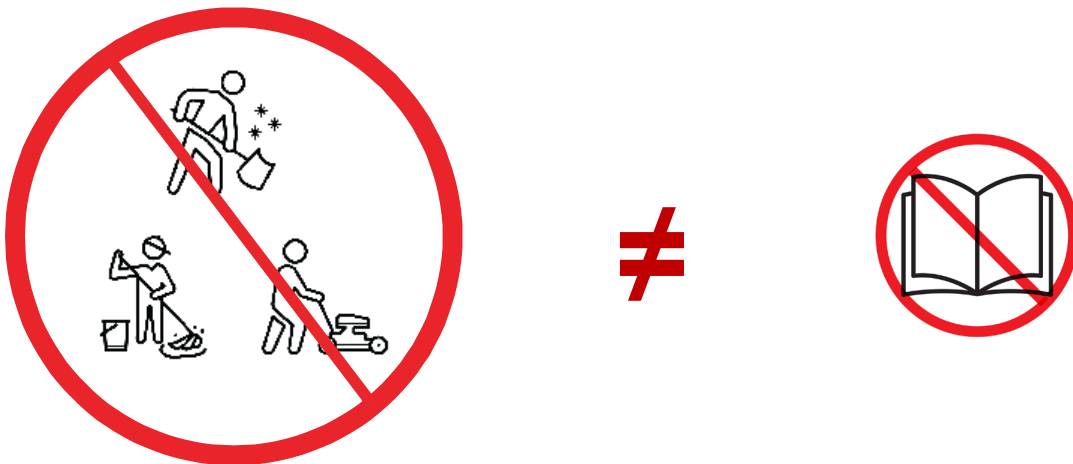


Note: If you are seeking information about the Seniors Services Home Maintenance program please refer to the FAIR ENTRY: SENIORS SERVICES HOME MAINTENANCE PROGRAM INFORMATION GUIDE as there are different processes that pertain to that program.





GENERAL INFORMATION ABOUT FAIR ENTRY

What is Fair Entry?

Fair Entry is an application process for City-subsidized programs and services. This process will assess your income eligibility and Calgary residency for multiple City subsidy programs with one application.

How does Fair Entry help?

- You may qualify for, and learn about, City of Calgary programs and services.
- You only have to demonstrate your income situation and provide proof of your current Calgary residential address once annually if you are accessing any program other than the Seniors Services Home Maintenance (SSHM) program. Refer to the Fair Entry: SSHM Information Guide for further details pertaining to that program.
- Translators are available at each site if English is not your preferred language.

How do I give you my application?

- **Mail** your application to:
The City of Calgary, Fair Entry #8064, P.O. Box 2100 Station M Calgary, AB T2P 2M5;
- **Fax** your application to: 403-268-2596;
- **Apply Online** at Calgary.ca/fairentry;
- **Apply In-person** at the following locations:

Location	Address	Hours
Municipal Building	800 Macleod Trail S.E. 3 rd Floor	Monday - Friday, 8 a.m. to 6 p.m.
Village Square Branch Calgary Public Library	2623 56 Street N.E.	Monday - Thursday 9 a.m. to 9 p.m. Friday 9 a.m. to 6 p.m. Saturday 9 a.m. to 5 p.m.

- **Drop-off** your application at any of the locations below by placing your application in an envelope with "Fair Entry" on the front (no postage necessary) and it will be sent to Fair Entry for review.

North West		
Foothills Aquatic Centre 2915 24 Ave. N.W.	Shouldice Aquatic Centre 5303 Bowness Rd. N.W.	Sir Winston Churchill Aquatic & Recreation Centre 1520 Northmount Dr. N.W.
Thornhill Aquatic & Recreation Centre 6715 Centre St. N.	Seniors Services Home Maintenance, North Office 6617 Centre Street N.E.	
South West		
Canyon Meadows Aquatic & Fitness Centre 89 Canova Rd. S.W.	Glenmore Aquatic Centre 5330 19 St. S.W.	Killarney Aquatic & Recreation Centre 1919 29 St. S.W.
Southland Leisure Centre 2000 Southland Dr. S.W.		

North East		
Renfrew Aquatic & Recreation Centre 810 13 Ave. N.E.	Village Square Leisure Centre 2623 56 St. N.E.	
South East		
Acadia Aquatic & Fitness Centre 9009 Fairmount Dr. S.E.	Animal Services Centre 2201 Portland St. S.E.	Bob Bahan Aquatic & Fitness Centre 4812 14 Ave. S.E.
Municipal Building 3rd Floor 800 MacLeod Trail S.E.		

How long will it take to access the subsidy program I want if I am approved for Fair Entry?

Subsidy Program	After Fair Entry approval
Calgary Transit-Low Income Youth and Adult Monthly Passes provided on a sliding scale	As soon as you are approved through Fair Entry, your transit pass can be purchased online or in-person. Call Calgary Transit at (403) 262-1000 or visit www.calgarytransit.com online to find a low-income transit sales centre.
Calgary Transit Low-Income Seniors Yearly Pass	As soon as you are approved through Fair Entry, your transit pass can be purchased online or in-person. Call Calgary Transit at (403) 262-1000 or visit www.calgarytransit.com online to find a low-income transit sales centre.
Recreation Fee Assistance	As soon as you are approved through Fair Entry, your Recreation Fee Assistance Cards can be picked up at any Calgary Recreation leisure centre or aquatic centre.
No Cost Spay/Neuter Program	Please Note: Due to high demand for The City's spay and neuter programs and services, applicants for this program will experience up to a six month wait time for surgery. Applicants will be contacted when The City is able to schedule the surgery. We are continuing to accept new applications.
Seniors Services Home Maintenance Program	You will be contacted within 30 business days to further assess additional screening requirements set by the province before approval for home maintenance services is established.
Property Tax Assistance Program	The program opens June 1 annually and closes Dec 31st. Within six weeks of the program opening you will receive a letter confirming your rebate and outlining how it will be applied to your tax account.

How long does my Fair Entry approval status last?

Approval status is active for one year from the date of Fair Entry approval. You will receive a letter from the Fair Entry program outlining your status for each of the programs you applied to and an expiry date if your application was approved. See the Fair Entry: SSHM Information Guide for information that is specific to that subsidy program.

STEP BY STEP EXPLANATION OF THE FAIR ENTRY APPLICATION

The Fair Entry program only assesses residents of Calgary. If you do not live within Calgary city limits, do not complete this application. Call 211 and you will have access to an entire network of community, social, health and government services that may be available in your community.

Section 1: Program(s) I am interested in (*Indicates a mandatory field)

1.1 Select which subsidy program(s) you are interested in. A description of each program is provided below to help inform your decision. You may select multiple programs.

City Subsidy Programs	About the program	Other things I need to know
Recreation Fee Assistance	This program provides lower cost fees for City of Calgary Recreation facilities, golf courses, leisure centres, and access to partnering organizations.	Once you have obtained Fair Entry approval, take your photo ID and your Fair Entry approval letter with you to any Calgary Recreation leisure centre or aquatic centre to receive your Recreation Fee Assistance Card.
Calgary Transit Low Income Transit Pass Program	This program provides lower cost monthly passes for adults (18 and older), youth (6-17 years of age), and an annual pass for seniors (65+).	<ul style="list-style-type: none"> Adult and youth Transit pass pricing is determined on a sliding scale. Photo ID is required at the time of purchase. Please contact Calgary Transit at 403-262-1000 for more information.
Property Tax Assistance Program	This is an annual program that provides a credit/grant of the increase in property tax for your property; anyone who is approved will receive an additional rebate from Waste and Recycling Services.	Applications are reviewed from June 1 to December 31 each year. <ul style="list-style-type: none"> Applications received after December 31 will be reviewed in June of the following year, You must own your home and reside in your home, You cannot own other property, You must own the property for a minimum of one year from date of purchase, You must have experienced an increase in property taxes from the previous year. NOTE: The Property tax bill covers the period from January 1 - December 31.



<p>Seniors Services Home Maintenance Program</p>	<p>Services for renters and homeowners include:</p> <ul style="list-style-type: none"> • Grass cutting; • Snow removal; • Light house cleaning. 	<p>The Seniors Home Maintenance Program has significant differences from the other City subsidy programs. As a result, applicants should refer to the FAIR ENTRY: SENIORS SERVICES HOME MAINTENANCE PROGRAM INFORMATION GUIDE to avoid confusion.</p>
<p>No Cost Spay/Neuter Program</p>	<p>This program provides a free spay and neuter surgery for companion cats and dogs of eligible low income Calgarians.</p>	<ul style="list-style-type: none"> • You must own the dog or cat at the time of application. • Your pet must be licensed at the time of application. All applicants must be in compliance with the Responsible Pet Ownership (RPO) Bylaw. Under the RPO Bylaw, at three months of age, all cats and dogs residing in The City of Calgary must have a City of Calgary license. • Your pets license MUST be in the applicant's name. • A reduced license for a cat or dog will only apply after the pet's current license expires and the animal has been spayed or neutered. • This program is not available for breeders. • You must be 18 years of age or older to apply. • This No Cost Spay/Neuter program is offered by Calgary Community Standards.

Section 2: Personal Information (*Indicates a mandatory field)

2.1 Applicant information is required for all applications. Your first name, last name and date of birth are mandatory fields. Your middle initial and preferred name (common name that you go by) is optional.

Proof of age is required for applicants to the Seniors Services Home Maintenance Program and to the Calgary Transit Low Income Annual Transit Pass (Senior) Program and it could be determined by submitting any one of the following documents:

- a copy of your Birth Certificate;
- a copy of your Driver's License;
- a copy of your Alberta Government Identification Card;
- a copy of your Alberta Healthcare Card;
- a copy of your Passport; or,
- a copy of your Baptismal Certificate.

2.2 Spousal information (first name, last name, and date of birth) is required for all applicants to the SSHM program as it is relevant to determine which spouse can access the provincial benefit and/or the need for a medical note to gain approval for the program. Spousal information is also required for other Fair Entry subsidy programs. The same proof of age examples listed in 2.1. apply for the spouse of the applicant.



2.3 Proof of Calgary address is determined by submitting any one of the following documents:

- a copy of your Alberta Driver's License;
- a copy of your Alberta ID card;
- a copy of utility, telephone or cable bill dated within the last 30 days;
- a copy of a bank statement on letterhead with your name and address dated within the last 30 days;
- a copy of a government document with your name and address dated within the last 30 days; or,
- signed lease agreements (handwritten documents will not be accepted).

Note: P.O. boxes, rural routes, range and township road addresses are not accepted

The Fair Entry program, or any of its subsidy programs that you apply for, may need to contact you either to process your Fair Entry application or to deliver the subsidized service. Providing an email address can help to expedite receipt of your notification letter which informs you of the outcome of your application.

Section 3: Alternate Contact

3.1 Sometimes applicants prefer to have a trusted friend, family member, or other associate to correspond with the Fair Entry program or with the subsidy program they applied for. You have the opportunity to list an alternate contact on your application for that purpose and in doing so, are authorizing Fair Entry and its subsidy programs to correspond with that person on your behalf.

Section 4: Seniors Services Home Maintenance Program Only

4.1 The Personal Health Number (PHN) is required for the eldest applicant in the household applying to the Seniors Services Home Maintenance program. Your PHN is collected to determine the Special Needs Assistance for Seniors benefit eligibility through the Government of Alberta.

Note: Applicants who are only applying to the SSHM program without any other subsidy programs do not have to provide their household (family members) information as the Special Needs Assistance for Seniors benefit only requires spousal information.

If the SSHM program is the only subsidy program you are applying to, proceed to Section 9 to sign your application and complete the process. Otherwise if you are requesting an additional subsidy program alongside Seniors Services Home Maintenance, please continue with Section 5.



Section 5: Other Household (Family members) Information (not already in Sections 2.2 and 2.3)

There are only two circumstances where we require information about household* members and their income:

1. If anyone in the household is providing a Notice of Assessment, everyone 18 years and older within the household needs to submit an income proof. Refer to the Statistics Canada Low Income Cut-Off (LICO) table below for information about household income.

OR

2. If anyone in the household is applying for No Cost Spay/Neuter or the Property Tax Assistance program everyone 18 years and older within the household needs to submit an income proof.

If either of these two circumstances apply to you, income documents will be required for all adult household members. Household members should provide a proof of income found in Section 8: Income Verification if they have it, otherwise a Notice of Assessment will be required.

***What is a household?**

A household is **all** family members living in the same home related by blood, marriage, common-law or adoption (including children). This definition is provided by Statistics Canada, it accompanies the low-income table which is based on household income.

Your Total Income can be found on your Notice of Assessment on Line 15000. When adding up the total income amounts for all household members as defined above, the household total income amount should be at or less than the Statistics Canada, Low-Income Cut Off (LICO) rate if you are using a Notice of Assessment to apply to Fair Entry. See the table below for income thresholds based on the number of family members in your household.

Statistics Canada Low Income Cut-Off (LICO) Table

Size of family	Total Income (Line 15000)
1 person	\$26,620
2 persons	\$33,141
3 persons	\$40,743
4 persons	\$49,467
5 persons	\$56,105
6 persons	\$63,276
7 or more	\$70,449



Section 6: Property Tax Assistance Program Customers Only

The Property Tax Assistance Program is for Calgarians who own their own home. Please indicate on the application in Section 6 if you own or rent your home only if you are applying to the Property Tax Assistance Program.

Section 7: Calgary Transit Customers Only

For applicants to the Calgary Transit low-income programs (including Calgary Transit-Low Income Youth and Adult Monthly Passes and Calgary Transit Low-Income Seniors Annual Pass) please complete this section.

7.1 If you currently use Calgary Transit Access please include your Calgary Transit Access number.

7.2 If you are unable to pick up your bus pass you can designate another family member, friend, other associate to pick up your transit pass on your behalf. Please include their first name, last name, if they are with an agency or organization and their phone number.

Section 8: Income verification

For applicants only to the SSHM program, income verification is not required. The province has direct access to current Revenue Canada income information which is used to determine Special Needs Assistance income eligibility, therefore no income documentation is needed from the applicant. Eligibility for the SSHM program requires approval for the provincial Special Needs Assistance for Seniors benefit, which is based on the Notice of Assessment income.

For applicants to all other subsidy programs, the Fair Entry program determines eligibility based on residency and income status. To qualify for the City subsidy programs there can be different requirements depending on the income proof you provide or the program you are applying for.

If you have any one of the following income proofs, please use them to apply:

- Assured Income for Severely Handicapped benefits (AISH)
- Alberta Works – Income Support
- Alberta Works – Learners
- Alberta Works – Alberta Health Benefit
- Resettlement Assistance Program form
- Letter for Independent Youth

If you do not have any of the above listed income proofs, please use one of the following to apply:

- Notice of Assessment
- Letter from a Registered Social Worker (used as a last resort and one-time only)



**FAIR ENTRY:
TRANSIT, RECREATION, NO COST SPAY/NEUTER,
PROPERTY TAX ASSISTANCE, WASTE AND RECYCLING PROGRAMS
INFORMATION GUIDE**

X 624G (R2021-02)

The following is a description of the acceptable income proofs:

Proof of Income
Assured Income for Severely Handicapped benefits (AISH) – A copy of your current Health Benefits Card (current month of application).
Alberta Works: Income Subsidy/Support – A copy of your current Health Benefits Card (current month of application). Siksika Budget and Decision form is also accepted.
Alberta Works (Learners) – An approval letter (on letterhead) from Alberta Works – Learners that indicates eligibility period and the current Health Benefits Card.
Alberta Works (Alberta Health Benefit) – An approval letter (on letterhead) from Alberta Works that indicates eligibility period and the current Health Benefits Card.
Resettlement Assistance Program form – A copy of the Start-Up & Monthly Allowance that confirms you are receiving support under the Resettlement Assistance Program.
Canada Revenue Agency: Notice of Assessment – A current “Notice of Assessment” or “Notice of Reassessment” for each household* member 18 years and over that lives with you. Total income is shown on Line 15000 of your “Notice of Assessment” or “Notice of Reassessment” and will be considered for program eligibility. Tax Return summaries, T1 Generals and T4 slips are not accepted. If you have questions on your Notice of Assessment, you can call Revenue Canada at 1-800-959-8281.
Independent Youth Letter - A letter from a school principal or guidance counselor, or a letter from Child and Youth Support Program of Alberta Children’s Services. What needs to be included in the letter? <ul style="list-style-type: none"> • A list of all applicants (including children); • The writer verifies and states in the letter that the applicant(s) are at or below the Low Income Cut Off and eligible for Fair Entry; • The writer’s contact information and title; • Letter is on letterhead; • Confirmation applicant(s) live in Calgary.
Letter from a Registered Social Worker (RSW) What needs to be included in the letter? <ul style="list-style-type: none"> • A list of all household members (including children); • The RSW verifies and states on the letter that the applicant(s) are at or below the Low Income Cut Off and eligible for Fair Entry; • The RSW registration number; • The RSW contact information; • Letter is on letterhead; • Confirmation applicant(s) live in Calgary. <p>Note: The RSW Letter will be accepted within 30 days of the date it was issued and is considered expired after 30 days. This income proof is used as a last resort and one-time only.</p>

For low income seniors transit pass customers who were enrolled in Calgary Transit’s Senior Citizen Bus Pass program prior to January 2, 2017, some exceptions may apply. Please contact 311 or email fairentry@calgary.ca for more information.

Section 9: Consent and Statement

To verify that you have reviewed and consent to the information you provided we require your name, signature and the date you signed the application.

The information collected on this form is in accordance with the Freedom of Information and Protection of Privacy Act, Section 33(c) and the Health Information Act as the provincial legislation requiring Seniors Services Home Maintenance specific data. The information will be used to determine eligibility for City of Calgary subsidy programs/services, update current personal information within the programs for which you have applied, provide follow up information for City staff, if required to access programs/services, to collect statistical information and to support reporting of aggregate data of program subsidy participation. The Recreation Fee Assistance Program shares information collected on this form with an external funder; however, such information will only be shared with the external funder when accessing Recreation Fee Assistance programs for the sole purposes of receiving funding to provide the program to participants. The personal information shared with the external provider is your first name, last name, and date of birth. Information may be shared across subsidy programs for the purposes of program/service access with the exception of the Personal Health Number collected for the Seniors Services Home Maintenance program which will not be shared across subsidy programs. If you created a myID personal account, your first name and last name will be transferred to your Fair Entry online application. If you have questions on the Fair Entry Application process or Program, call the Program Coordinator at 403-268-2436; reach us at the Municipal Building, 3rd Floor, 800 MacLeod Trail S.E., Monday – Friday, 8 a.m. to 6 p.m., or email fairentry@calgary.ca.

REQUIRED DOCUMENTS CHECK LIST FOR THE FAIR ENTRY APPLICATION

- Fair Entry: Application Form – Complete and signed.
- Proof(s) of Income – Only required if you are applying to Transit, Recreation, No Cost Spay/Neuter, Property Tax Assistance, Waste and Recycling programs.
- Proof of age (specifically for applicants to the Seniors Services Home Maintenance and Calgary Transit Low-Income Senior’s Annual Pass programs). Examples of proofs of age (only one is required):
 - a copy of your Birth Certificate
 - a copy of your Driver’s license
 - a copy of your Alberta Government Identification Card
 - a copy of your Alberta Health Care Card
 - a copy of your Passport
 - a copy of your Baptismal Certificate
- Proofs of current Calgary residential address. Examples of proof of Calgary residency (only one is required):
 - a copy of your Alberta Driver’s License or Alberta Government Identification Card
 - a copy of utility, telephone or cable bill dated within the last 30 days
 - a copy of a bank statement on letterhead with your name and address dated within the last 30 days
 - a copy of any government document with your name and current address dated within the last 30 days
 - a copy of signed lease agreements

Note: We do not accept P.O. Boxes, Rural Routes, Range and Township Roads Addresses as valid proof of address.