



Note: If you are seeking information about Transit, Recreation, No Cost Spay/Neuter, Property Tax Assistance, Waste and Recycling programs, Calgary Parking Low-Income Market Permit, or High-Speed Low-Cost Internet and other telecom service or Calgary Parking Impound Storage Support programs please refer to the FAIR ENTRY: TRANSIT, RECREATION, NO COST SPAY/NEUTER, PROPERTY TAX ASSISTANCE, WASTE AND RECYCLING, CALGARY PARKING LOW-INCOME MARKET PERMIT, HIGH-SPEED LOW-COST INTERNET AND OTHER TELECOM SERVICES AND CALGARY PARKING IMPOUND STORAGE SUPPORT PROGRAMS INFORMATION GUIDE as there are different processes that pertain to those programs.



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GENERAL INFORMATION ABOUT FAIR ENTRY

What is Fair Entry?

Fair Entry is an application process for City and partner subsidized programs and services. This process will assess your income eligibility. Calgary residency and age, in certain circumstances, for multiple City and partner subsidy programs with one application.

How does Fair Entry help?

- You may qualify for, and learn about, City of Calgary and partner 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 multiple subsidy programs. If Seniors Services Home Maintenance (SSHM) is the only program you are applying for, you will only have to complete the Fair Entry application one time, without the need for renewal if you remain active in the SSHM 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](https://calgary.ca/fairentry)
- **Apply In-person** at the following locations:

In Person Locations	
Municipal Building 800 Macleod Trail S.E. 3 rd floor up the escalator Mon-Fri 8:00 – 6:00	Village Square Library 2623 56 Street N.E. Mon-Thur 9:00 – 9:00 Friday 9:00 – 6:00 Saturday 9:00 – 5:00

Application Drop-Off Locations	Place your application in an envelope with "Fair Entry" on the front (no postage necessary). Your application 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.

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
Seniors Services Home Maintenance	You will be contacted by the SSHM program within 30 business days to further assess additional screening requirements set by the province before approval for home maintenance services is established.

How long does my Fair Entry approval status last?

If you are **only** applying for the SSHM program, without any other subsidy program, you will need to apply to Fair Entry once. The SSHM program is affiliated with a provincial seniors benefit program called Special Needs Assistance (SNA) for Seniors. Your application will be reviewed in relation to its criteria to determine eligibility. If you meet eligibility criteria, you will be granted access to the SSHM program as long as you continue to qualify for SNA. There will be no need to renew your Fair Entry status annually, your status will remain active.

If at some point in the future you become denied for the SNA program, the SSHM program will contact you to let you know of the status change and will provide you with contact information for the province to discuss your change in status. Your home maintenance services will come to an end on a date communicated to you at that time as acceptance into the SNA program is required to participate in The City's SSHM program.

For clients who were enrolled in the SSHM program prior to March 28, 2019, some exceptions may apply. Please contact 311 to speak to a program representative or email SSHM@calgary.ca for more information.

If you are applying for the SSHM program along with another Fair Entry program (e.g. Calgary Transit Low-Income Seniors Yearly Pass and/or Recreation) you will need to reapply through Fair Entry annually to determine if you qualify for those additional subsidy programs. Your SSHM approval status will remain unchanged if you've already been accepted into the SSHM program. 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.

GENERAL INFORMATION ABOUT SENIORS SERVICES HOME MAINTENANCE PROGRAM

What is the Seniors Services Home Maintenance (SSHM) program?

The SSHM program provides home maintenance support to seniors (65 years and older) living in lower income households. SSHM has a range of service providers that deliver snow removal, grass cutting and light housekeeping services for its clients. There is no direct charge to seniors receiving these services as participation in the program is contingent on the senior being eligible for the provincial SNA benefit program.

What is the Special Needs Assistance (SNA) for Seniors benefit?

The SNA benefit provides financial assistance to eligible seniors with low income toward the cost of home supports. The program provides a \$1,300/person per benefit year for eligible snow removal, grass cutting and light housekeeping services. The Government of Alberta stewards the SNA benefit that The City of Calgary accesses to offset the cost of your home maintenance services.

What are the eligible home maintenance services offered?

The SSHM program delivers three main types of services that are allowable. These services are:

- **Snow removal:** Snow and ice removal from sidewalks, pathways and driveways of client's property.
- **Grass cutting:** Front and back lawn, medians associated with property.
- **Light housekeeping:** Dusting of surfaces, vacuum/mop of floor surfaces, cleaning of kitchen and washrooms.

Who delivers the services?

The SSHM program is supported by a network of service providers that provide direct delivery of the defined home maintenance services. SSHM contracts service providers and provides oversight to ensure the needs of customer care, quality and timely service delivery can be consistently met.

What is the role of community service providers?

- To provide direct delivery of the SNA allowable services (snow removal, grass cutting, light housekeeping).
- To coordinate service scheduling and be the first point of contact regarding any service inquiries the client may have.

What is the role of the City of Calgary?

- To facilitate the application process, intake, pre-screening, and to verify program eligibility. The SSHM program will conduct an intake assessment to determine your eligibility and service needs. They will contact you by phone within 30 days of your application referral from the Fair Entry program.
- To coordinate client referrals and the provision of services through contracted service providers to expand geographic reach and number of spaces available for eligible seniors.
- To provide quality control oversight and consistency parameters between contracted service providers.
- To administer SNA billing on behalf of low-income seniors to alleviate the burden on individual seniors to pay out of pocket and wait for reimbursement.

What is the Role of the Government of Alberta?

- To steward the Special Needs Assistance for Seniors benefit program.
- To provide SSHM clients detailed statements of services paid out of their SNA benefit.
- To provide an explanation or review of the information used to determine eligibility for the SNA benefit, including the opportunity to appeal a decision.



How do I qualify for the SSHM program?

Your Fair Entry application will be referred to the SSHM program and they will verify your eligibility for the program with the province. You will receive a letter from SSHM indicating your status and next steps.

Program eligibility for the SSHM program requires applicants to qualify for the provincial SNA benefit. Additional screening is required to verify eligibility for the SNA benefit before services are provided.

What are the eligibility requirements for the SNA benefit?

Specific details about the SNA benefit can be found at www.alberta.ca/seniors-special-needs-assistance.aspx or by contacting the province directly through any of the following methods of communication:

Alberta Supports Contact Centre:

Hours: 7:30 am to 8 pm (open Monday to Friday, closed statutory holidays)

Toll free: 1-877-644-9992

Fax: 780-422-5954

Mailing Address: Special Needs Assistance for Seniors, PO Box 3100, Edmonton, Alberta T5J 4W3

The SSHM program staff will give you more details about the program and answer any questions that you might have when they contact you after receiving your Fair Entry referral.

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 If you only are interested in the Seniors Services Home Maintenance program, select the Seniors Services Home Maintenance program for those 65 and older on the **Fair Entry: Application Form**.

If you are interested in the other Fair Entry programs, refer to the **FAIR ENTRY: TRANSIT, RECREATION, NO COST SPAY/NEUTER, PROPERTY TAX ASSISTANCE, WASTE AND RECYCLING, CALGARY PARKING LOW-INCOME MARKET PERMIT, HIGH-SPEED LOW-COST INTERNET AND OTHER TELECOM SERVICES AND CALGARY PARKING IMPOUND STORAGE SUPPORT PROGRAMS INFORMATION GUIDE** for a description of the program(s) to help inform your decision. You may select multiple programs.

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 primary 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 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 (SNA) benefit and/or the need for a medical note to gain approval for the program. 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 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 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 SSHM program. Your PHN is collected to determine Special Needs Assistance benefit eligibility through the Government of Alberta.

Note: Seniors who are applying to the SSHM program or the Low-Income Seniors Annual Transit Pass program, without any other subsidy programs do not have to complete sections 5-10 of this application.

If the SSHM program is the only subsidy program you are applying to, proceed to Section 11 to sign your application and complete the process. Otherwise if you are requesting an additional subsidy program alongside SSHM, 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, Property Tax Assistance, or the High-Speed Low-Cost Internet and other telecom services programs 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	\$30,526
2 persons	\$38,003
3 persons	\$46,720
4 persons	\$56,724
5 persons	\$64,336
6 persons	\$72,560
7 persons	\$80,785
8 or more	Please contact Fair Entry in person.

Section 6: Property Tax Assistance Program Customers Only

The Property Tax Assistance Program is for Calgarians who own their own home and only one property. Please indicate on the application in Section 6.1 if you own only one property.

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) you must provide photo identification to purchase your low-income transit pass.

Sections 7.1 and 7.2 must be completed if you are Calgary Transit Access user or if you would like someone other than yourself to pick-up your transit pass:

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: No Cost Spay/Neuter Program Only

For applicants to the No Cost Spay/Neuter Program a valid pet license is required. Please indicate in Section 8.1 if you currently have a valid pet license

Section 9: Calgary Parking Low -Income Market Permit Program and/or Impound Storage Support Programs Only

If you are applying to the Calgary Parking Low-Income Market Permit and/or Impound Storage Support Programs, please identify the person in your household who is the registered vehicle owner applying to either or both of these programs.

Section 10: 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 Notice of Assessment income.

For applicants to all **other** subsidy programs, the Fair Entry program determines eligibility based on Calgary 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)

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.

<p>Resettlement Assistance Program form – A copy of the Start-Up & Monthly Allowance that confirms you are receiving support under the Resettlement Assistance Program.</p>
<p>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.</p>
<p>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?</p> <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.
<p>Letter from a Registered Social Worker (RSW) What needs to be included in the letter?</p> <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 fairentree@calgary.ca for more information.

Section 11: 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 FOIP Act, Section 33(c). The information will be used to determine eligibility for City of Calgary and partner 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. 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 concerns about the collection and use of your personal information, including privacy breach concerns, please call the Program Coordinator at 403-268-2436 or reach us at the Municipal Building, 3rd Floor, 800 MacLeod Trail S.E., Monday – Friday, 8 a.m. to 6 p.m.

REQUIRED DOCUMENTS CHECK LIST FOR THE FAIR ENTRY APPLICATION

- ☐ Fair Entry: Application Form – Completed 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, Calgary Parking Low-Income Market Permit, High-Speed Low-Cost Internet and other telecom services and Calgary Parking Impound Storage Support programs.
- ☐ Proof of age (specifically for applicants to the Seniors Services Home Maintenance and Calgary Transit Low-Income Seniors 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
- ☐ Proof of current Calgary residential address – Examples of proofs 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.

