



Leisure Access Program

Briefing Note

The following key messages are to support staff when communicating with the public in relation to the changes to the Leisure Access Program

Application Questions

- How do people apply for LAP?
 - Applications can be made online at rdck.ca/LAP or hardcopy applications can be picked up at the Castlegar & District Recreation Complex, the Creston & District Recreation Complex or the Nelson & District Recreation Complex.
- How long does it take to be approved?
 - Please allow up to three weeks for approval.
- Can a Golden Guest apply for LAP just to get the subsidy for a pre reg program?
 - Yes, but this would only be needed if registering for programs was of interest.

Usage Questions

- Once approved, what are the benefits of my LAP membership?
 - Once approved, LAP members are eligible for:
 - i) General Admissions – 50% (Adults) & 75% (Youth)
 - ii) Memberships - 50% (Adults) & 75% (Youth)
 - iii) Programs – 50% subsidy on advertised rates for programs.
 - iv) CHEER Events – 100% discounted admission
- What activities or memberships are eligible for the subsidy?
 - Once approved, the subsidy can be used towards general admission, term-based memberships and registered programs.
- Can the subsidy be used for facility rentals, equipment rentals, or merchandise purchases?
 - No. The subsidy can only be used towards general admission, term-based memberships and registered programs.
- Can I use the subsidy for multiple locations or services?
 - You are able to use your subsidy for different locations, provided you have not exhausted your allocated subsidy amount. Within the eligible location, you can use the subsidy for Programs, Memberships, CHEER Events, and Drop-ins with a percentage of the payment being covered by the subsidy.

- Can I share my subsidy credit with others?
 - The subsidy can only be used by the individual who has been approved for the LAP program. It is not transferrable to anyone else even within the same account.
- What happens when I run out of subsidy credit?
 - Once your subsidy allotment has been fully utilized, you will be required to pay the full cost to participate in RDCK recreation services.
- How can I seek additional subsidy?
 - Once your initial subsidy has been fully utilized, participants may be eligible to apply for a second amount of subsidy within the same year through a third-party adjudicator. Please note, this portion of the program is currently under development.

Financial Questions

- Is there a maximum amount I can receive through the LAP subsidy?
 - Yes. Eligible applicants will receive \$100 (adults) or \$150 (youth – up to 18 years) once approved. If these funds are fully utilized, you may be eligible to apply for a second allotment of funding within the same program year through a third-party adjudicator. Please note, this portion of the program is currently under development.
- Does the subsidy renew automatically, or do I need to reapply every year?
 - To be eligible for funding in the next year you must reapply each year. All approved LAP memberships will expire on May 31 each year.
- What happens to unused subsidy credits at the end of the year?
 - Any unused credits will be removed from your account and will be unavailable for use in the next year.
- Are there additional costs I need to cover if the subsidy doesn't fully cover the fee?
 - If the subsidy remaining on your account does not fully cover the otherwise subsidized portion of the service you are paying for, you will be required to pay any difference the subsidy is not able to cover to access the service.

Family and Special Considerations

- What happens if my family size changes during the subsidy period?
 - If your family make-up changes since the time you were approved into the program, please contact your primary facility for assistance. Depending on the situation, you may be required to confirm that the additional individual is a permanent resident of your household.

Refunds and Adjustments

- How do I request a refund if I no longer wish to use a service or program?
 - The RDCK refund policy can be found [here](#). These same policies apply to programs and services where the subsidy has been used.
- What happens to the subsidy if I cancel a drop-in, membership or program?
 - If your membership qualifies for a refund:
 - i) **Your Payment:** The portion you paid will be refunded as a credit to your account.
 - ii) **Subsidy Portion:** Any portion covered by the LAP subsidy will be returned to your subsidy balance, so you can use it for future eligible purchases.
 - If a cancellation fee applies to your membership or program:
 - The fee will be split proportionally between your payment and the LAP subsidy.
 - Example: If the membership was paid with 50% subsidy and 50% your payment, the cancellation fee will also be divided 50/50 between your payment and the subsidy. This ensures that both your payment and the subsidy are treated fairly in case of refunds or cancellations.
- If I receive a refund, will it include my subsidy credit?
 - The appropriate amount of subsidy will be credited back to your account. The subsidy has no cash value.

Other Program-Specific Questions

- Can the subsidy be used online for registration?
 - Yes, if you have subsidy available. In the payment screen, you can click on the subsidy button and if you have subsidy credit on your account, the appropriate adjustment to the amount you owe will then be payable.
- What should I do if I encounter issues with my subsidy during a purchase?
 - Please contact one of our Customer Service Representatives at the Castlegar & District Recreation Complex, the Creston & District Recreation Complex or the Nelson & District Recreation Complex.
- Who can I contact for help with my subsidy account or to resolve issues?
 - Please contact one of our Customer Service Representatives at the Castlegar & District Recreation Complex, the Creston & District Recreation Complex or the Nelson & District Recreation Complex. If needed, they will redirect your call to the appropriate person.
- What documentation is required to prove eligibility?
 - Applicants will be required to provide proof of residency in the RDCK as well as identify which of the following is being used to verify financial eligibility:
 - Youth Agreement of Agreement with Youth Adults (AYA)
 - Confirmation letter from the Ministry of Children & Families
 - Income Assistance or Disability Assistance
 - Confirmation letter from the Ministry of Social Development and Poverty Reduction

- Resettlement Assistance
 - Confirmation letter of Permanent Residence indicating status as a Government Assisted Refugee from Immigration, Refugees and Citizenship Canada
- Rental Assistance Program or Shelter Aid for Elderly Renters
 - Confirmation letter from BC Housing
- Guaranteed Income Supplement (GIS)
 - Confirmation of current Status of Guaranteed Income Supplement from Service Canada. Required for both the main applicant and spouse (married or common law). If only one spouse receives GIS, the other must provide Proof of Income Statement or Notice of Assessment.
 - Or, for applicants who do not receive government assistance, a Proof of Income Statement or Notice of Assessment from the most recent tax year verifying financial hardship measured against the Low-Income Measure (LIM) limits as established by Stats Canada **for both** the primary applicant and their spouse (married or common law). LIM measures can be found ([insert online link](#)).