

Regional L.I.F.E. Review 2019
Engagement – District of Saanich with Saanich Reception Staff
February 19th, 2019

Three over-arching questions are guiding the Regional L.I.F.E. Review:

1. What is working well with the current L.I.F.E. Program?
2. What is not working well with the current L.I.F.E. Program?
3. What could the “better” L.I.F.E. Program look like?

WHAT WORKS WELL

- People come in with the requirements
- Customer is already in the system & pics taken, so easy to sign up
- Customer does not come during public skate or fitness intake happening
- That we have the L.I.F.E. Program
- Can use the 52x passes across recreation department borders within Greater Victoria
- If they have their paperwork only takes a few minutes
- Notes from L.I.F.E. supervisor/programmer is helpful
- Give reception a little leeway with the income
- L.I.F.E. supervisor/programmer gets back pretty quickly
- Many people in need have access to recreation
- Can be a quick renewal process if paperwork is in order
- Can create grateful and nice relationships at the centre
- Being able to provide a positive welcoming pass to those with low income
- The discounts we offer allow kids to be part of something they might otherwise miss out on
- The screening process works well for the most part
- Accessible for low income people
- Relatively easy to access
- Easy for staff to enter into ActiveNet
- ActiveNet L.I.F.E. very straight forward
- Ability to scan pass
- Get 4 x 50% or \$50 off programs
- Any receptionist can process
- Can be processed right away
- Cross Border Transfers (someone living on the border of a municipality and would prefer to work out in the municipality that is closest to them) – Only L.I.F.E. supervisor/programmer can approve these requests.
- Accessible to everyone and relatively easy to apply.

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WHAT'S NOT WORKING WELL

- Customers don't understand that their T-4 is not their NOA
- Don't have proof of residency – don't pay official rent & DL not up to date
- L.I.F.E. supervisor/programmer not working when we need her
- When customer does not bring L.I.F.E. card with them
- Wants to do swim lessons at pool outside Saanich area & can't
- Privacy issue
- L.I.F.E. supervisor/programmer working part-time
- Getting a hold of CRA when they need to
- Paperwork at the desk
- People who shouldn't get it qualify based on paperwork given
- Inconsistency of delivery between staff – some not asking for paperwork
- Lengthy process at the desk
- Language barrier to application
- Aggressive people, a lot of abuse
- Should be positive, has become negative
- Working the system
- Abusing the system
- The application process
- Scanning and marking off
- Easy to scam and misuse the system
- Marking off discount
- Inconsistent what receptionists are asking members to provide, one year they forget paperwork & pass is issued then next year when they're asked to provide paperwork.
- Must have card to get 50% off a class
- Cannot register over the phone
- Need to put x on card for SCP cards that scan – when we are busy a lot of times we don't get the x marked
- Privacy/vulnerability processing at counter in front room
- Privacy of our clients – How to avoid people feeling shame, embarrassment, insecurity (very personal/vulnerable moment for customers).
 - How can we make the application process more private and better serve our customers?
 - How many people do not apply because they feel too uncomfortable/embarrassed sharing info at front desk?
 - Is there a way for us to move application away from front desk?
 - Discussed processes at other rec. centres in Victoria, like OBRC where they hand in a paper application and the supervisor processes them.

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- When people run out of the free 52 drop-ins – do they buy a pass for 50% off?
What if they cannot afford this?
 - The best option in this case is the 3 month pass (best bang for their buck).
 - We discussed how our regular passes are already subsidized and we offer other great cost effective options for low income earners like the RX for Health Pass.
 - Perhaps one outcome from this survey will be additional free drop-ins or other benefits to those who qualify for the LIFE program.

WHAT COULD THE “BETTER” L.I.F.E. PROGRAM LOOK LIKE?

- 50% off \$50 Greater Victoria
- L.I.F.E. champion at each centre that we can go to for help when L.I.F.E. supervisor/programmer is N/A
- Customers have paperwork required
- Not sure if this will work – apply L.I.F.E. at certain times of day – not during drop-in times
- Separate desk/window for L.I.F.E.
- Works quite well already – give reception more leeway with income levels
- More L.I.F.E. experience
- Being able to process a few passes for older clients that do not work out but to be able to use their 50% off to attend classes like Osteofit, Functional Fitness, or Minds in Motion
- Away from desk
- No marking off passes
- More safeguards against abuse
- Have the application process off the desk
- A surer way of determining income from other sources
- Patrons sign a declaration
- A better issuing system
- More privacy
- More responsibility put on the patron with a more appealing end result
- Not processed at front desk, maybe in the back room
- Able to register over the phone
- Can scan at all centres
- Easy to track 50% off coupon
- Can renew anywhere