

# L.I.F.E. REVIEW FOCUS GROUP

Community: Esquimalt, November 2018

AUDIENCE/LENS: Introductory discussion of LIFE Review with program staff

## **What is working well with the L.I.F.E. program?**

- Easy registration process
- Accessible to all clients
- Multiple options to fit all levels
- 52 options offer good value
- Client “fit in” like anyone else – paid members
- Seniors use it to access social programs
- Other facilities/stakeholders – in some cases is their only way to access to centres due to very limited budgets (non-profit organizations)
- Esquimalt offers a free tax program // year 1 adjudicator, year 2 use free tax service

## **What are the main challenges or barriers of the life program?**

- People doing their taxes
- Barriers to completing taxes: people in crisis are not able to complete their tax – but you need to draw the line somewhere... how can this be balanced?
- Change to childcare programs – requires taxes
- Apply to the municipality in which you live but if not carrying pass
- Complicated system: scan and sticker ---- yield 104 admissions // Clients’ lack of understanding when at other centres cannot look up info

## **What changes or possibilities should be considered for the future of the life program?**

- Income threshold: 3% above Revenue Canada low income identifiers, reception can approve up to \$1000 over that --- base it off regional statistics versus national standards.
  - SUGGESTION: Consider allowing front-line staff to approve a higher threshold to keep process streamlined.
- Can additional programs be included? i.e. free set of swim lessons, free week of summer camp, free weight room orientation are included. When choosing programs to be included be need to evaluate what the program costs the municipality
- Lack of advertising of the program
- Can there be a completely consistent program across the region?
- Support for persons with mental health issues is needed. This is bigger than the L.I.F.E. Review but resources may be identified through this process that could be shared.