

# Options for Free Toronto Recreation Programs

The City of Toronto offers a yearly credit called the **Welcome Policy** and many free programs so that more residents can participate in recreation.



2017

## There are recreation programs for all ages, skill levels and interests

The Welcome Policy provides a yearly credit to help people who have low incomes take part in City of Toronto recreation programs. Visit [toronto.ca/wp](http://toronto.ca/wp) for more information.

Eligible families and individuals get a yearly credit that they can use to register for recreation programs.

The Main Contact on the application form must be at least 18 years of age or older and live in Toronto. To qualify for the Welcome Policy you must also have a before-tax family income of less than Statistics Canada's Low Income Cut-Off.

This chart shows the maximum household income to qualify for the yearly credit\*.

\*Amounts subject to change. Visit [toronto.ca/wp](http://toronto.ca/wp) for current amounts.

Household Size	Household Income (\$)
1 Person	24,600
2 Persons	30,625
3 Persons	37,650
4 Persons	45,712
5 Persons	51,846
6 Persons	58,473
7 Persons +	65,101

### YEARLY CREDIT AMOUNTS

#### Plan for the whole year

The credit is valid for 12 months from the date you were approved. Remember to plan for all of the seasons: fall, winter, spring and summer programs.

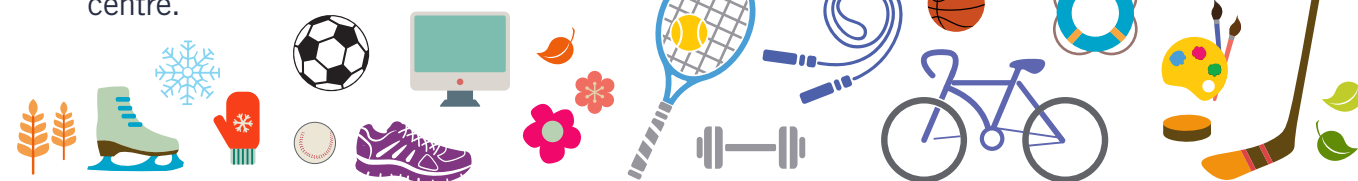
Children and youth (0-24 years old) are eligible for \$526 and adults (25 years and older) are eligible for \$244 to use for any recreation program.

**If you receive social assistance (Ontario Works) and live in Toronto, you are pre-approved and your credit is renewed each year – talk to your caseworker.**

ODSP and ACSD recipients meet the income requirements but are required to submit an application form with the supporting documents (verification of identification, address, and income) each year.

### HOW TO GET AN APPLICATION FORM

Call 416-338-2000 (TTY 416-338-3195) to have an application form mailed to you. You can download it from [toronto.ca/wp](http://toronto.ca/wp) or also pick one up at any City community centre.



### COMPLETING THE APPLICATION

- Enter information for you and each family member living with you (applicant, spouse, child/children).
- Check applicable boxes in the Identification section and Proof of Address section.
- Check any applicable boxes in the Proof of Income section.
- List all sources of income for each family member 18 years of age and older
- The annual pre-tax income must be entered for each source of income that is listed. For example, if your pre-tax income is \$20,000 and your spouse's pre-tax income is \$17,000, you would enter \$37,000 as the amount of Total Family Income.
- The information you enter on the application form must match the information on the identification, address and income documents you provide.
- Sign and date the application form.

Call 416-338-2000 for help or questions about your application.

## SUBMITTING THE APPLICATION

Make photocopies of all supporting documents (do not send originals), attach to a completed application form and choose one way to send it:

- Mail to City of Toronto, Welcome Policy Application, 55 John Street Mail Room, Toronto, Ontario, M5V 3C6
- Drop off completed applications at any Toronto Employment and Social Services office or civic centre.
- Fax to 416-338-5046, please note that, faxing is not a secure method of sending information.

## GETTING APPROVED

Once copies of all supporting documents and the completed application have been reviewed, you will get a letter stating that you:

- have been approved or
- need to provide more information or
- haven't been approved and the reasons why.

The yearly credit is added to your account the same day your application is approved.

After you are approved, you can check the amount remaining on your account by visiting [efun.toronto.ca/WelcomePolicy](http://efun.toronto.ca/WelcomePolicy) or by calling **416-338-4386**.

## BEFORE REGISTERING FOR PROGRAMS

### Family and Client Numbers

If you are approved for Welcome Policy, you will receive a confirmation letter that includes a Family PIN and Client Numbers for each member of your household. You will need these numbers to register for programs. If you are approved and have not received these numbers, call 416-338-4386.

### Choosing programs

Recreation programs are listed online at [toronto.ca/torontofun](http://toronto.ca/torontofun) or look in your district's FUN Guide program listings found at City Hall, civic centres, community centres and libraries.

## FREE & LOW-COST PROGRAMS

Community centres offer some free recreation programs including leisure swimming and skating and drop-in programs for children, youth and older adults. Some community centres offer all recreation programs at no cost. Visit [toronto.ca/lowcostrecreation](http://toronto.ca/lowcostrecreation) to find one near you. Call 311 or visit [toronto.ca/torontofun](http://toronto.ca/torontofun) for information about all programs and locations.

## REGISTRATION

Most programs run each season. Registration dates for recreation programs are in September, December, March and June. Visit [toronto.ca/torontofun](http://toronto.ca/torontofun) or call 311 to find out when registration is scheduled to open in your district.

Registration begins at 7 a.m. Be sure to have your Family and Client Numbers ready and your program choices for every person in your household that you are registering. Have a few program choices for each person in case the preferred program is full.

There are four ways to register:

- 1 ONLINE** (internet)  
Visit [efun.toronto.ca](http://efun.toronto.ca). Registering online is the **quickest and easiest** way to sign up for programs.
- 2 BY PHONE**  
Call Touch Tone Registration at 416-338-0000.
- 3 OPERATOR ASSISTED**  
Call 416-338-4386 to register through a customer service representative.
- 4 IN PERSON**  
Register in person at select locations. For a list of these locations, visit [toronto.ca/torontofun](http://toronto.ca/torontofun), call 311 or speak to staff at your local community centre.

If you can't attend the program you have registered for, let the City of Toronto know as soon as possible. Programs are popular and many have waitlists. If unable to attend the program, please contact your local community centre or call **416-338-4386** so the spot can be offered to someone else.

## KEEP YOUR INFORMATION HERE FOR EASY REFERENCE

Your Family Number: \_\_\_\_\_

Client Numbers for each member of your family

Family member:	Client Number:
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Community centres near you:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Your district's registration date:

\_\_\_\_\_