



## 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:

\_\_\_\_\_