

Affordable Recreation for Community Health (ARCH) Frequently Asked Questions (FAQs)

1. How do I know if I am eligible?

In order to qualify, applicants must be a permanent resident of the City of Kamloops, meet one or more of the following criteria, and provide the appropriate identification.

Option A: Receive Income Assistance from the Ministry of Housing and Social Development

Option B: Have an annual income in the previous/current year (depending on when applying) that is below the Statistics Canada Low Income Guidelines.

Option C: Receive a Canadian Pension or Long-term Disability that is below the Low Income Guidelines as outlined in the application form.

All applicants must provide:

- Primary Photo ID: BC Driver's Licence or other photo ID
- Secondary ID: Birth Certificate or Care Card
- Proof of Residency: Current Utility Bill (BC Hydro, Telus, or Cable)
- Financial Confirmation: Ministry of Housing and Social Development approval or Canada Customs and Revenue Agency's Notice of Assessment for previous or current year for each adult per household

2. Where can I pick up applications?

You can pick up applications at the Tournament Capital Centre (TCC), Westsyde Pool or Interior Savings Centre. You can also pick up an application from the ARCH public screening agencies or referral agencies (see Agency List).

3. Where do I take my application?

All applications must be taken to one of the identified ARCH public screening agencies or referral agencies (see Agency List).

Applications will not be accepted or evaluated at City of Kamloops facilities.

4. What does the ARCH program provide me with?

The ARCH program is an opportunity to participate in recreation programs and pre-determined (limited) access to TCC, Westsyde Pool, and the Kamloops Museum & Archives. (Note: To maximize your subsidy, you can pay additional monies on programs to make your subsidy stretch over the one year period). ARCH clients are required to pay a minimum of 15% of the registration fee for programs listed in the Activity Guide (some restrictions apply).

5. What is the program cycle?

The program cycle is from August 19 - July 31, regardless of enrollment date. Depending on the time of year you apply, you may be eligible for a pro-rated subsidy.

6. What happens if I miss a program that I signed up for?

If you withdraw from a program you will be responsible for the standard \$10 withdrawal/cancellation fee. If you miss three consecutive classes without notice to the instructor or coordinator you will be removed from the ARCH program.

7. What happens if the City of Kamloops cancels a program?

If the City of Kamloops cancels a program due to insufficient registration, you will receive your credits back to use for another program.

8. Are my family members under my account?

No, everyone is considered an individual and has his or her own credit; however, there may be a primary account holder for your family. It is important to note that you cannot combine members of your family to obtain a family pass.

9. Can I use my ARCH program to use outdoor swimming pools in the summer?

Yes, but you must purchase an outdoor pool pass at the Tournament Capital Centre or Interior Savings Centre with your ARCH subsidy before you visit an outdoor pool.

ARCH Enrollment and Registration Information

Upon approval as an eligible ARCH client (once you have received an "Approval Letter", please follow these steps to enroll for your ARCH subsidy account:

- **Bring photo ID and your approval letter to one of the designated City facilities listed below to enroll for your ARCH subsidy account.** This **must** be done before you can register for a program or purchase passes with your ARCH subsidy.
- ARCH **enrollment** begins August 19 – 24 and will commence again on August 26th. (ARCH enrollments will not be accepted on August 25 due to the high volume of registration on the first day of the Activity Guide release). ARCH clients who are enrolled prior to August 25 can register for Activity Guide programs this day.
- Registration for the City of Kamloops Fall/Winter Activity Guide programs begins on 2010 August 25. You may view the Activity Guide online one week prior to its release at www.kamloops.ca.
- You do not have to register for programs or purchase passes when you first enroll with your Approval Letter. After enrollment, you may register by phone 250-828-3500 or come in person to one of our City locations listed; on-line registration is not currently available for ARCH subsidy access.
- Reminder that when registering for an Activity Guide program (some restrictions apply), you will be required to pay a 15% minimum of the program registration fee, as outlined in the Approval Letter. Full subsidy credit can be applied to swim/track passes and punch cards. A maximum of \$240 ARCH subsidy can be applied towards a TCC membership pass.
- **Before you register for a program, please have the program name and course number ready.** This helps us to reduce the line-ups and serve our customers more quickly. If you have questions about a program, please call 250-828-3500 and our staff will connect you with the appropriate coordinator to answer your questions or provide you with more information prior to registering.
- A \$10 administration fee will be charged for all program withdrawals and transfers. Some programs have specific refund policies; please ask for details before you register.
- Please review the ARCH information provided to you. ARCH information can also be viewed online at: www.kamloops.ca/communityprograms/arch.shtml. It is important that you understand the ARCH program and policies. If there is any breach of the policies, clients will immediately be removed from the ARCH program.
- The ARCH cycle will end 2011 July 31, at which time all remaining credits in ARCH accounts will automatically be removed. You can re-apply for the next ARCH cycle on 2011 August 18.

City Facilities

Tournament Capital Centre
910 McGill Road

Monday - Friday, 5:30 am - 11:00 pm
Saturday - Sunday, 6:30 am - 9:30 pm

Westside Pool and Activity Centre
859 Bebek Road

Phone 250-828-3616 for business hours

Interior Savings Centre
300 Lorne Street

Winter Hours: Monday - Friday, 8:30 am - 4:30 pm
Summer Hours: Monday - Friday, 8:00 am - 4:00 pm
Office Closed Daily from 12:00 pm - 1:00 pm