

SUBSIDY PROGRAM FAQ

1. What is the PRC Subsidy Program Policy?

- a. Full time Abbotsford residents who meet the appropriate family net income threshold based on Statistic Canada's After-Tax Low-Income cutoff may apply for the City of Abbotsford Subsidy program (a financial support that offers a fee reduction) which provides a recreation pass to City of Abbotsford recreation centres and a discount for specific programs (as approved by City Council). Please note this process will assess your income eligibility and can take up to two (2) weeks to process upon submission. The program is valid from May 1st through to April 30th of the following year.
- b. For more information, please review the [PRC Subsidy Program Policy](#)

2. What is low-income cutoff?

- a. Net Family Income after tax - based on Statistics Canada Low Income cutoff.
<https://www.statcan.gc.ca/>

3. Who is eligible?

- a. Full time City of Abbotsford residents
- b. All ages (preschool, children, youth, adults, and seniors)
- c. Individuals who receive government financial assistance
- d. Individuals who do not receive government financial assistance but are in financial hardship
- e. New immigrants to Abbotsford can apply by visiting Archway Community Services

4. What is the definition of a family?

- a. A family is defined as up to two adults and all their children 18 years and under (with legal guardianship).

5. Who can apply?

- a. Individuals (19+ years) and families are welcome to apply.
- b. If multiple families share a household, each family must apply separately.

6. What documents do I need to submit?

- a. Complete the Subsidy Program Application and bring the required documents for verification to City Hall or the nearest recreation centre (ARC/MRC)
- b. Proof of residency address verification dated within the last 3 months (PO Boxes not eligible)
- c. Government issued Photo identification of applicant
- d. Proof of income (provide ONE document listed below):
 - Notice of Assessment of all adults 19 years and older. Tax notice Summary is not accepted. (If you do not have, please contact Revenue Canada at 1-800-387-1193)
 - Independent Youth Letter - letter from Child & Youth Support Program of British Columbia
 - Letter from Registered Social Worker (RSW) Ministry of Social Development and Poverty Reduction
- e. If there are children listed on application, you must provide Canada Child Benefit Notice (CCB) listing the names of all dependent children. (If you do not have, please contact Revenue Canada at 1-800-387-1193).

7. I am new to Canada, can I apply?

- a. Yes, all new immigrants to Canada are required to visit Archway Community Services. Archway will help your family complete an application.

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- 8. What if my family's net income (line 23600) is slightly above the limit or does not meet the minimum requirement, am I still eligible?**
- No, the family net income limit is based on the Low-Income Cut Off (LICO) from Statistics Canada which the City of Abbotsford must follow.
- 9. What if my documents do not reflect my current financial situation?**
- Please contact the PRC Office at prcoffice@abbotsford.ca
- 10. How long will it take to process my application?**
- Application processing takes up to 2 weeks, if the application is complete with all supporting documentation. Application status will be emailed to the contact listed in the application.
- 11. My application has been approved. How do I get the physical PRC Subsidy Card?**
- Congratulations! Please follow the instructions on how to obtain your Subsidy Pass which was sent by e-mail or mailed letter.
 - Please go to the nearest recreation facility to receive a physical card. The account is active.
 - Do not go to City Hall to receive the card.
- 12. When can I begin using my new PRC Subsidy card?**
- Immediately, PRC Subsidy Program is valid from May 1st through to April 30th of the following year and applies to many registered and drop-in programs. Allocated passes and discounts will expire and be removed from all accounts on April 30th annually.
- 13. What registered programs are included in this program?**
- The following registered programs qualify for 25% off with PRC Subsidy:
 - Group Swim Lessons (excluding private lessons)
 - Group Skate Lessons (excluding private lessons)
 - Specified Recreation Programs (Qualifying Programs updated annually)
 - AEP Neighbourhood Camps (6yrs - 12yrs)
 - ARC Neighbourhood Camps (5yrs - 8yrs) & (9yrs - 12yrs)
 - Summer in the Park (7yrs - 12yrs)
 - MRC Surf N Turf (7yrs - 12yrs)
 - For more information, please review the [PRC Subsidy Program Policy](#)
- 14. What drop-in activities are included in this program?**
- All drop-in activities are included with the PRC subsidy pass
- 15. Can I transfer my unused subsidy to another family member?**
- No, unused subsidy amounts cannot be transferred or shared with another family member or friend.
- 16. Can I apply subsidy towards previous purchases completed before subsidy approval?**
- No, the subsidy is only valid from the date of approval and remains active from May 1st through to April 30th of the following year.

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17. Can I apply subsidy towards programs once I am accepted?

- a. Yes, once you have obtained the physical card from a recreation centre, then the subsidy is active from May 1st through to April 30th of the following year.

18. Do I need to re-apply each year?

- a. Yes, all applicants need to re-apply as financial situations can change over time.

19. How can I submit my application?

- a. Completed applications and supporting documents can be submitted at 1 of 3 locations:
 - In Person at;
 1. Abbotsford City Hall / Parks, Recreation & Culture (PRC) office, 32315 South Fraser Way, 3rd floor. Our office is open Monday to Friday 8:30 am to 4:30 pm. We are closed all statutory holidays.
 2. Abbotsford Recreation Centre (ARC) – 2499 McMillan Rd, Abbotsford at the Front Desk during facility hours of operation. Please note that recreation staff cannot approve applicants; staff may only review the application and send it to the PRC Office for approval.
 3. Matsqui Recreation Centre (MRC) – 3106 Clearbrook Rd, Abbotsford at the Front Desk during facility hours of operation. Please note that recreation staff cannot approve applicants; staff may only review the application and send it to the PRC Office for approval.

20. Will I be notified if my application is not approved?

- a. Yes, you will receive a letter in the mail detailing the reason(s) for the denial.

21. Who can I contact if I have further questions?

- a. For more information, please contact the Parks, Recreation & Culture Office at City Hall
 - Call: 604-859-3134
 - E-mail: prcoffice@abbotsford.ca