

1. What is Fair Entry?

Fair Entry is a program that ensures that all Medicine Hat residents have reasonable access to a range of public services. The Fair Entry program is designed to assist low income families/individuals to enjoy programs throughout the city. Your application for Fair Entry allows you to access various services with separate subsidies for each service area.

2. What are the eligible services?

Eligible services under Fair Entry are:

- **Recreation User Fee Assistance** – 50 percent reduced rates for City of Medicine Hat regular-priced recreation program and admissions at City-run swimming pools and leisure centres. The maximum user fee assistance per eligible resident (adult or child) per eligible year is \$100. The customer pays the total balance over the yearly maximum.
- **Esplanade Arts & Heritage Centre Galleries (Art, Museum, Archives)** - 50 percent reduced rates for admission to the Esplanade galleries up to a maximum of \$20.00. The customer pays the total balance over the yearly maximum.
- **Esplanade Arts & Heritage Centre Education Programs** - 50 percent reduced rates for educational programs directly provided by staff of the Esplanade. The maximum user fee assistance per eligible resident (adult or child) per eligible year is \$100. The customer pays the total balance over the yearly maximum.
- **Seniors Centre** - 50 percent reduced rate on user fees for programs and/or services that are directly provided by the Seniors Centre staff (i.e. annual membership, wellness classes provided by staff, food services, Meals on Wheels). The maximum user fee assistance per eligible resident (adult or child) per eligible year is \$100. The customer pays the total balance over the yearly maximum.

3. How do I apply?

You can apply online at www.medicinehat.ca/fairentry You may also choose to pick up an application in person at any of the following locations:

- City Hall
- Family Leisure Centre
- Veiner Centre
- Crestwood Recreation Facility
- Esplanade Arts & Heritage Centre

Please check online for operating hours of the above facilities by visiting www.medicinehat.ca/fairentry

Unfortunately, at this time online applications are not available. You can mail, email or submit your application in person. See website for details.

4. How do I qualify?

To qualify for the Fair Entry program, you must be a resident of Medicine Hat, and demonstrate your need for assistance. This is done by providing us proof of your address,

and documents to assess your income level(s). If your income falls below the low income cut off, you will be approved for access to the Fair Entry program subsidy/subsidies.

5. What do I need to apply?

To apply, please have the following available for review:

- Proof of Income
- Proof of Residency

6. What do I need to prove my residency?

Some items that could be used to prove your residency requirement could include:

- Alberta Driver's License with Medicine Hat address
- Alberta Identification Card with Medicine Hat address
- Utility bills, cable bills, internet service bills and/or telephone bills in your name sent to a Medicine Hat address (within the last 30 days)
- Rent receipts in your name for a Medicine Hat address (within the last 30 days)
- Lease agreement in your name for a Medicine Hat address (for the current year)
- AISH forms in your name for a Medicine Hat address

If you do not have access to any of the above documents, there are other ways to prove your residency requirement. Please call us at 403-502-8001 to arrange a meeting to assist you with your application.

7. What if I don't live in Medicine Hat? What if I live in Redcliff, Dunmore, Irvine, etc.?

The Fair Entry Program is intended for those who live and hold a residence within the city of Medicine Hat. If a person has a Medicine Hat address on their driver's license, or on their tax return, or have their mail sent to an address in Medicine Hat, then they are deemed a "resident" and are eligible to apply for the Fair Entry program. If you do not qualify as a resident, or are not sure if you qualify as a resident, please contact us directly at 403-502-8001 for more information or to request an assessment.

8. I am homeless. Can I still apply?

Yes. Please contact us at fairentry@medicinehat.ca or call 403-502-8001 for assistance with your application.

9. What do I need to prove my income?

The following proof of income documents will be accepted:

- Line 150 of your most recent tax return; or
- Your most recent "Notice of Assessment" form; or
- A letter from a Registered Social Worker; or
- A letter from a Principal or Guidance Counselor confirming your status as an Independent Youth* (*for those who are under 18 years of age); or

- Alberta Health Benefits Card (current)
- Resettlement Assistance form(s)

Please note that if you are applying as a family unit, you will need to provide proof of income for any family member over the age of 18.

10. What if my proof of income documents don't reflect my current income status?

Sometimes income situations can change drastically within the same calendar year. For example, if your most recent notice of assessment is considerably higher than your current year's income, due to a sudden change in income (example: loss of job, divorce) your proof of income statement(s) may not yet reflect these sudden changes. In these special circumstances, please contact a City representative from any of the service areas. We will review your application and contact you with further details.

11. How long will it take to get approved?

Your application will be processed within 2 weeks but your approval depends on the information you provide. If information is missing, it may delay your approval. Please ensure to bring all necessary documents for processing.

12. My application was approved, now what?

If your application is approved, you will need to come with your approval letter to one of our application processing locations to have a Fair Entry card made for your use. The card serves as proof of your approved application, and will need to be presented to receive subsidies and services.

13. How long is my application good for?

Once you have applied, your application will be processed within 2 weeks. If you are approved, you will need to re-apply every 12 months to continue to receive the User Fee assistance. If you are 'renewing' your application, please check the box on the top right of the form that states 'renewal'. Your application will still be reviewed and will need to be approved based on your income - submit all appropriate proof of address and income as you did in the original application - this is not an automatic renewal. Even if you have been approved in the past year, you may not be approved in future years if your status changes.

14. I utilized a service before I was approved for Fair Entry. Can I get a refund?

Unfortunately, we cannot refund previous purchases. You are therefore encouraged to apply for Fair Entry before using certain services to ensure that you qualify for the subsidy.

15. My application was denied. Why?

Application approval is based on residency requirements and income levels. If you wish to request a review of your application, please contact us at 403-502-8001.