

KidSport Calgary & Area FAQ's

KidSport Applicant FAQ's

- Can I apply for funding more than once a year?
 - Families can apply more than once but only up to a maximum of \$300 total for the year. This can be split into different programs or one program, but each child is only eligible for a maximum of \$300. The funding amount for the year is set in January \$300 is the 2021 amount. (please note this level can change at any point as external circumstances including the amount we are able to fundraise in a year)

- What programs does KidSport cover?
 - KidSport will cover any organized sport program that includes an instructional component. Programs that are not eligible include: Scouts, Girl Guides, Music Lessons, Private Lessons, Drama, Theatre, Gym or Drop-in Memberships, Lego Blocks, Summer Camp that is not 80% sport based. KidSport does NOT cover any City of Calgary program as they have their own fee assistance. If you are unsure about the program please contact our office.

- Can I transfer any unused funding from a previous year to this year?
 - No, funding can only be applied for during that calendar year. If there are unused funds from the previous year, the family will not be eligible to access them in addition to the current year's funding.

- How long does the process take and how will I be notified if I'm approved?
 - It typically takes 2-4 weeks to process an application, depending on the current number of applications we are receiving. You will receive an approval email when the application has been approved.

- Does the funding go to me or the sport club? If I pay first will I be reimbursed?
 - Funding is sent directly to the sport organization, not the family. Please inform the organization you will be applying for KidSport funding before registering to find out what their KidSport reimbursement policy is.
 - Funding is NEVER sent directly to the family to ensure that the funds are used for the sport program that was applied for. If the applicant has withdrawn from that program, the funds will be sent back to KidSport, not the family, so that they can be applied to a new program for the child.

- Do I need a sport club signature to apply?
 - KidSport does require proof of registration in order to process and approve an application. If you are applying online, please submit the registration receipt with your application. If you do not attach the receipt, this may cause a delay of

processing the application as our office will have to contact the sport club to get confirmation.

- Can I drop off my application in your office?
 - No, we do not have a public office to drop off applications. All applications must be submitted either online, by email, fax or mail.

- Why do I need to submit my income information?
 - The KidSport subsidy program is a program for low income families. In order to qualify for the program, a family must provide income documents that support their claim of being low income. Without the proper documentation we are not able to verify this status, in which case the application would be denied funding until proper documentation is provided.

- How long until the sport club will receive the funds?
 - Funds are sent out to the sport organizations once a month, at the end of the month. Depending on when the application is received and processed this could be 4-6 weeks after we receive the application

- What are your income cutoffs?
 - KidSport Calgary does not disclose our income cutoffs but they are based on the number of individuals in the household and the Canada Revenue Agency's Low Income Cutoffs (LICO Scale) from the previous year.

- How do I get equipment through KidSport? Do I pay for it and then get reimbursed?
 - KidSport provides no-cost equipment to families through their Calgary Flames Sports Bank. Families can access this program by informing KidSport they do require equipment and KidSport will get them an appointment with the Sports Bank. Please note that equipment is not guaranteed as it is all donated equipment, so on occasion there may not be specific sizes or type of equipment you would like.
 - If families purchase equipment on their own, they will not be eligible for reimbursement through KidSport or the Calgary Flames Sports Bank.

KidSport Sport Club FAQ's

- Who do we fund?
 - All families that KidSport Calgary approves have gone through our qualification process, which requires proof of income to determine if they meet our low-income cutoffs. We understand that these families all have different stories but trust that we have reviewed income information specific to their household and when approved we have qualified them as low income. These families need our support and when we work together with your clubs to support them, we are making sport a possibility for their kids, which is the end result we all want.

- Can you send me a list of all our approved applicants?
 - All sport organizations will receive a list of approved applicants with each payment that is sent. If you are signed up for Direct Deposit, a list will be emailed and if you are receiving a cheque, a letter will be in with the cheque. If you did not receive a list with your cheque, please make sure the cheque is from KidSport and not Jumpstart.
 - If you require the status of an applicant before the end of the month, please email kidsport@kidsportcalgary.ca with the list of children. It makes the process go faster if we have the child(ren)'s names to look up.

- When we will receive the funds for approved applicants?
 - Funds will be distributed at the end of each month. If you are signed up for Direct Deposit, you will receive an email to confirm that all children are still registered before the funds are sent. When the funds are deposited, you will receive a second email confirming the deposit.
 - If you are receiving a cheque, your club will be sent an email when the cheque is ready to be picked up from our office (please note the cheque method is currently delayed as we require two board signatures on all cheques and this take a bit more time) ** Please also ensure we have the correct email address on file so this notification is being recognized in a timely manner.

- How do I know if a child has been declined funding? Will you provide the reason?
 - Monthly, each club will receive an email stating the list of children declined for funding that month. We will not disclose the reason behind the applicant being declined, if you wish to find out you will have to contact the family. Common reasons an application may be declined are:

- Funds used for that calendar year - child has used all of their KidSport funding for that calendar year
 - Household income over our cutoffs
 - Incomplete application (missing income information, sport club information, etc.)
 - Ineligible program (private lessons, membership, non-sport based)
- Am I required to reimburse the family?
 - Each club has their own KidSport policy. Some clubs do not require payment upfront, some require the registration to be paid in full, some require a deposit to hold a spot etc. What we do ask is that if a family has paid upfront and receives KidSport funding that you reimburse the family for what KidSport has sent you. If you have any questions regarding this please contact our office at kidsport@kidsportcalgary.ca
- How can I know if a child will be approved?
 - If the family has supplied all the needed documents (registration, income documents, completed application), we would be able to tell you if the family will be approved or not based on the information provided. In order for the family to be approved we do require all that information to be sent into us. *Note: some clubs ask this question before holding a spot for a family so the family does not have to pay upfront*
- Where does KidSport funding come from?
 - KidSport Calgary and our Calgary Flames Sports Bank are 100% community funded so the fees your club receives to support a KidSport kid's registration fees are raised right here in our community. We raise these dollars through our own fundraisers, third party events that people or organizations do on our behalf, individual donations, corporate donations, sponsorships, our KidSport Recycling residential and business bottle pick up program and community grant and foundation programs. Contact us at lisap@kidsportcalgary.ca to find out more.
- Is the club required to submit the application on behalf of the parent/guardian?
 - If the sport club wishes to submit the application, they can but it is not required. The applicant's parent/guardian can also submit the application to KidSport either online, by email, fax or mail.

Online Application Issues

- I am locked out of my account and my password won't reset, what do I do?
 - Please contact KidSport Alberta at info@kidsport.ab.ca and let them know what the issue is.

- I received an email stating my application is “On Hold”
 - After an application is submitted and opened to be reviewed it is placed “On Hold”. During this time, the application information will be reviewed and if we require any more documents from you, we will follow up via email.

- I made a mistake on my application and now I am not able to make any changes, what do I do?
 - Please email kidsport@kidsportcalgary.ca with your name, your child’s name and application number and inform us of the changes you wish to make and we will make the necessary changes on our end.

- How do remove my online application if my child is no longer participating?
 - Please contact kidsport@kidsportcalgary.ca to inform us that you wish to remove this application from being processed and we will delete it.
 - If the application has already been funded, then we will need to request the funds back from the sport club. Until the funds are received the application will stay as approved.