Applicant Support & Accessibility Policy

This policy has been updated as of June 24, 2024

If you have questions about the information shared below or if you need this document translated into another language, please contact us:

- Community Investment team: **grants@calgaryartsdevelopment.com** or 403.264.5330 ext. 115
- Public Art team: **publicart@calgaryartsdevelopment.com** or 403.264.5330 ext. 221

We understand that our programs and processes create barriers to access for many artists and organizations who want to apply. For example, our programs are written in English and shared online, and applicants usually have to submit written applications and reports, online and in English. This can create language barriers, communication barriers, cultural barriers and technological barriers, just to name a few.

In recognition of these barriers, our program staff are available to give support to applicants, and to offer financial assistance to applicants with barriers who may need support from someone outside of Calgary Arts Development.

These supports are outlined in detail below:

Staff Support for Applicants

Calgary Arts Development program staff are here to help you understand our programs, eligibility and how to apply.

Support is available at every stage of the application process, including before, during and after you receive a grant, funding or commission.

If you have questions or want feedback on your application, please don't hesitate to contact us directly for support. Staff will do their best to answer questions and provide feedback on your application **up to 10 business days** before application deadlines. Please contact us as early as possible so we can give you the best support possible.

Staff will do our best to give support over the phone, email, in person, or through audio and video platforms.

We will work one-on-one with potential applicants who experience barriers, and we will develop

accommodations that suit their abilities and situations. Some examples of available accommodations are:

- Language interpretation for phone or video meetings.
- Translation of written materials into other languages.
- Transcription of verbal meetings or audio and video recordings into a written document.
- Verbal video or audio applications. If you prefer to answer application questions verbally, you can submit an audio or video recording of yourself, or our staff can help record your responses using an online platform, such as Zoom.

NOTE: Calgary Arts Development will book the above services and cover the related costs as needed.

The best person to reach out to for staff support is the main contact listed in the guidelines for the program you are interested in applying to. If it's unclear who to contact, please reach out to either of the following and they will connect you with the right person:

- Community Investment team: **grants@calgaryartsdevelopment.com** or 403.264.5330 ext. 115
- Public Art team: **publicart@calgaryartsdevelopment.com** or 403.264.5330 ext. 221

You can also find answers to frequently asked questions in the **Community Investment FAQs** and the **Public Art FAQs**.

Outside Support for Applicants (Paid Application Assistance)

We understand that our staff may not always have the skills or capacity to fully support all applicants' needs.

If you are an applicant who faces any barriers that make it difficult to fairly access our programs, you may wish to seek out personal one-to-one assistance from someone outside of Calgary Arts Development to help you with the application process. If this is something you need, Calgary Arts Development may be able to directly pay that external support person for the hours they spend helping you with your application.

This might include artists who identify as:

- d/Deaf or hard of hearing
- Having a cognitive, developmental or physical disability
- Living with a mental illness
- Facing language, geographic or cultural barriers
- Facing technological barriers related to limited internet or computer access
- Additional barriers that are not listed here

Who can you get assistance from?

It is your responsibility to find and choose any external support person or services. You may choose to get support from a:

- Professional service provider
- Artistic peer
- Friend or family member

What services can they assist you with?

- Language translation
- General transcription or editing services
- Application development — help with framing your ideas and concepts or organizing support material

What is the maximum amount Calgary Arts Development will give?

- We understand that costs will vary and we expect hourly rates and total hours billed to be reasonable, fair and equitable. The maximum we can provide is $600.

What part of the application process can they help with?

- Reviewing program guidelines and deciding if you want to apply (i.e., translation services, eligibility, questions, etc.)
- Preparing and submitting an application (i.e., language translation, support with editing, organizing support materials, etc.)
- Receiving and accepting a commission or funding (i.e., interpreting notifications, completing and returning a contract, completing direct deposit, etc.)
- Preparing and submitting an interim or final report. (i.e., language translation, support with editing, organizing support materials, etc.)

How do I get approved for paid application assistance from Calgary Arts Development?

Reach out to us before you apply and let us know you are interested in 'paid application assistance':

- Community Investment team: **grants@calgaryartsdevelopment.com** or 403.264.5330 ext. 115
- Public Art team: **publicart@calgaryartsdevelopment.com** or 403.264.5330 ext. 221

IMPORTANT: **You do not need to share any specifics or details about the barriers you experience unless you want to (i.e. like a diagnosis)**. All we need to know is that you are experiencing accessibility-related barriers and are interested in paid application assistance. Staff will chat with you

to ensure you are eligible to apply to the program(s) you are interested in before approving paid application assistance.

After a Calgary Arts Development staff member has approved your request for paid application assistance, we will make a note on the grant platform so that **you do not need to request assistance for every single program or phase of the application process** (i.e., applying, reporting, etc.). This note will only be visible to staff members with access to our online grant platform.

Submit an invoice to Calgary Arts Development.

After you have received application support from someone (i.e. a friend, family member, peer, or professional service provider), **they will need to submit a basic invoice to Calgary Arts Development so we can pay them directly**. We do not pay you, the applicant — we only pay the person who gave the service or support.

The invoice must include the following information:

- The support person's full legal name, phone number, email address and mailing address.
- Your full legal name (the applicant).
- The name of the Calgary Arts Development program that they helped you with.
- The total number of hours they helped you and their hourly rate (there is no recommended hourly rate as it depends on the service and context – we expect rates to be fair and equitable for the person and service provided).
- The total amount requested.

Calgary Arts Development will process and pay the invoice.

Staff will review the invoice and follow up with the support person or professional service provider to ensure we have all the information we need (i.e. banking information) to pay them directly through electronic fund transfer.

Please note, these options for 'staff support' and outside support' (paid assistance) are not mutually exclusive. You can access either option, or both, to help support you during any stage of the application process. In fact, it can be helpful for you and your support person to connect with Calgary Arts Development program staff to ask questions so you both understand the program, requirements, criteria and processes.

These different supports and accommodations work together to help give all applicants fair and equitable access. Please reach out early if you have any questions or feedback.