

## Frequently Asked Questions (FAQs)

December 08, 2023



### 1) What support is available for households impacted by the 2023 Alberta Wildfires?

As part of our ongoing assistance to impacted communities, the Canadian Red Cross has launched the Support for Households program, offering personalized recovery support and financial incentives for a range of maintenance and mitigative activities to help Alberta households impacted by the 2023 Alberta Wildfires.

### 2) Who is eligible for the program?

The program is available to those who:

- Are a resident of Alberta with a primary residence that is in a community that was under evacuation order or alert during the 2023 Alberta Wildfires
- Are a homeowner, tenant or live in a community-owned home
- For the Personalized Recovery Support your primary residence had major damage (damage that endangers the home or makes it unsafe to live in) **or** was destroyed by the 2023 Alberta Wildfires
- For the Residential Mitigation Incentives, you must have a primary residence that was **not** damaged **or** incurred a small amount of damage due to the 2023 Alberta Wildfires (such as damage to a fence, or damage to your home that did not impact your ability to live there)

### 3) Who can access the programs?

**Personalized recovery support** is offered to people impacted by the 2023 Alberta Wildfires whose primary residence has been destroyed or has incurred major damage and in a community that was under an evacuation order or alert. The Canadian Red Cross' case management team will work directly with people impacted to discuss their unique needs and help them navigate their recovery journey and access available support. This may include support for planning their return home, understanding insurance and community resources, and providing referrals and information to help people make decisions and inform their next steps.

**Residential Mitigation Incentive program** provides financial incentives for people living in eligible areas who are interested in undertaking mitigative actions to make their home more resilient to future wildfires and extreme heat events. This program is available to residents impacted by the 2023 Alberta Wildfires whose primary residence was not damaged or that incurred minor damage and in a community that was under an evacuation order or alert.

**Maintenance activities** Eligible applicants may receive up to \$1,500 for the residential maintenance activities listed below. These are simple tasks that most people can take on themselves or with some extra help. They will help reduce the risk of wildfire spread around your home.

**Mitigation activities:** Eligible applicants who are interested in taking on a more impactful mitigation project may be eligible to receive up to an additional \$1,500 in reimbursement for expenses related to any of the residential mitigation activities listed below.

#### **4) How long is the application period?**

Please note that there are limited funds available for this program. Eligible residents are encouraged to apply as soon as possible. Should there be additional funding available, the Red Cross may offer similar programs. Applications will be accepted until February 29, 2024. Applications will be processed as they are received.

#### **5) What happens after I complete the application?**

After you complete your application and registration a Red Cross representative will contact you to let you know the outcome of your application.

#### **6) Are there specific maintenance and mitigation activities that I need to select from?**

The supports provided include financial incentives for residents impacted by the 2023 Alberta Wildfires to undertake a range of mitigative actions to protect their homes and reduce the impact of wildfires and extreme heat events. For a list of activities included in this program, [click here](#).

#### **7) I completed some of the activities on the list before I knew about this program. Can I get reimbursed for those costs?**

Unfortunately, only activities that are completed on or after November 10, 2023, are eligible for financial support.

#### **8) I'm having trouble accessing the online application form. What can I do?**

The application system works best when you use Google Chrome as the browser. If you are still having trouble, please email us at [ABRecoverySupport@redcross.ca](mailto:ABRecoverySupport@redcross.ca) or by phone at 1-833-966-4225 Monday to Friday between 9:00 am and 6:30 pm MT time.

#### **9) Will anyone ask me for banking information?**

Banking information is not required when you apply for the program. If your application is approved, we may ask for banking information to transfer funds to you. You will receive approval from the Canadian Red Cross along with instructions. If you have any questions, you can always contact us by email at [ABRecoverySupport@redcross.ca](mailto:ABRecoverySupport@redcross.ca) or by phone at 1-833-966-4225.