



PEI Disaster Financial Assistance Program

Hurricane Fiona – September 2022

TECHNICAL SUPPORT AND RESOURCES FOR APPLICANTS

CONTENTS

STEP 1: CREATE AN ACCOUNT IN SM APPLY	3
STEP 2: CHOOSE A PROGRAM	4
STEP 3: ACCESS YOUR APPLICATION DASHBOARD	6
STEP 4: COMPLETE THE CONSENT FORM	7
STEP 5: COMPLETE THE APPLICATION FORM	8
STEP 6: COMPLETE AND UPLOAD SUPPORTING DOCUMENTS	10
STEP 7: SUBMIT YOUR APPLICATION FOR REVIEW	12
ADDITIONAL INFORMATION AND TASKS	15
Adding another team member to your organization’s application	15
Change your password	15
Viewing your application after submission	16
Understanding the Application ‘Status’	17

This document is to be used as a guide when applying to the Canadian Red Cross for Emergency Financial Assistance in the wake of Hurricane Fiona.

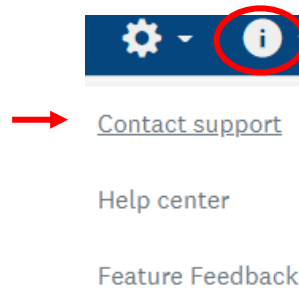
For full information about the program, including Program Guidelines, FAQs and other resources for applicants, visit: <https://www.redcross.ca/how-we-help/current-emergency-responses/hurricane-fiona-2022/hurricane-fiona-prince-edward-island>.

The Canadian Red Cross application portal uses a platform called **SurveyMonkey Apply**

- For privacy information, relevant to how SurveyMonkey collects and stores user data, click here: <https://help.smapply.io/hc/en-us/articles/360003749013-SurveyMonkey-Apply-Data-Privacy>

In addition to this document, you can also find support by:

- contacting the site administrator at PEISupport@redcross.ca, or by phone at 1-833-966-4225.
- clicking the “i” button in the site header and choose **Contact Support** for support in SM Apply.



This application is available to complete in either English or French. To change language, choose the EN button in the header and choose FR.



Cette demande peut être complétée en anglais ou en français. Pour changer la langue, cliquez sur le bouton EN en haut de la page et choisissez FR.

Completing this application may take anywhere between a few hours to a few days depending on your organization’s ability to source the information required.

STEP 1: CREATE AN ACCOUNT IN SM APPLY

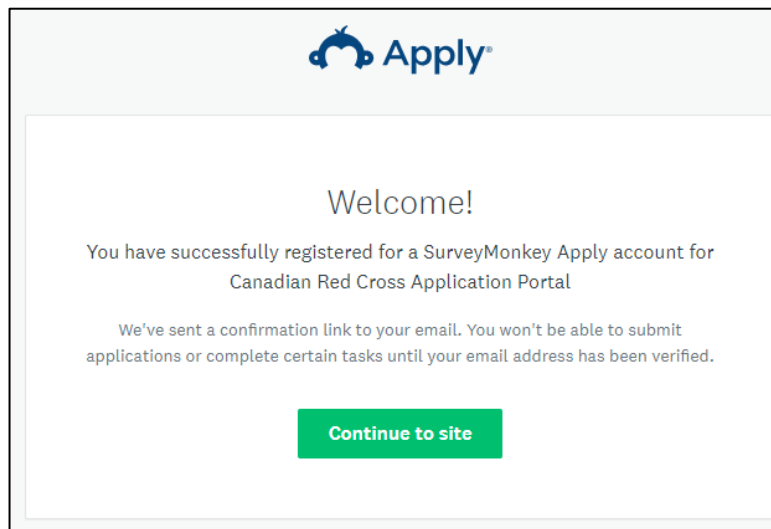
The first task is to create an account on the Canadian Red Cross Application Portal by going to <https://redcross.smapply.ca> on any web-enabled computer or mobile device. For the best user experience please DO NOT USE INTERNET EXPLORER, any other browser such as Chrome or Firefox or Edge may be used.

Choose **"REGISTER"** located at the top of your screen.

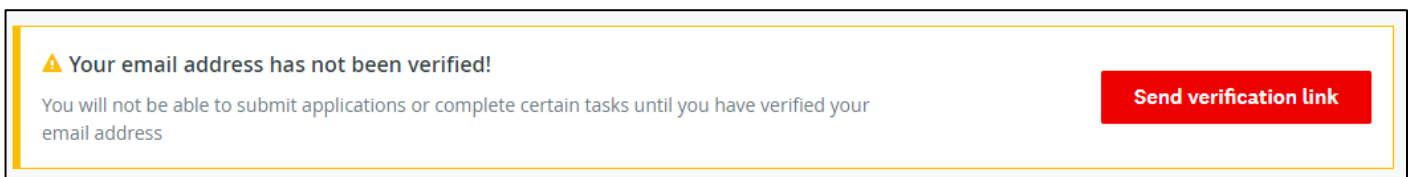


Enter your name, email, and choose a secure password, then click **"CREATE ACCOUNT"**

Once you enter your information you will receive a prompt from the system to verify your email. Upon successful verification you may continue with your application.



If you do not verify your email address you will be unable to continue. Click the red button in the header to resend the verification link.



STEP 2: CHOOSE A PROGRAM

There are several programs being run by the Canadian Red Cross. Ensure you choose the program entitled “**PEI Disaster Financial Assistance Program – 2022 Hurricane Fiona**”

The screenshot shows a web interface titled "Programs" with a search bar and navigation icons. It features five program cards arranged in a grid. The bottom-left card is highlighted with a red rounded rectangle. Each card contains the following information:

- AT WORK: Stop the Spread and Stay Saf...**
Accepting applications from 30 Apr 2021 09:00 (EDT) to 31 Mar 2022 23:59 (EDT)
Stop the Spread and Stay Safe at Work - COVID-19 Screening for Community Organizations
[MORE](#)
- Support to Small Businesses and Not-fo...**
Accepting applications from 14 Jul 2022 11:00 (EDT) to 30 Nov 2022 23:59 (EST)
Support to Small Businesses and Not-for-Profit Organizations Program - 2021 British Columbia Floods & Extreme Weather
[MORE](#)
- AT HOME: Stop the Spread and Stay Saf...**
Accepting applications from 17 Feb 2022 11:00 (EST) to 18 Nov 2022 23:00 (EST)
Stop the Spread and Stay Safe at Home: Distribution of Rapid Antigen Tests & Masks
[MORE](#)
- Strengthening Community Capacity to S...**
Accepting applications from 16 Jun 2022 09:00 (EDT) to 29 Jul 2022 23:59 (EDT)
COVID-19 Mental Health and Wellbeing Grant Program
[MORE](#)
- PEI Disaster Financial Assistance Progra...**
Accepting applications from 30 Sep 2022 11:00 (EDT) to 31 Jan 2023 23:59 (EST)
For Islanders applying for the PEI Disaster Financial Assistance Program with damage as a result of Hurricane Fiona September 2022
[MORE](#)

Click on the “**MORE**” button to access specific information pertaining to that program.

From the Program information page click on **“APPLY”** to begin your application.



PEI Disaster Financial Assistance Program- 2022 Hurricane Fiona

Program Summary

NOTE: Food spoilage is not covered under this program. For the emergency assistance being offered to PEI through Red Cross visit [here](#). This program is for uninsurable damage and clean to your property, small business or non profit- see resources below for more details.

The Canadian Red Cross is administering the PEI Disaster Financial Assistance program starting Friday, September 30, 2022. The Disaster Financial Assistance (DFA) Program provides emergency, non-repayable financial assistance to Prince Edward Island residents, small business from the commercial, agriculture and aquaculture/fisheries sectors, and not for profit organizations for uninsurable loss and damage caused by significant events deemed eligible under the federal DFAA program.

Resources for Applicants

- [Program Guidelines](#)
- [Documents Required](#)
- [A working copy of forms \(clean up log, damage inventory etc.\)](#)
- [Confirmation of Insurance Form](#)
- [FAQ's](#)

Application Deadline

Deadline to apply to the PEI DFA Program is January 31, 2023.

Application Support

Email: peisupport@redcross.ca

Call Centre:
Monday to Friday 8am to 6pm Atlantic
1-833-966-4225

APPLY

Opens

30 Sep 2022 11:00 (EDT)

Deadline

31 Jan 2023 23:59 (EST)

STEP 3: ACCESS YOUR APPLICATION DASHBOARD

Your screen will look like the screenshot below once you have registered and launched the program. This is the application dashboard and can be used to gauge how many steps are left in the application process and allow you to navigate between sections.




The screenshot shows the application dashboard for 'PEI Disaster Financial Assistance'. On the left, a progress bar indicates '0 of 6 tasks complete' with a last edit of '30 Sep 2022 13:31 (ADT)' and a deadline of '1 Feb 2023 00:59 (AST)'. Below this are 'REVIEW' and 'SUBMIT' buttons, and an 'Add collaborator' button. The main content area shows the application ID 'PEI22-000000000' and status 'In progress / En cours'. A red underline is under the 'APPLICATION' tab. A 'Your tasks' list is shown with six items, each with a document icon and a red arrow: 'Consent', 'Application Form (Residential, Small Business and Non Profit Applicants) Cannot be started at this time', 'Damage Information / Loss Inventory Cannot be started at this time', 'Clean up Log Cannot be started at this time', 'Insurance Confirmation Form Cannot be started at this time', and 'Property Ownership / Lease / Rental Cannot be started at this time'. A red arrow labeled 'Start here' points to the first task, 'Consent'.

Begin with the first task, Consent, review and complete the form. As you work through the forms, additional forms will open as needed.

UNDERSTANDING THE ICONS ON YOUR APPLICATION

Once you begin to complete the application, the Task List from your dashboard will show on the left side of your screen, providing a roadmap of all the tasks that are required to complete the application.

The icons provide the following information:

-  Task not yet started
-  Task in progress
-  Task Completed

All mandatory sections must show a red checkmark before you will be able to submit your application. The progress bar below the Task List (x of 8 tasks complete) will also provide a summary to gauge your progress. At any point, you can save your progress and return to complete the application at another time.

This screenshot shows a detailed view of the task list. At the top is a 'Back to application' link. Below is the application title and ID: 'PEI Disaster Financial Assistance Pr...' and 'PEI22-0000000005'. The status is 'In progress / En cours'. The task list shows six items: 'Consent' (with a red checkmark icon), 'Application Form (Residential, Small Business and Non Profit Applicants)' (with a red checkmark icon), 'Damage Information / Loss Inventory' (with a dashed circle icon), 'Clean up Log' (with a dashed circle icon), 'Insurance Confirmation Form' (with a dashed circle icon), and 'Property Ownership / Lease / Rental' (with a dashed circle icon). At the bottom, a progress bar shows '2 of 6 tasks complete'.

STEP 4: COMPLETE THE CONSENT FORM

Please read the language provided in the consent form and provide your agreement by choosing the button **"I AGREE"** and then clicking **"MARK AS COMPLETE"** to save and continue.

To consent please select, I agree.

I agree

SAVE & CONTINUE EDITING **MARK AS COMPLETE**

STEP 5: COMPLETE THE APPLICATION FORM

From your dashboard or the left hand Task List menu, choose **"Application Form"**. Please complete the form in its entirety.

The screenshot shows a web interface for an application form. On the left is a task list with a progress bar at the bottom indicating '1 of 6 tasks complete'. The task list items are: Consent (checked), Application Form (Residential, Small Business and Non Profit Applicants) (highlighted in red), Damage Information / Loss Inventory, Clean up Log, Insurance Confirmation Form, and Property Ownership / Lease / Rental. The main form area on the right is titled 'Application Form (Residential, Small Business and Non Profit Applicants)' and shows 'Form for "Application Form (Residential, Small Business and Non Profit Applicants)"' with a progress bar. Below this is the 'Residential Application Information' section, which includes a question: 'Do you own the property you are applying for?' with radio button options: 'Yes, I am the homeowner' and 'No, I am a tenant'. Underneath is the 'Application Next Steps' section with a bulleted list: 'Complete the remaining tasks in your application portal.', 'You will need to upload to the portal:' followed by 'Completed Confirmation of Insurance or letter of denial from your insurance company indicating that you could not have purchased insurance to cover the loss', 'Home Owner: Copy of Property Tax Bill', 'Tenant: Copy of Lease / Rental Agreement', and 'Completed inventory of losses /damage'.

Choose **"SAVE & CONTINUE EDITING"** located at the bottom of the form to save your work periodically.



When you click **"SAVE & CONTINUE EDITING"** you may be alerted if the form contains errors (e.g., blank fields that have not yet been filled out) but the **form is still going to save with the errors.**

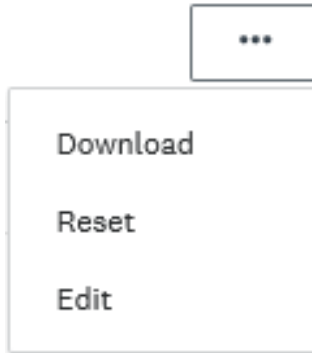


The status of your form in the Task List will turn half red to indicate it is in progress.

Once you have completed all the questions choose **“MARK AS COMPLETE”** which will turn the task into a red checkmark on the Task Bar. If you have completed the task and would like to return to make a change, you may reopen by clicking the **“...”** menu at the top of the screen and choosing **“EDIT”**. Note you will need to **“MARK AS COMPLETE”** again once you have completed your edits.



TIP – If you would like to print out the application to be able to gather the information offline before entering into your online application, you may obtain a copy by clicking the **“...”** menu at the top of the screen and choosing **“DOWNLOAD”**. This will open a PDF copy of the application which you may print for your own use.



WARNING: If you select **“RESET”** from the **“...”** menu, all data in your form will be deleted.

STEP 6: COMPLETE AND UPLOAD SUPPORTING DOCUMENTS

On your dashboard the next tasks require you to complete and/or upload supporting documents such as your loss inventory, a clean-up log, provide insurance confirmation, and property ownership proof. Small businesses and non-profit organisations will be prompted to upload a few additional documents.

< Back to application

PEI Disaster Financial Assistance Pr...
PEI22-00000000
ID: PEI22-00000000 | Status: In progress / En cours

- Consent
- Application Form (Residential, Small Business and Non Profit Applicants) >
- Damage Information / Loss Inventory
- Clean up Log
- Insurance Confirmation Form
- Property Ownership / Lease / Rental

1 of 6 tasks complete

If a file upload is required, you may upload your document into the system by clicking **“UPLOAD A FILE”**. File formats allowed include Word, PDF, or image files such as .JPG, .PNG. When finished completing the form and uploading your file(s) click **“MARK AS COMPLETE”**.

Form for "Insurance Confirmation Form"

Insurance Confirmation Form

This form **MUST** be completed by an authorized representative of your insurance company when applying for assistance through the Disaster Finance Assistance Program.

[Insurance Confirmation Form](#)

Are you able to provide this completed form yet?

Yes (uploaded below or emailed to peisupport@redcross.ca)

No, I am waiting on my insurance company to respond

Completed Insurance Confirmation Form

Please upload your completed Insurance Confirmation form



TIP – to add more than one document in any section, click the “...” at the top of the page and choose **“EDIT”** which will unlock the page, and click **“ATTACH FILE”** again. Click on **“MARK AS COMPLETE”** again when second document is uploaded. Repeat as necessary.

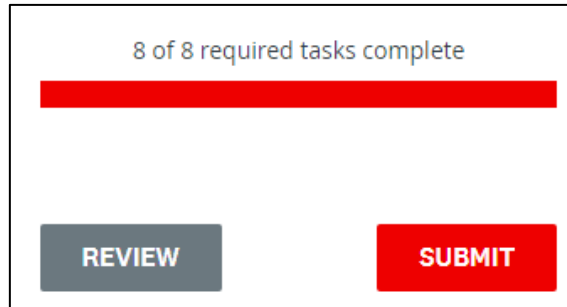


TIP – To view list of documents submitted for any section, click the “...” and choose **“DOWNLOAD”** to view a PDF copy of what has been uploaded. A full list of all the documents uploaded to all sections will be available to view at the end of the application before final submission.

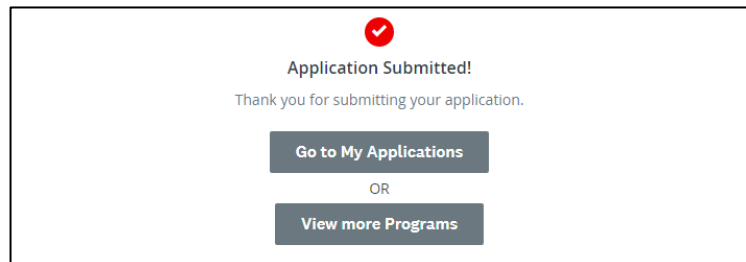
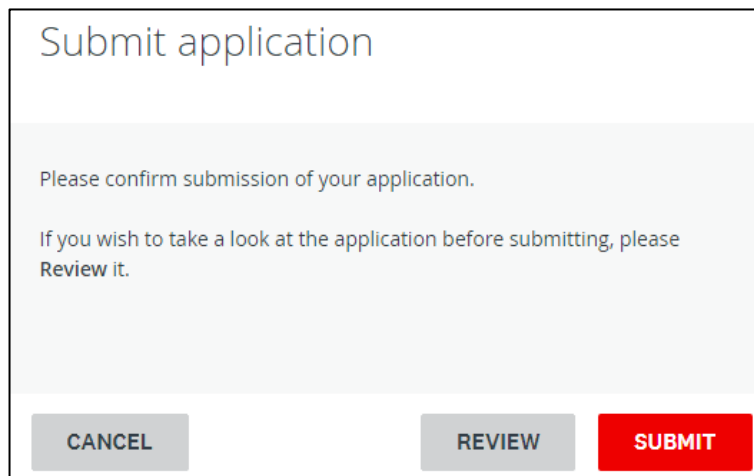
STEP 7: SUBMIT YOUR APPLICATION FOR REVIEW

Once there is a check mark against all sections in the task bar, you are ready to submit for review.

Click the **"SUBMIT"** button found at the bottom of the task bar.



The system will present you with an opportunity to review your application and documentation before your final submission. Click on **"REVIEW"** to access. If all is correct, select **"SUBMIT"** again and your application will be forwarded to the administration team for review. You will be contacted if additional information is required.




STEP 8: SUBMIT PHOTOS, RECEIPTS, OR INVOICES



Once you have submitted your application, an additional stage for uploading receipts and invoices will be available to you to upload all supporting documentation. You can revisit this stage as many times as you wish to continue to provide documents.

[← Back to application](#)

[PEI Disaster Financial Assistance Pr...](#)
PEI22-0000000
ID: PEI22-00000000 | Status: Under Review

 **Submitted**
Submitted on: 30 Sep 2022 13:52 (ADT)

0 of 0 tasks complete

  Upload your receipts and invoices (you can continue to upload after submitting your application) Read only ⋮
Completed 30 Sep 2022 15:54 (ADT)


Photo, Receipt & Invoice Upload



Upload any photos, receipts or invoices you have ready now. If you don't have any click continue and you can return here as you have items to upload.

Uploads of photos, receipts and invoices

I have uploaded the photos, receipts and invoices I have. I will continue to upload receipts and invoices as they are ready.

Be sure to **Mark as Complete and Submit** (you can return to this task and keep uploading at a later date)

Upload Space
 74B42E97-
Tom down gazebo

 **VIEW FULL SCREEN**  **DOWNLOAD** File type: jpeg Size: 5.3 MB

RETURNING TO VIEW MY APPLICATIONS

Clicking on the **“MY APPLICATIONS”** button at the top of your screen will display the applications that are in progress/submitted.



Welcome!

Click "View programs" to get started, or click on one of your applications below to continue or to submit your progress report.

Returning applicants: click on “Programs” (in the top right-hand corner) to access applications

Pour naviguer vers le français, cliquez sur le menu déroulant EN dans le menu bleu ci-dessus et sélectionnez FR (Français Canada).

FRAUD NOTICE: The Canadian Red Cross will never ask for your banking information or credit card information (except when you are making a donation). Extremely limited personal information and no financial deposits or contributions are required at the point of application, or at any time for the *Stop the Spread and Stay Safe! Program: COVID-19 Screening Program for Community Organizations*. Unfortunately, bad actors see health emergencies and disasters as an opportunity to commit fraud against those impacted and organizations like the Canadian Red Cross. If you receive an email or phone call from someone posing as the Canadian Red Cross, and when in doubt, you can call us at 1-866-221-2232 or email us at Covid19communitysupport@redcross.ca to validate that the outreach is from the Canadian Red Cross.

All Applications ▾  

PEI Disaster Financial Assistance Program- 2022
Hurricane Fiona
PEI22-0000000

Deadline: 1 Feb 2023 00:59 (AST)


STATUS: In progress / En cours

0 of 6 tasks complete

START

PEI Disaster Financial Assistance Program- 2022
Hurricane Fiona
PEI22-0000000

STATUS: Under Review

 **SUBMITTED**

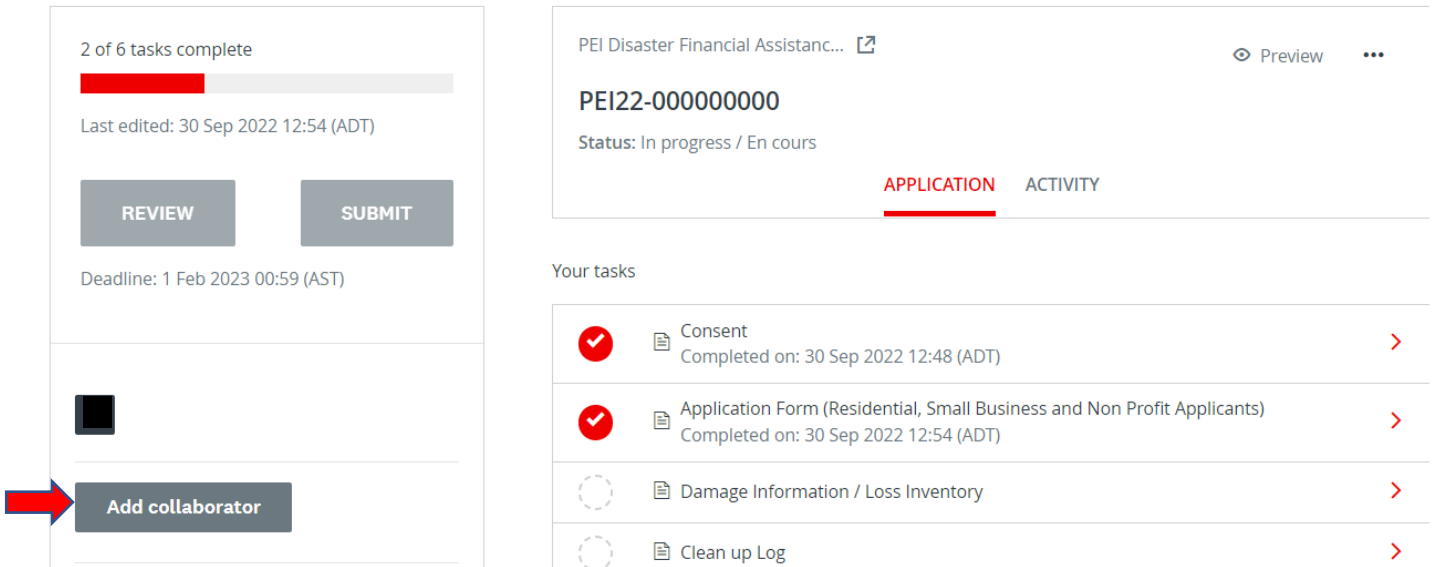
VIEW

Once your application is completed and submitted you may return to this page to see the status of your application. Please see the [Additional Information and Tasks](#) section for a definition of the various statuses.

ADDITIONAL INFORMATION AND TASKS

Adding another team member to your organization's application

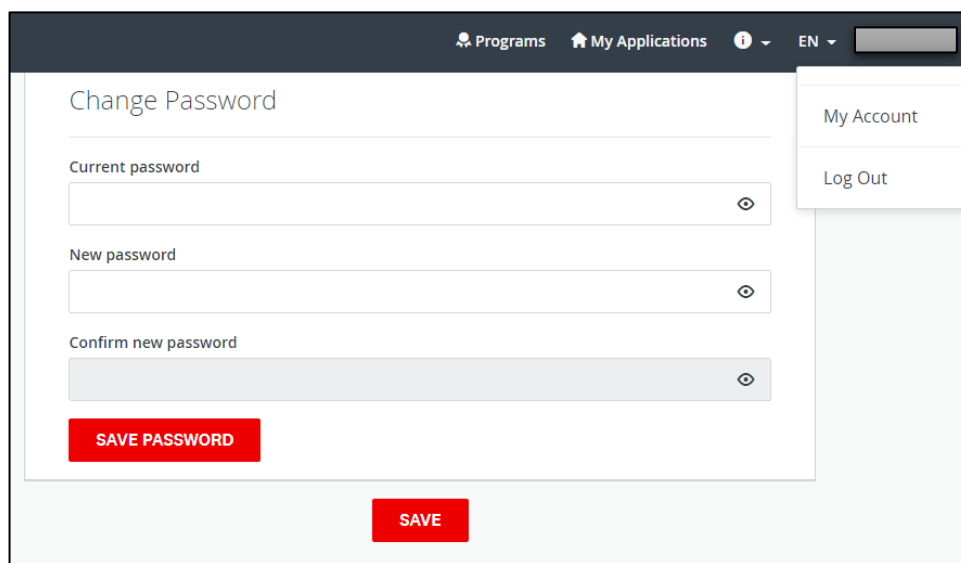
You can add additional team members to your account to enable a collaborative approach to completing your organization's application. To invite additional team members to your application, choose **"ADD COLLABORATOR"** located below your Task List. This will send an email to your chosen colleague to invite them to participate.



The screenshot displays two panels. The left panel shows a progress bar for '2 of 6 tasks complete' with a red segment. Below the bar, it states 'Last edited: 30 Sep 2022 12:54 (ADT)' and includes 'REVIEW' and 'SUBMIT' buttons. A 'Deadline: 1 Feb 2023 00:59 (AST)' is also shown. At the bottom of this panel is a dark grey button labeled 'Add collaborator', which is pointed to by a red arrow. The right panel shows the application details for 'PEI Disaster Financial Assistanc...' with a 'Preview' link and a three-dot menu. The application ID is 'PEI22-000000000' and its status is 'In progress / En cours'. Below this, there are two tabs: 'APPLICATION' (highlighted with a red underline) and 'ACTIVITY'. A 'Your tasks' section lists four items: 'Consent' (completed on 30 Sep 2022 12:48), 'Application Form (Residential, Small Business and Non Profit Applicants)' (completed on 30 Sep 2022 12:54), 'Damage Information / Loss Inventory', and 'Clean up Log'. Each task has a red checkmark icon and a right-pointing arrow.

Change your password

To change your password, click on your name on the top right corner of the screen and chose **"MY ACCOUNT"**. Scroll down to **"CHANGE PASSWORD"**. Click **"SAVE"** when you are done.



The screenshot shows the 'Change Password' form. At the top, there are navigation links for 'Programs' and 'My Applications', along with a user profile icon and the text 'EN'. The form contains three input fields: 'Current password', 'New password', and 'Confirm new password', each with a toggle icon to the right. Below the fields is a red button labeled 'SAVE PASSWORD'. At the bottom of the form is another red button labeled 'SAVE'. On the right side, a dropdown menu is open, showing 'My Account' and 'Log Out' options.

Viewing your application after submission

To view your application after submission go to **“MY APPLICATIONS”** at the top of the screen and **“VIEW”** your application.

All Applications ▾

The image shows two application cards from a dashboard. Both cards are for the 'PEI Disaster Financial Assistance Program- 2022 Hurricane Fiona' with ID 'PEI22-000000000'. The left card has a status of 'In progress / En cours', a deadline of '1 Feb 2023 00:59 (AST)', and a 'START' button. The right card has a status of 'Under Review', a 'SUBMITTED' indicator with a green checkmark, and a 'VIEW' button. Both cards show a timestamp of '30 Sep 2022 13:31 (ADT)' or '13:52 (ADT)'.

The status will show as Application in Progress until you Submit the application (status **“SUBMITTED”**). For a list of the possible statuses you may see here after Submitted please see the table on the next page.

To view your application online, choose **“PREVIEW”** at the top right, to download a copy click ‘...’ and **“DOWNLOAD”**.

The image shows two screenshots of the application details page. The left screenshot shows the 'Submitted' status with a red checkmark icon and the timestamp 'Submitted on: 30 Sep 2022 13:52 (ADT)'. The right screenshot shows the 'Under Review' status with the ID 'PEI22-000000000' and a 'Preview' button. Below the status, there are two tabs: 'APPLICATION' (which is selected and underlined) and 'ACTIVITY'.

If you have a question regarding the status of your application, please view your application online as the status is updated as it progresses through the review process. For additional questions, please contact the administrator at 1-833-966-4225 or PEISupport@redcross.ca.

Understanding the Application 'Status'

Once you complete your application, you will be able to view the status of your application(s) as it moves through the review process. The following provides more information on what each status indicates.

In Progress	Application is being completed by the applicant and has not yet been submitted for review.
Submitted	Application is complete and has been submitted to the Administrator.
Under Review	The application is being reviewed by an Administrator.
Information Required	Additional information or documentation is required to complete review of the application. An email has been sent to the Applicant.
Decision Complete	Application review is complete and the decision has been emailed to the Applicant.