



COVID-19 EMERGENCY SUPPORT FOR COMMUNITY ORGANIZATIONS

FREQUENTLY ASKED QUESTIONS

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BACKGROUND

- On April 21, 2020, the Government of Canada announced a \$350 million Emergency Community Support Fund to help charities and non-profit organizations adapt frontline services for vulnerable Canadians during COVID-19.
- \$88.9 million of this Fund, which is being led by Employment and Social Development Canada, is now being made available to support communities continuing to address the impact of the pandemic. Applicants can begin submitting applications October 5, 2020.
- The Government of Canada is releasing the balance of these funds now to ensure it and its partners can make adjustments, as necessary, to continue responding to evolving emergency needs as a result of COVID-19.
- The Fund first opened to receive applications on May 19, 2020. The first round of funding supported projects in every province and territory and for every vulnerable group. The Fund's three intermediaries – Community Foundations of Canada, the Canadian Red Cross and United Way Centraide Canada – combined their national reach and local expertise to flow money quickly where it was needed most.
- This support will allow the Canadian Red Cross to offer programs and services to support community agencies and not-for-profit organizations during this unprecedented health emergency, to help ensure the continued provision of important health and community support to communities across Canada.
- Canadian Red Cross support to community organizations includes:
 - Providing grants to non-profit organizations to help them continue providing vital support to vulnerable groups;
 - Providing free personal protective equipment (PPE) and online training to prevent disease transmission, to ensure community organizations can continue their invaluable contributions to the COVID-19 response.

GENERAL

What is the Granting Program for Non-profits?

- With funding from the Government of Canada's Emergency Community Support Fund led by Employment and Social Development Canada, the Canadian Red Cross is making grants available to non-profits across Canada, in support of their direct service delivery to those who are most vulnerable to the health, social, and economic impacts of COVID-19.
- Non-profit organizations are critical in the response to community needs in times of crisis and organizations across Canada are stepping up to respond to COVID-19 while quickly adjusting to the unprecedented impact on their operations, fundraising, and ability to safely reach and support their communities.

What is the Personal Protective Equipment & Training to Prevent Disease Transmission Program?

- The Canadian Red Cross free PPE and online training program is to support frontline workers responding to COVID-19 in low- and medium-risk environments. The program is also supporting organizations in accessing personal protective equipment for their volunteers and staff.
- This program is supporting the health and wellbeing of frontline workers by equipping them with critical personal protective equipment, including masks and gloves, and through self-directed online training that will teach them to use this equipment to help ensure their health and wellbeing and that of the clients they are serving.

Knowing that the Community Emergency Support Fund includes Community Foundations and United Way as well as the Canadian Red Cross - how do I know which program to apply to? If I apply to one agency am I ineligible to apply to others? Can I apply to the Canadian Red Cross for personal protective equipment and training, and other agencies for granting?

- The Canadian Red Cross is the only agency offering the Personal Protective Equipment & Training to Prevent Disease Transmission Program so all groups that meet the eligibility criteria are encouraged to apply. Application to the United Way or Community Foundations for granting funding will not impact your application to the Canadian Red Cross for the Personal Protective Equipment & Training to Prevent Disease Transmission Program.
- The Canadian Red Cross' granting program targets non-profit organizations, while the other groups are focused on granting to charities and qualified donees. This will ensure little duplication between what the Canadian Red Cross funds and what others fund. To understand if you should apply, please consult our ["Is My Organization Eligible"](#) visual.

COVID-19 EMERGENCY RESPONSE SUPPORT PROGRAM ELIGIBILITY

What types of organizations can apply to the Granting Program for Non-profits?

Organizations that can apply include non-profit organizations, non-government organizations, Indigenous Peoples' organizations, faith-based organizations and other organizations that are addressing a pressing social inclusion or wellbeing need caused by COVID-19 or are supporting vulnerable populations and meet the eligibility criteria. Please consult our ["Is My Organization Eligible"](#) visual to help assess if you are eligible to apply.

Registered charities and qualified donees are not eligible under the granting program. If your organization is a registered charity or qualified donee, you may be eligible for grants from [Community Foundations Canada](#) or [United Way Centraide](#).

What types of organizations can apply to the Personal Protective Equipment & Training to Prevent Disease Transmission Program?

Organizations that can apply include both registered charities and non-profit organizations that are non-government organizations, Indigenous Peoples' organizations, faith-based organizations and other organizations whose frontline work is helping to reduce the impacts of COVID-19 and/or providing necessary support to Canadians that meet the eligibility criteria.

What are the eligibility criteria for funding under the Granting Program?

Organizations must be non-profits - defined for the purposes of this granting program as community organizations, associations, societies or trusts that are (whether incorporated or unincorporated) organized and operated exclusively for social welfare, civic improvement, pleasure, recreation, or any other purpose except profit - that:

- Have non-profit organization status within Canada;
- Deliver critical community-based supports to vulnerable populations in Canada or that are addressing a pressing social inclusion or wellbeing need;
- Are incorporated or established in Canada or have a principal registered office address in Canada;
- Have been in operation on or before December 31, 2019 (preference will be given to organizations that have been in operation for 12 months or longer);

- Regularly dedicate at least 50% of core activities to direct service delivery;
- Have a governance structure with at least three people on the board, management committee, etc.;
- Have internal accountability measures such as procedures for internal controls;
- Conduct activities that fall into at least one of the eligible activity categories; and/or
- Do not require funding for any of the ineligible activities listed in the [Guidelines](#).
- **Preference will be given to organizations that** have annual revenues of \$1,500,000 or less.

Please consult our [“Is My Organization Eligible”](#) visual to help assess if you are eligible to apply.

What are the eligibility criteria for the Personal Protective Equipment & Training to Prevent Disease Transmission Program?

Organizations can be registered charities, qualified donees and non-profits that -

- Are undertaking frontline work to reduce the impacts of COVID-19 and/or providing necessary support to Canadians responding in low- and medium-risk environments;
- Are incorporated or established in Canada or have a principal registered office address in Canada
- Have been in operation on or before December 31, 2019 (preference will be given to organizations that have been in operation for 12 months or longer);
- Regularly dedicate at least 50% of core activities to direct service delivery;
- Have a governance structure with at least three people on the board, management committee, etc.; and
- Have internal accountability measures such as procedures for internal controls.
- Preference will be given to organizations with unrestricted cash reserves of less than 20% of their annual operating budget (as an indication of financial vulnerability).
- Preference will be given to organizations that have annual revenues of \$1,500,000 or less.

Please consult our [“Is My Organization Eligible”](#) visual to help assess if you are eligible to apply.

My organization is a registered charity and a non-profit – are we eligible for the Granting Program?

Yes, you may be eligible for the Granting Program if your organization operates as both a charity and a non-profit, as long as your application for grant funding is submitted as a non-profit organization. This can be selected in the “organization type” within the application portal. Registered charities are required to file an annual T3010 form. Non-profits are required to file either a T2 form or a T1044. Please check with your organization’s accounting team to know if you file as both entities.

Please note that if you are applying to both programs, we recommend that you select “non-profit organization” as the type. This will ensure your application is reviewed for both the Granting Program for Non-profits and the Personal Protective Equipment & Training to Prevent Disease Transmission Program.

What types of organizations are ineligible for both the Granting Program and the Personal Protective Equipment & Training to Prevent Disease Transmission Program?

The Canadian Red Cross granting program is focused on non-profits. In order to not duplicate efforts, registered charities and qualified donees are not eligible for the granting program. They are, however, eligible for the Personal Protective Equipment & Training to Prevent Disease Transmission Program.

Organizations that are ineligible for both programs are individuals, for-profit businesses, umbrella organizations or associations who are not directly serving vulnerable populations, political organizations that conduct partisan political activities (i.e. support for a candidate or political party).

If you are ineligible for either of these programs, there are many other federal and provincial programs that you may apply to and benefit from, including many initiatives on the [Government of Canada website](#) including but not limited to:

- Canada Emergency Wage Subsidy (CEWS)
- Extending the Work-Sharing program
- Business Credit Availability Program (BCAP)
- Canada Emergency Business Account (CEBA)
- Canada Emergency Commercial Rent Assistance (CECRA)

Why is my registered charity not eligible for the Red Cross' granting program?

The Government of Canada has generously provided over \$350 million through two rounds of funding to several organizations to provide support to different groups including registered charities. If you are not eligible for the Canadian Red Cross Granting Program for Non-profits we encourage you to visit unitedway.ca/ecsf or communityfoundations.ca to see if you may be eligible for other granting programs from the Government of Canada Emergency Community Support Fund. If your registered charity is also a non-profit organization, you can still apply to Granting Program. Be sure to select "non-profit organization" in the "organization type" within the application portal.

For more helpful information on which organization you should apply to, see [here](#).

CLARIFICATION QUESTIONS ON ELIGIBILITY AND DEFINITIONS

What is meant by a non-profit?

Non-profits for the purposes of this program are defined as community organizations, associations, societies or trusts that are (whether incorporated or unincorporated) organized and operated exclusively for social welfare, civic improvement, pleasure, recreation, or any other purpose except profit.

What is a for-profit organization or business?

Organizations which generate a profit for their members or shareholders. Organizations incorporated under the Canada Business Corporations Act (CBCA) or provincial legislation such as the Ontario Business Corporations Act (OBCA), or a sole proprietorship or a partner in a business partnership are likely a for-profit and are not eligible for the Emergency Response Support Program.

My organization is a non-profit but is not incorporated. Am I still eligible?

Yes, you may still be eligible for both programs even if you are a non-profit that is not incorporated. Visit redcross.ca/communityorganizations to learn more about additional eligibility criteria and to apply.

What is a Canadian registered charity?

A registered charity refers to a charitable organization, public foundation, or private foundation registered with the Canada Revenue Agency (CRA) as a registered charity on their [Charities Listing](#). If your organization appears on the CRA Charities Listing it is a registered charity. However, the Red Cross recognizes that some organizations hold both charitable status with CRA as well as non-profit organization status in their province.

See Question "[Why is my registered charity not eligible for the Emergency Response Support?](#)"

My organization is a registered charity and also a non-profit – are we eligible for the Granting Program?

Yes, you may be eligible for the Granting Program if your organization operates as both a charity and a non-profit, as long as your application for grant funding is submitted as a non-profit organization. This can be selected in the "organization type" within the application portal. Registered charities are required to file an annual T3010 form. Non-profits are required to file either a T2 form or a T1044. Please check with your organization's accounting team to know if you file as both entities.

Please note that if you are applying to both programs, we recommend that you select "non-profit organization" as the type. This will ensure your application is reviewed for both the Granting Program for Non-profits and the Personal Protective Equipment & Training to Prevent Disease Transmission Program.

What is a qualified donee?

A qualified donee is an entity that is entitled to issue official donation receipts for gifts. Qualified donees include all Canadian registered charities as well as the following groups:

- [Canadian amateur athletic associations](#)
- [Registered journalism organizations](#)
- [Registered municipalities](#)
- [Registered municipal or public bodies performing a function of the Government in Canada](#)

- [Registered universities outside Canada](#)
- [Registered foreign charities that have received a gift from Her Majesty in right of Canada](#)
- [Registered low-cost housing corporations for the aged](#)
- [Her Majesty in right of Canada, a province, or a territory, and the United Nations and its agencies](#)

How does the Canadian Red Cross work with Community Foundations and United Way at the local level?

The Canadian Red Cross works with local stakeholders and other funding agencies to ensure that grants are meeting community needs. This is accomplished through collaborative approaches including formal and informal structures. As the Canadian Red Cross' Granting program is focused on non-profits, we would be happy to accept applications from community organizations that may not meet the criteria of the other funders. Likewise, if the Canadian Red Cross is unable to fund a community organization that may fit other funders' criteria, we will strive to connect them to other local agencies where possible.

Canadian Red Cross, United Way of Canada and Community Foundations of Canada are all administering granting programs. How are you ensuring that these organizations are not duplicating assistance to the same community organizations?

The Canadian Red Cross, the United Way of Canada and the Community Foundations of Canada have worked very closely with ESDC to develop comprehensive programming that targets a variety of community organizations. The Canadian Red Cross' granting program targets non-profit organizations, while the other groups are focused on granting to charities and qualified donees. This will ensure little duplication between what the Canadian Red Cross funds and what others fund. Activities within projects may only be funded by one agency.

What does direct service delivery mean?

Direct service delivery means the provision of services and goods directly to beneficiaries, and specifically to [vulnerable populations](#). Sometimes this is referred to as frontline service delivery. The provision of services and goods by virtual means is also considered to be direct service delivery.

One example would be if you are an organization that delivers meals on wheels to the elderly and disabled. That would be considered a direct service delivery to vulnerable populations related to COVID-19. Another example of direct service delivery to vulnerable populations related to COVID-19 would be providing virtual counselling services to persons living with mental illness.

If you are an organization that writes well-researched reports on the importance of improving delivery services for the elderly and disabled, that would not be direct service delivery. While we acknowledge that both direct and indirect service offerings are important, this fund is focused solely on direct service delivery to [vulnerable populations](#).

What do you mean by the requirement for a governance structure with at least three people on the board, management committee, etc.?

Some non-profit organizations in Canada can be established with only one or two people involved in the whole organization. These organizations may do great work but are not eligible for this program. This program has tight timelines and we require certain basic checks and balances, accountability and community involvement. The board, management committee or executive committee is a governing body or decision-making body of the non-profit, as

opposed to membership, staff, and other volunteers who may also be very involved in the organization. Therefore, in this program, we are only funding non-profits that have three or more people on their board, management committee, executive committee, etc., or have three trustees if a trust.

How are you defining vulnerable populations?

Consistent with Employment and Social Development Canada, for the purposes of the Program, vulnerable populations means communities in Canada that experience physical, economic and social barriers that would typically include those living in poverty (i.e. low-income cut-off (LICO) and diverse marginalized groups who are at risk of being socially excluded such as seniors, youth, Indigenous, veterans, visible minorities, women, LGBTQ2+, low-income, unemployed, single parent families, newcomers to Canada, individuals living with a disability, experiencing homelessness, living in remote and/or rural areas, or from an official language minority community. See a list of vulnerable populations [HERE](#).

How are you ensuring your program is assessing the outcomes of supporting vulnerable groups and/or pressing social inclusion need?

The Emergency Community Support Fund was created to serve the most vulnerable Canadians, with the objective being to provide assistance to organizations attending to the needs of vulnerable populations during the COVID-19 outbreak. The Canadian Red Cross has long been dedicated to ensuring that pressing social inclusion needs are addressed throughout its long-term recovery and emergency programming and is continuing to do this throughout the COVID-19 pandemic.

The Canadian Red Cross has developed an outreach strategy to ensure that those who are outside of the regular set of partners of the Canadian Red Cross, are provided with an equal opportunity to be considered for funding. As the Canadian Red Cross is a national organization with multiple offices across Canada, we have a plethora of outlets to share this information with and are asking that all interested groups share this opportunity throughout their own respective networks. The Canadian Red Cross is conducting an open, impartial and fair selection and assessment process to fund projects which respects our fundamental principles.

The Canadian Red Cross Protection, Gender Equality and Social Inclusion and Community Engagement and Accountability team is also involved throughout the grant process, including reviewing the reporting, identification of COVID-19 impacts on vulnerable populations in Canada and data collection to ensure that grants are awarded to organizations that are meeting the needs of the most vulnerable. Applications are accessible through a portal on the Canadian Red Cross website, in both official languages, and Grants Officers are available to support organizations throughout the process. For organizations with limited internet access or application challenges please contact us at covid19communitysupport@redcross.ca. Our goal is to ensure that organizations are aware of the fund, supported through the application process and successful in their application.

What do you mean by partisan political activities?

Partisan political activities include any activities that directly or indirectly support a particular political party, politician or candidate for public office. As a Canadian registered charity, the Canadian Red Cross is prohibited from taking part in any partisan political activities, and no funds from the Red Cross can go towards partisan political activities. The Red Cross will not fund any organizations under this program that are involved in partisan political activities.

Examples of partisan political activities include creating and publishing media (ads, articles, blog posts, etc.) in support of a particular political party or politician; commenting on social media outlets in support of a particular political party or politician.

Why does it matter how long our organization has been in operation?

The Canadian Red Cross has limited funds available and would like to support existing organizations that have a good track record of supporting vulnerable populations. The Red Cross will accept and consider applications from organizations that have been actively in operation before December 31, 2019.

How do I calculate the ratio of unrestricted cash to the total annual operating expenditures to understand how my application will be considered?

The Canadian Red Cross will be assessing this as part of your organization's application for the Personal Protective Equipment & Training to Prevent Disease Transmission Program to understand your organization's financial vulnerability. It may also be used as a metric in the Granting to Non-Profits program as expressed in the Program Guidelines.

You are encouraged to still apply even if your ratio exceeds 20%. This ratio is not the only factor being considered for the Personal Protective Equipment & Training to Prevent Disease Transmission Program and is not a core eligibility criterion. It may however be used to prioritize resources to organizations.

What we will be assessing is: Unrestricted Cash (A) divided by Annual Operating Expenditures (B) as an indicator of financial vulnerability to assess need for personal protective equipment and training for the purposes of the ESDC-funded project.

To calculate the ratio of Unrestricted Cash (A) to Annual Operating Expenditures (B) you can follow the following methodology:

Unrestricted Cash (A)

To calculate the unrestricted cash please use the information filed in Schedule 100 of your T2 filings. The amounts reported for cash and short-term investments under lines 1000, 1001 and 1180 should be used. If using recent financial statements not part of a filing, please provide the total of cash and short-term investment balances at the month end provided. Please ensure you upload these financial statements to the secure application portal.

Annual operating expenditures (B)

Take the annual operating expenditures reported in the last T2 filing reported in your Schedule T125.

Example:

Total unrestricted cash (A):	\$50,000
Total operating expenditures (B):	\$250,000
<u>Ratio=</u>	<u>20%</u>

How do we determine if over 50% of our activities relate to direct service delivery?

Generally speaking, if over 50% of the total revenues reported above relate to direct service delivery, your organization will be eligible against this criterion. However, there may be other ways to demonstrate this aside from revenues so we encourage you to contact us at covid19communitysupport@redcross.ca for more assistance.

ELIGIBLE ACTIVITIES, COSTING DATES AND FUNDING AMOUNTS FOR THE GRANTING PROGRAM

What kinds of activities can be supported for the Granting Program for Non-profits?

Non-profit organizations may apply for financial support to respond to community needs in **one** of the following activity categories:

- Responding to increased demand for services and goods as a result of COVID-19;
- Adapting or realigning existing service delivery and programming to a COVID-19 reality to support existing service delivery;
- Delivering new services or programming as a result of new needs or losses arising as a result of COVID-19;
- Recruiting, engaging and supporting personnel (volunteers and/or staff) required to respond to and recover from COVID-19;
- Community awareness, information and education related to COVID-19 to mitigate risk and impact, support recovery and resiliency and/or prevention.

See the [Granting Program Guidelines](#) for more information.

Can proposals include costs for activities that have already been incurred?

Yes, proposals can include costs that have already been incurred as long as you can provide original supporting documentation (receipts, invoices, transaction reports, etc.) and these costs were incurred after August 19, 2020. Given the context of COVID-19 in Canada, retroactive costing is permissible and will be reviewed on a case-by-case basis although preference may be given to requests that include activities that will occur before February, 19, 2021.

What is the timeline for spending project funds?

To be eligible, activities must occur between **August 19, 2020 and February 19, 2021**.

How much money can I apply for?

The budget for the project must be a minimum of \$5,000 and a **maximum of \$100,000**.

What types of activities are ineligible for funding?

The Canadian Red Cross is not able to consider projects that include any of the following ineligible activities:

- Ongoing or core operational costs of an organization not directly related to service delivery as part of an emergency response to COVID-19;
- Activities that occur before August 19, 2020 and after February 19, 2021;
- Medical or clinical services;
- Initiatives within legislated mandates of government or city departments;
- Initiatives where a profit is being made by the organization;
- Fundraising events (including, but not limited to, golf tournaments, galas, etc.);
- Activities that do not fall within Canadian Red Cross charitable objectives or that do not adhere to the [Fundamental Principles](#) and humanitarian values of the Canadian Red Cross;

- Initiatives that require adherence to a specific faith (the Red Cross is committed to the Fundamental Principles of neutrality and impartiality);
- Initiatives with political activities;
- Initiatives that would duplicate existing services;
- Activities that would result in double recuperation of funds, for example for items or services covered by other funding, government assistance including the Emergency Community Support Fund or insurance;
- Costs for major capital equipment/renovations and minor renovations and financing of deficits;
- Construction of housing or shelter structures;
- Activities focused on addressing economic recovery or business needs;
- Research projects;
- Activities that take place outside Canada;
- Activities that do not fall within the current objects or mandate of the applicant;
- Rental costs for space that is owned by the organization;
- Purchase of leased land;
- Debt reduction campaigns;
- Building larger reserves;
- Contributions to endowment funds;
- Activities that are inconsistent with public health directives related to COVID-19; and/or
- Activities where administrative expenses are greater than 9%. Please see our [Eligible Costing Guidelines](#) for more detail.

APPLICATION PROCESS FOR BOTH THE GRANTING PROGRAM AND THE PPE AND TRAINING PROGRAM

Where can I apply?

You can apply online at www.redcross.ca/communityorganizations. If you need support, you can contact us at covid19communitysupport@redcross.ca or by calling 1-866-221-2232.

Does my organization have to apply separately for the Granting Program for Non-profits and Personal Protective Equipment & Training to Prevent Disease Transmission Program, or can we apply for both on one application?

You can access both program applications through the single Canadian Red Cross application portal. You will only need to enter your organizational information once, and then you can apply to either Program or both.

Can my organization apply for both programs?

Yes. Eligible non-profits can apply for both the Granting Program for Non-profits and the Personal Protective Equipment & Training to Prevent Disease Transmission Program. If your registered charity is also a non-profit organization, you can apply for both programs. Be sure to select “non-profit organization” in the “organization type” for both applications within the application portal. Once you apply for one program, all your documents and organizational information will transfer over and you will only have to fill out a few additional application items.

When is the deadline to apply?

The deadline to apply for programs is **October 30, 2020**. Applications submitted after this date will not be considered.

If my organization applied for funding in the first round, can we apply again in Round 2?

A non-profit organization can **apply** a maximum of two times across both rounds.

My organization started an application in Round 1, but never submitted. Can we use the same application for Round 2?

Although the application portal is the same for both rounds, unfortunately we are unable to port or move incomplete applications within the portal. If you began an application in Round 1, and never submitted it, you will need to begin a new application in the Round 2 area of the application portal.

When will successful applications be notified?

Qualifying applications will be reviewed after the deadline of October 30, 2020. You may be contacted by a Grant Officer before this date to get more information on your application, but no decisions will be made until after the deadline.

How will I know the status of my application?

You can check your application profile for the status of your application and where it is in the review process.

Will applicants deemed ineligible be notified?

Yes, the Red Cross will be reaching out to all applicants.

I can't get access to the required documents as we are all working remotely during COVID-19.

Most documentation should be also available online and copies of originals are permissible. However, we recognize that COVID-19 will present some challenges for applications. Please contact us at covid19communitysupport@redcross.ca for more assistance. Please put as much information in the email as you can outlining what documentation is not accessible.

Is a deposit or payment required to apply to either program? Does the Canadian Red Cross ever ask for banking info, credit card info, or extensive personal information as part of its application process?

At the point of application for either program, the Canadian Red Cross requires extremely limited personal information. *We do not require financial deposits, payments or contributions at any time for the COVID-19 Emergency Response Support Program.* Please note that the Canadian Red Cross will never ask for your banking information or credit card information (except when you are making a financial donation).

Unfortunately, bad actors and individuals seeking to commit fraud 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 1-800-418-1111 or email us at covid19communitysupport@redcross.ca to validate that the outreach is from the Canadian Red Cross.

I am worried that I have received a fraudulent survey, that the survey that I have received is not real, or that I have been contacted by a fraudulent party in relation to the COVID-19 Emergency Response Support Program and/or application.

Unfortunately, bad actors and individuals seeking to commit fraud 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 1-800-418-1111 or email us at covid19communitysupport@redcross.ca to validate that the outreach is from the Canadian Red Cross.

Are the costs of applying reimbursable?

There is no fee to submit an application. Any costs associated with your organization preparing the application will not be reimbursed.

Do I have to complete my application all at once?

No, you can save and return to your application as many times as you wish before submitting. Please ensure that you hit "submit" when your application is complete, and before the October 30 deadline.

Can organizations make changes to their application once it has been submitted?

No, unfortunately no changes can be made to an application after it has been submitted. If you have any concerns please contact us at: covid19communitysupport@redcross.ca.

My organization does not have the resources (people, skillset, etc.) to complete the application. Can the Canadian Red Cross assist with this process?

Unfortunately due to volume we are limited in the support we provide to applicants, but if you need support in completing your application due to limitations related to resources and skillset you can contact us at covid19communitysupport@redcross.ca and we may be able to provide further guidance.

If you have technical questions you can call an agent toll free at 1-866-221-2232 for support.

What support is available to official language minority communities for the application process?

The Canadian Red Cross team is here to support any organizations requiring additional assistance in the application process, which includes official minority language communities. Please contact us 1-866-221-2232 or covid19communitysupport@redcross.ca if you require information in a language aside from English or French.

If my organization wants to apply for training, but does not require personal protective equipment, am I able to just apply for training?

Yes. Your organization may apply for training to prevent disease transmission on its own. You can reflect this request in your application.

How do I know what costs are eligible and how to fill in my project budget?

Please consult our [Eligible Costing Rules and Financial Management Guidelines](#) for support on what costs are eligible as well as how to complete the project budget.

What documentation will be required to apply to the Granting Program for Non-profits?

To validate organization eligibility and to support the assessment of applications, the following documentation will be required as part of the application process:

- Governance documents, such as:
 - o Incorporation documentation, if incorporated (i.e. Articles or Letters Patent, by-laws)
 - o Trust Deed, if a trust
 - o Constitution or similar document, if an unincorporated association
 - o Certificate of Incorporation
 - o Provincial Registry document
- Most recent financial statements, such as:
 - o Audited financial statements, if available
 - o If financial position has deteriorated significantly since the start of COVID-19 (March 11, 2020) please provide unaudited March 31, 2020 financial statements or equivalent
 - o The most recent Profit and Loss Statement and Balance Sheet
 - o Qualified Opinion financial statement
 - o Notice to Reader statement
 - o Draft financials
- Tax filings for the last year (2019 tax year, or most recent)
 - o T2 return or T2 Short Form (if incorporated)
 - o Information return (Form T1044) (all organizations with assets over \$200k or investment income over \$10k must file this)
- Company Reports, such as
 - o Last annual report
 - o Donor report
 - o Member's report
 - o Reporting to stakeholders on activities
 - o Most recent report from Annual General Meeting

Website of the organization, social media pages or accounts (Facebook, Instagram or Twitter handle), if any, where the mission/vision and services of the organization are listed. If this isn't available online, a one-page document listing this information.

What documentation will be required to apply to the Personal Protective Equipment & Training to Prevent Disease Transmission Program?

If you are a charity or qualified donee the following is required a part of the application process to validate organizational eligibility and to support the assessment of application:

- Canada Revenue Agency Registration Number (charity or qualified donee)
- Last annual report, donor report, reporting to stakeholders on activities
- Website of the organization, social media pages or accounts (Facebook, Instagram or Twitter handle), if any, where the mission/vision and services of the organization are listed. If this isn't available online, a one-page document listing this information.

If you are a non-profit organization the following is required as part of the application process to validate organizational eligibility and to support the assessment of application:

- Governance documents, such as:
 - o Incorporation documentation, if incorporated (i.e. Articles or Letters Patent, by-laws)
 - o Trust Deed, if a trust
 - o Constitution or similar document, if an unincorporated association
 - o Certificate of Incorporation
 - o Provincial Registry document
- Most recent financial statements, such as:
 - o Audited financial statements, if available
 - o If financial position has deteriorated significantly since the start of COVID-19 (March 11, 2020) please provide unaudited March 31, 2020 financial statements or equivalent
 - o The most recent Profit and Loss Statement and Balance Sheet
 - o Qualified Opinion financial statement
 - o Notice to Reader statement
 - o Draft financials
- Tax filings for the last year (2019 tax year, or most recent)
 - o T2 return or T2 Short Form (if incorporated)
 - o Information return (Form T1044) (all organizations with assets over \$200k or investment income over \$10k must file this)
- Company Reports, such as
 - o Last annual report
 - o Donor report
 - o Member's report
 - o Reporting to stakeholders on activities
 - o Most recent report from Annual General Meeting

Website of the organization, social media pages or accounts (Facebook, Instagram or Twitter handle), if any, where the mission/vision and services of the organization are listed. If this isn't available online, a one-page document listing this information.

The documentation states a requirement to provide my tax filing/information return, but our organization does not file taxes – what do I do?

Tax filings could also be termed an information return, or regulatory filing and such a filing is required if an organization is incorporated (T2 Return or T2 Short Form). If your organization is not incorporated you are generally not required to file a return unless ONE of the following are applicable:

- The organization is entitled to receive taxable dividends, interest, rentals or royalties totaling more than \$10,000 in the fiscal period; OR
- The organization owned assets valued at more than \$200,000 at the end of the immediately preceding fiscal period; OR
- The organization had to file a non-profit organization information return for a previous fiscal period.

If you are not required to file taxes or a tax return you can skip this step in the application process. If you are required to file a tax return, or are unsure on the requirements, and have not filed a return but have questions for our program teams please contact us at covid19communitysupport@redcross.ca.

Are non-profit organizations required to file taxes or an information return? What if my organization hasn't filed any?

All incorporated entities (non-profit organizations, businesses, etc.) are required to file a T2 tax form (T2 Return or T2 Short Form) as part of their return.

Unincorporated non-profits are only required to file taxes if ONE of the following are applicable:

- The organization is entitled to receive taxable dividends, interest, rentals or royalties totaling more than \$10,000 in the fiscal period; OR
- The organization owned assets valued at more than \$200,000 at the end of the immediately preceding fiscal period; OR
- The organization had to file a non-profit organization information return for a previous fiscal period.

The form non-profits are required to complete if they meet one of the above is the T1044.

If you are not required to file taxes or a tax return you can skip this step in the application process. If you are required to file a tax return, or are unsure on the requirements, and have not filed a return but have questions for our program teams please contact us at covid19communitysupport@redcross.ca.

If my organization is a charity or qualified donee applying for the Personal Protective Equipment & Training to Prevent Disease Transmission Program, do I need to upload all the tax forms that the application system is asking me for?

No, you do not. This is an optional step for registered charities and qualified donees applying to the Personal Protective Equipment & Training to Prevent Disease Transmission Program. However, it is a requirement for non-profit organizations applying. Charities and qualified donees applying for the training and equipment program can enter their organization information and then proceed to the application form.

Do I need to provide audited financial statements?

If you have audited financial statements, please provide them to us. However, many non-profits are not required to have audited financial statements and therefore will not have audited financial statements. As well, some non-profits may have audited financial statements in previous years, but they have not completed their audit yet. In this case please provide the Canadian Red Cross with audited statements when you have them and unaudited when you don't.

Do I need to provide both the T2 and T1044?

Incorporated non-profits must file the T2 Corporation Income Tax Return, and only some will also file the T1044, Non-Profit Organization (NPO) Information Return. Some unincorporated non-profits will only need to file the T1044. In some cases, an organization may not have filed the forms required, but this does not necessarily disqualify those organizations from applying for this grant. If you file both the T2 and T1044, please provide both. Here is information on the [T2](#) and [T1044](#).

SUCCESSFUL APPLICANTS

What will be required of my organization if our application is successful?

If your application for both programs is successful, your organization will be expected to:

- Sign an agreement - see the term sheet for Granting Program for Non-profits [Here](#) and for Personal Protective Equipment & Training to Prevent Disease Transmission Program [Here](#)
- Comply with all applicable legislation, regulations, Canada Revenue Agency rules and guidelines, health and safety standards, and privacy legislation relevant to the organization funding activities
- Recognize the financial assistance from the Canadian Red Cross and Employment and Social Development Canada

For the Granting Program for Non-profits, organizations will also need to:

- Have in place strong financial management practices and be able to demonstrate how these have been followed, if requested.
- Have in place appropriate insurance for their activities for the granting program
- Ensure that professionals delivering specialized services as part of the initiative have the relevant certifications (i.e. when delivering clinical interventions) or checks (i.e. vulnerable sectors check for those working with children);
- Submit reporting for grants - see the [program guidelines](#) for each program for details on reporting

For the Personal Protective Equipment & Training to Prevent Disease Transmission Program, organizations will also need to:

- Provide the numbers of volunteers/ employees for training
- Confirm the shipping addresses for the PPE kits

Will all successful applicants receive the same amount of money for the granting program?

No, applicants will not receive the same amount of funding. Applications will be assessed based on the activities and budget proposed.

PERSONAL PROTECTIVE EQUIPMENT & TRAINING TO PREVENT DISEASE TRANSMISSION PROGRAM DETAILS

What types of personal protective equipment (PPE) will successful applicants be provided? How will the Red Cross determine how much equipment each organization receives?

Successful applicants for the Personal Protective Equipment & Training to Prevent Disease Transmission Program will receive a 60-day supply of personal protective equipment, which includes one mask and two pairs of gloves per day or a set amount of full-time equivalent, for volunteers and staff providing direct-services to those impacted by COVID-19. If an agency has a large number of frontline staff and volunteers, the amount of personal protective equipment provided may be capped to ensure all agencies receive equitable support.

What if my organization requires more personal protective equipment (PPE) or runs out early?

Unfortunately, each organization may only apply once for PPE and/or training across both rounds of programming. Provincial health authorities may also provide supplies.

How is the Red Cross ensuring it has enough personal protective equipment (PPE) to support successful applicants?

We have secured supplies based on the funding provided by Employment and Social Development Canada.

Our organization requires other types of personal protective equipment (PPE) too (i.e. gowns, face shields). Can Red Cross provide those too?

At this time the Personal Protective Equipment & Training to Prevent Disease Transmission Program is focused on low- and medium-risk frontline service delivery and so is providing two-piece personal protective equipment which includes non-medical masks and gloves through the funded program. The provision of this level of personal protective equipment does not mean that the Canadian Red Cross has assessed and certified that the work being undertaken is low and medium risk. Each organization should assess its risk environment. Personal protective equipment is only one element of infection prevention. Its use reduces the risk of harm but does not eliminate the hazards itself. In the context of COVID-19, the risk of acquiring infection should be mitigated as much as possible through procedures and policies that, in addition to correctly using appropriate PPE, support infection prevention such as practicing proper hand hygiene and distancing.

What will be covered in the Personal Protective Equipment & Training to Prevent Disease Transmission Program?

The self-directed online training focuses primarily on understanding how infection occurs and how participants can use personal protective equipment (PPE) and good Prevention of Disease Transmission practices to reduce their risk of infection. The following topics will be covered:

- What is infection and how is it caused?
- Infection transmission rates;
- How to prevent infection and disease transmission;
- Proper handwashing techniques;
- Types of personal protective equipment
- Proper donning, doffing and disposal protocols for using personal protective equipment.

The goal of the course is to provide key information in a way that is accessible and useful for participants.

How long is the training?

The self-directed online training course is designed to take approximately 40 minutes.

Are there any prerequisites to take the course?

No, the course has no prerequisites and is suitable for all audiences.

By when must the training be completed?

All training must be completed by **March 31, 2021**.

Is the information in the training available after completion?

Yes, the information in the training will be available after it has been completed, and until March 31, 2021.

Is it possible to receive just preventing disease transmission training?

Yes, it is possible to receive just the prevention disease transmission training. You will be asked to confirm this preference in the application process.

What is meant by a “low- and medium-risk environment” for direct service delivery?

The Canadian Red Cross is using this as an indication of risk to staff and volunteers to identify organizations that are undertaking front facing direct service delivery where risk to staff and volunteers is mitigated through other means such as the nature of the services themselves (drop off, pick up and distribution), and through other means such as maintaining the two metre distance.

Each organization should assess its risk environment. Personal protective equipment is only one element of infection prevention. Its use reduces the risk of harm but does not eliminate the hazards itself. In the context of

COVID-19, the risk of acquiring infection should be mitigated as much as possible through procedures and policies that, in addition to correctly using appropriate PPE, support infection prevention such as practicing proper hand hygiene and distancing.

Please note that this program is not designed for high risk direct service delivery where enhanced personal protective equipment and additional infection prevention control protocols are required such as in clinical and hospital settings.

What options are available for preventing disease transmission training delivery?

The Canadian Red Cross is offering an online self-directed training which is a self study program with maximum flexibility. The course takes approximately 40 minutes.

Are participant materials available for the training course?

A participant pocket guide has been created for the course and will be available digitally for all course participants from the Red Cross Learning Campus.

How do I get PPE for the demonstrations for the preventing disease transmission training?

Having a set of gloves and masks at the time of training is not required to complete the training. If you are also receiving personal protective equipment from the Canadian Red Cross this may or may not be provided prior to training depending on shipping time frames challenged by COVID-19 impacts. If you do not receive equipment prior to training, you will receive a reference guide with information on how to use the personal protective equipment to complement the course.

How is the Red Cross ensuring the quality assurance of the personal protective equipment it is providing?

The Canadian Red Cross has a long-standing relationship with a private sector company which has been contracted to source, store and sell a range of health and safety products. This contract has been in place for many years and includes personal protective equipment, including gloves and masks.

The company holds the highest level of medical device licensing in Canada and has successfully completed Health Canada Audits. The company also maintains and follows Health Canada approved Standard Operating Procedures associated to the production, warehousing and sale of devices. Partner factories in China focus on personal protective equipment, first aid and disaster preparedness products, which are all ISO 13485 (Medical Device Quality Systems) and MDSAP certified. These factories are also FDA and CE approved with regular inspections from these regulatory bodies. Quality controls on all aspects of production through to shipping are tightly monitored and controlled.

How will I receive the PPE kits?

All PPE will be delivered to the address provided in your application form via courier. You will receive tracking information when the boxes have been shipped. If you are approved for a large amount PPE for your staff and volunteers, your PPE may be delivered by freight. This means you will receive a curbside delivery and the PPE will be packed on pallets. A representative from your organization must be present to accept the order.

What if I entered my address incorrectly in the application form?

As part of the process to ship your PPE, the Canadian Red Cross team will validate shipping addresses. If we are unable to validate your address, a Canadian Red Cross representative will contact you to amend the address. It is important to ensure that the shipping address you provide in the application form is where you wish to receive the PPE, unfortunately after the PPE has been shipped from our warehouse, we are unable to change the address.

CURRENT CANADIAN RED CROSS COMMUNITY PARTNERSHIP PROGRAM RECIPIENTS - ACTIVE FLOOD AND FIRE PARTNERS

Am I eligible to apply for the Emergency Response Support Granting Program?

Yes, provided your application is for new activities not currently funded and you meet the eligibility criteria.

Can partners redirect funding or resources from current funded projects towards activities related to COVID-19?

Unfortunately, no. The funding that the Red Cross has made available through the Community Partnerships Program was donated by Canadians and held in trust to support communities impacted by specific disasters or emergencies, for example the 2016 Alberta fires, the 2017 B.C. fires, or the 2019 spring flooding in Quebec and Ontario. As such it is not possible to use funds granted under a current project agreement for activities related to COVID-19.

We ask that partners please continue to work within the scope of current project agreements and discuss any potential or requested changes with us. The individual project check-in tool and process will help us understand these needs and respond to them in a coordinated way.

We do understand that COVID-19 is impacting community organizations and the communities we serve in complex and unexpected ways, and we know that community networks of support are critical. Again, we encourage organizations to share and discuss the needs and priorities of their community as they emerge.

What other information can we give non-profit organizations (NPOs) to help them adapt to COVID-19?

Canadian Red Cross has posted several resources online to support NPOs. These can be found here, in English and in French: www.redcross.ca/communityorganizations.

What are the additional support funds for active partners?

A small amount of assistance will be available to assist active partner organizations to adapt their Red Cross-funded project to the new realities of the COVID-19 pandemic situation.

The project assistance is only available to partner organizations with current projects funded by Canadian Red Cross, because it is designed to support the success of active fire, flood, or tornado recovery projects. Funds are being made available from the funds raised to respond to these original emergencies (appeal trust funds).

Qualifying partner organizations that completed the survey will receive a letter explaining the amount and purpose of the project adaptation assistance. Use of the funds must relate to the funded project, however the funds are separate to the agreement budget. This allows flexibility for organizations to take the appropriate steps they need for their project amidst COVID-19. The funds are provided in addition to, and outside of the project budget. Straightforward reporting back on the use of funds will be required, and a template will be provided.

The assistance is not available to government partners or school boards. The assistance is not available to organizations that are very close to their end dates or where activities are concluded (final report submitted and/or eligible costing dates passed).