



Home Mitigation Incentive Program

2017 BC wildfires

TECHNICAL SUPPORT AND RESOURCES FOR APPLICANTS

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This document is to be used as a guide when applying to the Canadian Red Cross Home Mitigation Incentive Program

For full information about the program, including Program Guidelines, FAQs and other resources for applicants, visit:
<https://www.redcross.ca/BCmitigation>

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

- For privacy information, relevant to how SM Apply 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 our team at BCmitigation@redcross.ca or by phone at 1-833-966-4225 from Monday to Friday between 9:00 a.m. and 6:00 p.m. PST

Completing this application may take anywhere between 15 minutes to an hour depending on your ability to source the information required and compile the requested documents. Documents required are referenced in Section 5 of this document.

OVERVIEW OF APPLICATION STEPS

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.

COVID-19 Emergency Support for Community Organizations

Reviewer Log-In

Admin Log-in

EN ▾

Log In ▾

Register

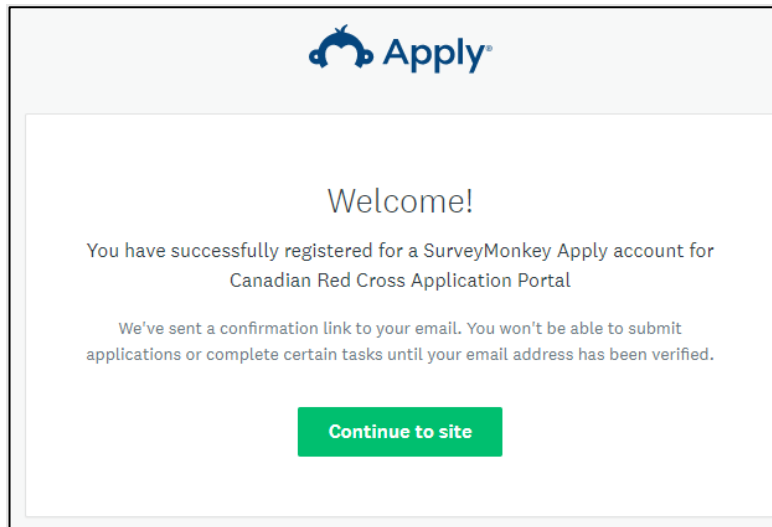
! ▾



Canadian
Red Cross

Croix-Rouge
canadienne

Canadian Red Cross Application Portal



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

⚠ Your email address has not been verified!

You will not be able to submit applications or complete certain tasks until you have verified your email address

[Send verification link](#)

STEP 2: CHOOSE A PROGRAM

There may be several active programs in the menu. Choose the *Home Mitigation Incentive Program – 2017 BC wildfires* box.

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

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

STEP 3: STARTING YOUR APPLICATION FORM

The **Application Form** consists of six tasks to be completed, including:

- a. Consent
- b. Personal information
- c. Home Mitigation Activities
- d. What’s you plan?
- e. Additional Documentation
- f. Certification

Your screen will look similar to the screenshot below once you have launched into the application. You will need to complete the six tasks that make up the Application form, marking each as Complete. Work through the steps listed on the Task List on the right side of your screen.




The screenshot displays the application interface. At the top, a red box labeled "Start here" points to the "Consent" task in the "Your tasks" list. The interface shows a progress bar (0 of 6 tasks complete), a "REVIEW" and "SUBMIT" button, and a deadline of 30 Aug 2023 23:59 (PDT). The task list includes: Consent, Personal Information (Cannot be started at this time), Home Mitigation Activities (Cannot be started at this time), What's your plan? (Cannot be started at this time), Applicant Document Uploads (Cannot be started at this time), and Certification (Cannot be started at this time).

COMPLETE ALL SECTIONS OF YOUR APPLICATION

The screenshot shows a mobile application interface for the Home Mitigation Incentive Program. At the top, there is a back button labeled '< Back to application'. Below this, the application title 'Home Mitigation Incentive Program...' is displayed, followed by the ID 'BCmitigation-0000000002' and the status 'ID: BCmitigation-0000000002 | Status: In progress / En cours'. A list of tasks follows: 'Consent' (marked as completed with a red checkmark and 'Cannot be modified'), 'Personal Information' (marked as not started with a red circle and a red arrow), 'Home Mitigation Activities' (not started), 'What's your plan?' (not started), 'Applicant Document Uploads' (not started), and 'Certification' (not started). At the bottom, a progress bar shows '1 of 6 tasks complete' with a red segment representing the first task. Below the progress bar, it says 'Last edited: 20 Apr 2023 14:05 (EDT)'.

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 section. Use this to navigate through the steps of your application.

The icons provide the following information:

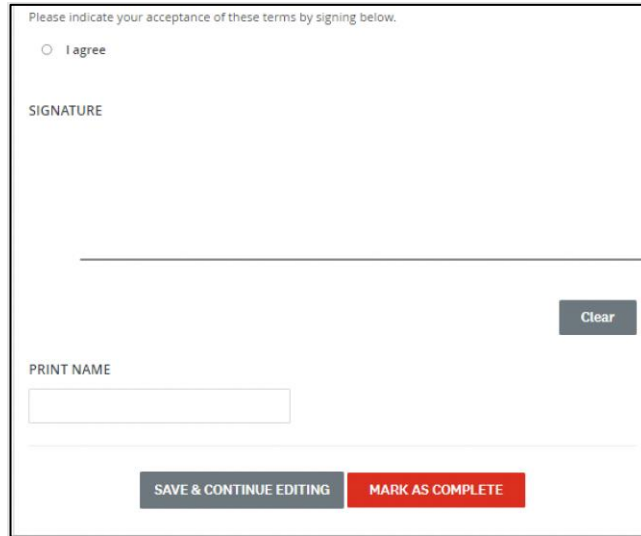
-  Task not yet started
-  Task in progress
-  Task Completed

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 6 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.

COMPLETE THE CONSENT

The first task you need to complete is **CONSENT**. You will need to complete this form before moving forward with the remaining tasks within the application 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 with the next task in your application.



The screenshot shows a web form for providing consent. At the top, it says "Please indicate your acceptance of these terms by signing below." Below this is a radio button labeled "I agree". Underneath is a "SIGNATURE" field with a horizontal line for writing. To the right of the signature line is a "Clear" button. Below the signature field is a "PRINT NAME" field with a text input box. At the bottom of the form are two buttons: "SAVE & CONTINUE EDITING" and "MARK AS COMPLETE".

STEP 4: COMPLETE THE PERSONAL INFORMATION FORM

Once you have completed the Consent form, you will be taken into the Personal Information task.

Home Mitigation Incentive Program – 2017 BC Wildfires

[← Back to application](#)

[Home Mitigation Incentive Program...](#)
BCmitigation-0000000002
ID: BCmitigation-0000000002 | Status: In progress / En cours

Consent
Cannot be modified

Personal Information >

Home Mitigation Activities

What's your plan?

Applicant Document Uploads

Certification

1 of 6 tasks complete

Last edited: 20 Apr 2023 14:05 (EDT)

Personal Information

Home Mitigation Incentive Program - Personal Information

Applicant Contact Information

First Name

Last Name

Date of Birth (in format DD/MM/YYYY)

Home Phone (primary - in format 123-456-7890)

Cell Phone (optional - in format 123-456-7890)

Email

Property Address

Primary residence, where you currently live.

Street/Civic Address

City/Town

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

SAVE & CONTINUE EDITING

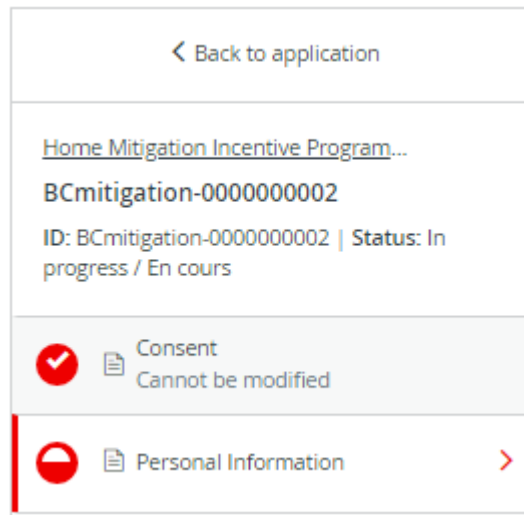
MARK AS COMPLETE

When you click **“SAVE & CONTINUE EDITING”** you will 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 form contains errors.**

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

Home Mitigation Incentive Program – 2017 BC Wildfires

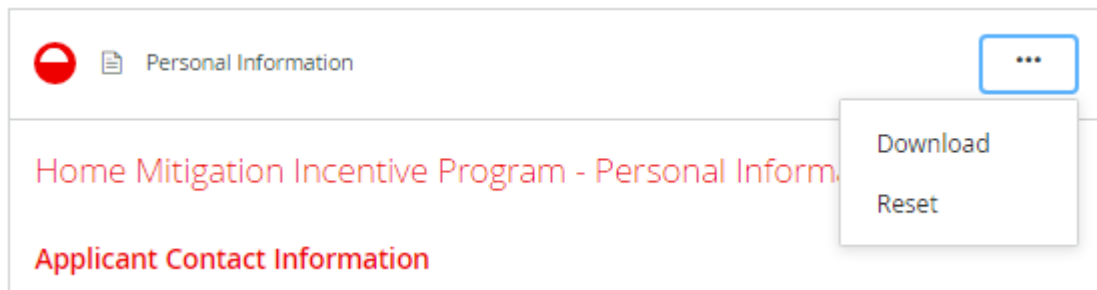


The screenshot shows the top portion of a web application. At the top is a navigation bar with a left-pointing arrow and the text '< Back to application'. Below this is a header section containing the text 'Home Mitigation Incentive Program...' followed by 'BCmitigation-0000000002' and 'ID: BCmitigation-0000000002 | Status: In progress / En cours'. Below the header is a task list with two items: 'Consent' with a red checkmark icon and the text 'Cannot be modified', and 'Personal Information' with a red circle icon containing a white document symbol and a right-pointing arrow.

As you complete each section, choose **“MARK AS COMPLETE”** which will turn the task into a red checkmark on the Task List. 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 click **“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.



The screenshot shows a close-up of the 'Personal Information' task from the previous image. The task title 'Personal Information' is at the top left. To its right is a blue-bordered menu icon consisting of three dots. A dropdown menu is open, showing two options: 'Download' and 'Reset'. Below the task title, the text 'Home Mitigation Incentive Program - Personal Informa...' and 'Applicant Contact Information' is visible in red.



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

Note that you will still need to complete the application form online to submit it. If you need help completing your application over the phone, please call us at 1 833-966-4225 from Monday to Friday between 9:00 a.m. and 6:00 p.m. PST. We can take your information and have a Canadian Red Cross representative call you back to help. You can also email us at BCmitigation@redcross.ca to request assistance.

STEP 5: COMPLETE THE HOME MITIGATION ACTIVITIES FORM

Once you have completed the Personal Information task, you will be taken to the Home Mitigation Activities form. First you will need to select what type of property you are applying for and your ownership status. Once selected, click on **'NEXT'**.

Home Mitigation Incentive Program - Home Mitigation Activities

Ownership Status

0%

What type of ownership do you have on your property?

- Homeowner
- Tenant

What type of dwelling is your property?

- Single Family Home
- Townhome
- Duplex
- Apartment
- Mobile Home / Trailer
- Other, please specify...

2 of 6 tasks complete

Last edited: 20 Apr 2023 14:25 (EDT)

REVIEW SUBMIT SAVE & CONTINUE EDITING NEXT

You will have to answer questions regarding your **'Risk Awareness'** and will then get to choose the hazards you will be undertaking projects for. Select all that apply and click on **'NEXT'**.

Mitigation Activities Project

For which hazard would you like to undertake mitigation activities? (Select all that apply)

- Floods
- Wildfires
- Extreme Heat

PREVIOUS SAVE & CONTINUE EDITING NEXT

Home Mitigation Incentive Program – 2017 BC Wildfires

Once you have selected the mitigation activities, a new set of questions will appear. Please answer to the best of your knowledge and once completed, click on **'NEXT'**.

The image shows two screenshots of a web application. The left screenshot is a sidebar menu with the following items: 'Consent' (checked), 'Personal Information' (checked), 'Home Mitigation Activities' (selected with a red circle and arrow), 'What's your plan?' (not checked), 'Applicant Document Uploads' (not checked), and 'Certification' (not checked). Below the menu, it says '2 of 6 tasks complete' with a progress bar, 'Last edited: 20 Apr 2023 14:27 (EDT)', and buttons for 'REVIEW' and 'SUBMIT'. A deadline of '31 Aug 2023 02:59 (EDT)' is also shown. The right screenshot is the 'Home Mitigation Activities' page, titled 'Home Mitigation Incentive Program - Home Mitigation Activities'. It has a progress bar at the top right. The section is titled 'Floods' and contains four questions with radio button options for 'Yes' and 'No':
1. Do you have an emergency preparedness kit?
2. Do you remove debris from nearby storm drains, ditches and/or culverts on a regular basis (e.g. spring and fall)?
3. Do your downspouts deposit water into a foundation drain (e.g. below the surface)?
4. Do you remove debris from eavestroughs and downspouts on a regular basis (e.g. spring and fall)?

A close-up of the navigation buttons at the bottom of the application. There are three buttons: 'PREVIOUS' (grey), 'SAVE & CONTINUE EDITING' (grey), and 'NEXT' (red). A red arrow points to the 'NEXT' button.

STEP 6: COMPLETE THE WHAT'S YOUR PLAN? FORM

After completing the Home Mitigation Activities form, you will need to fill out the “What’s your plan?” Questions form. Here we would like to know how you will plan on completing the activities.

The screenshot shows a sidebar on the left and a main content area on the right. The sidebar contains a list of application steps: Consent (checked), Personal Information (checked), Home Mitigation Activities (checked), What's your plan? (selected with a red bar and arrow), Applicant Document Uploads, and Certification. Below the list is a progress bar showing '3 of 6 tasks complete', the last edit time '20 Apr 2023 14:30 (EDT)', and buttons for 'REVIEW' and 'SUBMIT'. A deadline of '31 Aug 2023 02:59 (EDT)' is also shown. The main content area is titled 'Home Mitigation Incentive Program - What's your plan?' and contains the heading 'What's your plan?'. Below the heading is a paragraph: 'Now that you have answered all the questions for the natural hazards, you would like to mitigate against, we would like to ask you a few more questions.' This is followed by the question: 'How do you envision this project benefiting you or your community? (Select all that apply)'. There are ten checkbox options: 'Improved safety and security for my home and family', 'Reduction of damage and loss during natural hazards', 'Lower repair and maintenance costs over time', 'Increased energy efficiency and lower utility bills', 'Improved quality of life and comfort', 'Increased property value', 'Compliance with building codes and regulations', 'Peace of mind knowing that steps have been taken to protect against potential hazards', 'An opportunity to learn about sustainable building practices and materials', and 'The ability to network with other homeowners and community members who are also interested in hazard protection and mitigation'. The final option is 'Access to educational resources and materials that will help me understand how to protect my home and family from natural hazards'. At the bottom, there is an 'Other, please specify' checkbox followed by an empty text input box.

Once you have completed the form, click on **‘MARK AS COMPLETE’**.

Two buttons are shown side-by-side. The first is a grey button with the text 'SAVE & CONTINUE EDITING'. The second is a red button with the text 'MARK AS COMPLETE'.

STEP 7: UPLOADING YOUR ADDITIONAL SUPPORTING DOCUMENTS

ADDITIONAL DOCUMENTATION FORM

Part of the application process requires you to upload supporting documents.

Home Mitigation Incentive Program - Applicant Documentation

Document Upload

To be eligible for the Home Mitigation Incentive Program you will need to upload the following documents with your application:

Proof of residency in the eligible geographical area:

- Homeowners:
 - Land Title documents (deed) OR
 - Property Tax Bill OR
 - Mortgage: Private or traditional mortgage documentation (if applicable)
- Tenants : Copy of Lease / Rental Agreement

If you do not have all the necessary documentation at the time of submitting your application, you should still proceed with your submission. We understand that gathering all the required documentation can take time, and we are here to work with you. Once your application is submitted, you can send the missing documents by email to BCmitigation@redcross.ca

If you require assistance, please call us at 1-833-966-4225 from Monday to Friday between 9:00 a.m. to 6:00 p.m. PST. Our team will provide guidance on how to submit the additional information, which may include email, uploading through the applicant portal or visit us in person at the location(s) listed at: www.redcross.ca/2021bcfloods.

The important thing is to submit your application, our team will review it and follow up with any missing information required for verification.

Are you a homeowner or a tenant?

Homeowner

Tenant

SAVE & CONTINUE EDITING NEXT

To upload the required documents, you will need to select whether you are applying as a 'Homeowner' or 'Tenant' and click "NEXT". From there, a list of all required documents and areas to upload the files will appear.

Home Mitigation Incentive Program – 2017 BC Wildfires

The image shows two screenshots of the application portal. The left screenshot is a sidebar menu with the following items: 'Consent' (checked, cannot be modified), 'Personal Information' (checked), 'Home Mitigation Activities' (checked), 'What's your plan?' (checked), 'Applicant Document Uploads' (active, with a red circle icon and a right arrow), and 'Certification' (not checked). Below the menu is a progress bar showing '4 of 6 tasks complete' and a 'Last edited: 20 Apr 2023 14:51 (EDT)' timestamp. At the bottom are 'REVIEW' and 'SUBMIT' buttons, and a 'Deadline: 31 Aug 2023 02:59 (EDT)'. The right screenshot is the 'Applicant Document Uploads' page. It has a title 'Home Mitigation Incentive Program - Applicant Documentation' and a progress bar. Under 'Homeowner Document Uploads', it lists required documents: 'Land Title documents (deed) OR', 'Property Tax Bill OR', and 'Mortgage: Private or traditional mortgage documentation (If applicable)'. There is a 'Document Uploaded' section with a dropdown menu. At the bottom, there is an 'Upload Document/s' section with an 'Upload a file' button and three navigation buttons: 'PREVIOUS', 'SAVE & CONTINUE EDITING', and 'NEXT'.

In each section, you will need to select which document you will be uploading. To upload your documents into the system, simply click the **“UPLOAD A FILE”** button. Upload file formats allowed include Word, PDF, or image files such as .JPG, .PNG. When finished uploading click on **“NEXT” / “MARK AS COMPLETE”**.



If you do not have all the necessary documentation at the time of submitting your application, you should still proceed with your submission. We understand that gathering all the required documentation can take time, and we are here to work with you. Once your application is submitted, you can send the missing documents by email to BCmitigation@redcross.ca

If you require assistance, please call us at **1-833-966-4225** from Monday to Friday between 9:00 a.m. to 6:00 p.m. PST. Our team will provide guidance on how to submit the additional information, which may include email, mail, or uploading through the applicant portal.

The important thing is to get your application submitted in a timely manner. Once we receive your application, our team will review it and follow up with any missing information required for verification.

STEP 8: COMPLETE THE CERTIFICATION FORM

Save your application regularly by clicking **“SAVE & CONTINUE EDITING”** at the bottom of the form.



Signing your document: Type your name into the signature box, and then use your mouse or touchpad to sign your name in the blank space provided. You may choose **“CLEAR”** to clear the box and try again if you are not satisfied.

A screenshot of a web form titled "Home Mitigation Incentive Program - Certification". The form contains a "Certification" section with a list of terms and conditions. Below the text is a "Signature" field with a horizontal line for writing and a "clear" button. At the bottom of the form are two buttons: "SAVE & CONTINUE EDITING" and "MARK AS COMPLETE".

Home Mitigation Incentive Program - Certification

Certification

By submitting your application, you confirm that you understand, acknowledge, attest, and agree that:

- You have the authority to submit this application only on behalf of the households for which you are applying.
- Additional documentation may be required in support of this application and that additional documentation can be requested and reviewed to confirm the accuracy of the information provided.
- The information contained in your application is truthful and accurate. Any false statements or deliberate omissions may disqualify the application.
- The information collected will be used for the purposes of evaluating your application to the Home Mitigation Incentive Program, providing, and continually improving such services, research and communicating with you. This includes any personal information you may disclose as part of your application.
- The information you provide may be shared and disclosed in full or part as required or permitted by law, and/or if the Canadian Red Cross is threatened or subjected to a legal proceeding or audit requiring disclosure. The information you provide may also be provided to government agencies, service providers or other third parties as required to validate, confirm, approve, and administer funding or other humanitarian assistance.
- You further acknowledge that the Canadian Red Cross may also obtain information about you from these above-mentioned third parties.
- The information you provide will be collected and stored on the SM Apply platform in accordance with their terms and conditions and may also be stored in secured filing cabinets and electronically in Canadian Red Cross' systems and accessible to Canadian Red Cross personnel supporting on the administration of the Home Mitigation Incentive Program.

For greater clarity, and in addition to the above, by completing this application, you are formally declaring that all information provided in your application is accurate, complete, and truthful, and you are giving your consent to the Canadian Red Cross to collect, use, and disclose your information in the manner previously described.

Signature

clear


Date

SAVE & CONTINUE EDITING MARK AS COMPLETE

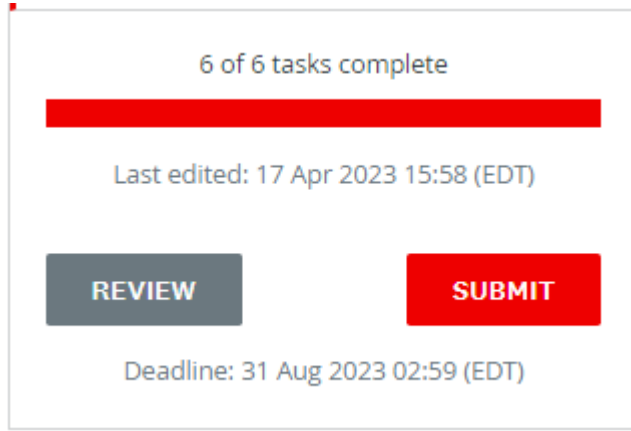
Once you have signed electronically click **“MARK AS COMPLETE”**.

Once **“MARK AS COMPLETE”** has been checked, the form will lock and a red check mark will show against the task in the left-hand task list. If all required tasks have been completed, the **“SUBMIT”** button will become available (see the next step).

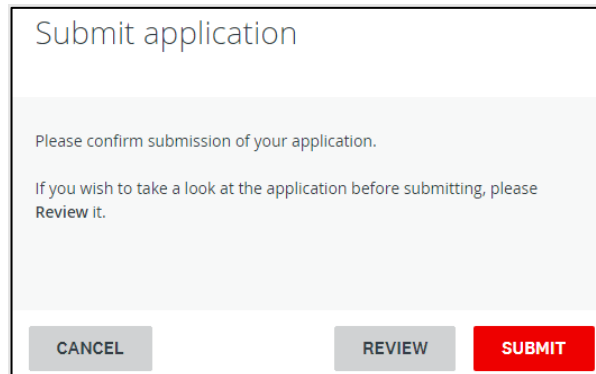
STEP 9: SUBMIT YOUR APPLICATION FOR REVIEW

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

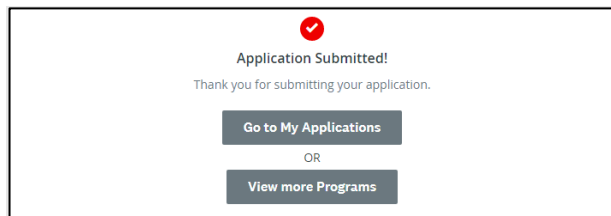
Click the **“SUBMIT”** button found at the bottom of the task bar.



You will be presented with an opportunity to review your application and documentation again before your final submission. Click on **“REVIEW”** to access. If everything is correct, select **“SUBMIT”** again and your application will be forwarded to the Canadian Red Cross for review. You will be contacted if additional information is required.



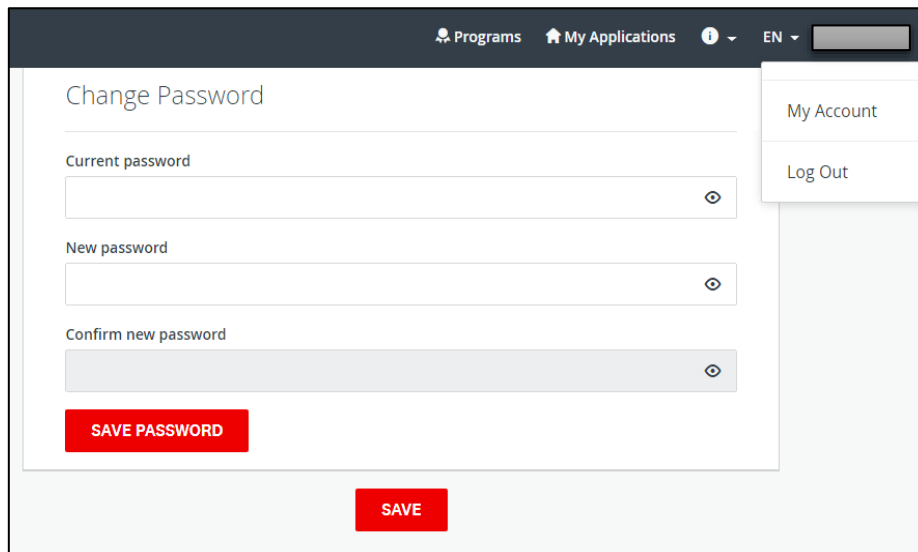
You may then redirect to the view more programs page and view your completed application(s).



ADDITIONAL INFORMATION AND TASKS

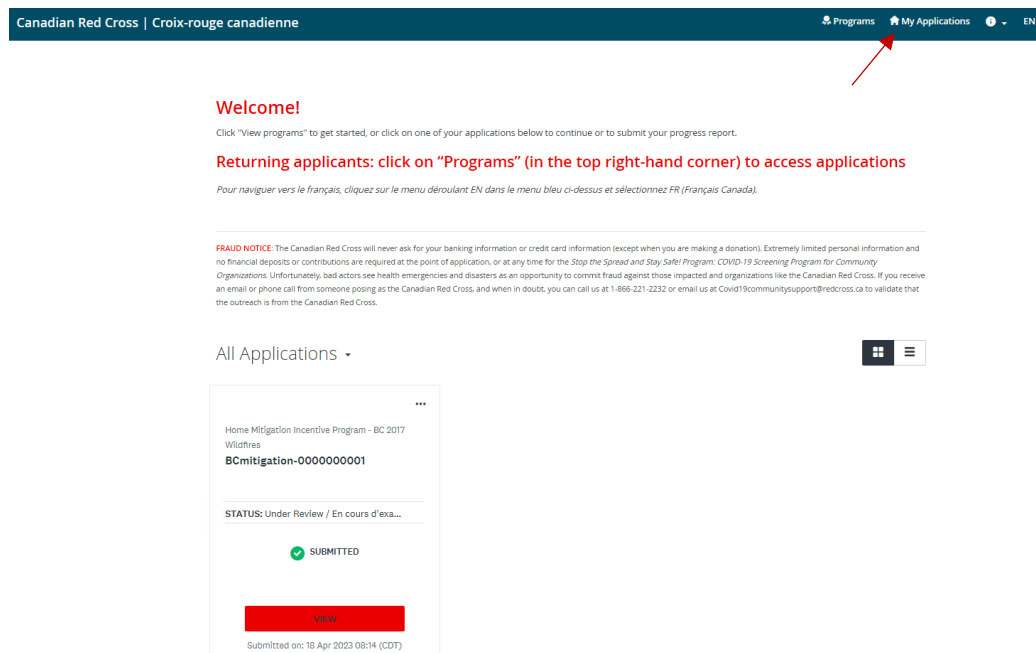
Change your password

To change your password, click on your name on the top right corner of the screen and choose **“MY ACCOUNT”**. Scroll down to **“CHANGE PASSWORD”**. Click **“SAVE”** when you’re done.



Viewing your applications in progress and submitted

Clicking on the **“MY APPLICATIONS”** button will display the applications that are in progress/submitted.




Home Mitigation Incentive Program – 2017 BC Wildfires

Once your application is completed and submitted you may return to this page to see the status of your application.

Home Mitigation Incentive Program - BC 2017
Wildfires
BCmitigation-000000002

STATUS: Under Review / En cours d'exa...


 **SUBMITTED**

[VIEW](#)


Submitted on: 17 Apr 2023 16:26 (EDT)



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

To view your application online, choose **"VIEW"** to enter the application, then choose **"PREVIEW"** at the top right. To download a copy of the application, click '...' and **"DOWNLOAD"**.

 Submitted

Submitted on: 17 Apr 2023 16:26 (EDT)

Home Mitigation Incentive Prog... 

 Preview 

BCmitigation-000000002

Status: Under Review / En cours d'examen

[APPLICATION](#) [ACTIVITY](#)

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.
Submitted	Application is complete and has been submitted to the Canadian Red Cross for review.
Under Review	The application is being reviewed by the Canadian Red Cross.
Check your email for important communication - Information Required	Additional information or documentation is required to complete review of the application. An email has been sent to the Applicant.

We are here to help! If you need help completing your application over the phone, please call us at 1-833-966-4225 from Monday to Friday between 9:00 a.m. and 6:00 p.m. PST. We can take your information and have a Canadian Red Cross representative call you back to help. You can also email us at:

BCmitigation@redcross.ca to request assistance.