

# Disaster Recovery Assistance for Ontarians

## County of Renfrew Flood

**Disaster Recovery Assistance for Ontarians** helps victims of natural disasters get back on their feet.

The program has been activated in all municipalities in the County of Renfrew and the City of Pembroke for flooding that began on April 19, 2019.

For program guidelines, forms and eligibility information, visit [Ontario.ca/DisasterAssistance](http://Ontario.ca/DisasterAssistance)

The deadline to submit an application is **Tuesday, August 27, 2019.**

### What does the program cover?

Eligible costs include emergency expenses, clean-up expenses and costs to repair or replace essential property (e.g., furnaces and hot water heaters). It does not cover costs such as refinishing basement recreation rooms. Insurance payments will be deducted from your eligible costs.

Secondary residences and cottages are not eligible for assistance.

Damage caused by overland flooding, infiltration flooding and sump pump failure is eligible for assistance under the program.

### What information do I need to provide with my application?

Please review the program documents carefully before preparing your submission as they will assist you in determining your eligibility and completing your application.

If you are eligible under the program, you should submit a complete application form with supporting documentation. You must attach:

- Letter from your insurance provider
- Document establishing your primary address (e.g., driver's license)
- If homeowner, document establishing home ownership (e.g., recent property tax bill)
- Receipts or invoices for costs incurred or estimates of future costs.

### Where can I find more information?

If you need assistance determining your eligibility or filling out the application form, call 1-844-780-8925 or email [DisasterAssistance@Ontario.ca](mailto:DisasterAssistance@Ontario.ca)

### What happens after I submit?

Within two weeks, you will receive a notification that your application has been received. An adjuster may contact you to ask questions or request more documentation.

To ensure a prompt review of your application, make sure your application is complete and has all the required documents attached.

**April 2019**

Disponible en français

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## Am I eligible?

Visit [Ontario.ca/DisasterAssistance](http://Ontario.ca/DisasterAssistance) for detailed information on the program's eligibility criteria and how to apply.

**My property is within the activation area.**

The Ontario government activates the program for people in specific areas affected by a natural disaster. Visit [Ontario.ca/DisasterAssistance](http://Ontario.ca/DisasterAssistance) to see if you are in an activation area.

**The damaged property is my primary residence.**

You can receive help only for your primary residence where you live on a day-to-day basis, or the main premises of a small business, farm or not-for-profit organization. You cannot receive help for a secondary residence like a cottage or an investment property.

**Water entered my property from overland flooding, sump pump failure or infiltration flooding (for floods only).**

Damage caused by overland flooding (through a door or window), sump pump failure (through the sump pit), or infiltration flooding (through the foundation) could be eligible for assistance.

Only low-income households can receive help for damage caused by a sewer backup. Water coming up through a floor drain, toilet or sink is usually caused by a sewer backup.

**I will incur eligible expenses.**

The program provides reimbursement only for essential costs such as cleaning up, making necessary repairs and replacing basic contents. Refinishing recreational basements, repairing outbuildings and restoring landscaping are not covered.

**My insurance coverage is not enough to cover my eligible expenses.**

If your insurance coverage is more than your eligible expenses, you cannot receive a payment.

April 2019

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