

# 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](https://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