

## FREQUENTLY ASKED QUESTIONS

- **How can I apply?** Please read the explanation on page 1 of the application form and then fill out the form accordingly.
- **My situation is urgent; can you help?** The Good Neighbour Fund is not set up to act in emergency situations. If your circumstances are dire you need to reach out to other agencies.
- **How quickly will I receive funding?** Depending on when your application is received, and IF you are approved for funding, you may be waiting 3-6 weeks or longer.
- **Do I need to apply to other organizations as well?** Yes. We are a charity of last resort and will expect to see a list of other agencies that you have reached out to.
- **What information will I need to include with my application?** You MUST provide proper backup to support your request - copies of bills, lease agreements, disconnection notices, etc. If your application is submitted without the required documents your application WILL BE DENIED and WILL NOT be considered.
- **Is there a limit on the amount that I can ask for?** While all financial requests are considered, please be mindful that the Good Neighbour Fund is a very small charity with limited funds.
- **Am I allowed to apply to the Good Neighbour Fund more than once?** If you received funding in the past you ARE NOT ELIGIBLE to apply again.
- **Is there a process to appeal a Board decision?** No. Board decisions are final and appeals will not be considered.
- **If my application is approved will you send the money to me?** No. If you are approved for funding your bill will be paid on your behalf. Example: rent will be paid to the landlord, utility bills will be paid directly to the utility provider, etc.
- **Do you want to hear from my doctor/healthcare provider?** If possible, please provide a letter of support from a social worker, doctor, or healthcare aide that you are working with. This type of documentation will help to make your application stronger.
- **I've been told I need a certain type of medical equipment to improve my quality of life. Can I ask for help with this type of expense?** Yes, medical equipment will be considered. If it is a large dollar amount item, it will be expected that you have approached other organizations first who are willing to cost-share with the Good Neighbour Fund.
- **I need household items and/or furniture, is this something that I can ask for?** Yes, you can apply for these types of things, if you are approved funding will be provided in the form of a gift card, voucher, or store credit.
- **What I need is not listed on the application. Can I still apply?** Yes. The board of directors considers all needs and recognizes that each applicant's situation is unique.