



# COVID-19 EMERGENCY SUPPORT FOR COMMUNITY ORGANIZATIONS

## 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 for COVID-19 Emergency Support for Community Organizations, including:**

- **the Granting Program for Non-profits**
- **the Personal Protective Equipment and Training to Prevent Disease Transmission Program**

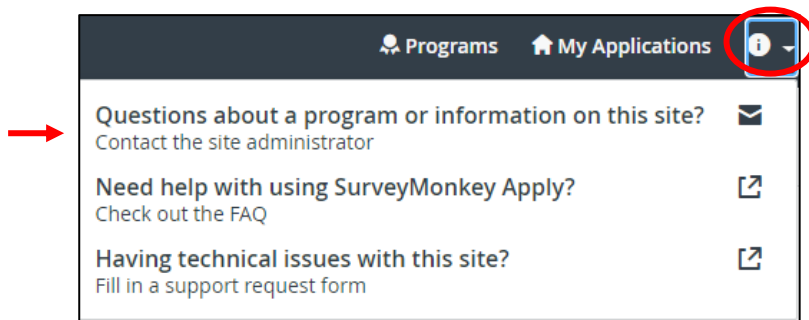
For full information about both programs, including Program Guidelines, FAQs and other resources for applicants, visit: [www.redcross.ca/communityorganizations](http://www.redcross.ca/communityorganizations).

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

- For privacy information, relevant to how SurveyMonkey 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 the site administrator at [Covid19CommunitySupport@redcross.ca](mailto:Covid19CommunitySupport@redcross.ca), or by phone at 1-866-221-2232.
- clicking the “i” button in the site header and choose **Contact Site Administrator**



This application is available to complete in either English or French. To change language, choose the EN ▼ button in the header and choose FR.

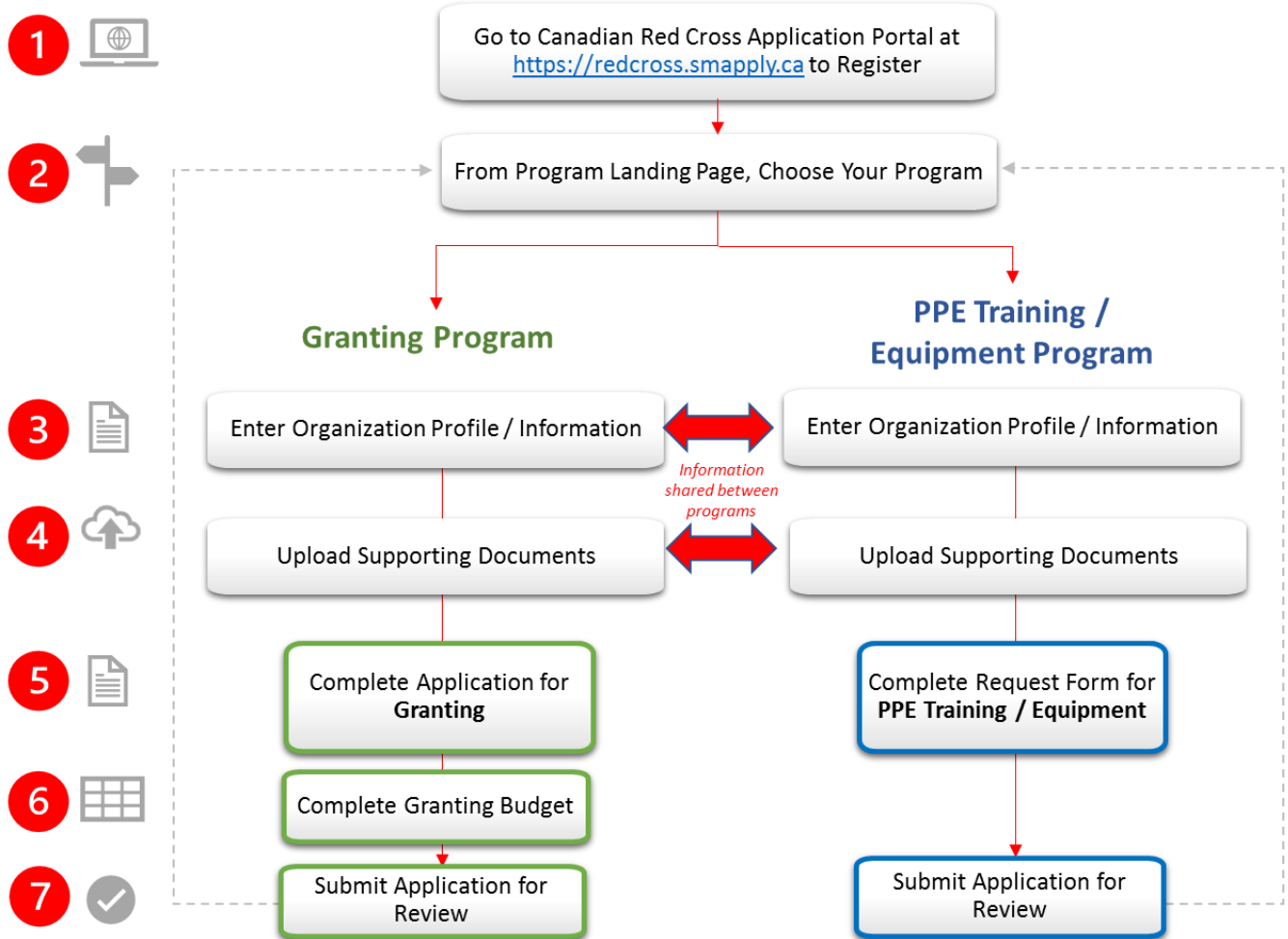


*Cette demande peut être complétée en anglais ou en français. Pour changer la langue, cliquez sur le bouton EN ▼ en haut de la page et choisissez FR.*

Completing this application may take anywhere between a few hours to a few days depending on your organization's ability to source the information required. Documents required are referenced in Section 4 of this document. Please also refer to the Program Guidelines relevant to the particular program(s) to which you are applying.

# OVERVIEW OF APPLICATION STEPS

## COVID-19 EMERGENCY RESPONSE SUPPORT FOR COMMUNITY ORGANIZATIONS Application Process Steps



# STEP 1: CREATE AN ACCOUNT IN SM APPLY

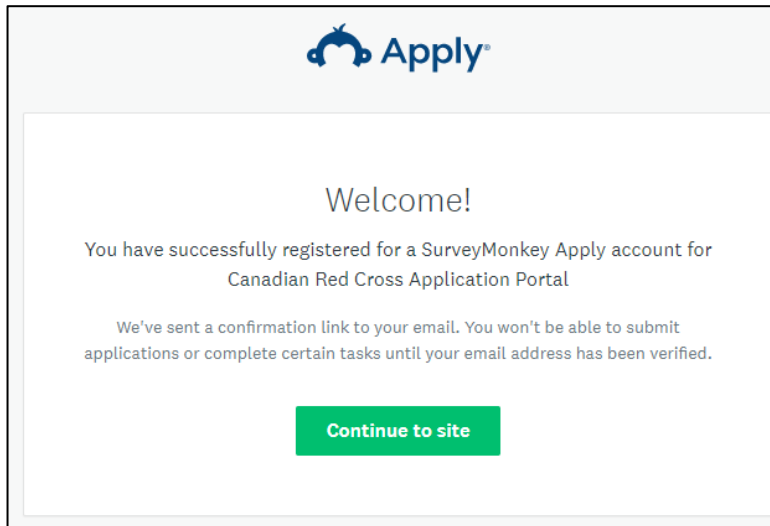
The first task is to create an account on the Canadian Red Cross Application Portal by going to <https://redcross.smapply.ca> on any web-enabled computer or mobile device. For the best user experience please DO NOT USE INTERNET EXPLORER, any other browser such as Chrome or Firefox or Edge may be used.

Choose **“REGISTER”** located at the top of your screen.

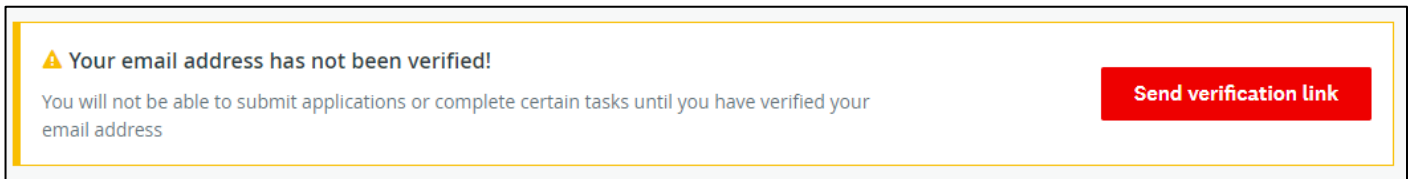


Enter your name, email, and choose a secure password, then click **“CREATE ACCOUNT”**

Once you enter your information you will receive a prompt from the system to verify your email. Upon successful verification you may continue with your application.



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



## STEP 2: CHOOSE A PROGRAM

There are two distinct programs – Granting for Non-profits; and Personal Protective Equipment and Training to Prevent Disease Transmission. You may apply for both programs or just one, and you can complete them in any order.

**We encourage you to work through Steps 1 to 4 for one program before commencing the second program.**

### Welcome!

Click "View programs" to get started, or click on one of your applications below to continue.

Visit [www.redcross.ca/communityorganizations](http://www.redcross.ca/communityorganizations) for full program details and helpful resources.

We're here to help! Contact us: [COVID19CommunitySupport@RedCross.ca](mailto:COVID19CommunitySupport@RedCross.ca) or 1-866-221-2232.

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**FRAUD NOTICE:** The Canadian Red Cross will never ask for your banking information or credit card information (except when you are making a donation). Extremely limited personal information and no financial deposits or contributions are required at the point of application, or at any time for the COVID-19 EMERGENCY RESPONSE SUPPORT PROGRAM. Unfortunately, bad actors 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 1-866-221-2232 or email us at [Covid19communitysupport@redcross.ca](mailto:Covid19communitysupport@redcross.ca) to validate that the outreach is from the Canadian Red Cross.




No applications.

Please choose a program from our program listings page to get started

[View programs](#)

Click on the **"MORE"** button to access specific information pertaining to that program.

### Programs

#### ECSF Round 2 – Granting Program

Accepting applications from 5 Oct 2020 07:00 (EDT) to 30 Oct 2020 23:59 (EDT)

Granting Program for non-profits across the country to support them as they deliver direct services to those who are most vulnerable to the health, social and economic impacts of COVID-19.

[See my application](#) [MORE](#)

#### ECSF Round 2 – PPE & Training

Accepting applications from 5 Oct 2020 07:00 (EDT) to 30 Oct 2020 23:59 (EDT)

Personal Protective Equipment & Training to Prevent Disease Transmission Program to support community organizations in their direct service delivery to those who are most vulnerable to the health, social, and economic impacts of COVID-19.

[See my application](#) [MORE](#)

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

## ECSF Round 2 – Granting Program

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 to support their direct service delivery to those who are most vulnerable to the health, social, and economic impacts of COVID-19.

To ensure that critical resources reach across the Canadian non-profit sector, the Canadian Red Cross granting program will focus on non-profits supporting vulnerable groups so they can continue delivering critical community-based supports to vulnerable populations in Canada, and organizations addressing a pressing social inclusion or well-being need.

*\*Note: The Granting Program for Non-profits is open to non-profit applicants only. Therefore, registered charities, other qualified donees and for-profit businesses are ineligible. If you are a charity working with vulnerable populations and are seeking granting information, other support may be available to you. Please see all the support being offered through the [Government of Canada Emergency Community Support Fund](#).*

### What types of activities can be funded?

For the purpose of ensuring community-based supports to vulnerable populations in Canada, or addressing a pressing social inclusion or well-being need, non-profit organizations may be eligible for grants to assist in the following areas:

- To respond to increased demand for vital goods and services as a result of COVID-19.
- To adapt or realign existing service delivery and programming to a COVID-19 reality.
- To deliver new vital services or programming as a result of new needs or losses arising as a result of COVID-19.
- To recruit, engage and support volunteers to deliver services required to respond to COVID-19.
- To support efforts to increase community awareness, information and education related to COVID-19.

**APPLY**

Opens

**5 Oct 2020 07:00 (EDT)**

Deadline

**30 Oct 2020 23:59 (EDT)**

# NAVIGATING THE WEBSITE

Your screen will look similar to the screenshot below once you have registered and launched the website. This is the application dashboard.

0 of 10 required tasks complete

Last edited: 29 Sep 2020 22:53 (EDT)

REVIEW SUBMIT

Deadline: 30 Oct 2020 23:59 (EDT)

START HERE

ECSF Round 2 - Granting Progr... [Preview](#) ⋮

**GrantApp-000000005**

Status: In progress / En cours

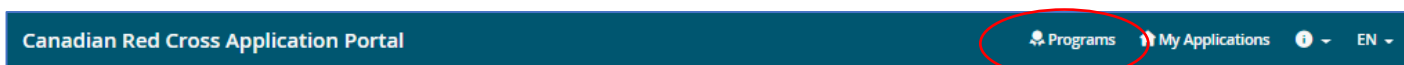
APPLICATION ACTIVITY

Your tasks

- Consent
- Support to Non-Profits
- Organization Profile & Eligibility
- Governance documents
- Most recent financial statements (audited if applicable)
- Tax filings for the last year (2019 tax year)
- Last annual report, donor report, or reporting to stakeholders on activities
- Information on mission, vision, services
- Additional document uploads (optional)
- Application Form
- Grant Project Budget

## TOGGLE BETWEEN PROGRAMS

While you are in the application system you can switch between Programs by clicking on the **“PROGRAMS”** button at the top of the screen. It will take you back to the Welcome! Page where you can access the other program



## VIEW MY APPLICATIONS

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

**Welcome!**

Click "View programs" to get started, or click on one of your applications below to continue, or to submit your progress report.

**FRAUD NOTICE:** The Canadian Red Cross will never ask for your banking information or credit card information (except when you are making a donation). Extremely limited personal information and no financial deposits or contributions are required at the point of application, or at any time for the COVID-19 Emergency Support for Community Organizations Program and the Northern Alberta Floods 2020 Program. Unfortunately, bad actors 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 1-866-221-2232 or email us at Covid19communitysupport@redcross.ca to validate that the outreach is from the Canadian Red Cross.

All Applications ▾

**ECSF Round 2 – Granting Program**  
**GrantApp-0000000005**  
Deadline: 30 Oct 2020 23:59 (EDT)  
STATUS: In progress / En cours  
0 of 10 required tasks complete  
**START**  
Last edited: 29 Sep 2020 22:53 (EDT)

**ECSF Round 2 – PPE & Training**  
**PDTApp-0000000006**  
Deadline: 30 Oct 2020 23:59 (EDT)  
STATUS: In progress / En cours  
0 of 8 required tasks complete  
**START**  
Last edited: 29 Sep 2020 22:54 (EDT)

Once your application is completed and submitted you may return to this page to see the status of your application. Please see the [Additional Information and Tasks](#) section at the end of this document for a definition of the various statuses.

All Applications ▾

**ECSF Round 2 – Granting Program**  
**GrantApp-0000000001**  
STATUS: Under review / En cours d'exa...  
✓ SUBMITTED  
**VIEW**  
Submitted on: 30 Sep 2020 11:53 (EDT)

**ECSF Round 2 – PPE & Training**  
**PDTApp-0000000002**  
STATUS: Under review / En cours d'exa...  
✓ SUBMITTED  
**VIEW**  
Submitted on: 30 Sep 2020 12:39 (EDT)



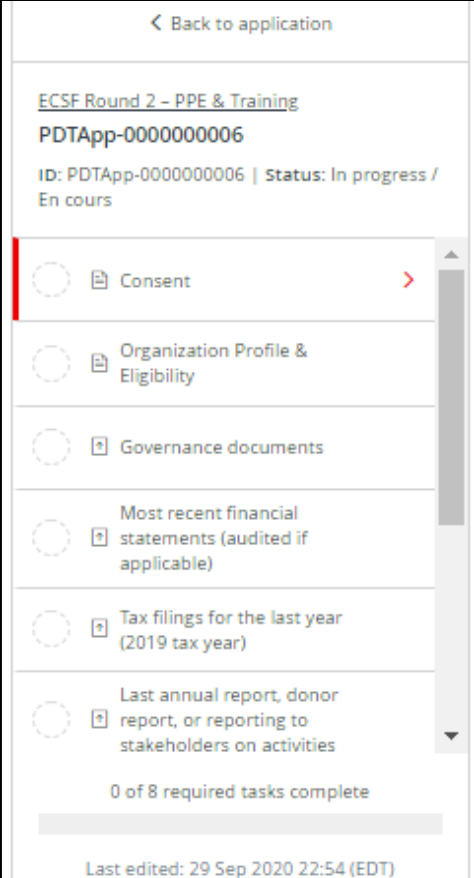
## COMPLETE THE SECTIONS OF YOUR APPLICATION

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 application. 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

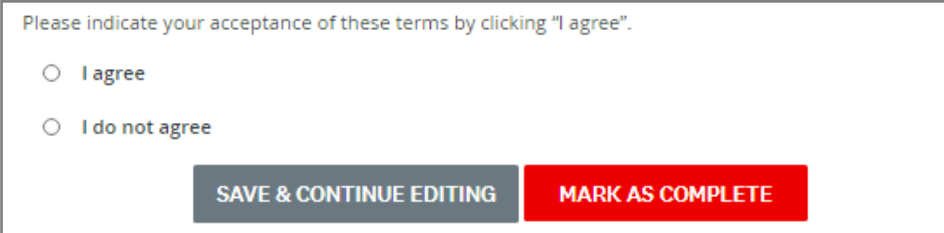
All mandatory sections must show a red checkmark before you will be able to submit your application. The progress bar below the Task List (x of 8 required tasks complete) will also provide a summary to gauge your progress. At any point, you can save your progress and return to complete the application at another time.



The screenshot shows a mobile application interface for 'ECSF Round 2 - PPE & Training'. The application ID is 'PDTApp-0000000006' and its status is 'In progress / En cours'. A list of tasks is displayed, each with a circular icon: 'Consent' (red checkmark), 'Organization Profile & Eligibility' (empty), 'Governance documents' (empty), 'Most recent financial statements (audited if applicable)' (empty), 'Tax filings for the last year (2019 tax year)' (empty), and 'Last annual report, donor report, or reporting to stakeholders on activities' (empty). A progress bar at the bottom indicates '0 of 8 required tasks complete'. The last edited time is '29 Sep 2020 22:54 (EDT)'.

## CONSENT

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.

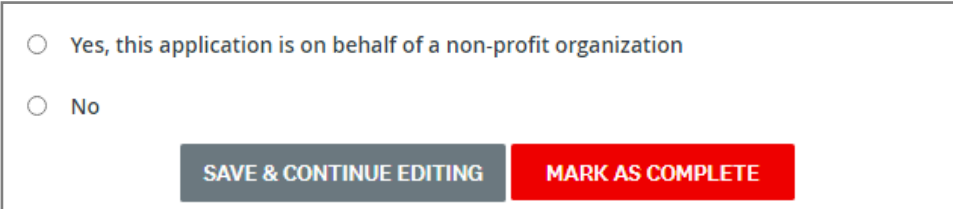


The screenshot shows a consent form with the text: 'Please indicate your acceptance of these terms by clicking "I agree".' There are two radio button options: 'I agree' and 'I do not agree'. Below the options are two buttons: 'SAVE & CONTINUE EDITING' and 'MARK AS COMPLETE'.

## SUPPORT FOR NON-PROFITS (GRANTING PROGRAM ONLY)

From your dashboard or the left hand Task List menu, choose **"SUPPORT FOR NON-PROFITS"**.

For applicants to the Granting Program for Non-profits, please read the definitions of "non-profit" and "registered charity", as provided in the [Program Guidelines](#) and confirm that the application is being made on behalf of a non-profit organization by choosing the button **"YES, THIS APPLICATION IS ON BEHALF OF A NON-PROFIT ORGANIZATION"** and clicking **"MARK AS COMPLETE"** to save and continue.



The screenshot shows a form with two radio button options: 'Yes, this application is on behalf of a non-profit organization' and 'No'. Below the options are two buttons: 'SAVE & CONTINUE EDITING' and 'MARK AS COMPLETE'.

# STEP 3: ORGANIZATION PROFILE INFORMATION

From your dashboard or the left hand Task List menu, choose **"ORGANIZATION PROFILE & ELIGIBILITY"**. Please complete the form in its entirety.

← Back to application

ECSF Round 2 – PPE & Training  
PDTApp-0000000006  
ID: PDTApp-0000000006 | Status: In progress / En cours

- Consent
- Organization Profile & Eligibility**
- Governance documents
- Most recent financial statements (audited if applicable)
- Tax filings for the last year (2019 tax year)
- Last annual report, donor report, or reporting to stakeholders on activities

Organization Profile & Eligibility

Task instructions [Hide](#)

### Welcome!

To get started, please complete your organization's profile. This form is required as part of your application for the Granting Program for Non-profits or for the Preventing Disease Transmission Training & Equipment Program, but you will only need to complete this step once.

The Canadian Red Cross will review this information alongside the documents you upload to validate your organization's eligibility to apply. If additional funding becomes available your application may be used for other related programming opportunities made available by the Canadian Red Cross.

### Helpful Resources

- [www.redcross.ca/communityorganizations](http://www.redcross.ca/communityorganizations)
- [Frequently Asked Questions](#)
- [Technical support and resources for applicants](#)
- [Click here](#) for helpful resources for applying to the COVID-19 Emergency Support for Community Organizations Granting Program
- [Click here](#) for helpful resources for applying to the COVID-19 Emergency Support for Community Organizations Preventing Disease Transmission Training and Equipment Program

We're here to help! Contact us: [COVID19CommunitySupport@RedCross.ca](mailto:COVID19CommunitySupport@RedCross.ca) or 1-866-221-2232

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





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.**

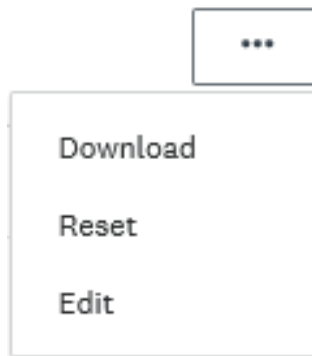


The status of your form in the Task List will turn half red to indicate it is in progress.

Once you have completed all the questions choose **“MARK AS COMPLETE”** which will turn the task into a red checkmark on the Task Bar. 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 **“MARK AS COMPLETE”** again once you have completed your edits.

 **TIP** – If you have already filled out your information in the Organizational Profile and have uploaded documents into another program application, your data will also show here and you will not need to re-enter these items.

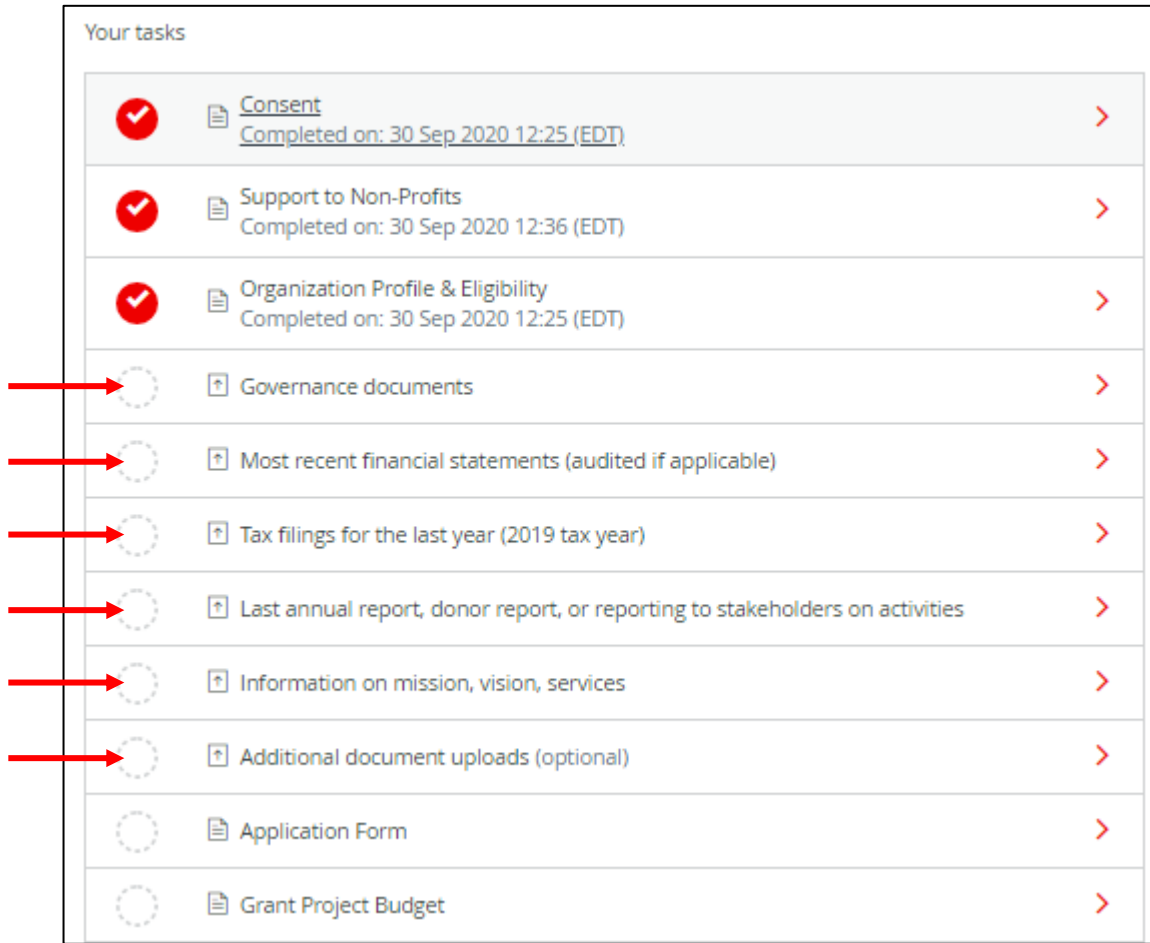
 **TIP** – If you would like to print out the application to be able to gather the information offline before entering into your online application, you may obtain a copy by clicking the “...” menu at the top of the screen and choosing **“DOWNLOAD”**. This will open a PDF copy of the application which you may print for your own use.



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

# STEP 4: UPLOAD SUPPORTING DOCUMENTS

On your dashboard the next task is to upload supporting documents.



A minimum of 5 documents are required for your application, listed as individual document upload tasks. The 6<sup>th</sup> upload task (Additional document uploads) is optional.

Please refer to the Required Eligibility Documents sections of the relevant Program Guidelines, available from [www.redcross.ca/communityorganizations](http://www.redcross.ca/communityorganizations) :

In each section, upload your document into the system by clicking **"ATTACH FILE"**. File formats allowed include Word, PDF, or image files such as .JPG, .PNG. When finished uploading click **"MARK AS COMPLETE"**.

Governance documents


Task Instructions [Hide](#)

Upload your organization's governance documents, for example:

- Incorporation documentation, if incorporated (i.e. Articles or Letters Patent, by-laws)
- Trust Deed, if a trust
- Constitution or similar document, if an unincorporated association
- Certificate of Incorporation
- Provincial Registry


If you are unable to provide the required document, please upload a statement that outlines the reason for this, and provide any other documentation that may help to substantiate the requirements.

Note: this is a required upload for Non-Profit organizations



**ATTACH FILE**

[Show accepted formats](#)

 TEST UPLOAD GOV DOC  
Filename: docx Added: 30 Sep 2020

**MARK AS COMPLETE**



**TIP** – to add more than one document in any section, click the “...” at the top of the page and choose **"EDIT"** which will unlock the page, and click **"ATTACH FILE"** again. Click on **"MARK AS COMPLETE"** again when second document is uploaded. Repeat as necessary.



**TIP** – To view list of documents submitted for any section, click the “...” and choose **"DOWNLOAD"** to view a PDF copy of what has been uploaded. A full list of all the documents uploaded to all sections will be available to view at the end of the application before final submission.

## STEP 5: COMPLETE APPLICATION FORM / REQUEST FORM

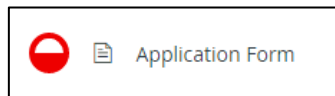
As part of an application for the Granting Program for Non-profits you will be asked to complete an Application Form, with the details of your planned project.

As part of an application for the Personal Protective Equipment and Training to Prevent Disease Transmission Program you will be asked to complete a Request Form with details on your organization's activities and training and equipment needs.

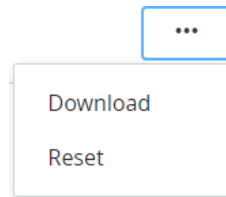
While the information provided earlier regarding your organization and supporting documentation is the same for both programs, the Application Form or Request Form is UNIQUE for each program. Please respond to all questions.

**NOTE** – The Application and Request Forms cannot be completed until the Organization Profile & Eligibility section has been completed.

While your application is in progress it will show half red half white circle at the top of the page as well as in the left hand task bar.



**TIP** – As with the Organizational Profile section, if you require a downloaded copy of the questions to gather information offline, please go to the “...” menu at the top right corner of the screen and choose **“DOWNLOAD”**.



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

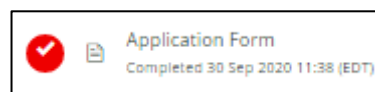
**SAVE & CONTINUE EDITING**

**MARK AS COMPLETE**

Signing your document: Use your mouse 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.

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 at the top of the page and in the left hand task bar.



If you need to return to the application form to make a change (before the final submission), click the “...” button at the top right of the page and choose **“EDIT”**. This will unlock the page for editing. You will need to choose **“MARK AS COMPLETE”** again once you are done editing.

# STEP 6: COMPLETE YOUR GRANT BUDGET (GRANTING PROGRAM ONLY)

This form is divided into 3 budget categories, which are explained in detail with helpful tips in the [Eligible Costing Rules & Financial Management Guidelines](#):

1. **Direct Costs**
2. **Project Equipment & Inventory**
3. **Administrative Costs**

When preparing your budget, please keep in mind the following key points from the Program Guidelines - Granting Program for Non-profits:

- Project budgets must be between \$5,000 and \$100,000.
- All activities and expenditures must take place between August 19, 2020 and February 19, 2021.
- If funded, you will be required to report on actual expenditures of the project, and to keep relevant documentation on file in the case of an audit.

## Steps for completing each Budget Category section:

**STEP 1:** In the first column, fill in a brief description of the costs included in each budget category. You may write several lines of description for each category if needed. You can also use a " - " as a bullet point if useful.

**STEP 2:** In the second column, add the total amount of contributions from your organization or other contributors toward the project, if applicable. Enter dollars and optional cents only, and do not use commas (e.g. 1000.50).

**STEP 3:** In the third column, add the total cost of all the components you identified for that category. Enter dollars and optional cents only, and do not use commas (e.g. 1000.50).

## 1. Direct Costs

	Description of costs in this category	Own or other contributions	Funds requested from Canadian Red Cross
1. Staff Wages	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
2. Arms-Length Sub-Contractors	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
3. Direct Aid to Beneficiaries	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
4. Logistics	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>



**TIP** – The bottom row of each table will calculate to show you your subtotal for the column. If you need to exit and return to your form and you see that the subtotal in the bottom row of either table is showing as 0, simply click into and then out of any field where you have entered a number. The total will recalculate.

Once both tables are complete, the Subtotal of Funds Requested will calculate automatically.

In the next section, a Grand Total of Funds Requested will also calculate, that includes an additional 9% Administrative Cost to the Subtotal.



**TIP** – The Grand Total of Funds Requested must be between \$5,000 and \$100,000. Please adjust as needed to stay within this range.

Finally, if your budget includes any costs already incurred, please provide details for consideration in the last question.

When complete click on **"MARK AS COMPLETE"**

SAVE & CONTINUE EDITING

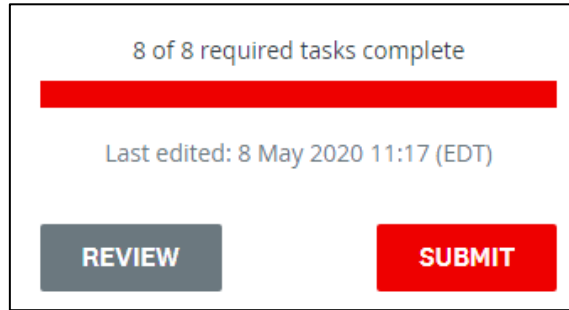
MARK AS COMPLETE



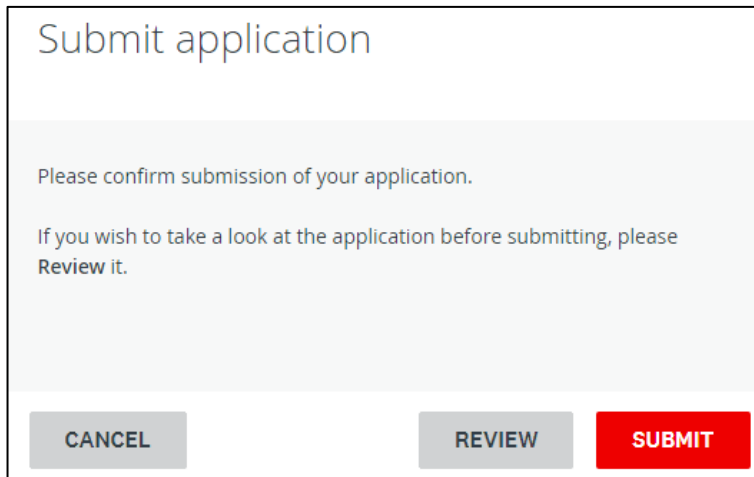
## STEP 7: SUBMIT YOUR APPLICATION FOR REVIEW

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

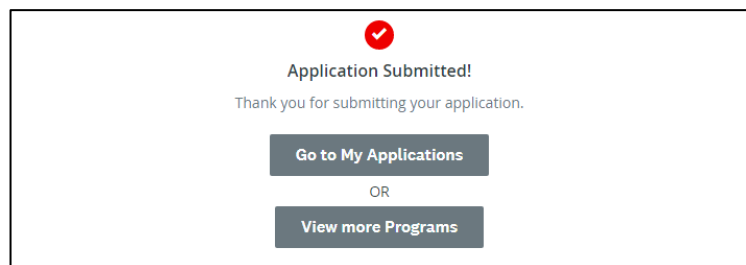
Click the **"SUBMIT"** button found at the bottom of the task bar.



The system will present you with an opportunity to review your application and documentation before your final submission. Click on **"REVIEW"** to access. If all is correct, select **"SUBMIT"** again and your application will be forwarded to the administration team for review. You will be contacted if additional information is required.



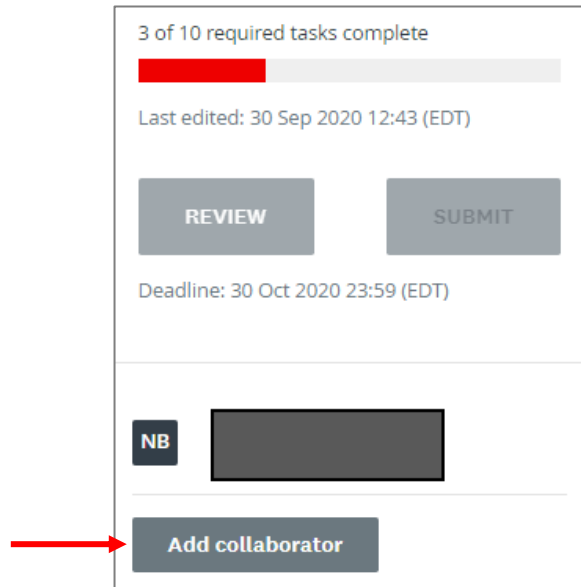
You may then redirect to view more programs and complete your application for the other program if desired.



# ADDITIONAL INFORMATION AND TASKS

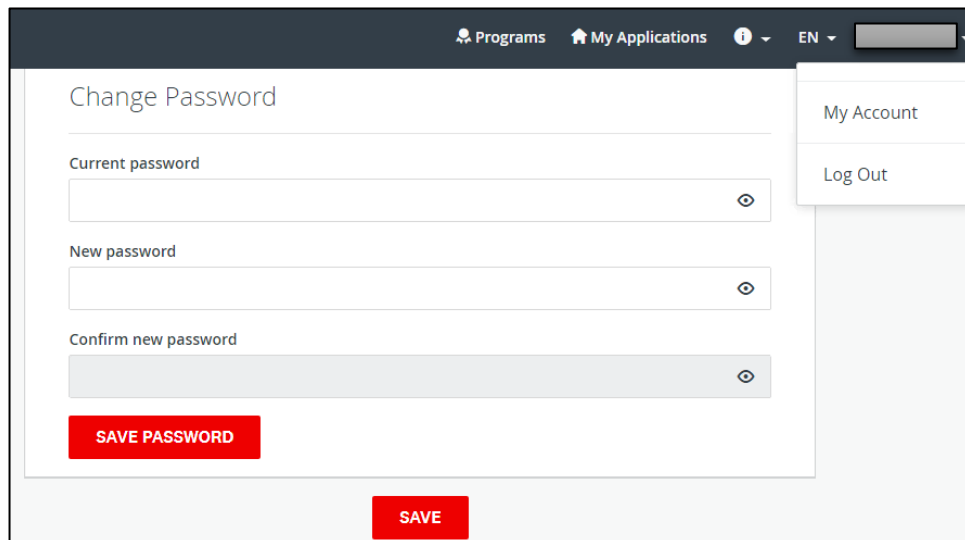
## Adding another team member to your organization's application

You can add additional team members to your account to enable a collaborative approach to completing your organization's application. To invite additional team members to your application, choose **"ADD COLLABORATOR"** located below your Task List. This will send an email to your chosen colleague to invite them to participate.



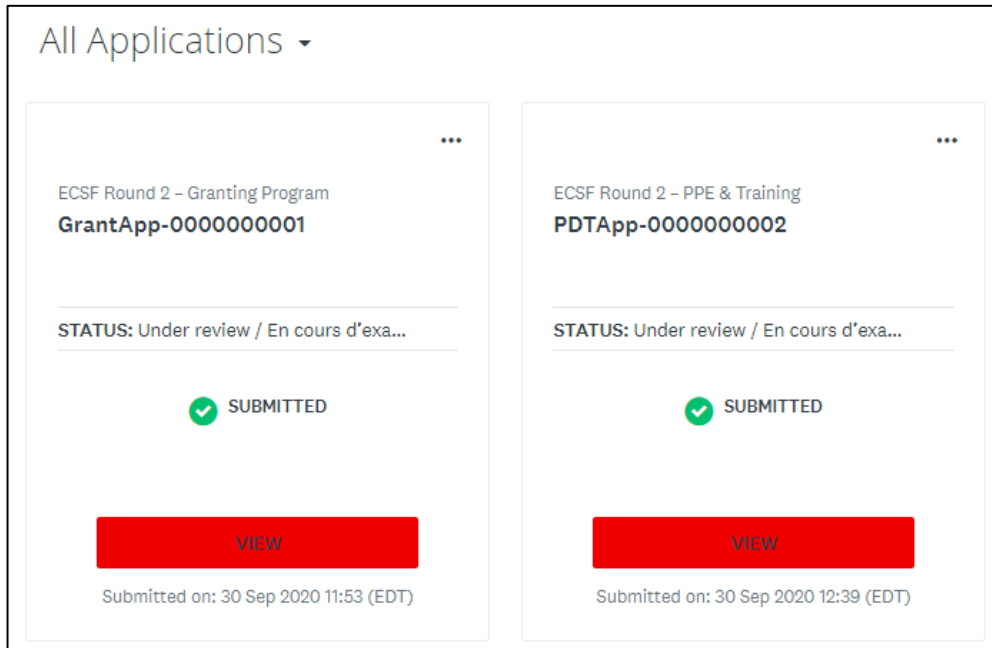
## Change your password

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



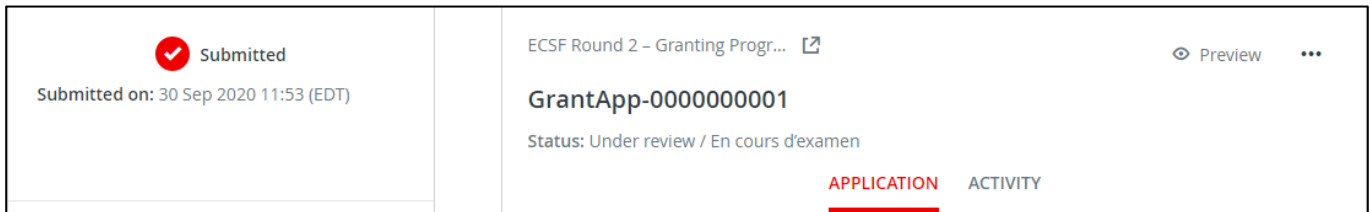
## Viewing your application after submission

To view your application after submission go to **“MY APPLICATIONS”** at the top of the screen and **“VIEW”** your application.



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

To view your application online, choose **“PREVIEW”** at the top right, to download a copy click ‘...’ and **“DOWNLOAD”**.



If you have a question regarding the status of your application, please view your application online as the status is updated as it progresses through the review process. For additional questions, please contact the administrator at 1-866-221-2232 or [Covid19CommunitySupport@redcross.ca](mailto:Covid19CommunitySupport@redcross.ca).

## 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.

<b>In Progress</b>	Application is being completed by the applicant and has not yet been submitted for review.
<b>Submitted</b>	Application is complete and has been submitted to the Administrator.
<b>Under Review</b>	The application is being reviewed by an Administrator.
<b>Information Required</b>	Additional information or documentation is required to complete review of the application. An email has been sent to the Applicant.
<b>Decision Complete</b>	Application review is complete and the decision has been emailed to the Applicant.