

## **Long Lake Wildfire Relief Program FAQs**

### **Eligibility & application:**

#### **Who is eligible to apply for the emergency funding?**

This emergency fund is for any individuals and families required to evacuate from their primary residence because of the recent wildfires in the Long Lake area of Annapolis County.

#### **How do I apply for the fund?**

You are asked to apply through the online application form, accessed here:

<https://emergency-financial-support.novascotia.ca/>

or

You may also complete paper copy of the application form (which can be accessed at the Bridgetown Fire Hall). Once completed, you can email a photo of your completed application and the supporting documentation to the following email address:

[longlakesupport@novascotia.ca](mailto:longlakesupport@novascotia.ca)

### **Proof of Identity & Address:**

#### **What counts as valid proof of identity?**

A photo of your Nova Scotia Government Issued ID is deemed a valid proof of identity.

#### **What if my ID has a PO Box instead of a street address?**

In cases where applicants have a PO Box listed on their driver's license you are asked to upload a photo of your ID as part of the application. It is valid proof of identity.

#### **What can I submit if I don't have a utility bill?**

You can upload a bank or credit card statement, or a property tax statement, or an insurance document, or vehicle registration

#### **How do I upload documents if I'm having technical issues?**

We recommend the following suggestions:

- Use a different browser or device to see if the issue resolves.
- Rename the file to something simple, avoiding special characters.
- If the problem continues, you may email the document directly to [longlakesupport@novascotia.ca](mailto:longlakesupport@novascotia.ca).

When sending the email, please include a brief explanation that you encountered technical difficulties while trying to upload the file.

### **Funding Details:**

#### **How much funding can I receive?**

Eligible evacuees can receive financial support based on the number of days they've been displaced from their primary residence:

4 to 7 days:

\$500 per adult (18+)

\$200 per minor

8 to 14 days:

Additional \$500 per adult

Additional \$200 per minor

15+ days:

Additional \$250 per week per adult

Additional \$200 per minor per week

Maximum support available:

Up to **\$3,000 per adult**

Up to **\$1,750 per minor**

#### **Is this a one-time funding or can I apply more than once?**

This is not a one-time fund. The funding is incremental, based on how long you've been evacuated. You may receive additional support as your displacement continues. However, the program will end when either:

The evacuation order is lifted, or

The wildfire season ends (October 15, 2025)

#### **Will receiving this fund affect other benefits I receive?**

No, receiving this emergency financial support will not affect other benefits. It is in addition to services and accommodations already provided by:

- The Nova Scotia Guard
- Canadian Red Cross

- Salvation Army
- County of Annapolis

### **Communication and Follow-Up:**

#### **How will I know if my application is approved?**

You will be notified directly once your application has been reviewed and approved. Notifications may be sent via email or phone, depending on the contact information you provided in your application.

#### **Who do I contact if I haven't heard back?**

If you haven't received a response within a reasonable timeframe, you can follow up by contacting the support team at [longlakesupport@novascotia.ca](mailto:longlakesupport@novascotia.ca).

#### **What should I do if I made a mistake on my application?**

If you realize you've made an error after submitting your application, email [longlakesupport@novascotia.ca](mailto:longlakesupport@novascotia.ca) as soon as possible.

Include:

- Your full name
- The nature of the mistake
- Any corrected information or documents

This will help staff update your application promptly.

### **Receiving the Funds:**

#### **How will I receive the funding?**

Eligible recipients will receive their payment by cheque, which will be available for pick-up at the Bridgetown Fire Hall, located at 31 Bay Road, Bridgetown, Nova Scotia.

A staff member from the Department of Emergency Management will contact you to let you know when your cheque is ready for collection.

Please remember to bring valid photo identification when picking up your cheque, as proof of identity is required.

#### **What do I need to bring when picking up my cheque?**

When picking up your cheque, be sure to bring your government-issued photo ID.

## **Technical Support:**

### **What file types are accepted for uploads?**

The following file formats are acceptable:

- PDF (.pdf)
- Image files: JPG, JPEG, PNG
- Word documents: DOC, DOCX
- Text files: TXT

To avoid upload issues, ensure your file is under the size limit (usually 5–10 MB) and named simply without special characters.

### **What if I do not have an email address?**

You are asked to place a fake email address in the field, you can use [test.test@test.ca](mailto:test.test@test.ca)

### **What should I do if the website isn't working?**

If you're unable to access the application website or experience technical issues:

- Try again later using a different browser or device.
- Clear your browser cache and refresh the page.
- If the issue persists, you can **Email your documents** to: [longlakesupport@novascotia.ca](mailto:longlakesupport@novascotia.ca)