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HELPFUL DEFINITIONS

Applicant: A member of the Charitable Class who is applying for grant assistance. The Applicant's name should always be the employee's name, even if someone else is submitting on their behalf.

Charitable Class: A Fund's Charitable Class is the group of individuals who are eligible to apply for a grant per the Fund's criteria. See "Who is the FirstService Relief Fund Canada for?" in the FAQs section for this Fund's detailed Charitable Class.

Eligible Dependent: The Fund considers the Applicant's spouse/domestic or common law partner, minor children, and others for whom the Applicant is financially responsible as Eligible Dependents. The Applicant's parents, grandparents, or other relatives are not considered Eligible Dependents unless the Applicant claims them as a dependent when filing taxes or can provide supporting documentation showing proof of guardianship/financial responsibility.

Emergency Assistance Foundation Canada (EAF Canada): EAF Canada, a registered charity, is the third-party administrator for the FirstService Relief Fund Canada. EAF Canada independently administers all Fund activities, including accepting donations, objectively reviewing grant applications, and awarding and distributing grants.

Qualified Event: Eligible Qualified Events are the events included in the Fund's grant criteria that Applicants can apply for. See "What is a Qualified Event" in the FAQs section for this Fund's detailed Charitable Class

Qualified Expense: Qualified Expenses are eligible expenses that are part of the Fund's grant criteria and vary by Qualified Event. Applicants can select more than one Qualified Expense as it pertains to the same Qualified Event during the application process.

Standard Grant: The Standard Grant is for employees needing significant assistance during times of unexpected financial hardships resulting from a Qualified Event. The application process involves submitting supporting documentation, which is reviewed by EAF Canada as part of determining grant eligibility and grant amount. The grant criteria and eligibility requirements are listed in this FAQ document.

Immediate Response Program (IRP): FirstService may decide to launch an Immediate Response Program in the event of a qualified disaster that impacts multiple employees (e.g., hurricanes, floods).

IRP grants are solely to provide quick and efficient financial assistance to eligible employees and their families with immediate needs – such as for food and clothing – following a qualified disaster. **The IRP will consist of a separate application process and a set dollar amount limitation per Applicant**

NOTE: If FirstService makes the decision to activate an IRP, the company will send out a communication to employees and a separate FAQ on the IRP grant application process at that time.

NOTE: Applying for or receiving an IRP does not disqualify an applicant from applying for or receiving a Relief Fund Standard Grant. Nor does receiving a Standard Grant disqualify an applicant from applying for an IRP grant.

FREQUENTLY ASKED QUESTIONS

ABOUT THE RELIEF FUND: WHO AND HOW IT HELPS

What is the FirstService Relief Fund Canada / FirstService Relief Fund?

The Relief Fund – referenced as *FirstService Relief Fund in Canada / FirstService Relief Fund in the U.S.* – was created to help Charitable Class members who are in need of immediate financial assistance following an unforeseen disaster or personal hardship.

The Relief Fund relies on support from FirstService and individual donations made by partners, employees, and/or the general public. Every donation makes a difference, no matter the amount, and combined with the donations of others, helps to provide tax-free grants when they are needed most.

- [FirstService Relief Fund Canada](#) disburses assistance grants to those residing in Canada.
- [FirstService Relief Fund](#) disburses assistance grants to those residing in the U.S.

Who is the Relief Fund for?

The Relief Fund's Charitable Class -- those eligible to apply for a grant -- includes:

- Employed in Canada by FirstService companies, FirstService subsidiaries and their franchisees, and employees of these franchisees on the date of the application; AND
- Employed on average at least 30 hours of service per week; OR
- Employed on average at least 120 hours of service in a calendar month; OR
- On approved medical leave or an approved leave of absence for no more than one year

What kind of assistance is given by the Relief Fund?

The Relief Fund awards tax-free grants as a financial gift to Charitable Class members whose applications for Relief Fund assistance have been approved based on financial need of their hardship due to a Qualified Event.

Relief Fund grants are awarded on a case-by-case basis, range from CAD \$500 to CAD \$3,000, and do not require repayment by the Charitable Class recipient.

How many people are helped by the Relief Fund?

There is no set number or quota to meet, since hardship Qualified Events are unpredictable and individual financial adversity is unique to each. However, the ability to potentially provide financial assistance grants is limited by the amount of money available in the Relief Fund.

Quite simply, the more donations are contributed into the Relief Fund, the more Relief Fund grants can be awarded to the people in your organization who need them.

How often and how many Relief Fund Grants are given?

Because the hardship Qualified Events that may lead to financial struggles are often unforeseen or unexpected, there is no set number or frequency for Relief Fund grants disbursements. Relief Fund grant applications are submitted on a need-basis and are reviewed/awarded on a case-by-case basis.

However, a FirstService Charitable Class recipient is only eligible to receive two (2) Standard Grants within a rolling 12-month period.

NOTE: Grants from the Immediate Response Program (IRP) do not count against the 2-Standard Grant limit.

How does the Relief Fund determine who receives a grant and how much they get?

Grant applications are independently and objectively reviewed by Emergency Assistance Foundation (EAF), the Relief Fund's third-party administrator. Relief Fund grants are awarded on a case-by-case basis and range from CAD \$500 to CAD \$3,000. EAF Reviewers determine if a request is approved and how much grant assistance to award based on a set of criteria used to qualify financial hardship events and expenses. [\[click here to see the Qualified Events/Qualified Expenses chart\]](#)

How is the grant award used by the recipient?

How the grant award is disbursed to the Charitable Class member is on a case-by-case basis and will be determined at the Application Review stage by the EAF Review team. In some cases, the Relief Fund administrator will use the grant award to pay vendors directly. In other cases, it may be awarded to the Charitable Class member as a reimbursement for out-of-pocket Qualified Expenses.

CONTRIBUTING TO THE RELIEF FUND

Why donate to the FirstService Relief Fund Canada?

The Relief Fund relies primarily on individual donations from employees and support from FirstService and our affiliated companies to fund this program. Every contribution helps and when combined with the donations of others, can provide a tax-free grant to help a fellow employee in need when they are facing the unexpected.

Every dollar donated will help Charitable Class members of the FirstService group of companies, franchisees and independent affiliates who have been impacted by a personal hardship. This is a wonderful way to live our values and make a difference in each other's lives.

Who can donate to the Relief Fund?

Anyone can donate to the Relief Fund. The Relief Fund relies on support from the sponsoring organization and individual donations made by partners, employees, and/or the general public. Donations can be made as one-time gifts or recurring periodic contributions and are eligible for a credit in Canada.

How much of my donation goes toward Relief Fund grants?

100% of individual donations support grant distributions to fellow employees of FirstService, FirstService subsidiaries or their franchisees who qualify as a Charitable Class member.

Company contributions cover the cost of all Fund operating expenses to ensure that this is the case.

Are donations entitled to a tax credit?

In Canada, all donations are entitled to a tax credit. EAF Canada is a registered charity with business number 790145668RR0001.

For questions related to the tax treatment of donations, please contact your local tax professional.

Can donations be directed to a specific individual?

Unfortunately, regulations do not allow for donations to be earmarked for specific individuals. However, all donations made to FirstService Relief Fund Canada will be used for the intended charitable purpose in aid of the Fund's Charitable Class.

Do I have to contribute to the Relief Fund if one day I need to apply for a grant?

No. Donating to the Relief Fund is completely voluntary, and eligibility for assistance is based upon need and qualifying circumstances. In addition, no applicant is entitled to receive a grant based on their history of contributions to the Relief Fund.

MAKING DONATIONS TO THE RELIEF FUND

How can I make donations to the Relief Fund

Whether you live in Canada or the U.S., you can contribute to the *FirstService Relief Fund Canada* to help award Relief Fund grants to eligible Charitable Class members who reside in Canada.

NOTE: To contribute to the FirstService Relief Fund in the U.S., see the Donation FAQ document by visiting www.firstservicerelief.com

You can make a one-time donation or set up a recurring periodic donation as allowed by these contribution channels:

- 1) Visit www.firstservicereliefcanada.ca
- 2) Click on **"Payroll Set Up"** (available only to employees of FirstService Corporation or First Onsite)
 - Click on "Payroll Set Up" link
 - Download, fill out and submit the form as instructed
 - Or contact your local HR or payroll representative for assistance
- 3) Click on **"Donate"** to make Credit Card contributions through DonorBox
 - For donors residing in any country
 - You'll be redirected to the DonorBox set-up page



For Canada-based donors: "Canadian Dollars (CAD)" is the default currency



For U.S.-based donors: Select "U.S. Dollars (USD)" from the currency dropdown menu

- *TIP: don't forget to select your company from the dropdown menu*

To donate via **check, electronic transfer/wire, or securities**, please review the detailed instructions in our [Donation Methods Guide](#).

Will I receive an acknowledgement for my donation?

EAF's donation acknowledgment process differs depending on the donation method and total donation amount. Please review the following details:

- **Payroll Deduction Donations:** EAF Canada does not provide letters for payroll deduction donations because your T4 slip is an acceptable form of documentation when filing taxes, per CRA requirements.
- **Credit/Debit Card, PayPal, or Text to Give Donations:** You WILL RECEIVE an acknowledgment via email from receipts@mail2.donorbox.org for donations made through *DonorBox* at the time of your donation, or shortly thereafter, for any size donation. Please be sure to look for the email in any filtered inboxes and spam or junk folders.



EAF Canada does not provide letters for check, electronic transfer/wire, or securities donations under CAD \$20 because a canceled check or record of your electronic transfer/wire/securities donation is an acceptable form of documentation when filing taxes, per CRA

requirements. If your total donation amount is over CAD \$20, you will receive a hard copy letter from EAF Canada, which will be mailed to the address provided with the donation.

For questions related to the tax treatment of donations, please contact a tax professional.

How can I update or cancel my recurring contribution?

When you set up a recurring contribution, it will remain in effect until you change or cancel it.

- **Payroll Deduction:** To submit a new form to update or cancel your contribution, please contact your human resources or payroll representative for more information.
- **DonorBox:** If you wish to change or cancel a recurring donation made through DonorBox, simply log in to your DonorBox account. *(You should have received an email from DonorBox with a link to create an account when you initially set up your recurring donation)*

Inside your account, click into the *Recurring Plan* that you would like to modify and make your preferred changes.

FOR ADDITIONAL SUPPORT

Who can I contact for more information?

Please contact your HR or payroll representative or contact EAF Canada at **855-278-2363** for additional information about donations. You may also send an email to firstservice@eafrelief.ca.

Where can I find additional resources?

Visit eafrelief.ca/appresourcedocs for helpful grant application resources and documents.