

Shelter Allowance Overview

Update for ESS Teams

To enhance the delivery of Emergency Support Services (ESS), new options are available for evacuees to receive accommodation support while evacuated.

Introducing New Shelter Allowance

Evacuees can now choose to receive a shelter allowance to independently find their own accommodation that supports their accommodation needs. This provides an option for evacuees to find accommodation in a location of their choice. The new shelter allowance may also reduce stress on commercial accommodation resources in local areas. The allowance is also sometimes called an accommodation allowance.

ESS teams will continue to facilitate available accommodation supports and bookings through the standard referral and supplier process. Group lodging and other accommodation options may still be offered.

How It Works

The shelter allowance is financial support for evacuees to meet their accommodation needs in the way that works best for them, whether that's staying with friends or family, booking a hotel/motel in the location of their choice, staying at a campsite or another accommodation option. The allowance will be given directly to the evacuee to best meet their accommodation needs.

Evacuees can:

- Receive the shelter allowance if they choose to independently pursue their own accommodation.
- Receive their shelter allowance through Interac e-Transfer or by mailed cheque.
- Choose their own type of accommodation (i.e. billeting, hotel/motel, campsite, and others).
- Pursue accommodation in any community they choose.
- Choose their own accommodation without providing the address/location.

Impacts to Existing ESS Processes

- ESS teams will continue to provide accommodation using the referrals process for evacuees who need or prefer this type of support.
- For evacuees who prefer the shelter allowance but do not have Interac e-Transfer, paper referral forms will be used. The process for filling out referral forms has been updated. Instructions on filling out paper forms will be shared with ESS teams.
- Evacuees can still choose to billet with friends or family, however they won't need to disclose the location, host, or provide any details about their stay.
- For more information, please see the Evacuee Accommodation Supports – FAQ Sheet.

Helping Evacuees with Accommodation

