

Registration:

Q: How do I apply for the program?

A: Please visit www.ymmsmallbizrecovery.ca to apply.

Q: Do I have to apply online?

A: No, if you do not have access to the Internet, you can contact the Business Recovery Helpline at 1-855-RMWB BIZ (1-855-769-2249) to register. Alternatively, business owners can visit the Back to Business Resource Centre, located on the first floor of the Hardin Street Building at 9816 Hardin Street, Fort McMurray. The Centre is open Monday to Friday from 8:30 a.m. – 4:30 p.m.

Q: I have questions? How can I get help?

A: You can call the helpline at 1-855-RMWB BIZ (1-855-769-2249). Business owners are also encouraged to attend daily information sessions at the Back to Business Resource Centre, located on the first floor of the Hardin Street Building at 9816 Hardin Street, Fort McMurray. To register for an information session, please visit <https://smallbizsupport.eventbrite.ca>.

Q: Are businesses in rural communities included in the Small Business Workforce Support Program?

A: Yes, all businesses within the Regional Municipality of Wood Buffalo (RMWB) that meet the minimum requirements can apply for funding from this program. Please apply online at www.ymmsmallbizrecovery.ca. If you are a rural business owner and are unable to access the online system, please call the Helpline at 1-855-RMWB BIZ (1-855-769-2249) for assistance.

The Municipality will also be hosting a number of rural community information sessions, which are listed below:

| COMMUNITY | LOCATION | DATE | TIME |
|----------------|-------------------------|---------------------------|--|
| Anzac | Municipal Office | TUESDAY Nov. 1, 2016 | 1-7 p.m. |
| Conklin | Conklin Nakewin Centre | WEDNESDAY Nov. 2, 2016 | 1-7 p.m. |
| Janvier | Municipal Office | THURSDAY Nov. 3, 2016 | 1-7 p.m. |
| Fort McKay | Fort McKay Metis Office | MONDAY Nov. 7, 2016 | 9 a.m. - 1 p.m. |
| | Fort McKay Band Office | MONDAY Nov. 7, 2016 | 2-7 p.m. |
| Saprae Creek | Vista Ridge | TUESDAY Nov. 8, 2016 | 1-7 p.m. |
| Fort Chipewyan | Municipal Office | WED-THURS Nov. 9-10, 2016 | 1-7 p.m. (Wed) 10 a.m. - 6 p.m. (Thurs) |

Q: What are the Business Support Helpline hours of operation?

A: Monday – Friday 7:00 a.m. - 4:30 p.m.

Q: What if I didn't register my business with the Wood Buffalo Business Recovery Hotline?

A: Registration with the Wood Buffalo Business Recovery Hotline is not required to apply for the Small Business Workforce Support Program.

Q: What is the deadline to apply?

A: The deadline for applications is December 16th, 2016 11:59 MT.

Q: I have more than one business; do I have to file a separate application for each business?

A: Yes, each business that meets the minimum requirements can apply for support funding by submitting a separate application in the online system. As a business owner of multiple businesses, you can create one registration within the system and submit more than one application, for each business you own.

Eligibility:

Q: I am concerned I do not qualify based on the minimum requirements?

A: We recognize that every business is different, and we encourage all small businesses to apply, even if you think you may not qualify there is an opportunity to add comments within the application the process is designed to take into account unique circumstances, and allow applicants to have their say.

Q: Why are there 5 minimum requirements to receive the Small Business Work Force Support financial assistance?

A: The five minimum requirements demonstrate a basic due diligence for disbursing public funds. The application balances the need for accountability with the urgent needs of our business community.

Have an active "resident" business licence

Q: I want to apply for funding but my business licence has expired since the mandatory evacuation. What should I do?

A: The RMWB recently transferred their business licences into an E-Permitting system, which went live in late Spring 2016. In order to provide each business adequate time to re-apply for a new licence, the Municipality extended this year's expiry date. Existing licences will be honoured until the end of December 2016, and/or a new one can be issued.

Q: If I don't currently have a RMWB Resident Business Licence, can I apply for a licence and still proceed with the application process?

A: Yes, you can still proceed with the application. In order to meet the minimum requirements, you must obtain a business licence before the application deadline of December 16th, 2016.

Q. How do I apply for a business licence?

A: Residents are encouraged to apply online by visiting <http://www.rmwb.ca/BusinessLicensing> or in person at the Planning and Development Office, located at 309 Powder Drive.

Q. I have a company on First Nation lands, can I apply for the program?

A: Yes, we encourage you to apply.

Q. My business is located outside the RMWB but all the work I do is in Fort McMurray. My business was affected by the wildfire, do I qualify for the program?

A: If the business has been issued a RMWB Resident Business Licence and your business is able to meet the other minimum requirements to apply, you may qualify for the program.

Filed a tax return within the last 3 years of reporting business incoming:

Q: The business tax records were destroyed or I don't have access to them, how do I obtain copies?

A: The Canada Revenue Agency website can provide you with copies of your tax returns and notice of assessment. Go to [My Business Account for:](#)

- tax returns
- corporate account balance
- account transactions
- notices of assessment or reassessment

For a complete list of information you can get through My Business Account, go to [what can I do on my Business Account](#). If you are unable to find the information you are looking for at My Business Account, call the CRA toll free number for assistance at 1-800-959-5525.

Q: I opened in late 2015 early 2016 and I haven't filed a tax return yet, can I still apply?

A: We encourage all small businesses to apply. Even if you think you may not qualify there is an opportunity to add comments within the application the process is designed to take into account unique circumstances, and allow applicants to have their say.

Be a small business defined as having 1- 49 employees:

Q. What is a small business?

A: The RMWB Small Business Workforce Support Program defines a small business as having at least 1 to a maximum 49 full time and/or part time employees. **Owners, Partners or contractors are not considered employees.**

Q: I had employees before the wildfire but I could not afford to re-hire or they didn't return. Do I still qualify?

A: The application takes into account changes in employment, so if you had employees before the wildfire you would meet the criteria of having employees as it relates to this program.

Other:

Q: I am a home-based business, do I qualify?

A: Each business that meets the minimum requirements can apply for the program.

Q: More than one person owns our small business, can each business owner receive financial assistance from the Small Business Workforce Support Program?

A: No, only one application can be submitted on behalf of each eligible business.

Q: I have a business partner, can the funds be split?

A: Assistance funding will be paid to the Business' legal name.

Q: I am a Social Profit Organization in Wood Buffalo, am I eligible to apply for support funding from the Small Business Workforce Support Program?

A: Registered charities, non-profit, not-for-profit or associations do not qualify for financial assistance under the Small Business Workforce Support Program. However, the Canadian Red Cross has announced a program for charitable organizations and non-profits; please visit their website at www.redcross.ca/communitypartnerships or contact the Canadian Red Cross at ABCommunityPartners@redcross.ca for more information.

Disbursement:

Q: How much money can I expect to receive from the RMWB Small Business Workforce Support Program?

A: The amount of financial assistance for each business will be based on the number of applicants and the information collected in the application. The amount of financial assistance will be determined after December 16, 2016 when the application period closes.

Q: Why does it take so long to disburse the funds?

A: We recognize the need for urgency and this is why we have made the application process as simple as possible, while still being accountable and transparent to the public.

This is a new and unprecedented program supporting small business with public funds. We thank the business community for their continued patience as we work to deliver the funds in an accountable and timely manner.

Q: How will I be notified if I am approved for funding?

A: Each applicant will be notified from the administrator of the program by email communication.

Q: When can I expect to receive the funds?

A: The funds will be disbursed in an accountable and timely manner after December 16, 2016 when the application period closes. The estimated timeframe is January 2016.

Q: How will I receive the funds?

A: More information will be made available on this in the coming weeks.