

ELIGIBILITY CRITERIA AND GRANTS FOR EMERGENCY FUNDS

THE KANGAROO HOUSE

1-Eligibility

Anyone with children between the ages of 0 to 12 years old. Exceptions on age may be tolerated to meet the exceptional emergency fund as described in our emergency funds on our website.

2-Types of eligible aid

Please refer to our emergency funds published on our website, under our emergency funds. Grants are considered on the basis of our five emergency funds.

3-How to apply

Your request can be sent to us by email or by phone 7/24h. We reserve the right to respond in the affirmative or negative and according to available budgets.

4-How your request is reviewed

An authorized person of the organization takes charge of your request. He/she studies the various elements that have been transmitted to us by yourself or through an organization if it is making the request on your behalf. We review your application. We can either offer you assistance or refer you to other resources.

5-Review or response time

The response time may vary depending on the case. Assistance is in the form of a cheque and is subject to Post Canada deadlines. Documents may be required as proof if necessary.

6-Verification of your application

The Kangaroo House and its authorized staff can verify the validity of an application in the following ways:

Proof of purchase, rent receipt or lease, proof of hospitalization, receipt of child care expenses, statement of the notice of assessment of RQ or RC, proof of unemployment or last resort assistance, beneficiary of a family allowance, proof of residence, document from another social or community organization attesting to your condition, telephone verification with this same organization, etc.

If these documents are found to be erroneous, incomplete, falsified or missing, the organization reserves the right to cancel the assistance requested or to ask the recipient for other proofs that would allow the assistance to be granted.

The organization reserves the right to pay directly for assistance to a third party, for example a babysitter, a grocery store, a landlord, etc.

The Kangaroo House cannot be held responsible for lost or stolen checks, bank transmission errors or any deficiency that prevents financial assistance for which the organization is not directly responsible.

The aid granted is nominative and personal. They cannot be claimed by a third party in the recipient's entourage. Each case is studied individually. Our organization cannot be held responsible if no financial aid is granted. Also, a grant is not recurrent, and the beneficiary cannot demand it a second time.