

Disaster Financial Assistance for MUNICIPALITIES



Municipal Damage Claims Guidelines

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1. INTRODUCTION

1.1 Intent of this Guideline

This guide provides a roadmap for municipalities to determine their eligibility under the program, what documentation and evidence is necessary to support a claim, how to request assistance, and how to submit claims. It can be challenging in the aftermath of a natural disaster to track costs and maintain financial records. Municipalities are advised to read and follow these guidelines carefully to ensure that costs claimed are eligible and documentation is sufficient to support the claim.

1.2 Provincial and Municipal Roles and Responsibilities

Province: After a disaster New Brunswick Emergency Measures Organisation (NB EMO) assesses the financial impact from the damage reports received for the event and based on this information and the Disaster Financial Assistance Policy, NB EMO makes a recommendation to government. Government then decides if a financial assistance program is warranted. No assistance can be given until government approves a DFA program.

These guidelines and necessary forms will be emailed to municipalities immediately after a natural disaster has occurred in the event there will be a DFA program.

Municipalities: Municipalities are encouraged to follow these guidelines and requirements even if the DFA program has not been announced. It is easier for municipalities to do this at the outset than try to separate expenditures from general operating expenses after the fact.

All municipalities are required to submit an application letter ([Appendix C](#)) and a dollar estimate of damages ([Appendix D – summary of costs](#)) as soon as possible after the event to:

Department of Justice and Public Safety
NB EMO, Recovery Office
65 Brunswick St. 2nd Floor
Fredericton, NB
E3B 1G5

1.3 Insurance and Risk Management

Although all levels of government have a role to play in disaster management, mitigating risks and preparing for disasters are first and foremost local responsibilities. Municipalities are expected to take reasonable precautions to ensure the health and safety of residents and for managing risks.

Provincial assistance is not a substitute for robust risk management or appropriate insurance coverage, and does not provide full cost recovery for some eligible expenses. The purpose of disaster recovery assistance is to alleviate financial hardship when costs are so extensive that they exceed the capacity of the affected municipality to manage.

Municipalities **must** report their damages to their insurance provider before submitting a claim to the DFA. Insurance deductibles and losses covered by insurance are not eligible under the program. When a disaster occurs, it is recommended that municipal staff review the municipality's insurance policy with a representative from its insurance provider. Insurable losses are **not** eligible under the DFA.

Municipalities are required to submit documentation of insurance coverage. A denial letter from your insurance company is required for the damages being submitted under the claim. A detail of what damages, if any are covered by the policy and what damages are not covered under the Municipality's policy is required. If coverage was available for the damages not covered under the policy a detailed explanation as to why the municipality did not have this coverage. Additional information may be required from your insurance provider.

1.4 Practical Tips for Municipalities at the Onset of a Disaster

The Response / Administrative / Operating Costs must be separate from the Recovery / Capital Repair costs.

- Capital repair/recovery costs **must** be submitted by repair site. Each site must be identified by a name/number and include the amount at each site for wages, construction contracts, engineering and other costs. The costs must be consistent with engineering damage reports for each site.
- Administrative/response costs must be reported by category i.e. wages, adjusters' fees, overtime, equipment, etc.
- Costs must be presented in an excel spreadsheet by project, invoice, response and recovery, etc. (Appendix D)

Note the above recovery and response costs are not limited to the mentioned examples.

The following are some practical first steps a municipality can take at the onset of a natural disaster:

- Immediately begin to separate incremental operating and capital costs related to the disaster from ordinary municipal expenditures. Establish a **segregated general ledger account** to track incremental disaster-related expenses easily.
- If a municipality has experienced major infrastructure or property damage as a result of a natural disaster, obtain detailed damage reports from a qualified engineer, either Municipal Engineer or third party engineer, that details the damage incurred or an appraisal of costs to restore the property or infrastructure to pre-disaster condition.
- Contact our office and a Disaster Recovery Engineer will be assigned to assist you and they can provide information about these guidelines and the claim submission process. This is first point of contact for municipalities for the purposes of this program. Refer to ([Appendix A](#)) for contact information.

- Contact your insurance provider to determine what damage is covered by insurance.
- **Collect documentation:** When submitting a claim, municipalities are encouraged to attach as all supporting information for the claim. The success of the claim largely rests on the municipality's ability to demonstrate that costs incurred are linked to the natural disaster. Examples may include but not limited to:
 - Pre-Engineering report(s) or assessment(s), from Municipal Engineers or third party engineers hired by the municipality on the specific damage to property or infrastructure.
 - Photos or videos of pre-disaster, post-disaster and post cleanup conditions.
 - Maps of impacted areas or tables listing impacted sites.
 - Documentation of costs such as: invoices, procurement and employee contracts, signed time sheets, payroll documentation, equipment logs and purchase requisitions.
 - Back up for use of materials from inventory that the municipality has on hand must be provided as well as an invoice to validate the cost. These items can only be claimed at cost.
 - Documentation to show that no other funding was received for repairs i.e. Building Canada funding, etc.
 - Proof of ownership –copy of property tax, municipal maps
 - Proof of payment in the form of paystubs, eft reports or bank statements or copies of cancelled cheques (front and back)
- **Invoices:** Municipalities must ensure that all invoices submitted (from contractors and suppliers) for payment clearly identify the following items:
 - Project title; identify the specific disaster event (i.e., April flood 2018)
 - Date
 - A log indicating the location/job where internal materials and equipment are used (i.e., 8hrs-320 Cat Excavator, 15 tons Class A, Main Street)
 - Invoices must not include other regular municipal operating expenses (i.e., charges for regular road maintenance)
 - Provincial department of transportation approved equipment rental rates from the Crown Construction Act for municipally owned equipment
- **Photos:** Provide photos pre-disaster, post-disaster and post clean-up.

- **Project Summary:** A record of repair summary outlining the actual cost on completion of the work must be prepared for each project location. The report must confirm that the work has been completed and outline the costs incurred (in an excel spreadsheet, Appendix E). The summary must break down expenditures by Labour, Equipment, Material and outside contracts and include the following:
 - Project number
 - Project name
 - Total Estimate
 - Actual expenditure
 - Net Claim
- **Final Engineer report:** A report prepared over the signature of the qualified engineer engaged by the municipality to oversee the work. The work must detail the work completed to return the property to its pre-disaster condition, the costs incurred and the rationale for the manner of the work completed, support any changes from the original estimate and note any betterments or improvements to ensure they are identified and discounted for the claimed amount. This report will accompany the project summary.

Refer to [Appendix B](#) for the Glossary of Key Program Terms.

2. GENERAL PROGRAM INFORMATION

2.1 Eligibility Requirements

Municipalities must meet the following conditions in order to be eligible under the program:

- Municipalities must have experienced a sudden, unexpected and extraordinary natural event.
- Eligible costs must be demonstrably linked to the disaster.
- Application letter and estimate of damages must be received within 14 calendar days of disaster.
- The claim and required supporting documentation must be submitted within four calendar years from the date of the onset of the disaster. Claims may be submitted by project once completed along with all supporting documentation or submit all projects together in one package.

2.2 What is a Natural Disaster under the Program?

A natural disaster can occur as severe flooding, storm surges, ice storms or hurricanes. As every natural disaster has unique circumstances, the following information is not exhaustive and should be considered only as a general guide to what may constitute a sudden, unexpected, extraordinary, natural event under this program.

Sudden and Unexpected:

The natural disaster must be sudden and unexpected, occurring with relatively little notice, and must be an event that cannot reasonably be planned for or anticipated. Cyclical weather patterns can indicate if an event is both sudden and unexpected.

For example, severe snowstorms in winter may happen suddenly, but are not generally considered unexpected, as they occur frequently and are budgeted for by municipalities. Similarly, damage incurred due to seasonal weather conditions, such as frozen pipes in winter, is considered ineligible under the program, as municipalities can anticipate, prepare and budget for seasonal temperature variations.

Extraordinary:

Extraordinary refers to an event that is exceptional for the region. For example, a flood with a one per cent chance of occurring in any given year (a “1-in-100 year flood”) is extraordinary.

Natural Event:

Natural disasters are those that are caused by forces of nature. Examples of natural events that have the potential to cause disasters include but are not limited to: floods, hurricanes, tornados, earthquakes, landslides and wildfires affecting populated areas.

2.3 Preparing to Apply

It is recommended that municipalities conduct a self-assessment before submitting a claim to determine whether or not the event meets the eligibility criteria for program activation.

The Government of New Brunswick makes the decision to activate the program if there is sufficient evidence to support that a natural disaster occurred. To apply for the program, a municipality must submit an initial estimate along with an application letter.

The strength of a municipality's request for assistance will depend on the completeness of the claim forms and supporting documentation submitted. Municipalities must submit supporting documentation to establish that costs are:

- For repairs to pre-disaster condition and do not include betterment or Ineligible amounts.
- Incremental to a municipality's standard operating and capital budgets.
- Not covered by the municipality's insurance policy.
- Directly linked to and incurred as a result of a natural disaster and to protect public health and safety; secure public access to essential services; or to repair and restore essential property or infrastructure to pre-disaster condition.
- Reasonable. Claims should represent a fair value of work for money paid. Municipalities should be able to demonstrate that procurement and tendering processes are in compliance with the municipality's by-laws and policies.

2.4 How does a Municipality Apply?

Step One: Prepare the estimate (Appendix D)

Fill out the Summary of Costs form. Remember the Response and Recovery Costs must be separated as per the form.

Step Two: Application Letter (Appendix C)

The municipality sends in its estimates for damages along with an application letter within 14 days from the event. It is important to note that the response costs and recovery costs must be separated from each other. This information is received before a program is announced. It is with this information along with the damages reported by the private sector that NBEMO is able to make its recommendation to government if there should be a DFA program or not.

The application letter should be on the municipality letterhead and include the following information: date the natural event occurred; the type of natural disaster (eg., hurricane); the name and position of the person who has delegated authority to attest to the accuracy of the claim, normally the treasurer and should be signed by the mayor.

2. GENERAL PROGRAM INFORMATION

The application letter will allow the Province to determine whether or not a program is warranted but as soon as the storm allows, an overall preliminary assessment needs to be undertaken on the overall storm. A first impression estimate in the form of a site damage report must be submitted as soon as possible and ideally with the application letter. It must provide the following:

- A project/site name and number to identify each location
- A description of the damage and how the damage occurred
- At least 2 pictures showing the details of the damage
- A recommendation regarding repairs or replacement and any potential mitigation projects for the site
- An initial estimated cost for each site/project to return to pre-disaster condition and mitigation costs if any intended broken down by response and recovery costs.

3. ELIGIBLE COSTS

For the purposes of this program, all disaster-related expenditures are divided into two categories: response / administrative / operating costs and capital repair / recovery costs. All eligible costs resulting from a natural disaster will fall into one of these two categories. For both response and recovery costs only incremental costs – costs that would not have been incurred had the disaster not occurred and, if applicable, are above the amount the municipality normally budgets and spends – are eligible under the program.

3.1 Operating/Administrative/Response Costs

Operating/administrative/response costs refer to the delivery of services and response activities during, and the weeks immediately following, a natural disaster. Special measures taken to protect the public's health, safety and access to essential services during this time period would be considered incremental response costs. Typically, incremental response costs do not extend beyond the first few months of a disaster. The municipality's early focus is to contain or mitigate the disaster, restore order and re-establish the basic needs of the community.

The department must include a brief explanation for staff overtime, food, fuel, etc. used during the response.

Examples of **eligible** response costs resulting from a natural disaster may include but are not limited to:

- Providing essential services and ensuring the operability of public infrastructure during and in the immediate aftermath of a disaster.
- Rescue and transportation for evacuated persons.
- Incremental costs of immediate actions to ensure safe passage on frequently travelled roads and emergency routes.
- Regular municipal staff overtime and volunteer expenses incurred to deliver emergency goods and services during the disaster (e.g., staffing emergency shelters, delivering goods to vulnerable persons).
- Measures taken to reduce the extent of damage or danger to the community (e.g., removing hazardous debris such as tree limbs, rocks, ice).
- Rental costs for emergency equipment or special facilities (e.g., debris removal vehicles, generators, operating an emergency inquiry line).
- Hiring temporary employees for disaster related activities.

Examples of **ineligible** response costs include but are not limited to:

- Normal operating expenses a municipality would have incurred without the occurrence of the natural disaster.
- Emergency services costs related to routine incident management functions (e.g., responding to a medical emergency).
- Regular salaries and benefits of municipal employees, even if the employee has been

- diverted to disaster-related work.
- Decorative landscaping or corrective pruning.
- Grinding of tree stumps.

There are rare circumstances where eligible operating costs may continue to be incurred for several months post-disaster. For example, due to weather conditions or lack of available equipment, the removal of hazardous debris may be delayed until resources become available or weather conditions change. In the event that incremental operating costs are still being incurred at the time the municipality is submitting the request for assistance and initial claim, the municipality should provide an explanation.

3.2 Capital Repair/Recovery Costs

Capital costs refer to expenditures incurred to restore essential municipal assets such as infrastructure and public facilities. Typically, capital costs are incurred later than response costs because of the complexity of the projects (e.g., repairing a bridge, road or sidewalk). In other words, costs in this category are often the longer-term actions taken to rebuild a community after a disaster.

Examples of **eligible** recovery costs resulting from a natural disaster include but are not limited to:

- Purchase of materials and procurement of external service providers for capital projects.
- Repair or restoration of municipal property and infrastructure (e.g., municipal roads, buildings, sidewalks) to pre-disaster condition.
- Engineering appraisals and recovery cost estimates for municipal property and infrastructure.
- Incremental labour costs and incremental costs for the use of the claimant's own equipment for repairing or restoring essential infrastructure and facilities.

Examples of **ineligible** recovery costs resulting from a natural disaster include but are not limited to:

- Tree replacement or tree canopy restoration.
- All costs covered by insurance, or any other program, and insurance deductibles.
- Damage to property or infrastructure not related to the natural disaster for which the program has been activated.
- Damage to private property.
- Improvements to property and infrastructure.

Future costs for eligible capital repairs must be accompanied by detailed damage report estimates. Municipalities will be required to submit documentation of actual expenditures.

Municipalities are required to provide a pre-engineer report or assessment for all damaged infrastructure and sites. Municipal engineers or third party engineers hired by the municipality will confirm that the proposed repairs do not include improvements unless required by a building code or regulation and those repairs are not for the purpose of preventing future damages. They should also verify that the costs are reasonable and identified for reconciliation to their submissions to DFA. Each damaged site should be separated in the report and should include a detailed assessment of damage incurred as well as estimates for repair costs, including labour, photographs, materials and equipment. The damage report estimates should be based on returning property or infrastructure to pre-disaster condition. Municipal claims must have an initial estimate of damage costs to infrastructure verified by an engineer as well as an establishment of the pre-disaster condition of the damaged infrastructure. The cost of the engineering report is eligible under the DFA program.

In summary, a damage report should include an accurate assessment of damage(s) incurred, and a detailed appraisal of projected costs to restore the capital project to pre-disaster condition. A post-damage report is required that outlines the actual repair and costs as well as any improvements based on standards. A copy of the standard must be supplied if applicable.

Mitigation/Innovative Solutions

Mitigation is meant to reduce the future vulnerability of repaired or replaced infrastructure. New infrastructure initiatives and enhancements mainly designed to increase operation capacity (e.g., traffic volume, productive output), functionality, floor space, or life-cycle duration are not eligible.

If a municipality wants to do mitigation work they may be eligible for at least an additional 15% of their pre-disaster damaged infrastructure claim. This amount may be applied to the cost of the improvement (the difference between the pre-disaster repair and the enhancement).

Any mitigation/enhancements will be considered on a case-by-case basis and must be approved by the regional director of Public Safety Canada with a normal limit of 15 per cent (a larger percentage may be considered) of the estimated cost of repair to pre-disaster condition. The municipality is responsible for all costs in excess of the approved mitigation amount.

An innovative solution is any solution that reduces or prevents recurrence of damages up to an equivalent of the cost of repairing/replacing actual damaged facilities, plus mitigation enhancement value as appropriate, will be considered for eligibility subject to approval by Public Safety Canada. Such solutions may include development relocation to less disaster-prone areas, or buy-out and permanent removal of structures on vulnerable properties. Generally, if it is less costly to implement a solution that would prevent reoccurrence of similar damages, such a solution is eligible.

3.3 Accounting for Costs and Maintaining Records

Municipalities must track disaster-related expenditures and revenues in a segregated general ledger account. This will enable the municipality's claim under the program to be reconciled to the municipality's audited financial statements for the fiscal year or years in which disaster-related expenses were incurred.

Once available, municipalities must provide audited financial statements for each year expenses are incurred and/or payment are made related to the event to support their claims. Original documentation regarding municipal approvals and expenditures should be on file at the municipality to support municipal claims made and photocopies must be sent to support the claim.

All recovery transactions, funds receivable and payable must be accounted for separately from general revenue and expenditure accounts. A general ledger identifying all expenses incurred and payments made related to the events must be kept by the municipality and submitted to the NB EMO Recovery Office once all repairs are completed.

4. MUNICIPAL CLAIMS

4.1 Goods and Services

The goods and services category may include costs for external service providers contracted to undertake work directly related to the disaster and incremental costs of goods needed to respond to, or recover from the disaster

Examples of eligible goods and services costs resulting from a natural disaster include but are not limited to:

- Debris cleanup crews from outside service providers contracted to remove hazardous materials to protect public health, safety and access to essential services.
- Purchase of materials or procurement of external service providers to repair essential infrastructure or public property.
- Rental of specialized equipment (e.g., excavators, generators).
- Employee expenses directly related to the disaster (e.g., meals, mileage).

Examples of ineligible goods and services costs resulting from a natural disaster include but are not limited to:

- Purchase of non-consumables that will remain assets of the municipality (e.g., dump trucks, chainsaws, power cords, laptops).
- Infrastructure or property repairs when there is no evidence of damage attributable to the natural disaster.
- Pre-existing contracts for non-disaster related work.

Supporting Documentation Required:

- **Invoices:** Invoices must indicate that they are disaster related and an explanation of what project they pertain. Proof of payment for each invoice in the form of the front and back of the cancelled cheque or a copy of the electronic funds transfer is required.
- **Tendering:** Evidence that The Procurement Act ([insert link](#)) was followed. Copies of tendering documentation must be provided.
- **Contracts:** copies of contacts between the municipality and company to implement the goods or services.
- **Purchase orders:** copies of purchase orders.

Unrecoverable Harmonized Sales Tax (HST):

- HST is not eligible under the DFA for Municipalities. (includes both recoverable and non-recoverable HST)

4.2 Employee Costs

Employee costs refer to costs incurred either for overtime of regular municipal employees tasked with disaster-related work; the costs of temporary employees on contracts for disaster-related work; or for backfill employees responsible for the duties of a regular municipal employee while the regular employee is assigned to disaster-related work.

Regular Employee: A permanent staff member who is part of the staff complement of the affected municipality. A regular employee may be full-time, part-time, or seasonal.

Temporary Employee: Additional temporary staff hired for disaster-related work. Normally contracts do not extend beyond six months following the event

Backfill Employee: Occurs when the duties of a regular municipal employee are assigned to a temporary employee to allow the regular employee to handle responsibilities specific to the disaster. The duration of a backfill assignment can be no longer than the duration for which the regular employee was deployed to do disaster-related work.

Examples of eligible employee costs resulting from a natural disaster include but are not limited to:

- Overtime hours of a regular municipal employee as long as it is related to disaster work.
- Temporary employees hired specifically for work related to the natural disaster.
- Backfill employees hired to replace regular employees who are assigned to disaster-related work.
- Benefits incurred by temporary or backfill employees doing eligible disaster-related work.

Examples of ineligible employee costs include but are not limited to:

- Normal wages of regular employees, even if the employees were assigned to natural disaster-related work. This includes regular hours for part-time or seasonal municipal staff.
- Overtime that is not paid out. If a regular employee is given time off in lieu of being paid overtime wages, the municipality has not incurred an incremental cost that can be claimed under the program.
- Backfill positions that extend beyond the duration of time the regular employees were assigned to disaster-related work.
- Normal benefits for regular employees, including part-time and seasonal regular employees.

Regular Employees

Typically, the benefits of regular employees are not eligible under the DFA program, even when these employees were assigned to disaster-related work. Benefits for regular employees are only eligible if they represent incremental costs resulting from the disaster.

Canada Pension Plan, Employment Insurance and Workplace Safety and Insurance Board premiums paid by the municipality on eligible overtime wages are eligible only if the municipality provides payroll reporting that confirms an employee's gross income did not exceed the Year's Maximum Pensionable Earnings and/or Maximum Insurable Earnings limits, or only reached the maximums as a result of

disaster-related overtime hours. Municipalities are requested to review any employee overtime being submitted and claim benefits only for employees who fit the above criteria. Supporting documentation is required.

Incremental vacation pay earned on eligible overtime hours for disaster-related work is eligible under the program.

Supporting Documentation Required

- Signed time sheets, labour distributions or equivalent documentation showing time and wages dedicated to disaster repairs at a specific site.
- Travel claims indicating the expense was for the specific event.
- Payroll records substantiating gross pay and employer contributions for wages and confirming that claimed overtime was not taken at a later date as leave in lieu of cash
- Pay stubs
- Cancelled cheques
- electronic funds transfer
- bank statement showing payment

4.3 Claimant-Owned Equipment

Claimant-owned equipment refers to equipment and machinery owned by the municipality. Municipalities are encouraged to use their own equipment as much as possible for disaster-related activities. The cost of equipment purchased and retained by the municipality is not eligible for reimbursement; however, the incremental cost of operating owned equipment is eligible.

The DFA is based on an allowance method under which claimant-owned equipment costs may be claimed at 40 per cent of the current rental rate in the province for heavy equipment for all hours of emergency operation. Equipment rental rates are outlined in the Provincial Crown Construction Contracts Act and can be found at the following link <http://laws.gnb.ca/en/ShowPdf/cr/82-113.pdf>.

The Provincial Crown Construction rates cover equipment rental rate compensation for work on a time and material basis. The calculated rate represents the cost of owning and operating the equipment and is made up of direct and indirect costs such as fuels, lubricants, repairs, depreciation, interest, liability insurance, maintenance, supplies, overhead and profit.

The Provincial Crown Construction rates are monthly, weekly or hourly and do not include the cost of the operator. Operator costs for claimant-owned equipment should be documented under personnel and has the required supporting documentation

The rental rates are reviewed annually. It is the municipality's responsibility to apply the latest version of the Provincial Crown Construction rates for the dates the claimant-owned equipment was used for disaster-related work.

Please note that time sheets for equipment must be carefully recorded to substantiate total hours of and your equipment logs must be included with the claim use to be considered eligible under the program. A separate log for each site must be submitted.

Examples of eligible claimant-owned equipment or machinery costs resulting from a natural disaster include but are not limited to:

- Equipment owned by the municipality for hours used for disaster-related work.
- Machinery owned by the municipality for hours used for disaster-related work.

Examples of ineligible claimant-owned equipment or machinery costs resulting from a natural disaster include but are not limited to:

- Purchase of non-consumables, such as equipment parts, for claimant-owned equipment (e.g., grader blades, engine parts).
- Routine equipment maintenance.
- Equipment used in response to incidents unrelated to the natural disaster.

If a piece of equipment is not accounted for in the Provincial Crown Construction Contracts Act, the Program may approve an alternative rate from another source.

4.4 Natural Disaster-Related Revenue

Municipalities must report any revenue received as a result of the natural disaster, such as revenue from the sale of woodchips and lumber. Revenue reported must be deducted from the final claim amount. Failure to report will result in paying back monies paid to the Municipality.

4.5 Claim Submission

Municipalities must submit their application letter and estimate within fourteen days of the disaster even if a program has not been announced. Municipalities will have four years to submit their completed claim to the Recovery Services Office. Refer to Appendix A for contact information.

4.6 Summary

It is important to remember to follow these guidelines; failure to do so will result in delays in receipt of financial assistance or result in an ineligible claim.

All claims must be supported by adequate documentation of eligibility in accordance with the terms and conditions of the federal Disaster Financial Assistance Arrangements Guidelines

Call the NB MO, Recovery Services Office if there are any uncertainties as to the eligibility of damaged infrastructure.

APPENDIX A

Recovery Services Office Contact Information

NB EMO, Recovery Services Office
Justice and Public Safety
65 Brunswick Street, 2nd Floor
Fredericton, NB
E3B 1G5

Telephone: 1-888-553-8558

Fax: 1-506-453-5837

Email: emo.recovery@gnb.ca

Web: www.gnb.ca/emo/Recovery

Recovery Services Staff

Name	Role	E-mail	Work	Cell
Lisa Munn	Manager	Lisa.munn@gnb.ca	453-2284	461-1968
Jackie Rioux	DFA Program Manager	Jackie.rioux@gnb.ca	453-8541	461-9704
Kathleen Cavanaugh	Claims Management Supervisor	Kathleen.cavanaugh@gnb.ca	453-4129	
Jessica Moser	Claims Officer	jessica.moser@gnb.ca	453-8220	
Matthew MacGregor, P. Eng. (b)	Disaster Recovery Engineer	Matthew.macgregor@gnb.ca	444-5756	461-8795
Korey Gallant, P. Eng.	Disaster Recovery Engineer	Korey.gallant@gnb.ca	444-5410	238-3901

APPENDIX B

Glossary of Key Program Terms

Administrative costs: Costs related to the delivery of services and response activities during, and in the weeks immediately following, a natural disaster and necessary to protect public health, safety and public access to essential services. (e.g., hazardous debris clean-up, operating emergency centres, sandbagging). See also operating costs and response costs.

Backfill employee: A temporary employee who assumes the duties of a regular employee assigned to disaster-related responsibilities.

Capital costs: Costs typically related to property and infrastructure (e.g., municipal buildings, roads). Eligible capital costs under the program are based on repairing essential property and infrastructure to pre-disaster conditions. See also Recovery

Claimant-owned equipment costs: Costs incurred for the use of a claimant's equipment to address the damage resulting from a natural disaster (e.g., snowplows or asphalt pavers).

Employee costs: Costs incurred either for overtime of regular municipal employees as a result of addressing the natural disaster; the costs of temporary staff on contracts for disaster-related work or for backfilling.

Emergency response: Activities that are undertaken during, and immediately following, the natural disaster to secure public health and safety and ensure public access to essential services. These activities may include evacuations, operating emergency centres or procuring essential services, equipment, materials or labour in the immediate aftermath of a disaster.

Goods and services costs: Incremental costs incurred for purchases of goods or services related to the natural disaster. These could include costs of procuring necessary external service providers or for incremental costs of goods (e.g., road salt) to respond or recover from a natural disaster.

Incremental costs: Additional costs directly related to a municipality's operating and capital activities in the aftermath of a natural disaster that are beyond normal operating and capital expenditures. Only costs that would not have been incurred if the disaster did not happen are eligible under the program.

Insurable Loss: Insurance coverage for a specific hazard for the individual, family, small business owner farmer or Municipality was available in the area. Your damages would be considered an insurable loss if coverage was available (whether or not you chose to purchase it).

Operating costs: Costs related to the delivery of services and response activities during, and in the weeks immediately following, a natural disaster and necessary to protect public health, safety and public access to essential services. (e.g., hazardous debris clean-up, operating emergency centres, sandbagging). See also administrative costs or response costs.

Proof of payment: Must demonstrate that payment related to the disaster was made and accepted. Examples include but are not limited to: general ledger reports, financial reports, purchase requisitions, receipts, e-payment transaction confirmations.

Recovery costs: Activities associated with making public infrastructure and public facilities safe and accessible. They include necessary longer-term actions taken to ensure that essential services and infrastructure are returned to pre-disaster condition following a natural disaster and efforts to secure public health and safety. See also Capital Repair

Regular employee: A permanent staff member who is part of the staff complement of the affected municipality. A regular employee may be full-time, part-time, or seasonal.

Response costs: Costs related to the delivery of services and operating activities during, and in the weeks immediately following a natural disaster and necessary to protect public health, safety and public access to essential services. (e.g., hazardous debris clean-up, operating emergency centres, sandbagging). See also Administrative or operating costs.

Temporary employee: A temporary employee hired for disaster-related work. Normally contracts do not extend beyond six months following the event.

APPENDIX C

Sample of Claim Letter

Department of Justice and Public Safety
NBEMO, Recovery Services Office
65 Brunswick Street, 2nd Floor
Fredericton, NB
E3B 1G5

Please find attached, as our application for Disaster Financial Assistance, our estimate of uninsured damages as a result of xxx event.

The damage sites and estimate include the following locations:

- 1.
- 2.

The assessment is on going and we will submit a final claim in due course.

Yours truly,

APPENDIX D

Sample of Summary Spreadsheet

[Name of Municipality]			
Summary of Costs			
TYPES OF COSTS		CLAIMED AMOUNT	ELIGIBLE AMOUNT
Administrative / Response Costs			
Personnel	Expenses	\$ -	\$ -
	Labour	\$ -	\$ -
Material	Internal	\$ -	\$ -
	External	\$ -	\$ -
Equipment	Internal	\$ -	\$ -
	External	\$ -	\$ -
Other		\$ -	\$ -
Subtotal		\$ -	\$ -
Capital Repair / Recovery Cost			
Personnel	Expenses	\$ -	\$ -
	Labour	\$ -	\$ -
Material	Internal	\$ -	\$ -
	External	\$ -	\$ -
Equipment	Internal	\$ -	\$ -
	External	\$ -	\$ -
Contracts		\$ -	\$ -
Engineering		\$ -	\$ -
Other		\$ -	\$ -
Subtotal		\$ -	\$ -
Grand Total		\$ -	\$ -

Response Costs - Personnel - Expenses										
Employee or Expense	Invoice Date	Payment Method	Invoice Number	Cancelled Cheque or ETF Number	Unit Cost	Unit Type			Submitted Cost (Not Including Tax)	Eligible Cost (For Office Use Only)
									\$ -	
									\$ -	
Totals									\$ -	\$ -
<i>Note: Include employee number with the employee name; Include meal expenses claimed</i>										
Response Costs - Personnel - Labour										
Employee or Expense	Invoice Date	Payment Method	Invoice Number	Cancelled Cheque or ETF Number	Unit Cost	Unit Type	Number of Units	Multiplier (Reg=1, OT =1.5)	Submitted Cost (Not Including Tax)	Eligible Cost (For Office Use Only)
									\$ -	
									\$ -	
Totals									\$ -	\$ -
<i>Note: Include employee number with the employee name and hours worked; do not include personnel expenses</i>										
Response Costs - Internal Material Expenses										
Expenses	Invoice Date	Payment Method	Invoice Number	Cancelled Cheque or ETF Number	Unit Cost	Quantity			Submitted Cost (Not Including Tax)	Eligible Cost (For Office Use Only)
									\$ -	
									\$ -	
Totals									\$ -	\$ -
<i>Note: Include invoice & proof of payment only for materials in Municipal inventory</i>										
Response Costs - External Material Expenses										
Expenses	Invoice Date	Payment Method	Invoice Number	Cancelled Cheque or ETF Number	Unit Cost	Quantity			Submitted Cost (Not Including Tax)	Eligible Cost (For Office Use Only)
									\$ -	
									\$ -	
Totals									\$ -	\$ -
<i>Note: Use for any material that was purchased specifically for the project</i>										
Response - Internal Equipment Expenses										
Expenses	Invoice Date	Report Number			Hourly Rate	Hours	Multiplier (40%)	Crown Construction Rate	Submitted Cost (Not Including Tax)	Eligible Cost (For Office Use Only)
									\$ -	
									\$ -	
Totals									\$ -	\$ -
<i>Note: For use only if equipment is owned by the Municipality; Hourly Rate must not exceed Crown Construction Rate</i>										
Response - External Equipment Expenses										
Expenses	Invoice Date	Report Number			Hourly Rate	Hours			Submitted Cost (Not Including Tax)	Eligible Cost (For Office Use Only)
									\$ -	
									\$ -	
Totals									\$ -	\$ -
<i>Note: Use for any equipment used not owned by the Municipality</i>										
Response Costs - Other Expenses										
Expenses and Vendors	Invoice Date	Payment Method	Invoice Number	Cancelled Cheque or ETF Number	Unit Cost				Submitted Cost (Not Including Tax)	Eligible Cost (For Office Use Only)
									\$ -	
									\$ -	
Totals									\$ -	\$ -

Repair/Recovery Costs - Personnel - Expenses										
Employee or Expense	Invoice Date	Payment Method	Invoice Number	Cancelled Cheque or ETF Number	Unit Cost	Unit Type	Number of Units		Submitted Cost (Not Including Tax)	Eligible Cost (For Office Use Only)
									\$ -	
									\$ -	
Totals									\$ -	\$ -

Note: Include employee number with the employee name; Include meal expenses claimed

Repair/Recovery Costs - Personnel - Labour										
Employee or Expense	Invoice Date	Payment Method	Invoice Number	Cancelled Cheque or ETF Number	Unit Cost	Unit Type	Number of Units	Multiplier (Reg=1, OT =1.5)	Submitted Cost (Not Including Tax)	Eligible Cost (For Office Use Only)
									\$ -	
									\$ -	
Totals									\$ -	\$ -

Note: Include employee number with the employee name and hours worked; do not include personnel expenses

Repair/Recovery Costs - Internal Material Expenses										
Expenses	Invoice Date	Payment Method	Invoice Number	Cancelled Cheque or ETF Number	Unit Cost	Quantity			Submitted Cost (Not Including Tax)	Eligible Cost (For Office Use Only)
									\$ -	
									\$ -	
Totals									\$ -	\$ -

Note: Include invoice & proof of payment only for materials in Municipal inventory

Repair/Recovery Costs - External Material Expenses										
Expenses	Invoice Date	Payment Method	Invoice Number	Cancelled Cheque or ETF Number	Unit Cost	Quantity			Submitted Cost (Not Including Tax)	Eligible Cost (For Office Use Only)
									\$ -	
									\$ -	
Totals									\$ -	\$ -

Note: Use for any material that was purchased specifically for the project

Repair/Recovery Costs - Internal Equipment Expenses										
Expenses	Invoice Date	Report Number			Hourly Rate	Hours	Multiplier (40%)	Crown Construction Rate	Submitted Cost (Not Including Tax)	Eligible Cost (For Office Use Only)
									\$ -	
									\$ -	
Totals									\$ -	\$ -

Note: For use only if equipment is owned by the Municipality; Hourly Rate must not exceed Crown Construction Rate

Repair/Recovery Costs - External Equipment Expenses										
Expenses	Invoice Date	Report Number			Hourly Rate	Hours			Submitted Cost (Not Including Tax)	Eligible Cost (For Office Use Only)
									\$ -	
									\$ -	
Totals									\$ -	\$ -

Note: For use only if equipment is owned by the Municipality; Hourly Rate must not exceed Crown Construction Rate

Repair/Recovery Costs - Contract Expenses										
Expenses	Invoice Date	Payment Method	Invoice Number	Cancelled Cheque or ETF Number	Unit Cost				Submitted Cost (Not Including Tax)	Eligible Cost (For Office Use Only)
									\$ -	
									\$ -	
Totals									\$ -	\$ -

Note: For use only if project is greater than \$50,000 and went to tender

Repair/Recovery Costs - Engineering Expenses										
Expenses and Vendors	Invoice Date	Payment Method	Invoice Number	Cancelled Cheque or ETF Number	Unit Cost				Submitted Cost (Not Including Tax)	Eligible Cost (For Office Use Only)
									\$ -	
									\$ -	
Totals									\$ -	\$ -

Repair/Recovery Costs - Other Expenses										
Expenses and Vendors	Invoice Date	Payment Method	Invoice Number	Cancelled Cheque or ETF Number	Unit Cost				Submitted Cost (Not Including Tax)	Eligible Cost (For Office Use Only)
									\$ -	
									\$ -	
Totals									\$ -	\$ -