

Caring Through Crisis Grant

Frequently asked questions

Foresters 
Financial

Helping is who we are.™

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About Foresters Caring Through Crisis Grant

What is the Caring Through Crisis Grant?

The Caring Through Crisis (CTC) Grant enables members to live Foresters Purpose, while remaining safe and socially distanced during the COVID-19 pandemic. Foresters Caring Through Crisis (CTC) Grant will provide members with seed funding of up to \$/£250 (in local currency) to support a need in their community during the COVID-19 crisis. Caring Through Crisis Grant activities can include virtual volunteerism, creating wellness kits, fundraising initiatives, or any other activity that allow the member to help those in need while maintain social distancing. Unlike Community Volunteer grants, there is no requirement that CTC grants engage other local members.

Why is Foresters launching the Caring Through Crisis Grant?

Foresters exists to enrich the well-being of members and their families and our members across all Regions were affected by the cancellation of Community Involvement and Fun Family activities due to the COVID-19 situation. While the regular Foresters Community Grants program activities are temporarily on hold, there is a need for a new type of grant to enable members to continue to make a meaningful impact in their local communities while practicing socially distancing during this time.

Who is eligible to apply for a Caring Through Crisis Grant and when does the program open and close?

The Caring Through Crisis Grant is open to all eligible Foresters members, 18 years of age and over in all Regions. Members may apply twice for a CTC Grant. The application for the CTC Grant will be open from the April 8, 2020 until August 31, 2020, with the potential to extend the program based on the COVID-19 situation, under the advisement of the WHO and local health authorities. Receiving a CTC Grant does not interfere with annual Community Volunteer or Fun Family grant limits per members.

What makes the Caring Through Crisis Grant different from Foresters regular Community Volunteer activities?

Foresters Caring Through Crisis (CTC) Grant is intended to temporarily replace the Community Volunteer grants during the COVID-19 crisis. The goal is to enable members to live Foresters Purpose, while remaining safe and socially distanced, and therefore these activities do not need to be open to other members and must be contactless and adhere to current social distancing measures as described by the World Health Organization (WHO) and local health authorities. This is a two-time per member grant of up to \$/£250 (in local currency) per grant.

Note that members will only be able to access a second CTC Grant once the first CTC activity has been completed with a submitted PAR.

Acceptable activities

What kind of activities can I do?

While not limited to these, the below list includes acceptable key activity ideas:

- Thank frontline workers – by donating wellness kits or meals through contactless delivery service or authorized drop-off location
- Create care kits for kids and seniors – donate board games, puzzles, books and more
- Bring comfort to others by sewing/knitting emotional support blankets
- Seed money for a fundraiser – apply the grant to help with purchasing supplies and inventory to donate where it is most needed
- Take a bite out of hunger – create food boxes with the most in demand items and deliver it to a food bank or shelter

What precautions should I take in carrying out my Caring Through Crisis Grant activity?

Approved applicants are reminded to do their part to prevent the spread of the virus by taking precautionary measures based on the guidance of national and local health and government authorities when executing your activity. Activity must be contactless and adhere to current social distancing measures and stay-at-home orders as described by WHO and local health authorities and applicable local laws and directives.

To protect yourself and others:

- Wash your hands frequently
- Maintain a distance of at least 2 metres (6 feet) distance between yourself and other people, especially anyone who is coughing or sneezing
- Avoid touching eyes, nose and mouth
- Practice respiratory hygiene
- Stay home if you are sick
- Clean and disinfect frequently touched objects and surfaces

Can I support an online fundraiser?

Yes. You may use funding as seed money to support a fundraiser for a registered charity or not-for-profit. However, the funds must be used to support fundraisers for purchase of supplies and cannot be a straight donation. For example, apply for the Grant to help raise funds to purchase supplies and inventory.

For more information about organizing a fundraiser online, please reference our [How to Guide](#).

To find more information about registered charities and organizations to support please visit:

Canada: <https://www.canadahelps.org/en/donate/>

U.S.: <https://www.charitynavigator.org/index.cfm?bay=content.view&cpid=4529>

U.K.: <https://www.charitychoice.co.uk/charities>

Can I host a donation drive as an activity?

Yes, you may host a donation food drive in support of thanking frontline workers, supporting a registered charity or your local food bank. We recommend that your donation box be left accessible to donors in a location that allows you to remain physically distant from others as recommended by the World Health Organization (WHO) (at least 2 metres or 6 feet away from other people). Where possible, please handle donated items with gloves.

To find more information about registered charities and organizations in need, visit

Canada: <https://www.canadahelps.org/en/donate/>

US: <https://www.charitynavigator.org/index.cfm?bay=content.view&cpid=4529>

UK: <https://www.charitychoice.co.uk/charities>

Safety tip: If your activity includes collecting donations that are made in person, please follow these guidelines:

- **Staying home if you are sick**
- **Practicing social distancing – keep distance between yourself and others**
- **Washing your hands often with soap and water for at least 20 seconds**
- **Avoiding touching your eyes, nose and mouth**
- **Covering your cough or sneezing with a tissue, then discarding the tissue**
- **Avoiding close contact with people who are sick**
- **Cleaning and disinfecting frequently touched objects and surfaces**

Please refer to the [Program Guidelines](#) for more information on Donations and Fundraising.

Can I use the Caring Through Crisis Grant funds to make a donation to a charity or not-for-profit?

The Caring Through Crisis Grant is not intended to be used as a straight donation. There must be an activity carried out by the member. Simply making a donation does not qualify and will not be approved.

Can Foresters help organize or deliver donations?

Delivery of in-kind donations collected are the responsibility of the organizer and must be delivered to the benefitting organization promptly or within a reasonable period of time following the activity. We recommend that members inquire ahead about whether there are options for pick-up of donated items.

****Prior to confirming your charity or organization of choice to deliver your donations, confirm their policy on accepting donated goods during COVID-19 crisis.****

If my activity is approved, can I share what I am doing on social media?

Yes. We encourage you to share your activity using social media and email. You may also share photos of you completing your activity through your own social networks. Be sure to follow and tag Foresters in your posts using:

Instagram @ForestersFinancial	Twitter @weareForesters	Facebook @Foresters (North American) @ForestersUK (United Kingdom)
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Applying for a Caring Through Crisis Grant

Where do I access the application for the Caring Through Crisis Grant?

You can apply for the Grant by accessing the application online the same way you access the other Granting applications.

In North America, simply sign-in to MyForesters.com, click on the Member Benefits tab and then under Foresters Community Grants category, select "Caring Through Crisis Grant Apply Today". You will then be able to select the Caring Through Crisis Grant application.

For members in the UK, visit Foresters.com, click on the Foresters Difference tab then Community Grants category, select "Caring Through Crisis Grant Apply Today" to be directed to the Granting program, login using your credentials. From there, select the Caring Through Crisis Grant application.

How can I find out the status of my application?

Using the Application Manager, you can now see the status of your application as well as view previously submitted applications online faster. Simply sign-in to MyForesters.com click on the Member Benefits tab and then under Foresters Community Grants category, select "Caring Through Crisis Grant Apply Today". From there, you will be able to select Application Manager. We encourage you to visit your account periodically for status updates.

For members in the UK, please visit Foresters.com and click on the Foresters Difference tab then Community Grants category, select "Caring Through Crisis Grant Apply Today " to be directed to the granting program, login using your credentials and select the Application Manager from the list of available tiles.

I was approved for a Grant; can I submit another application to fund an additional activity?

The Caring Through Crisis Grant is a two-time grant per member. Read more in the Program Guidelines.

How many causes can I help?

During this challenging time, the more the better. Members are encouraged to steward funds responsibly, supporting a cause or creating an activity that can impact many for low or no cost. Please ensure when completing the application to provide as much detail including specific details about who your CTC Grant will be directly benefiting. The more information will help the Grants Team when reviewing. Missing details may result in a delay in approval.

I submitted a grant application and the status shows that it has not yet been reviewed. How can I find out if there is a problem with my application?

If you have recently submitted a grant application (status awaiting review), contact the Grants Team via email to update the details on the application. Information that is inaccurate may result in delayed communications, delivery of activity materials and/or activity funding.

North America: grants@foresters.com

United Kingdom: grants@foresters.co.uk

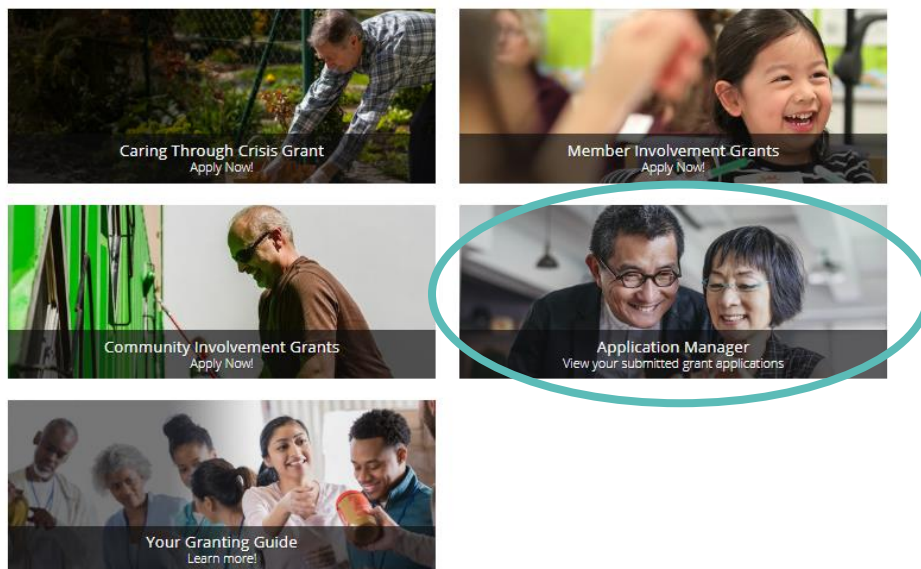
I was able to submit my grant application successfully; however, I was notified that my application was cancelled/declined due to insufficient funds. Why did the system accept my application if there were insufficient funds available?

All application submissions are accepted by the system. The Grants Team will review your application against all program guidelines and manually validate against your Branch budget availability. If your Branch has insufficient funds, your application will be declined.

After I have completed my activity, is there anything else I need to do?

After hosting a successful activity, you will need to complete a Post Activity Report (PAR). Please retain all receipts from purchases as you will be required to add copied of your receipt(s) to the PAR. You will also have the option to upload a photo(s) of your completed activity. We value your feedback and would like to capture information about the important things our members are doing in their communities. Therefore, you are required to complete a Post Activity Report following completion of your CTC Grant activity.

Once your application is approved, you will receive the PAR email with a direct link to complete. **Please submit PAR with proof of purchases within 30 days of completing your activity or by September 30, 2020 or your access to Foresters Community Grants program may be suspended.**



You can also access the PAR through the Application Manager. Simply sign-in to MyForesters.com and click on "Caring Through Crisis Grant Apply Today" to be directed to your Grants account..

For members in the UK, please visit Foresters.com and click on the Foresters Difference tab and then the Community Grants category, select "Caring Through Crisis Grant Apply Today" to be directed to your Grants account.

Payments and managing grant funds

****For any issues with paycards, please direct questions to the paycard provider for direct resolution by contacting the number on the back of the card for further assistance.****

I have been approved and awarded funds for my activity, what happens next? When do I receive my paycard?

Once approved, funds will be provided to you within 14 days of your approved application.

Funding will be provided in your local currency as per the following:

Canada: Cheque sent by regular mail or EFT
US: Paycard sent by paycard provider via regular mail
UK: Paycard sent by paycard provider via regular mail

For paycard recipients, once received, please activate your card immediately following the instructions provided. Additional information will be available on MyForesters.com and Foresters.com (United Kingdom).

Note: All purchases **must be** paid using the paycard provided to you (the applicant). Please keep all proof of purchases as you will be required to upload copies to the PAR following your activity. **Additional spending over and above the approved grant amount will not be reimbursed.**

My activity was approved but my paycard has not arrived yet. What should I do?

If you have not received your paycard within 14 days, please contact the Grants Team as soon as possible for further investigation. However, **postal services may be operating at limited capacity, which may result in a delivery delay due to COVID-19** but we will do our best to have them to you as soon as possible

All paycards are sent directly from the paycard provider through regular mail and not by Foresters Financial.

North America: grants@foresters.com
United Kingdom: grants@foresters.co.uk

The address on my grant application is a PO Box, will this cause issues with respect to paycard delivery?

Yes. **A physical address is required in order for the paycard to be delivered.** Please ensure your grant application submission includes your current physical address.

Will my paycard be accepted everywhere like a MasterCard or Visa?

Yes. However, there may be some exceptions based on the vendor. In the event your paycard is not accepted for whatever reason, you should contact the paycard provider directly for resolution (refer to the phone numbers at the back of the card).

Can I use my paycard to make online purchases?

Yes, provided the online retailer accepts the paycard.

Please refer to the paycard provider's specific instructions on how to complete online transactions in addition to reading the paycard inserts that are available online. Prior to processing an online order, ensure there is sufficient time for mail delivery.

I am having problems with my paycard, who should I contact for help?

Members must contact the paycard provider directly for assistance – refer to the phone numbers on the back of the card.

Emails sent to the Grants Team will delay the process and be re-directed to the paycard provider for resolution.

I've bought everything required, what if there is a remaining balance on my activity paycard?

Once you have successfully hosted an activity, you may destroy the card. The remaining balance on the paycard will automatically be removed by Foresters Financial and the funds placed back in the budget for other members to access through the Granting program.

I had to use my own personal funds to purchase items due to various reasons. Will I be reimbursed?

All activity cost must be paid using the given paycard. Reimbursements to members or any other entity using personal funds is not permitted.

I want to use some of my grant funds to purchase a specific item, will this be ok?

The Grants Team will review all application submissions and verify if the listed items meet the program guidelines. Please ensure to list the specific item under "Activity details" within the grant application, it will be reviewed. The Grants Team can decline your application if the listed items do not meet the program guidelines.

Health and safety considerations

The Caring Through Crisis Grant was created to help our members stay engaged and making a difference in their communities while socially distanced during crisis.

It is intended that all approved activities will be completed from home or close to home in a manner that is safe for yourself and others.

What is physical (social) distancing?

Social distancing is cautiously keeping distance between yourself and others of at least 2 metres or 6 feet. Only interact with those who are living in your household.

This outbreak is a reminder that we each need to do our part to prevent the spread of the virus by taking precautionary measures based on the guidance of national and local health authorities, including:

- **Staying home if you are sick**
- **Practicing social distancing – keep distance between yourself and others**
- **Washing your hands often with soap and water for at least 20 seconds**
- **Avoiding touching your eyes, nose and mouth**
- **Covering your cough or sneezing with a tissue, then discarding the tissue**
- **Avoiding close contact with people who are sick**
- **Cleaning and disinfecting frequently touched objects and surfaces**

We recommend that you regularly check news and updates provided by your local health authority for advice and any changes to what you can and cannot do in your region.

Canada	https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html
US	https://www.coronavirus.gov/

Member support

For questions about the Caring Through Crisis Grant, please contact Foresters-support@YourCause.com or call 7AM to 7PM CST Monday to Friday:

Local: (972) 755-3950

Toll Free: (866) 751-6031

For member support (such as updating contact information email, address or phone number), please contact customer care:

North America: 800 828 1540 or service@foresters.com

UK: policy.admin@foresters.co.uk

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