

MEMO / NOTE DE SERVICE

To / Destinataire Mayor and Members of Council

From / Expéditeur Cyril Rogers,
General Manager, Finance and Corporate Services Department

Subject / Objet Disaster Recovery Assistance for Ontarians program activated for parts of the City of Ottawa (flooding in May) Date: July 14, 2023

The purpose of this memo is to inform you that the province has activated the Disaster Recovery Assistance for Ontarians (DRAO) program in response to the flooding that occurred in May along the Ottawa River.

The DRAO program can help residents recover costs after a natural disaster. The province may activate the DRAO for damage to private property if there's a sudden, unexpected natural event, such as a flood that causes costly and widespread damage in their area.

Property owners in any of the activation areas that experience property damage due to the flooding will be able to apply to the program. Eligible applicants can receive assistance for emergency expenses and costs for repair or replacement of essential and basic property if they do not have insurance, or their insurance is insufficient to cover their essential costs as laid out in the program guidelines. The intent of the program is to return essential property to a basic level, to make homes safe and habitable and allow people to resume their livelihoods. The program does not provide assistance for all costs (for example, refinishing recreational basements, repairing outbuildings and restoring landscaping are not covered).

A [map](#) of the areas covered by the current DRAO program activation can be found on their website. If the program is available in your ward, please share with respective residents.

Residents have until **November 10, 2023** to take advantage of this program for expenses related to the May 2023 flooding along the Ottawa River.

Full details as to resident and cost eligibility and claim forms can be found at www.ontario.ca/disasterassistance

If you have any questions or concerns on this matter, please do not hesitate to contact me directly.

Sincerely,
Cyril Rogers,
General Manager, Finance and Corporate Services Department

Cc: SLT/AGMs