

Welcome!

- Thank you for joining the webinar on **Introducing the Financial Relief Navigator** (FRN) hosted by Prosper Canada.
- The presentation will begin shortly. (Audio will begin when the presentation starts)

Technology details:

- Please **check that the volume is turned up on your computer.**
- If dial in option is required, **please dial in as follows:**
 - Tel (Canada): **+1 (647) 497-9368**
 - Access Code: **814-390-072**
 - Toll free: **1-888-455-1368**

Webinar logistics

- **Audience members have all been put on “mute”** for this webinar
- Please **share any questions you have using the “Question box”** (located in the control panel at the right side of your screen).
- You’ll find a **handout** you can download and refer to during the presentation (located in the control panel at the right side of your screen)
- **We will share webinar slides with all participants and post a recording of the session within a few days.**



Land acknowledgement



Prosper Canada: Who we are

Founded in 1986, Prosper Canada is a national charity dedicated to expanding economic opportunity for Canadians living in poverty through program and policy innovation.

As **Canada's leading champion of financial empowerment**, we work with governments, businesses and community groups to develop and promote financial policies, programs and resources that transform lives and foster the prosperity of all Canadians.

We help service systems and organizations in all sectors to build proven financial empowerment approaches into their businesses in ways that:

- Are **sustainable**
- Help them **achieve their goals**
- Tangibly **increase the financial well-being of people living on low incomes**

Today's presentation (1:00-2:00pm ET)

1. Welcome & introductions
2. The Financial Relief Navigator (FRN) – Galen MacLusky and Janet Flynn
 - Goal of the FRN and what benefits and relief are in the tool
 - Tool walkthrough with a persona
 - Tips for using the tool with clients
 - First-hand experience – Sue Collison at the Working Centre
3. Q&A – using the tool
4. Feedback on new feature development
5. Our hopes going forward

Introductions: Our panel



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We'd like to hear from you!

- Have you used the Financial Relief Navigator already?
 - Yes, a lot!
 - Yes, but not very much
 - Not yet, but I plan to
 - No

Our Goals for Today

- You understand how you might use the FRN to support your work with clients
- You share your thoughts on what we could change or adapt in the future
- You are equipped to share this tool with the general public and your clients

Context: Why we created the Financial Relief Navigator

- **8.21 Million Canadians have lost their jobs or seen a drop in earned income due to COVID-19** and are urgently seeking financial relief.
- **For many Canadians who were already living on low incomes prior to COVID-19, however, the pandemic has just made their lives much worse.**
- **Governments and other institutions have responded with important relief measures, but many vulnerable Canadians struggle to navigate and access these successfully** due to language, literacy, numeracy, digital and other barriers.

The Financial Relief Navigator

An online tool that helps vulnerable Canadians access critical emergency benefits and financial relief from governments, financial institutions, telecoms and internet providers.

- Simple, intuitive navigation, plain language
- Information on how new emergency benefits impact existing benefits people be receiving
- One stop resource



The Financial Relief Navigator: Helping people understand which supports can help them, specifically, raise their income or lower their expenses during the COVID-19 pandemic

Today, this tool includes	It does not include
<p>All federal and provincial/territorial benefits created as a result of the COVID-19 pandemic that can help individuals and families increase their incomes or lower their expenses</p>	<ul style="list-style-type: none"> • Municipal or local benefits and supports • Broader funding allocations • Supports that do not give a direct financial benefit • Pre-existing (non-COVID) benefits
<p>Benefits and relief offered by many financial institutions, telecom companies, and utilities</p>	<ul style="list-style-type: none"> • All institutions
<p>Simple selections to describe your situation</p>	<ul style="list-style-type: none"> • A precise list of all benefits you qualify for
<p>Overviews of each benefit</p>	<ul style="list-style-type: none"> • Answers to every possible question
<p>Available in English and French, later this month</p>	<ul style="list-style-type: none"> • Not available in any other languages

Our goal is to create a single resource from which staff and vulnerable Canadians can learn about the benefits that apply most to their situation, take next steps to get these benefits, and know where to go for more information.

“Persona” for Today’s Walkthrough



Farah, PEI

- Caring for two children at home
- Self-employed primarily as a life coach, but also as a freelance writer
- Is still earning money (about \$1,500 per month) but her income has dropped by about \$1,000 per month due to COVID-19
- Worried about paying her rent and bills, wondering whether or not she should be applying for the CERB

Time to walk through the FRN

Financial Relief Navigator

Learn about the help you can get to raise your income or lower your expenses during the COVID-19 pandemic.

Available in French in early June.



Benefits you could get

Pick the money issues that best describe your needs and view a list of COVID-19 benefits and relief supports that you may be eligible for.

[View my benefits](#)



View all benefits

See a list of all benefits and relief supports we know about in Canada. You can search the list by province.

[See COVID-19 benefits](#)



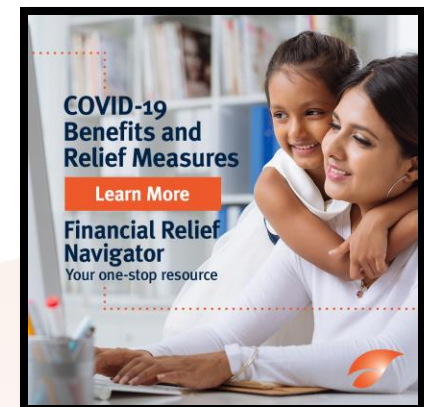
Recent updates

We're always adding new information and making changes as we hear about them. See what changes we have made in the past few days.

[See updates](#)

Tips

- Check **all situations** that might apply – ask questions to get more information
- **“Senior”** has a broad age-range associated with it
- **CERB and income supports work together** (or don’t) in very important and specific ways
- **Expired benefits get deleted** from the site
- **Payment deferrals** will often have long-term financial consequences (e.g., not a ‘skipped’ payment)
- If you don’t get any results, **look through the full list** of benefits
- **Use links provided** to dig deeper into benefits if needed
- **Embed and share** options are available



The Working Centre - Kitchener, Ontario



The
Working
Centre



Q&A

Using the FRN

Poll: Future Features / Efforts

Which is most important and why?

- Existing federal, provincial/territorial benefits (e.g., Assured Income for the Severely Handicapped – Alberta)
- Links to agencies and groups that can help you get access to benefits
- Benefits available for Indigenous individuals and families
- FAQ with experts on most important benefits (e.g., CERB)
- Better accessibility (e.g., AODA, plainer language, etc.)

Our ask from you

- If it is helpful, use the tool!
<https://financialreliefnav.prospercanada.org/>
- If you have suggestions or improvement or new ideas, share them with us
- If you notice an error – let us know! We are making daily updates to make sure this tool is as accurate as possible
- Get the FRN in the hands of Canadians

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If you have any corrections or suggestions for other information or features you would like to see included on the **Financial Relief Navigator**, please contact:

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