

Reaching Home Utility Payments Program

QUEER YUKON SOCIETY

The Reaching Home Utility Payments Program aims to provide one-time utility payments to LGBTQIA2S+ Yukoners who are currently experiencing housing insecurity or homelessness. Our goal is to use this as a pilot program to begin understanding community needs and to advocate for longer-term funding.

QUICK FACTS

- Covers up to \$500 in utility payments per household. Bills from multiple utilities may be submitted to reach the \$500 maximum. Clients who have already received the maximum amount are not **currently** eligible to apply again.
- Eligible utilities include: electric, power, or hydro, wood, propane, oil, and water bills. This program now covers *overdue* phone or internet bills.
- Applications will be approved on a first-come, first-served basis according to the date applications are received.
- This program closes on September 24, 2021 or once all funds have been distributed.
- Individuals may apply for this program with a paper application form or through an online application form.
- Payments will be made directly to the utility company by Joe Wickenhauser using the Queer Yukon Society credit card. **Payments will not be made directly to applicants.** Alternate payment methods (cheque, direct deposit) can be arranged and will be issued from Queer Yukon's business number.
- Funding for this program is provided by the Yukon's Community Advisory Board for the Reaching Home project (Employment and Social Development Canada). The funds are administered by the Yukon Anti-Poverty Coalition.
- This is a new program and we welcome any feedback you have that will help us improve it! Please email Ames at: programs@queeryukon.com or provide anonymous feedback through our website here: <https://www.queeryukon.com/community-feedback>.

ELIGIBILITY

- Self-identify as a member of the LGBTQIA2S+ community;
- AND currently living in the Yukon;
- AND currently experiencing housing insecurity or homelessness. This includes:
 - Couch surfing;
 - Staying with friends and/or family;
 - Staying in a hotel, hospital, correctional facility, drug or alcohol treatment centre; crowded living conditions (not enough rooms);
 - At risk of homelessness, where one has a home but where one's current financial or housing situation is unstable (e.g. potential job loss or inability to pay rent);
 - Housing does not meet public health and safety standards (examples include unsafe housing due to: mould, lack of running water, or violence in the home);
 - Any other similar living situations.

CONFIDENTIALITY, DATA & PRIVACY

- Any personal information provided through the application process is strictly confidential and will only be available to relevant Queer Yukon Society staff to manage the program and to relevant 3rd parties. Queer Yukon Society may provide payment information to funders, bookkeepers, 3rd party bookkeeping software companies (DEXT, Quick Books Online), and auditors.
- Electronic receipts from the utility provider may be sent to Queer Yukon via email. Queer Yukon will also send electronic receipts or payment confirmation numbers to you at the email address you provide.
- Queer Yukon Society and the Yukon Pride Centre aims to collect the minimum amount of personal information necessary to process the payment.
- There are several different utility providers in the Yukon and we cannot control how payments will appear on your account statements. Payments may appear on your utility statement under the credit card number or the name of the cardholder (Joe Wickenhauser). At this time, we cannot guarantee that "Queer Yukon Society" will not appear on your statements. If you have questions about how this may appear on your specific utility account statement, please contact us and we can inquire with your specific utility provider.

- Queer Yukon Society will contact and make payment directly to the utility provider but will not mention “Queer Yukon Society” to the service provider.
- No personal identifying information from this program will be shared publicly.
- Summary data about the program may be shared with our funders or shared publicly.
- Individuals may agree to provide feedback on the program. Individual feedback about the program will not be shared publicly. Summaries of feedback data may be shared publicly or with our funders.
- Applications and payment information will be stored for a minimum of six years as required by the Canada Revenue Agency.

PRIVACY POLICIES FOR 3RD PARTY SOFTWARE

- Quick Books Online Privacy Statement: <https://www.intuit.com/privacy/statement/>
- Dext Privacy Policy: <https://dext.com/ca/privacy-policy>
- Google Privacy Policy: <https://policies.google.com/privacy>

HOW TO APPLY ONLINE

1. Complete the Google Form here: <https://forms.gle/mPdtNzxC1TXMWD8q8>
2. If the application is approved, Queer Yukon Society will contact the Utility Provider and make a payment.
3. Queer Yukon Society will collect an electronic receipt (where possible) and send it to the applicant.

HOW TO APPLY WITH A PAPER FORM

1. Complete the Paper Form available here: <https://www.queeryukon.com/upp.html>
2. Return the application to Queer Yukon Society by fax,mail or in-person to the address listed on the paper form.
3. If the application is approved, Queer Yukon Society will contact the Utility Provider and make a payment.
4. Queer Yukon Society will collect an electronic receipt (where possible) and send it to the applicant.

FOR MORE INFORMATION

- Please contact: Asha Bittenbender, Administrative Assistant for Queer Yukon Society at: info@queeryukon.com or by phone at: 867-393-1288.
- Email is not considered a “secure” form of communication and we recommend that individuals submit their application through another method. However, we will accept and process applications received by email. .

BEFORE YOU APPLY

- Make sure you have the account number for the utility you are wanting us to pay.
- Consider what email and phone number would be the safest for Queer Yukon Society to contact you at. If you don't feel comfortable providing your personal email or phone number, consider asking a trusted friend or community organization to provide their contact info.

Program closes on September 24, 2021 or after all funds have been distributed!

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Eligible utilities include: electric, power, or hydro, wood, propane, oil, and water bills. This program now covers *overdue* phone or internet bills. In the next few days, a QYS Staff Member will contact you by email to let you know if funds are still available. If your application is approved, our staff will pay the utility provider directly via credit card and send you a receipt or payment confirmation number.

APPLICANT INFORMATION			
FIRST AND LAST NAME(S) THAT APPEARS ON YOUR UTILITY ACCOUNT			
CHOSEN NAME (optional)			
PRONOUNS (optional)			
STREET ADDRESS OF UNIT			
CITY, TERRITORY		POSTAL CODE	
For our reporting, how many members of your family / household will benefit from this subsidy?			
CONTACT INFO			
Consent to Contact: List only contact info that you can be reached at by Queer Yukon Society or by emails specifically from @queeryukon.com. If you do not have a phone or email address that you can be reached at, please provide contact information of an individual or an organization that you consent for us to contact.			
PHONE			
EMAIL			
Can we contact you by email after payments have been processed to get feedback on the program?	<input type="checkbox"/> Yes <input type="checkbox"/> No		

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UTILITY PROVIDER INFORMATION	
UTILITY PROVIDER NAME	
UTILITY TYPE	<input type="checkbox"/> Electric, Power or Hydro <input type="checkbox"/> Wood <input type="checkbox"/> Propane <input type="checkbox"/> Oil <input type="checkbox"/> Water <input type="checkbox"/> Phone / Internet <input type="checkbox"/> Other _____
ACCOUNT NUMBER (IF APPLICABLE)	
UTILITY PROVIDER PHONE #	
AMOUNT REQUESTED (MAX \$500 PER HOUSEHOLD)	\$
PAYMENT METHOD	<input type="checkbox"/> Queer Yukon Credit Card (Preferred) <input type="checkbox"/> Physical Cheque <input type="checkbox"/> Electronic Fund Transfer (Direct Deposit)
IS THERE ANYTHING ELSE WE SHOULD KNOW?	

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CONSENT TO PARTICIPATE

I consent to Queer Yukon Society contacting and making a payment directly to the utility provider identified on this form. I consent to Queer Yukon Society safeguarding this form and all payment information for a minimum of six years as required by the Canada Revenue Agency for tax purposes. I consent to Queer Yukon Society receiving electronic receipts from the utility provider identified on this form. I consent to Queer Yukon Society sending me electronic receipts via email. I consent to Queer Yukon Society providing payment receipts to funders, bookkeepers, 3rd party bookkeeping software companies (Dext, Quick Books Online), and auditors. I understand the risks of participating in this program and shall save harmless and fully indemnify Queer Yukon Society, its officers, employees and agents from and against all claims, liabilities and demands arising directly or indirectly from my participation in this program.

I understand that this program is intended for LGBTQIA2S+ Yukoners facing housing insecurity or homelessness.

Signature of Applicant

Date

Fax or Mail completed forms to:

Fax: **(867) 393-4888**

Mail: **Queer Yukon Society
#10 - 4230 4th Ave
Whitehorse, YT Y1A 1K1**

Forms can be dropped off at the Queer Yukon administrative office at the address above between 10am and 3pm, Monday to Friday. Our office is located in the Yukon Inn Plaza on Baxter Street across from Creative Works Psychological Services.

Although we do not recommend email for sending sensitive or private information, we will accept applications by email at: info@queeryukon.com