



MNO Programs and Services

During Remote Work Period (March 18 - June 1, 2020)

The MNO is monitoring the COVID-19 situation closely and making decisions based on the best information available. This includes the decision to direct all MNO staff to work remotely. During this period the MNO is continuing to provide the majority of programs and services with minimal disruption. Every effort has been made to ensure seamless frontline services to our citizens and communities. The charts that follow show programs and services provided by the MNO and any augmentations or alterations to them due to COVID-19 measures.

More information about the status of MNO programs and services is available by calling the MNO's COVID-19 help line:

If you have COVID-19 related concerns, need help accessing supports, or have questions regarding the MNO's response to the COVID-19 pandemic please contact us at:

covidhelp@metisnation.org

1-800-263-4889 (toll free)

Please select the most applicable extension:

Mental Health & Addictions Support: **275**

All Other Health Related Concerns: **276**

Education and Training Support: **169**

Finance Support: **277**

Housing Support: **278**

— HEALING AND WELLNESS —

SENIORS (AGE 55+)

Aging at Home

Métis Citizens or Self-identified 55+ years of age

<i>Activities</i>	<i>Status</i>	<i>Notes</i>
Contracted Yard Care	YES	Access to Grocery / Personal Items / Gift Cards PER WEEK: <ul style="list-style-type: none"> • Single Person \$25 • Family of 2-3 People \$50 • Families of 4+ People \$75 Available to families, not households, in the event client families are isolating together to share/maximize resources each family in the home would qualify
Contracted Snow Removal	YES	
<ul style="list-style-type: none"> • Friendly Visits/Security • Referrals and advocacy 	By phone, text, email or Zoom only	
In Home Cooking	NO	
Light Housekeeping	NO	
Other Transportations	NO	

ALL AGES (including SENIORS)

Community Support Services

People living with chronic disease, or seniors who are frail and/or isolated

<i>Activities</i>	<i>Status</i>	<i>Notes</i>
Medical Transportation – by Vendors	YES *	Access to Grocery / Personal Items / Gift Cards PER WEEK: <ul style="list-style-type: none"> • Single Person \$25 • Family of 2-3 People \$50 • Families of 4+ People \$75 Available to families, not households, in the event client families are isolating together to share/maximize resources each family in the home would qualify
Medical Transportation – by Family Members	YES *	
Referrals / Advocacy	By phone, text, email or Zoom only	
Security Calls	By phone, text, email or Zoom only	
Friendly Home Visits	By phone, text, email or Zoom only	
Medical Transportation – by MNO Employees	NO	

* **Transportation to medical appointments parameters:**

- Access to taxi where applicable
- Gas Card for family or friend to drive client

CHILDREN (0-6 years)

Community Action Program for Children (CAP-C)

Children “at risk” – a higher than normal incidence of family poverty, abuse or neglect, poor health and nutrition, development delays, social and emotional problems, family break-down and injury or disability

Activities	Status	Notes
Peer support	By phone, text, email or Zoom ONLY	Access to Grocery / Personal Items / Gift Cards PER WEEK: <ul style="list-style-type: none"> • Single Person \$25 • Family of 2-3 People \$50 • Families of 4+ People \$75 Available to families, not households, in the event client families are isolating together to share/maximize resources each family in the home would qualify
Friendly Visits	By phone, text, email or Zoom ONLY	
Referrals / Advocacy	By phone, text, email or Zoom ONLY	

CHILDREN (0-6 months)

Pre/Post Natal Nutrition

Activities	Status	Notes
Peer support	By phone, text, email or Zoom ONLY	Access to Grocery / Personal Items / Gift Cards PER WEEK: <ul style="list-style-type: none"> • Single Person \$25 • Family of 2-3 People \$50 • Families of 4+ People \$75 Available to families, not households, in the event client families are isolating together to share/maximize resources each family in the home would qualify
Friendly Visits	By phone, text, email or Zoom ONLY	
Referrals / Advocacy	By phone, text, email or Zoom ONLY	

CHILDREN (0-6 years)

Métis Healthy Babies / Healthy Children

Activities	Status	Status
Peer support	By phone, text, email or Zoom ONLY	Access to Grocery / Personal Items / Gift Cards PER WEEK: <ul style="list-style-type: none"> • Single Person \$25 • Family of 2-3 People \$50 • Families of 4+ People \$75 Available to families, not households, in the event client families are isolating together to share/maximize resources each family in the home would qualify
Friendly Visits	By phone, text, email or Zoom ONLY	
Referrals / Advocacy	By phone, text, email or Zoom ONLY	

CHILDREN (12-18 years)

Métis Family Wellbeing

Prevents and disrupts cycle of violence against Métis women

Support children and youth affected by violence

<i>Activities</i>	<i>Status</i>	<i>Status</i>
Peer support	By phone, text, email or Zoom ONLY	Access to Grocery / Personal Items / Gift Cards PER WEEK: <ul style="list-style-type: none">• Single Person \$25• Family of 2-3 People \$50• Families of 4+ People \$75 Available to families, not households, in the event client families are isolating together to share/maximize resources each family in the home would qualify
Friendly Visits	By phone, text, email or Zoom ONLY	
Referrals / Advocacy	By phone, text, email or Zoom ONLY	

ALL AGES

Victim Services and Anti-Human Trafficking

Activities	Status	Notes
In-person wellness planning and client support	By phone, text, email or Zoom ONLY	

ALL AGES

Provincial Mental Health and Addictions Program

Activities	Status	Notes
Facilitating access to mental health and addictions professionals and services	YES	
Assessments	YES	
Treatment: crisis intervention, individual/family counselling, parenting and coaching	YES	
System navigation	YES	

ALL AGES

Community Wellness Worker

Reducing violence, promoting community safety for Métis and other people

Activities	Status	Notes
Peer support	By phone, text, email or Zoom ONLY	Access to Grocery / Personal Items / Gift Cards PER WEEK: <ul style="list-style-type: none"> • Single Person \$25 • Family of 2-3 People \$50 • Families of 4+ People \$75 Available to families, not households, in the event client families are isolating together to share/maximize resources each family in the home would qualify Access to Diapers (Gift Cards) <ul style="list-style-type: none"> • PER WEEK: \$40.00
Friendly Visits	By phone, text, email or Zoom ONLY	
Referrals / Advocacy	By phone, text, email or Zoom ONLY	

— EDUCATION AND TRAINING —

WORKING AGE

Training and Labour Market Support

Activities	Status	Notes
In-Person Client Services	By phone, email and Zoom ONLY	Employment services and supports, including training to employment. Must apply through the standard training intake process.
Distance client support and advocacy	YES	Can support access to technology on a needs basis to help youth in high school under the Stay In School Program. Must apply through the standard training intake process. ONE TIME: <ul style="list-style-type: none"> • Up to \$500

CHILDREN (0-6 years)

Early Learning and Childcare

Activities	Status	Notes
In-Person Client Services	By phone, email and Zoom ONLY	MNO Child Care Subsidy Pilot Program is for Métis families with children attending care centres (ages 0-4) or a before and after school program (ages 4-12). Families receiving regional/municipal childcare subsidies can also access the program
Community Networking	By phone, email and Zoom ONLY	
Distance client support and advocacy	YES	Early Learning Book Program is a book gifting program that sends free high-quality books to children age 0-5 years regardless of family income.

STUDENTS

Post-Secondary Education Support

Activities	Status	Notes
In-Person Client Services	By phone, email and Zoom ONLY	MNO Post-Secondary Education Support Program helps Métis students access post-secondary education funding to help Métis students reach their highest potential
Community Networking	By phone, email and Zoom ONLY	
Distance client support and advocacy	YES	

STUDENTS & FAMILIES

Education Support Advocates & Youth Culture Camps

Activities	Activities	Notes
In-Person Client Services	By phone, email and Zoom ONLY	All Youth Culture Camps are indefinitely postponed. Program does not provide direct client services. Any events or initiatives

		<p>open to participants are communicated through MNO communication channels.</p> <p>Education Support Advocates are available to support students and family that require assistance navigating the education system.</p>
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STUDENTS & FAMILIES

K-12 Education

<i>Activities</i>	<i>Status</i>	
Community Networking	By phone, email and Zoom ONLY	Program does not provide direct client services. Any events or initiatives open to participants are communicated through MNO communication channels.
Distance outreach and advocacy	YES	

STUDENTS

Post-Secondary Education Outreach/Engagement (includes Infinite Reach)

<i>Activities</i>	<i>Status</i>	
In-Person Client Services	By phone, email and Zoom ONLY	Program does not provide direct client services. Any events or initiatives open to participants are communicated through MNO communication channels.

— REGISTRY —

As part of the MNO’s COVID-19 Support Measures the MNO is waiving application fees for citizenship and harvester applications received on or after Wednesday, April 1st until further notice. This temporary measure is aimed at easing the burden of managing COVID-19 and ensuring efficient access to MNO's programs and services during this challenging time.

<i>Activities</i>	<i>Status</i>
Client Services	YES - by phone, email, or Zoom meeting
Correspondence regarding citizen files	YES - by mail and/or email
File reassessments	YES
Personal information updates	YES
Issuing new and replacement citizenship cards	YES
Processing citizenship applications	YES

HARVESTING

<i>Activities</i>	<i>Status</i>
Client Services	YES - by phone, email, or Zoom meeting
Correspondence regarding harvester files	YES - by mail and/or email
Issuing new and replacement Harvester cards	YES
Researching family lines	YES
Family line updates	YES
Processing harvesting applications and renewals	YES

MOBILE REGISTRY

<i>Activities</i>	<i>Status</i>
In-person Mobile Registry booths	NO - delayed until further notice
Virtual Registry appointments to assist with all application and file questions	YES - by phone, email, or Zoom meeting

HOUSING

Infinity Property Services		
<i>Activities</i>	<i>Status</i>	<i>Notes</i>
Accepting Rental Applications (Rural and Native Housing Program - RNH)	YES	IPS manages RNH units in assigned area within the Districts of Thunder Bay District, Parry Sound, Nipissing, Grey Bruce and the entire county of Simcoe. Referrals to other RNH housing areas.
Property Management Services for Existing Tenants	YES - modified	Existing RNH tenants services include health and safety repairs, and rent administration (rent adjustments may be available for existing tenants impacted by COVID-19).
Renovations and Repairs for home owners	NO	Previous program (Ontario Renovates Northern Remote Communities) cancelled, other programs may be available through local Service Managers.
Housing Programs		
<i>Activities</i>	<i>Status</i>	
COVID-19 Emergency Rent Benefit (through MNO COVID-Support Programs)	YES	Citizens who lost income due to COVID-19 may be directed to COVID-19 Support Programs.

— LANDS RESOURCES AND CONSULTATION —

Program Areas		
<i>Activities</i>	<i>Status</i>	<i>Notes</i>
LRC communication with Regional Consultation Committees (RCC)	YES - by teleconference or Zoom	
Processing project notifications	YES	
Regional Consultation Committee (LRC and RCC)	YES - by teleconference or Zoom	
RCC meetings with project proponents / government	YES - by teleconference or Zoom	
Submissions (letters, reports, etc.) to government or project proponents	YES	
Administration of RCC and citizen expenses for meetings	YES	
Communications with consultants and legal counsel	YES	
Map requests	YES – electronic copies	
Community Information Sessions	NO	