Extra Curricular Support Program Frequently Asked Questions

1. Why are there changes to the program?
   - ELCC reviews programs on an annual basis to ensure it meets the needs of families. Using the feedback, the program now has specific ages for typical child development and specified items that were declined.
   - The amount of reimbursement is based on the average reimbursement children have received to date.
   - Some items that were previously not included have been included to the new program guide.

2. When does the application portal open and close?
   This program is a first come, first served program as we have a funding maximum allocated on what we can provide.
   - The Extra-Curricular Program will run April 4, 2022 – March 1, 2023, or until we reach our funding capacity for the year.
   - The application will close once the Extra-Curricular funding allocation is met or on March 1, 2023, whichever comes first.
   - Families who have remaining funds for their child after March 1, 2023, can e-mail their ELCC program coordinator their receipts until March 15, 2023.
   - Anything after March 15, 2023, will not be considered.
   - Families who have not applied before March 1, 2023, or when the program closes due to capacity cannot submit receipts, and their request will be declined.
   - We will not accept late applications after the cut-off date.
   - Please visit the Extra-Curricular portal for program updates.

3. Is there a shutdown during MNO’s winter break during the month of December?
   - Yes, the portal will remain open during the winter shutdown; however, staff will not process applications between December 16, 2022, and January 4, 2023. Please allow six weeks after January 4 to receive funding if your application is approved.

4. Should I apply to the portal only once?
   - Applicants can apply as many times as they like until their funding is spent. You should keep track of the dollar amount of the receipts you are submitting.
• It is STRONGLY encouraged to apply for your child as soon as possible once the portal opens. This will guarantee that your child will receive funding for the year.
• Please do not wait until the late winter to submit one application for the entire year. Please submit as you go. We cannot guarantee that the Extra-Curricular program will be open to new applicants after January 2023, so it is STRONGLY advised that families access the program before the winter shutdown.
• Please upload as many receipts as possible into one application when submitting an application.
• Submitting multiple applications with individual receipts may cause delays in processing.

5. **What types of things can I purchase? Can you recommend something?**
   - ELCC is unable to make specific recommendations as all children have different skills, interests, and abilities.
   - If you are unsure if something meets the program parameters, please reach out to your Program Coordinator or e-mail elccsupport@metisnation.org

6. **How can I ensure my application is accepted?**
   - You may apply as often as you like.
   - If you are submitting multiple receipts, please combine them into as few applications as possible. You may submit up to eight receipts per application, per household.
   - Items (equipment) CANNOT be shared for reimbursement between children (e.g., a $1500 trampoline cannot be split between two or more children, so each child is reimbursed $750).
   - All receipts MUST be purchased/paid for between April 1 - March 31, of the current fiscal year. All receipts submitted outside these dates will be declined.
   - Receipts MUST have a date, and item(s) purchased. Receipts must be readable. Debit/credit card receipts and/or statements are not accepted.
   - We will not accept order summaries from online retailers. Only invoices/receipts from online retailers will be accepted.
   - All receipts must show a full description of the purchase with the price charged.
   - Bank or credit card statements are not accepted.
   - E-transfers MUST show: date of E-transfer, who the E-transfer is to, and a description of the item/activity. We may request photos/ads of equipment purchased, or proof of enrollment in activities.
• Please indicate the item(s) on the receipt you are submitting with the child’s name/initials.
• For children who are turning 13, the receipts must be dated before their 13th birthday. The amount is not prorated - children will receive $1,500 regardless of when their birthday falls in the year.
• MNO may hold reimbursements for future activities, due to the on-going nature of COVID-19 regulations.
• Failure to provide supporting documentation and/or meet these guidelines will result in the entire application being declined.

7. How long does it take for an application to be approved?
• If your family is currently involved in an Early Learning and Child Care related program, it can take up to two weeks for your file to be reviewed.
• If you are a new family to the Early Learning and Child Care Programs, the review process can take 3-4 weeks as we connect with the MNO Registry team to confirm MNO citizenship.
• Once approved, an ELCC Program Coordinator will send you an e-mail stating what was approved and amounts remaining.
• Applicants who are declined will be contacted via e-mail.

8. How will I receive the reimbursement?
• Funds will be paid via direct deposit into your bank account.
• To ensure that you receive payments in a timely manner, please ensure the following:
• When submitting an application, please ensure you are attaching accurate banking information. This includes:
  o Void cheque
  o Direct deposit form
  o Screenshot of banking information
• Please note: our Finance team will NOT accept the following:
  o Savings account information
  o Credit card information
  o Handwritten banking information
• Banking information MUST be in the name of the applicant or the MNO citizen. If the banking information does not match, we will ask for banking information in the name of the applicant or the MNO citizen.
• Please ensure that any changes to banking information are sent to the ELCC Program Coordinator as soon as possible to avoid payment delays.
- All banking information is saved on a secure drive that only the Manager of ELCC, Supervisor of ELCC, Team Leads and the MNO Finance team has access to.
- If you do not receive your reimbursement within three weeks of your approval e-mail, please reach out to the ELCC Program Coordinator and they will investigate the status of your reimbursement.
- If you are new to the Early Learning and Child Care Programs and are submitting banking information for the first time, please allow up to six weeks from the date that you receive your approval letter to receive your first stipend. This will allow our Finance team to add you into the MNO financial system.

9. Can I receive reimbursement for previous expenses?
- You can only be reimbursed for receipts that are dated between April 1, 2022, and March 15, 2023.

10. I want to enroll my children in an activity but are unable to meet the cost upfront.
- Please reach out to your Program Coordinator to discuss supports that may be available.

11. How do I qualify for the Extra Curricular Program?
- A parent, guardian, or child must be an MNO Citizen.
- The child must be between 0-12 years.
- Applicants must reside in Ontario.
- All Métis families who meet the qualifications are encouraged to apply.
- Expectant parents cannot pre-purchase supplies prior to birth. All purchases must be made after birth of child.

12. My child has a special/medical need that requires me to purchase an adult membership so I can supervise the activity. Is this included in the fund?
- If your child has specific needs that require a support person, please contact your Program Coordinator.
- Supports are available on a case-by-case basis. Documentation may be required.
13. My child lost/damaged the equipment purchased with this fund. Can I submit a replacement item?
   • No, the program supports equipment once per fiscal year, and does not reimburse for replacement items.

14. My child was injured in an activity or on equipment purchased through this fund. Is the MNO liable?
   • The MNO is not liable for any injuries or accidents that happen during an activity and/or while using equipment. Parents/guardians take full responsibility to ensure equipment/activities meet the developmental abilities of their child.

15. I would love to share photos of my child participating in the activity. Where can I share these photos?
   • We love to see photos of children participating in activities. Please send them to your Program Coordinator or elccsupport@metisnation.org
   • Photos may be shared within the ELCC team and in some cases, we may ask you to sign a release for wider sharing.
   • Please ensure the photos shared are allowed to be shared and only your children are in the photograph.

16. We would love to share a testimonial of the program. Where do we send these?
   • We love hearing the impact of programs for families. Please send them to your Program Coordinator or elccsupport@metisnation.org
   • Testimonies may be shared within the ELCC team and in some cases, we may ask you to sign a release for wider sharing.

17. I lost the receipt for the activity we signed our child up for. Can I provide a written statement?
   • Receipts MUST be provided.
   • If your child is participating in an activity, we may be able to accept a letter from the organization, on official letterhead, confirming the child's registration and the date the payment was made.
   • We can accept dated e-transfer statements, accompanied with proof of registration. The e-transfer statement must have enough information for us to link it to the activity/program.
18. The activity my child is in does not provide receipts. Can I submit e-transfers or a written statement from the provider?
   • We can accept dated e-transfer statements, accompanied with proof of registration. The e-transfer statement must have enough information for us to link it to the activity/program.

19. We are moving to another MNO region in Ontario, do we have to let you know?
   • Please reach out to your Program Coordinator prior to moving. Please let your Program Coordinator know of any other ELCC Programs you are connected to so they can make the appropriate internal changes.

20. The equipment we ordered for our child was lost while being shipped. What are our next steps?
   • Contact the company that shipped the items. If you receive a refund, and have been reimbursed, please contact your Program Coordinator.

21. We live near the American/Quebec/Manitoba border. Can activities take place outside of Ontario?
   • Activities and/or equipment that meet the parameters can take place outside Ontario.
   • Families will not be reimbursed for travel.

22. My child’s school is hosting a field trip/camp/activity. Can this fund support that?
   • For activities that are extra-curricular and meet the general parameters of the program, MNO may be able to support the activity.
   • Cost of bussing/travel/over night accommodation will not be supported. Entrance fees to museums, parks, etc., may be supported.

23. My child is in a club or sport at school that has a membership and uniform fee. Will this program cover that?
   • The Extra Curricular Program can support the cost of membership and uniform fees for school sports or clubs.
   • Supporting information from your child's school may be requested to confirm child's enrolment.
   • The program cannot support the cost of travel/accommodation.
24. I see that there is an age requirement for x activity. I feel that my child can do this activity even though they are younger than the age requirement. Can I still buy the item?
   - We understand that children develop interests and abilities at different rates. Younger children with older siblings may take part in activities with their older siblings that are not typically developmentally appropriate.
   - Our ELCC team has many staff who have studied child development, early childhood education, and K-12 education.
   - The guidelines for ages are based on age appropriate-developmental stages for children. This ensures that the equipment meets the needs and is appropriate for the child, based on our program parameters and terms and conditions.
   - The guidelines are reflective of the ELCET Document, "How Does Learning Happen," as well as manufacture guidelines.
   - Families may purchase equipment, however, ELCC cannot support equipment that does not meet the age guidelines and the application will be declined.

25. My child’s activity was cancelled midway through due to lockdown and/or other public health measures, or due to lack of registration. What are my next steps?
   - If you were reimbursed by ELCC and received a refund from the organization from ELCC, please reach out to your Program Coordinator. They will provide options and next steps.

26. I am having issues with the application. Who do I contact?
   - Please contact your Program Coordinator or ELCCsupport@metisnation.org for support with applying.

27. What are your staff’s hours of operation?
   - Most MNO staff work 8:30am-4:30pm Monday to Friday, based on the time zone they live in.
   - Some of our staff flex their day outside of these hours. We will respond to you within two business days. This does not include weekends, holidays, etc.
   - Any communication sent outside of MNO operational hours will not be responded to until business hours resume. This includes holidays and weekends. We will respond to you within two business days. We encourage a work-life balance for our coordinators.
   - During high-volume times, ELCC Program Coordinators will set up an automatic reply informing families that our response time may be delayed.
If you do not get a response back from your ELCC Program Coordinator within 10 business days, please contact Emma Langdon, ELCC Supervisor of Family Supports at emmal@metisnation.org.

28. I do not have access to stable internet, so the application is a barrier. Is there a way your staff can help?
- Please contact your Program Coordinator or ELCCsupport@metisnation.org for support.
- If internet is a full barrier, please contact our Team Lead, Catherine Corbett at 289-541-5900 and they can provide alternative options.

29. I am a grandparent who has kinship of my grandchildren. I am an MNO citizen; can this program support my grandchildren?
- Yes, you can apply for this program for your grandchildren if you have kinship and you are an MNO citizen.
- We may require supporting documentation to confirm kinship.

30. I am moving outside of the province. Are there still supports through the MNO I can access?
- The program can only be accessed by MNO citizens that live in Ontario.
- Please reach out to your respective Provincial Métis Government to inquire about Early Learning and Child Care supports. Each Provincial Métis government has different programs and supports to meet their community’s needs.

31. My local community council is hosting a family fun day event and is charging an entry fee. Will this program cover the cost?
- If you are participating in an MNO community Council event with an entry fee, the program will support activities that meet the parameters of the program.
- Items as food, transportation, and adult entry fees will not be supported.
- Proof of attendance, payment, and an outline of activities are required- an e-mail from the council is sufficient.

32. I am on an MNO Community Council/PCMNO/ MNO Auxiliary Council. Can I still access this program?
- If you have children between the ages of 0-12 years, you can access the program.
- If you are concerned about privacy, please contact Emma Langdon, Supervisor of Family Supports at emmal@metisnation.org or 807-627-7349.
33. I am an MNO staff member but also an MNO citizen. Can I access this program for my children? If yes, what steps do I have to take?

- If you have children between the ages of 0-12 years, you can access the program.
- You complete the application available online, and the Program Coordinator will contact you after your application is reviewed.
- If you are concerned about privacy, please contact Emma Langdon, Supervisor of Family Supports, at emmal@metisnation.org or 807-627-7349.

34. I am an MNO staff member working in another program supporting a client for application. What can I do to help?

- Reach out to elccsupport@metisnation.org and we will work with you directly in a referral.
- We strongly recommend that staff outside of ELCC connect with the ELCC team to support your client's needs.

35. I purchased a large equipment item last year; can I make the same purchase this year?

- Some items that are generally able to be used for multiple years (such as trampolines, instruments, canoes, kayaks) cannot be purchased annually.

36. Why did my sibling/cousin/family member receive x item, but I was declined?

- Every application is reviewed based on the parameters of the program based on individual circumstances and information provided in the program.
- You can request a review of the application by e-mailing Emma Langdon, Family Programs Supervisor, at emmal@metisnation.org or 807-627-7349. Please include your full name and the application number. Reviews may take up to five business days.

37. My child’s summer camp is run through their childcare provider, and it’s licenced. Do I apply through the extra curricular program or subsidy program?

- If the summer camp is run by a licensed childcare provider or is considered an authorized recreation program, please apply through the subsidy program.
38. I am traveling on vacation with my family, and we would like to experience (e.g., swimming/snorkeling/scuba, horseback riding / golf/tennis/ skiing, etc.) while on vacation. Is this covered under this fund?
   - If the activity falls under the parameters on the program, you may submit the experience.
   - ELCC will only reimburse for the child's portion of the activity and will not reimburse for gratuities.
   - Receipts are required, and any receipts that are not in Canadian funds must be clearly indicated, and if possible, include the conversion amount.

39. I'm expecting a child, can I purchase items before the baby comes and submit an application?
   - All items purchased for a newborn need to be purchased after the child is born.
   - We understand that new parents are excited for their new bundle of joy however, we want to ensure that your baby arrives in the world healthy and safe. In addition, some items you think may be helpful during pregnancy may not fit your child’s needs. Submitting an application after birth ensures that your child has access to the appropriate programming and resources.
   - Expectant parents are encouraged to apply for the ELCC Baby Bundle Program: https://metisnation.smapply.io/prog/mno_elcc_baby_bundle_kit/

40. My submission was declined. Can I appeal the decision?
   - Every application is reviewed based on the parameters of the program based on individual circumstances and information provided in the program.
   - You can request a review of the application by e-mailing Emma Langdon, Family Programs Supervisor, at emmal@metisnation.org or 807-627-7349. Please include your full name and the application number. The application will be reviewed with the Manager of ELCC. Reviews may take up to ten business days.
   - The review is sent to the Director of Education and Training for the final decision.
   - All appeal decisions are reviewed by the Director of Education and Training and are final with no exceptions.

41. I am upset with your decision.
   - While we understand your frustrations, yelling, harassing, or sending hurtful e-mails or phone calls to ELCC staff is never ok. This includes:
Not respecting our response time guidelines and sending frequent phone calls or e-mails to ELCC staff with the expectation that they respond to you quicker.

- Multiple calls and e-mails will not increase our response time and may create additional delays.
- Calling ELCC staff derogatory words via phone call or e-mail.
- Making "threats" to go to your Community Council President, PCMNO Regional Councillor, or President of the Métis Nation of Ontario if you disagree with a decision made by the ELCC team.
- Using frequent passive-aggressive language via phone or e-mail
- Swearing or using racial slurs
- Threats of violence to ELCC staff or their families

- The MNO ELCC team follows the MNO’s Policies on Prevention of Workplace Harassment (POLICY NO. 3.030) and Violence and Respectful Workplace (POLICY NO. 3.020).


- Failure to comply with these policies will result in an incident report sent to the Director of Education and Training and MAY resulting in your ELCC file being closed.

- Please be mindful that ELCC staff are people too. There is a person behind that phone call or e-mail. Negatively treating any ELCC staff member will not be tolerated. Many of them are also MNO citizens who love supporting other citizens and take great pride in their work. They have families and a life outside of their work hours. We kindly ask all families accessing this program to treat all ELCC staff with dignity, respect, and kindness.

- ELCC staff strives to provide the best support possible to our citizens with kindness, respect, and dignity.

- If an ELCC staff member breaks the above policies, please e-mail Emma Langdon, Supervisor of ELCC Family Supports (emmal@metisnation.org). Please provide the name of the staff person involved, the date, time, and a description of the incident. Emma will follow up within four business days and may request additional information. Severe occurrences will be brought to the Director of Education and Training.

42. I purchased equipment/uniform for my child, and it does not fit? Do I have to send the funds back and re-apply?

- Families are requested to ensure the item purchased are of appropriate size and good fit for the child.
• If you purchase an item, and it does not fit, please return the item, and purchase the correct size. If the cost of the replacement is greater than the original item purchased, please submit a new application with the receipt that indicates the refund and new item.
• If the replacement item is less expensive, please reach out to your Program Coordinator for options.

43. We signed my child up for an activity and they do not like it and we would like to try something else. The organizer is giving me a refund, what do I do with the funds?
• Please reach out to your Program Coordinator or elccsupport@metisnation.org to discuss options.

44. My one child does not want to participate in anything, can I use their funds on my other child?
• Funds are not transferrable between children.
• The Extra Curricular Support Program provides many options for children from sports to STEAM, to music and the arts. In some communities, there may be a barrier to accessing non-sport related programming. The Extra Curricular Support Fund does support virtual options.

45. I am having a baby! What can I purchase for my child once they are born?
• We will support newborns with
  o 1 play mat
  o 1 bouncer/chair
  o 1 kick/floor toy
  o 1 set of rattles
  o 1 set of sensory blocks/toy
  o 1 music toy
• In addition, infants can participate in parent/child classes such as swimming, yoga, etc. ELCC will not reimburse for strollers/carriers etc.

46. My child has aged out of the program. What other supports are there for 13+ children?
• Supports are available for children and youth through other MNO programs. Some opportunities include:
  o Educational and Cultural Camps – Please visit the MNO website or social media for upcoming events.
• Métis Youth Opportunities – Please visit the MNO website or social media for upcoming initiatives or events.
• Métis Stay in School Program: https://www.metisnation.org/programs-and-services/education-training/k-12-education-support/metis-stay-in-school-program/
• Please reach out to your local MNO Community Council as many councils provide programming and opportunities for Métis Youth. ELCC is unable to support children over the age of 12 due to our terms and conditions from the funders.

47. I would like to connect my children to their Métis culture. Can this program help?
• Families can use this program to participate in way of life activities, such as fishing, beading, and canoeing.
• ELCC has opportunities to take part in socials and camps, where children and families can learn more about their culture. ELCC Program Coordinators will send families information on upcoming ELCC and other MNO events.
• Information is regularly updated on the MNO Website or social media
• Many MNO Community Councils offer family programs and services throughout the year. Please reach out to your local MNO Community Council to learn more about their programming: https://www.metisnation.org/community-councils/council-contacts/

48. I am homeschooling my children. Can I use this fund to help support their learning at home?
• The Extra Curricular Fund is unable to support any educational items under the program. Please refer to the K-12 Fund for these types of purchases.
• This includes books, curriculum books, and literacy/numeracy courses
• Children who are under five, may be eligible to participate in the Imagination Library- where they can receive an age-appropriate children’s book each month until the child turns five. Information is available Early Learning Book Program - Métis Nation of Ontario: https://www.metisnation.org/programs-and-services/education-training/early-learning-and-child-care/early-learning-book-program/

49. My child is anxious about traveling away from me to attend a camp. Will this program pay for me to rent a cabin at their summer camp so I can be there for them?
• The Extra Curricular Program will not cover any hotel/cabin/Airbnb/camp site rentals under the program. In addition, the program does not cover the cost of programs/services used by adults.

50. My child is in travel hockey, and they have a tournament out of town. Can this fund be used for hotels and mileage?
• The Extra Curricular Program will not cover hotel stays, mileage, or other travel related cost (such as food).
• The Extra Curricular Program will cover tournament registration fees.

51. My child is in an elite sports team that requires 3 sets of uniforms. Can I submit for all three?
• If you can provide documentation that the uniforms are a mandatory requirement, the program will reimburse you for all uniforms.
• The program will not reimburse for any customization of the uniform.

52. Can the MNO sponsor my sports team?
• No, MNO is not able to sponsor sport teams.

53. My child is traveling overseas for an event (sports, scouting, etc.) will this fund cover airfare?
• The program cannot cover the cost of overseas travel for events such as sports or jamborees.
• The program will reimburse the cost of participating in the event.

54. I did not add the tax on to my application, and I have already received the reimbursement. Can I get my taxes back?
• If the application has been reimbursed, we are unable to make adjustments.
• If the application has not been reimbursed, please contact your Program Coordinator or elccsupport@metisnation.org

55. Can I cancel an application?
• Please reach out to your Program Coordinator or elccsupport@metisnation.org and provide details including the application number. Please note, if you have received an approval letter, we may not be able to cancel pending reimbursements.

56. My child is having difficulty in school- can I hire a tutor? My child is homeschooled, and an educator supports us, can this be supported?
• The program’s aim is to support a child’s mental and physical activities outside of education—whether traditional schooling, home-schooling, or virtual school tutors and educational supports are not covered.

• The MNO offers Education Support Advocacy for Métis Children to assist with barriers in school and childcare.
  o For children 0-6, please contact: elccevents@metisnation.org
  o For children 7-12, please contact: educationadvocacy@metisnation.org

CONTACT: If you need help with your application or would like to learn more about programs available to you, please contact the Early Learning and Child Care team at elccsupport@metisnation.org

When you e-mail us, please include the MNO region, or the municipality you live in to help us support you in a timely manner.