April 8, 2020

Radio Broadcast from Finance:

We have receptionists from 9 – 12 Monday to Friday at Chateh Admin, 9 – 5 Monday to Friday in Meander River and 9 – 5 Monday to Friday in Bushe River, to answer the main lines and take messages.

Administration staff in Chateh are on-site on a rotating basis to perform Accounts Payable and Receivables, Norma Providence is A/Director of Corporate Services and is on-site in Chateh Admin. Office.

**Payroll will continue to be processed through the EFT method, it is suggested that if you do not have a bank account, that you set one up for yourself as soon as possible to eliminate the processing of paper cheques, we cannot guarantee the banks will be open for deposit.**

As we process cheques, we are taking steps to have them deposited in three of the banks in High Level to practice Social Distancing, the courier driver is available according to schedule to bring the cheques in for deposit.

Chateh Post Office is open on mail delivery days from 1:00 to 3:00 p.m., Monday, Wednesday and Fridays.

As the administration office is closed to the public, we cannot accept mail at the Administration Office in Meander River. The general delivery mail is being held at the High Level post office for pick up by residents until arrangements have been completed to accept the mail at the Meander River Store.

*The offices are closed to the public, however, staff that are available to work will be re-assigned to other duties on an as needed basis.*

Indigenous Community Support Fund:

While the Dene Tha’ First Nation has not received their allocation as yet for the Indigenous Community Support Fund, we are currently in the process of finalizing a budget that will ensure that the elderly and most vulnerable will be taken care of, the health and safety of on-reserve members and **social distancing** will be kept in mind as to how the allocation will be administered and we will publish details as they are finalized.
Radio Announcements

DTFN Regular Finance Dept. Program Updates at 11:00 AM

Emergency Management Team – Finance Services at 4:00 PM

April 8, 2020

1. Summary of the daily updates provided by the provincial and federal governments.

<table>
<thead>
<tr>
<th>Statistics as of April 7, 2020 at 3:00 PM</th>
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</thead>
<tbody>
<tr>
<td>As of today, there have been 1 confirmed case of COVID-19 within our region.</td>
</tr>
<tr>
<td>Within Alberta there are 25 new cases from the weekend, bringing the total of cases to 1373. There are 447 confirmed recovered cases in Alberta.</td>
</tr>
<tr>
<td>The total number of confirmed cases across Canada is 17,088.</td>
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<tr>
<td>Currently there are 0 confirmed cases of COVID-19 within Dene Tha’ First Nation.</td>
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<tr>
<td>(Any additional news).</td>
</tr>
</tbody>
</table>
2. Daily messaging and reminders on physical distancing, hygiene and emergency protocols.

In order to remain safe and healthy, it is important for all members to practice what has been outlined by our leadership and the Canadian governments.

- **Practice physical distancing**: Do not touch other people. Do not leave your homes unless you must. Do not go visiting.
- Wash your hands regularly and avoid touching your face.
- Clean and disinfect your homes regularly.
- No one is allowed out of their homes from 10PM – 7AM.
- No visitors will be permitted to enter the communities.
- Check in with friends and family regularly over the phone.
- If you are sick, please call the health center for direction. **DO NOT** show up at the health center.
- **ALL** individuals that travel outside of our region must self-isolate for 14 days.

3. Program specific information regarding their operations and responses to COVID-19.

Please visit the Dene Tha’ First Nation webpage or Facebook page for additional information.
Radio Update – Income Support

Introduction about income support for new and existing clients

- How to apply
  - Phone assessment only. Call your social development office.
- Remember this is a last resort.
- Record of employment for those who have previously worked. Those will be redirected to the provincial or federal government to apply for other supports being offered.
- Still require minimum requirements for new clients for income assistance;
  - Photo ID (front and back)
  - Sin # for client and spouse
  - ID for all dependents
    - Photo ID, alberta health care card, treaty card
  - 3 month bank statement and/or 2019 notice of assessment
  - EI verification and/or ROE.

Eligibility depending on circumstance for every person applying for income assistance.

You can choose to either text, fax or email this information.

- Be aware our phone line here can be quite busy and you may not reach us but we still try our best to answer all questions and return messages. And please call the office for additional information.

Note all clients are required to also have banking information for cheque depositing or electronic money transferring in which we are aiming to have started for the month of May. This includes living with family recipients.

- Until further notice, expected release is still the first of each month.
- For our existing clients. We have just a few more clients we are missing for required bank account information. If you haven’t sent in your information, please call into your social development office and the receptionist or caseworker will assist you. Also bank statements and utility bills are not required until mid-June or further notice. (Mention the utility deferral program). However, if clients still choose to send in their utility core shelter bills, then we will still accept them. Reminder, no drop offs allowable as our offices are closed to the public unless your situation requires you to.
Other Government Benefits Being offered.

- **Canada Emergency Response Benefit (temporary)**
  - Starting April 6\textsuperscript{th}
  - Those who stopped working because of COVID-19.
  - The CERB provides $500/week for up to 16 weeks.
  - For those who are not eligible for Employment Insurance.
  - Apply though the Canada Revenue Agency either online or by phone.
    - Follow the instructions below before you call 1-800-959-2019 or 1-800-959-2041
    - Before you call
    - To verify your identity, you'll need, your social insurance number (SIN), postal code
    - If you are calling the CRA on behalf of someone else, you must be an authorized representative
    - The CRA will issue payments by direct deposit or cheque, based on the payment method we have on file for you
  - List of specific days to apply;
    - Born in the month of January, February or March, apply for CERB on Mondays starting April 6\textsuperscript{th}
    - Born in the month of April, May, or June, apply for CERB on Tuesdays starting April 7\textsuperscript{th}
    - Born in the month of July, August, or September, apply for CERB on Wednesdays starting April 8\textsuperscript{th}
    - Born in the month of October, November, or December, apply for CERB on Thursdays starting April 9\textsuperscript{th}
    - And for any month, you can also still apply on Fridays, Saturdays and Sundays.
  - Look at list for eligibility list.

- **Employment Insurance**
  - Provide up to 15 weeks of income replacement and is available to eligible claimants who are unable to work because of illness, injury or quarantine, to allow them time to restore their health and return to work. Canadians quarantined can apply for employment insurance sickness benefits. More information regarding this is on the Government of Canada website.
  - Best way to check for anything I think is google! Google in your question and there you go, a whole list of information provided for you.

- **Provincial Isolation Support**
  - This has closed as of April 6, 2020.

- **Utility payment deferral**
  - Attached is information on it.
Canada Emergency Response Benefit

Coronavirus disease (COVID-19)

What is the Canada Emergency Response Benefit

If you stopped working because of COVID-19, the Canada Emergency Response Benefit (CERB) may provide you with temporary income support.

The CERB provides $500 a week for up to 16 weeks.

How to apply

We will start accepting applications on April 6.

Prior to April 6, individuals who are without work and are eligible for EI can continue to apply for Employment Insurance.

Important! If you are not eligible for Employment Insurance, find out how you can get ready to apply for the CERB through the Canada Revenue Agency.

Whether you apply online or by phone, the CRA wants to provide the best service possible to everyone. To help manage this, the CRA has set up specific days for you to apply. Please use the following guidelines:

<table>
<thead>
<tr>
<th>Day to apply for the Canada Emergency Response Benefit</th>
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</thead>
<tbody>
<tr>
<td>If you were born in the month of</td>
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<tr>
<td>January, February or March</td>
</tr>
<tr>
<td>Apply for CERB on</td>
</tr>
<tr>
<td>Mondays</td>
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<tr>
<td>Your best day to apply</td>
</tr>
<tr>
<td>April 6</td>
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<tr>
<td>April, May, or June</td>
</tr>
<tr>
<td>Apply for CERB on</td>
</tr>
<tr>
<td>Tuesdays</td>
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<tr>
<td>Your best day to apply</td>
</tr>
<tr>
<td>April 7</td>
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<tr>
<td>were born in the month</td>
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<tr>
<td>----------------------------------</td>
</tr>
<tr>
<td>May, August, or September</td>
</tr>
<tr>
<td>October, November, or December</td>
</tr>
<tr>
<td>Any month</td>
</tr>
</tbody>
</table>

**Eligibility**

The benefit will be available to workers:

- Residing in Canada, who are at least 15 years old;
- Who have stopped working because of COVID-19 and have not voluntarily quit their job;
- Who had income of at least $5,000 in 2019 or in the 12 months prior to the date of their application; and
- Who are or expect to be without employment or self-employment income for at least 14 consecutive days in the initial four-week period. For subsequent benefit periods, they expect to have no employment income.

The Benefit is only available to individuals who stopped work as a result of reasons related to COVID-19. If you are looking for a job but haven’t stopped working because of COVID-19, you are not eligible for the Benefit.

**Questions and answers**

- What is the Canada Emergency Response Benefit?
- How do I know whether to apply for EI benefits or the Canada Emergency Response Benefit?
- Where can I apply for the Canada Emergency Response Benefit?
- What are the eligibility criteria for the Canada Emergency Response Benefit?
- Under what circumstances can I apply for the Canada Emergency Response Benefit?
Coronavirus disease (COVID-19) – Employment and Social Development Canada

CORONAVIRUS DISEASE (COVID-19)

Read the latest Public Health Agency of Canada facts on Coronavirus.

⚠️ Important notice: Service Canada offices are changing how you can access their services

Our priority is the health and safety of all Canadians, while maintaining service to the public. We are temporarily closing in person Service Canada Centres to allow us to better prioritize capacity and to ensure critical service delivery to vulnerable clients.

Read the full Service Canada notice.

For individuals

- Canada Emergency Response Benefit
- Changes to Service Canada Centres
- Employment Insurance

Employment Insurance (EI) sickness benefits provide up to 15 weeks of income replacement and is available to eligible claimants who are unable to work because of illness, injury or quarantine, to allow them time to restore their health and return to work. Canadians quarantined can apply for Employment Insurance (EI) sickness benefits.
If you are eligible, visit the EI sickness benefits page to apply.

Service Canada is ready to support Canadians affected by COVID-19 and placed in quarantine, with the following support actions:

- The one-week waiting period for EI sickness benefits will be waived for new claimants who are quarantined so they can be paid for the first week of their claim
- Establishing a new dedicated toll-free phone number to support enquiries related to waiving the EI sickness benefits waiting period
- People claiming EI sickness benefits due to quarantine will not have to provide a medical certificate
- People who cannot complete their claim for EI sickness benefits due to quarantine may apply later and have their EI claim backdated to cover the period of delay

**Important:** If you are directly affected by the COVID-19 because you are sick or quarantined and you have not yet applied for EI benefits, please submit your application **before contacting** us. This will allow us to better serve you and prevent delays in establishing your claim.

**If you have already completed the application for EI sickness benefits** whether you are sick or quarantined and would like to have the one-week waiting period waived, call the new toll-free phone number below. It is important to note that no other request will be actioned on this phone line. We will take action only for sick or quarantined clients affected by the COVID-19 for which the application for sickness benefits has been filed.

- Telephone: 1-833-381-2725 (toll-free)
- Teletypewriter (TTY): 1-800-529-3742

If you are experiencing symptoms such as cough, fever, difficulty breathing or you are in self-isolation or quarantine, do not visit or enter any Service Canada office. As an alternative, you may access our services online or by calling 1 800 O-Canada.

- **Canada Child Benefit**
- **Public pensions (Canada Pension Plan and Old Age Security)**
- **Canada Student Loans**
- **Canada Education Savings Program / Canada Disability Savings Plan**
- **Passport services**
Notifications

COVID-19 is a public health emergency. Self-isolation is mandatory for returning international travellers and people with symptoms. Find out more.

Alberta

Home → Health → Manage your health → Disease prevention and surveillance → Alberta's COVID-19 response → Emergency isolation support

Emergency isolation support

Financial support for working Albertans who are experiencing a loss of income resulting from self-isolation due to COVID-19.

Overview

Eligible working Albertans can receive a one-time emergency isolation support payment of $1,146 if they are required to self-isolate or are the sole caregiver of someone in self-isolation and they have no other source of pay or compensation.

This is a temporary program to bridge the gap until the Federal Emergency Care Benefit is available in April.

If you are eligible for federal Employment Insurance benefits, you are strongly encouraged to apply immediately.

Eligibility

You are eligible for the emergency isolation support program if you:

- have experienced total or significant loss of income and are not receiving compensation from any other source because you:
  - have been diagnosed with COVID-19
  - have been directed by health authorities to self-isolate
  - are the sole caregiver of a dependent who is in self-isolation

You are not eligible for this program if you:

- were not working immediately before you were advised to self-isolate
- can work from home
- are not experiencing a significant loss of income as a result of self-isolation
- are currently collecting other forms of income support or employer benefits while self-isolated, such as:
  - workplace sick leave benefits
  - federal employment insurance (EI) benefits
- are staying home to care for a dependent who is home for a reason other than self-isolation
- reside outside of Alberta

If you are not eligible for this program, other supports are available.

How to apply

The system is working but we need to periodically shut it down in order to manage the flow of applications. We will make it available as soon as possible. Thank you for your understanding.
1. Complete the initial online eligibility assessment. If you meet the general eligibility criteria, you will be able to continue through the application.
   - If you already have a verified MADI account, you’ll progress to the next sections of the application.
2. You will then be required to sign in to or create a MyAlberta Digital ID (MADI) account to complete the application.
   - Complete the ID verification process on the same device on which you began – do not switch from computer to mobile.
   - To confirm your ID from a computer, enter the ID manually, do not use the mobile QR code option.
   - Once you confirm your identity, you’ll receive a notification that you will receive an activation code in the mail – you do not need to wait for the mailed verification code to complete your application for the Emergency Isolation Supports.
3. If you don’t have a verified MADI account, you can sign up during the application process using your Alberta driver’s licence or ID card number to confirm your identity.
   - If you don’t see the button, please launch the assessment again by following the link from this page. Once you sign in with your new MADI account, you will be able to complete the application.
4. After you confirm your ID, you will see a button to Sign In. Click the button to return to the Emergency Isolation Support application so you can proceed.

If you need help completing your application, call Alberta Connects at 310-4455, open 7 days a week from 8 am to 8 pm. Please be patient as call volumes may be high.

After you apply

After submitting an application you will receive an email confirmation with a reference number for future interactions.

If your application is approved, you will receive a one-time payment of $1,146 through Interac e-Transfer within 24 to 48 hours.

Other available benefits

If you are not eligible for the emergency isolation support payment, other programs are available:

- Employment Insurance – the one-week waiting period has been waived for people in self-isolation
- Utility payment deferral
- Student loans repayment deferral
- Deferrals on ATB lines of credit and mortgages for up to 6 months
- Deferrals on 2019 tax returns until June 1, 2020

See list of available provincial and federal programs.

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Home
Utility payment deferral

Individuals, families and businesses can defer utility payments until June 19, 2020 to lessen financial burden associated with the COVID-19 pandemic.

COVID-19 info for Albertans

Alberta is taking action to protect Albertans and prevent the spread of the novel coronavirus. Find out more at alberta.ca/COVID19

Overview

Albertans who are experiencing financial hardship directly related to the COVID-19 pandemic can work with their utility company to defer electricity and natural gas bills until June 19, 2020 without any late fees or added interest payments.

In addition, no Albertan can be cut off from these services or see their services reduced during this period.

Eligibility

You are eligible if you are experiencing financial hardship and cannot make your regular payments as a result of the COVID-19 pandemic. For example, you:

- have been diagnosed with COVID-19
- have been directed by health authorities to self-isolate
- have lost your job
- are taking care of a family member

This applies to bills for residential, farm and small commercial:

- electricity consumers, who consume less than 250,000 kilowatt hours of electricity per year
- natural gas consumers, who consume less than 2,500 gigajoules per year

Albertans who are able to pay their utilities are strongly encouraged to do so to allow greater support for those in need.

Albertans in arrears or behind in payments before the deferral program launched on March 18 are also eligible for a deferral.

How to defer utility payments

To arrange for a deferral and repayment plan, contact your natural gas or electricity provider directly.

You can sign up for the deferral at any time; however, the deferral ends on June 19, 2020. After June 19, the agreed upon repayment plan will be implemented.
In situations where rent and utilities are combined, contact your landlord directly to discuss the circumstances.

**Repayment**

Payments will be required at the end of the deferral period, but you will not be required to pay for the entirety of the deferral on June 19.

Contact your utility provider to discuss repayment plan options.

In addition to the agreed repayment plan, consumers may:

- put down additional payments towards their balance
- pay one month and defer the next during the period between March 18-June 19
- make changes or amendments to a payment schedule – including automatic payments

For support in negotiating a repayment plan that fits your budget or in resolving any service or billing issue, contact the Utilities Consumer Advocate.

**For utility providers**

All providers are affected by the utility deferral program, including:

- competitive retailers
- regulated rate option providers for electricity
- default rate providers for natural gas
- rural electrification associations
- gas cooperatives
- the City of Medicine Hat

The utility payment deferral applies to all customers, including those eligible for the Regulated Rate Option or Default Gas Supply.

Government and the Alberta Utilities Commission will work with utility companies to develop approaches for repayments that will help consumers pay back their deferred utilities within a reasonable time period.

**Other supports**

For information other financial support programs available during the COVID-19 pandemic, visit:

- Supports for Albertans
- Supports for employers and employees

**News**

- Protecting Alberta's families and economy (March 18, 2020)

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