



# Interior Region

## Guide to Navigating First Nations Health Benefits

### Meal Supports for Self-Isolation

#### ISOLATION MEAL SUPPORT FOR COMMUNITY

UPDATED: MARCH 29, 2021

#### **COMMUNITY APPLYING FOR MEAL SUPPORT FUNDS ON BEHALF OF MEMBERS:**

##### **STEPS TO TAKE**

1. When a community member requests support for meals through the community pathway, it should be confirmed that no meal support has been requested through the individual pathway. First Nations Health Benefits (FNHB) will make every effort to not duplicate payment to members. Therefore, community will not be eligible for the meal support reimbursement of members that have already received support through the individual pathway.
2. There should be an agreement between the community and member(s) on whether:
  - **Option (1):** the community will give the member the funds of \$53.10 per adult / \$25 per child per isolation day **OR**
  - **Option (2):** the community will retain the funds but support the member through other means, such as grocery delivery, food hamper, meal delivery, etc. equivalent to the support amount
3. To request support, please utilize the “**COMMUNITY MEAL SUPPORT CALCULATOR**” (<https://www.fnha.ca/Documents/FNHA-Community-Meal-Support-Funding-Calculator.xlsx>) and send to [HB.Eligibility@fnha.ca](mailto:HB.Eligibility@fnha.ca) with “Community Meal Support Request” in the subject line. *(If you encounter issues downloading the calculator please email [COVID19needs@FNHA.ca](mailto:COVID19needs@FNHA.ca))*

#### **INCLUDE COMPLETED CALCULATOR IN EMAIL SUBMISSION**

- Please ensure all information is filled out in the Calculator spreadsheet, including the following supported community member information *(incomplete calculators cannot be processed and will be returned to community)*:
  - First and Last Name (please do not use nicknames)

- Status Number
- Date of Birth
- Isolation start date and isolation end date as advised by a health care provider

## TERMS AND CONDITIONS

- Daily Rate: \$53.10 per eligible adult; \$25 per eligible child (under 9 years of age)
- Duration: Meal support is limited to the isolation period advised by the health care provider
- Effective: Funding is eligible if self-isolation period occurs between January 12, 2021 – July 31, 2021 **(NEW)**
- Eligibility: On or off reserve Status First Nations individuals self-isolating at home or in community isolation facilities (those isolating in FNHB supported hotels receive meal support directly and are ineligible through this pathway)

## FREQUENTLY ASKED QUESTIONS

- Can community members apply for the support without going through the Band?
  - Yes, any Status First Nation individual required to self-isolate due to COVID-19 as advised by a health care provider can apply by contacting FNHB (*See above or refer to Isolation Meal Support for Individuals Document*)
- What if the Band has advanced support to an individual and they have already received supports (funds) on their own?
  - FNHB is monitoring the application process and an individual can only receive supports through the community meal support or individual meal support, not both. **It is recommended that community include a repayment agreement for individuals receiving advanced meal support funds or direct meal support (groceries, food hampers, etc.) from community in case duplicated support is found.** FNHA can not disclose what support is being provided unless a duplicate request is found
- Can individuals being supported be members of a different community but living in the community applying?
  - Status First Nation is the only criteria regardless of place of residence.

# Interior Region

## Guide to Navigating First Nations Health Benefits

### Meal Supports for Self-Isolation

## ISOLATION MEAL SUPPORT FOR INDIVIDUALS

UPDATED: MARCH 29, 2021

### **INDIVIDUALS APPLYING FOR MEAL SUPPORT FUNDS FOR THEMSELVES OR FAMILY: STEPS TO TAKE**

1. Contact First Nations Health Benefits (FNHB) at 1-888-305-1505
  - → press 2 for the 'other' option, → 1 for enrolment; Monday – Sunday from 8:30am to 4:30pm
  - You may wish to utilize the Information Gathering Sheet to help prepare and assist you when making this phone call
2. **OR** email the filled out “**INDIVIDUAL MEAL SUPPORT CALCULATOR**” (<https://www.fnha.ca/Documents/FNHA-Individual-Meal-Support-Funding-Calculator.xlsx>) to [HB.Eligibility@fnha.ca](mailto:HB.Eligibility@fnha.ca) with “Individual Meal Support Request” in the subject line. *(If you encounter issues downloading calculator please email [COVID19needs@FNHA.ca](mailto:COVID19needs@FNHA.ca))*

### TERMS AND CONDITIONS

- If applying through E-mail/Calculator: Please ensure all information is filled out in the form (incomplete calculators cannot be processed and will delay the process)
- Daily Rate: \$53.10 per eligible adult; \$25 per eligible child (under 9 years of age)
- Duration: Meal support is limited to the isolation period advised by the health care provider
- Effective: Funding is eligible if self-isolation period occurs between January 12, 2021 – July 31, 2021 **(NEW)**
- Eligibility: On or off reserve Status First Nations individuals self-isolating at home or in community isolation facilities (those isolating in FNHB supported hotels receive meal support directly and are ineligible through this pathway)
- Funds will either be sent via cheque or direct deposit to the individual’s account (banking information required)

- **Funds may take up to 14 days to be processed**
- The individual will be responsible for the coordination of accessing no-contact meal or grocery delivery

## FREQUENTLY ASKED QUESTIONS

- What if I need immediate support coordinating access to no-contact meal or grocery delivery while in isolation?
  - It is recommended that you connect with your Band to see if they can support with advancing funds or providing meals. Alternatively, arrangements may be able to be provided by contacting the Interior Region FNHA Isolation Lead at: [Shalyn.Pigeon@fnha.ca](mailto:Shalyn.Pigeon@fnha.ca).
- **If my Band is supporting me with advanced funds or groceries/meal delivery, can I still apply through FNHB?**
  - Please discuss with your community. If your Band is supporting you and will be applying through FNHB on your behalf, you will not be eligible through the individual pathway. FNHB will make every effort to not duplicate payment for individual members. If you receive funds through both streams you may be responsible for returning the funds to your band.
- Can I apply at any time?
  - If you have been medically directed to isolate between January 12 and July 31, 2021 **(NEW)**, you are eligible to apply for supports. However, if you isolated between these dates and your Band supported you with meals/groceries/food hampers, please connect with them to ensure they have not already applied for reimbursement (see above).
- Can my partner and I both apply for these supports for our family?
  - Any Status First Nation individual who is required to self-isolate due to COVID-19 as advised by a health care provider is eligible to apply for the funds. This may include multiple members of one household/family.

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## ISOLATION MEAL SUPPORT FOR INDIVIDUALS

### **INFORMATION GATHERING SHEET**

#### INFORMATION TO HAVE READY WHEN CONTACTING FNHB:

When contacting FNHB please ensure you have the following information handy for **each of the individuals you are requesting support for:**

Status Number	Last Name	First name	Date of Birth	Start Date of Isolation	End Date of Isolation	Address	Phone Number/Email

**\*PLEASE NOTE:**

- THIS IS NOT THE SAME AS THE INDIVIDUAL MEAL SUPPORT FUNDING CALCULATOR AND SHOULD NOT BE SENT AS A REQUEST - THIS DOCUMENT IS FOR PERSONAL USE ONLY. \*
- If multiple cheques will be issued for your household, please indicate to FNHB assessor which individuals will be included under each cheque.
- For Direct Deposit please have your account information available in the form of a void cheque or direct deposit form from your bank.