

**DEADLINE FOR ALL APPLICATIONS:**

**Ext: March 29, 2021**

# AMC PANDEMIC SUPPORT 2021

## FREQUENTLY ASKED QUESTIONS



AMC has compiled a list of the most frequently asked questions to assist you in your application process for the support that has been secured for First Nations citizens from Manitoba.

The questions have been organized into 6 different categories for your convenience:

A| Application Basics  
B| Eligibility

P.1 C| Application Process  
P.1 D| Support Options

P.2 Off-Reserve Support 2020 (Closed) P.3

### A| APPLICATION BASICS

AMC has set up a user-friendly application process that is quick and easy. Below are the basics on how to apply.

#### Q01: How do I apply?

A short survey application has been set up to collect the required application information. The deadline is **March 29, 2021**. You can fill this survey out via an online version or phone. For convenience, AMC has set up two different ways to access this survey application:

**Option 1| Online** - You can visit the following link to apply via online survey: <https://www.surveymonkey.com/r/PandemicSupport>

**Option 2| Telephone** - You can apply via the Support Line toll free **1-866-345-1883 and press "1"**.

#### Q02: I applied a while ago, when will I receive a call back?

We have currently received over 3000 applications for support and are constantly exploring new ways to increase our rate of processing applications. Our goal is to contact all applicants by the end of April.

#### Q03: What if I don't receive a call back after the March 26<sup>th</sup> deadline?

Due to the volume of applications we will need to continue processing after the **March 29, 2021** deadline. If you applied before the deadline you can expect to receive a call back from us.

#### Q04: How can I confirm AMC has received my application?

If you have completed the online application your application has been collected. If you would like confirmation that your application was received call the Support Line toll free **1-866-345-1883 and press "1"**.

#### Q05: What if I am receiving EIA?

You are allowed to earn \$200 per month before your income is affected. Please consider this risk when applying. After you have applied a staff member will contact you by phone. If this is a concern please mention this in a follow up and we will help prevent your income from being reduced.

#### Q06: What if I have questions about the application process that are not answered within these FAQ's?

**Option 1| Pandemic Support Line** - AMC has set up a 24-hour Support Line for all of your application support at: toll free **1-866-345-1883 and press "1"**.

#### Q07: What if I have difficulty connecting to the call center

Please ensure that you are calling the correct phone number toll free **1-866-345-1883 and press "1"** or 204-954-3050 if you are calling from outside of Manitoba. Please ensure you are pressing "1" and not "2." If you have any further difficulty please email [sjensen@manitobachiefs.com](mailto:sjensen@manitobachiefs.com)

## B| ELIGIBILITY

AMC recognized the need to support First Nations citizens during this pandemic and applied for support. AMC is working diligently to support as many citizens as possible and is continuing to pursue support opportunities.

### Q01: What are the eligibility requirements?

For this phase of support, priority will be given to those First Nation Citizens from Manitoba who have not received any other form of pandemic assistance. However, all off-reserve citizens that are members of First Nations of Manitoba are welcome to apply.

### Q02: What if I am outside of Winnipeg, Manitoba, but I am a member of a Manitoba First Nation?

We welcome all First Nation citizens to apply for this support whether you are living in Winnipeg or not.

### Q03: What if I am homeless?

If you are homeless, you are still eligible to apply. The application process will be the same for you as any other citizen. In the case that your application is approved, we will need the following information:

**Receiving Address:** If you are applying by phone, please ask the person to add this note to your application. When our staff contact you to follow up with the call, you can arrange to pick up your support from our office.

**Phone Number:** It will be necessary to provide a phone number by which AMC can reach you at.

## C| APPLICATION PROCESS

### Q01: The online survey link doesn't seem to work, what do I do?

**Scenario 1|** You may be using a link for another application form that is now closed. Please ensure you are using the link below. Re-type the link below into a browser if necessary.

<https://www.surveymonkey.com/r/PandemicSupport>

**Scenario 2|** If you are trying to click on a link that is part of a .png or .jpg file such as the one posted on Facebook, the link will not work.

Use the link on Facebook post:

<https://www.surveymonkey.com/r/PandemicSupport>

### Q02: How can I register if I do not have access to a computer or internet?

Applications can be completed over the phone by calling the Support Line toll free **1-866-345-1883 and press "1"**.

### Q03: If I sent in my information via email, is this considered a complete application?

No, the application must be completed either online or over the phone. If you have sent in your information via email, please phone the support line.

### Q04: Can I edit the details of an application I submitted?

Yes! Applications can be updated by calling the Support Line toll free **1-866-345-1883 and press "1"**.

### Q05: Can I apply on behalf of someone else?

Yes, if the person is elderly, disabled or unable to read or write.

**Technical Considerations:** When filling out an application for someone else, it is important to consider the fact that an application can be filled out only once from the same IP address. Therefore, if you are filling out a second application, you can either do so from another phone/computer device, or by calling into our Support Line toll free **1-866-345-1883 and press "1"**

### Q06: When will I find out if my application has been approved?

**Follow up calls:** Once the application process is complete our staff will contact those applications that have been received before the March 26 deadline. You can expect a follow up call to confirm the details of your application and to schedule mail, delivery or pick up.

## D| SUPPORT OPTIONS

### Q01: Why did I receive a different amount than someone from this program?

This program is not distributing a standard amount per person, it is a needs based program and the support amount is based on the needs indicated on the application form and whether the application is for a family or an individual. Please

### Q02: What is meant by "Medical Transportation"?

Medical Transportation – Transportation to medical appointments. AMC will provide transportation by taxi to medical appointments and COVID Testing

### Q03: What are the different support options?

Groceries, Clothing, Baby diapers, baby wipes, baby food, baby formula, school, supplies, other

### Q04: When will you be distributing the support?

Applications will be accepted until March 26, 2021 and the resources will be provided on limited basis while the application process is open. The resources will be distributed to the remaining applicants during the month of April. Applications are processed in the order received and they will be processed until the funds have been exhausted.

### Q05: What is meant by “Other”?

Other includes supports that are needed but not provided through the other resources available. These requests will be reviewed only as funding is available.

### Q06: How will my information be used?

All personal information collected will be used for the sole purpose of verifying the identities of applicants. This is part of the Assembly of Manitoba Chiefs due diligence of ensuring the financial support intended for off-reserve citizens reaches those citizens. All application information will be stored for the duration of the Covid-19 pandemic after which it will be permanently destroyed. First Nation citizens can contact the call the Pandemic Support Line at **204-954-3050 and press “1”** or toll free **1-866-345-1883 and press “1”** at any point if they would not like their information used for this purpose.

### Q07: Will my information be kept confidential?

Disclosing, copying, or distributing your information for any other purpose than the purpose described above is strictly prohibited by provincial and federal law. Your personal information including name, phone number, address, identification, purchasing activity, etc. will not be sold or shared with any third party for any reason outside of the above stated purpose.

### Q08: Are legally allowed to collect my information

Our application requires all participants to give their consent to us using their information for this purpose alone. We cannot proceed without your consent.

## AMC Off-Reserve Supports 2020 (CLOSED)

AMC applied for funding through Indigenous Service Canada to provide support to First Nation citizens living off-reserve in Manitoba.

### Q01: Why haven't I heard about this?

The funds were distributed evenly between the 63 First Nations in Manitoba in December 2020. Six First Nations have requested AMC support with the application and distribution process.

War Lake First Nation  
Tootinawazibeeng First Nation

Dakota Plains First Nation  
Nisichawayasihk First Nation

Waywayseecappo First Nation  
Northlands Denesuline

### Q02: Can I still apply for this support?

Unfortunately, this program is now closed. The funds have been mailed to the applicants using AMC prepaid cards.

### Q03: Why can't I activate my card?

If you have having any trouble with activating your card please contact one of the following:

Option 1| – Contact Shirley at [sjenson@manitobachiefs.com](mailto:sjenson@manitobachiefs.com)

Option 2| - Toll free **1-800-624-6171 (Monday – Friday 7:30am to 4:00pm CST)**

### Q04: I've applied a long time ago what is the status of my application?

The supports have recently been processed and mailed and should be arriving soon if they have not yet arrived. To confirm that your support is on its way if you applied contact one of the following:

Option 1| – Contact Shirley at [sjenson@manitobachiefs.com](mailto:sjenson@manitobachiefs.com)

Option 2| - Toll free **1-800-624-6171 (Monday – Friday 7:30am to 4:00pm CST)**