



## Fort William First Nation Essential Services

In response to the prevention of the spread of the COVID-19 Virus- Effective Immediately

Fort William First Nation will be following recommendations from the Public Health Officer. Including physical distancing to reduce the exposure of COVID-19, we will be providing essential services only. The Fort William First Nation main office and Health Centre will remain closed to the public.

The following is direct service being provided by department:

### **Family Support/Child Welfare Services**

The FSW's will continue to be available for children, families and the community in partnership with Dilico.

- Family/ Elder's wellness checks.
- 24 Hour on call support – 472-7701.
- Investigation support in partnership with Dilico

If you have reasonable grounds or suspect a child in need of help or protection please call (807) 623-8511 or toll free 1 (855) 623-8511.

### **Health Services**

- Staff are working to ensure food security is being addressed, ordering and stock piling non-perishable food.
- Food boxes/Well baby bundles are being collected and stock-piled for distribution.
- PPE supplies continue to be in demand, staff are in constant contact with supplier and we have orders on backlog.
- The Medical van is not in operation, doctor's appointments are restricted to telephone and/or virtual visits.

### **Mental Health Services**

The Mental Health and Addictions staff will continue to be available to the community.

A Mental Health support group has been created to support those who require immediate support. <https://www.facebook.com/groups/658816321545731/>

### **Addiction Services**

Opioid Addiction Treatment (OAT) continues to plan to implement and deliver Medical Assistance Treatment (MAT) for Methadone/Suboxone clients who require these programs.



## Fort William First Nation

### **Social Services/Wellness Hub**

The Social Service/Wellness Hub office will remain closed to the general public. There will be one staff member in the office Monday to Friday 9am-4pm to answer calls and provide essential services to participants as the need for essential services occur.

- Ontario Works caseworkers will be doing intakes via telephone or virtually if available.
- All required information requested for intake verification is to be sent via email directly to the case worker or can be sent to [SSreception@fwfn.com](mailto:SSreception@fwfn.com) for verification.
- Caseworkers will be only doing essential service requests at this time.
  - Intake applications- package will be emailed to potential applicant if applicable.
  - Essential TSF requests- Utility Bill payments and disconnections/reconnection requests to be emailed to workers.
  - Essential Services- Food Security, Water and Sewer, Basic needs and Shelter requests at discretion of the Ontario Works administrator.
  - Food Bank- Staff will continue to be provide food bank to recipients with proper precautions in place for the protection of participants and staff.
- COVID-19 discretionary temporary relief support will be continued to be issued until further notice to active Ontario Works recipients and ODSP recipients residing in the Geographical location of the First Nation and will be mailed out to address on file.
- Employment and Training Services will be on temporary hold until social distancing bans are lifted by the Ontario Government.

Any further inquiries are need for the services provided call the Ontario Works office @ (807)622-6791 or email [SSreception@fwfn.com](mailto:SSreception@fwfn.com)

### **Education Services**

The Education Department provides support to Post Secondary Students on a daily basis, maintaining the payment files and offering outreach to our students. Brittany and I have access to our emails and respond as quickly as possible to issues/concerns raised by students. We are in contact with the School Board and continue to monitor the current situation closely.

The Education Department in partnership with the Health Center, delivered 350 snack boxes to each house in our community. Thank you to our bus drivers/monitors for carrying out this endeavour. Currently we are completing year end work with the nutrition program offered by FWFN and Nokiiwin to deliver the service to our students from grade JK-12. We are also in the initial stages of organizing our very successful backpack program.



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