



# TAKLA NATION

HEALTH ■ PROSPERITY ■ TRADITION

## Frequently Asked Questions (FAQ)

### **Q1. Will access to community be blocked?**

We are ENCOURAGING all members to NOT travel in and out of the community, we have topped up fuel and brought in lots groceries into the TTP (adjusted pricing to are 50% off) to assist members in not leaving the community.

We will be setting up signage and information to members and others, that access to Takla Landing is limited and monitored through checkpoints.

### **Q2. Can all members apply for the assistant funding?**

All members and staff are included in the Emergency Assistance Funding from Takla. The first round of funding is almost complete, and the second round of assistance will be announced in the near future.

### **Q3. How do I know if you've received my application?**

At present, the Emergency Response Team needs to add the information to the system from all of the applications and support documents received.

### **Q4. What's the emergency response team number for information surrounding COVID-19?**

The toll-free number is 1-877794-7877. Due to the volume of calls, you may be directed to leave a message, we appreciate the call and will work to get a response back to you as quickly as we are able.

### **Q5. What are we doing with members that aren't participating in social / physical distancing?**

Presently there are discussions around frequent noncompliance, and we will update with communications on the website or on a case by case basis.

### **Q6. Can someone deliver my cheque?**

Due to restrictions of Covid 19 and current directions, personal delivery of cheques is not being offered. We are working on Personal pick ups, Direct Deposit and Manual Cheques at this time. Our goal is to move to cheques and direct deposit for funding.

### **Q7. Can I transfer back to Takla?**

Any transfers are handled through an application process with Ann Abraham.

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**Q8. Is the band doing direct deposit?**

As most members needed their banking information updated, the completion of the forms with a copy of a voided cheque would be greatly appreciated. Please check on the form as to where to send this information for addition to your file. All information is kept strictly confidential. Once received, we can then add for future transfers.

**Q9. When are the payment dates for COVID-19 funding support?**

Any payment dates are approved by Chief and Council in advance. Once approved, we will be updating the website with details and forwarding funds.

**Q10. If I've received a letter from chief and council and I leave the reserve, I won't be let back in?**

The letters that have been shared are to let members know how serious the Covid-19 virus pandemic is, and the steps that the Nation has taken to communicate and ensure public health and safety in community. These measures are to ensure that the message is getting through and that repeat offenders are kept current on a one on one basis.

**Q11. When self-isolating is it okay to be outside your house?**

Self isolating is encouraged, and includes social distancing, washing of hands and staying home. It also means no visiting other homes and keeping a safe distance from others (2M or 6 Feet) at all times.

**Q12. When does the grocery truck deliver to Takla? How do I online order specific things I would like?**

The Nation has upped the number of trips to community to ensure food supplies and freight are delivered in a timely basis. We run between 1 and 2 trips to community on a weekly basis. For grocery orders, you can connect with TTP for online suppliers, order and pay for your goods and anticipate them arriving to community at the TTP for pick up.

**Q13. What are the checkpoint staff even doing if they continue to let members in that should be in reserve?**

Checkpoint staff are in place to educate members and record essential and nonessential travel. Information is recorded and reported to the Emergency Operations Centre on a daily basis. Information is shared to let members know of the current Chief and Council restrictions on travel and the issues related to Covid 19 virus, along with safe practises.