



## SIX NATIONS OF THE GRAND RIVER

### ESSENTIAL SERVICES/PROGRAMS & CONTACT INFO

(March 5 to March 18, 2021)

Further to the announcement that SNGREC offices are closed effective 4:30 pm on March 4, 2021, please see below additional information for community members. Our current plan is to resume services under Alert Level Black restrictions on March 19. Patience is appreciated during this time due to limited staff capacity to fulfill requests. Urgent needs will be addressed as a priority.

<b>HEALTH SERVICES</b>		
Department/Service	Level of Operation	Contact Info
Paramedic Services	Normal operations	519-445-4000
Medical Transportation	Normal operations	519-445-0410 Text: 226-387-2435
Mental Health and Addictions	8:30am – 4:00pm Crisis walk-in support for clients and community members. Staff will be able to provide outreach crisis support.	519-445-2143 226-446-9902
Home and Community Care: Case Management (on-call services), Meals on Wheels, Personal Support Services, Jay Silverheels, Palliative Care	Normal operations, please call to arrange supports or to provide remote assistance where possible.	519-445-0077
Gane Yohs Health Centre	Still offering essential lab services by appointment only; the Ohsweken Medical Clinic are assessing patients in the clinic via telephone calls and Public Health is still operating during this pandemic without offering immunizations until April. Individuals can call for any questions or to schedule an appointment for later on.	519-445-2251 519-445-2672
Animal Control	Normal operations	519-445-4818
Family Health Team	In-person appointments are booked using the COVID-19 guidelines from the Ministry of Health and upon the clinical judgement of your primary care provider. All other appointments and services will be offered by phone or virtually during regular clinic hours.	519-445-4019
Health Promotions	Still offering in-person food access programs (Community Care bags, Edwadekon:ni, and on Wednesdays,	519-445-2809

	drive-thru produce market and student nutrition program), offering virtual activity programs and nutrition support.	
Therapy Services	Still offering essential services for clients (physiotherapy, speech and language). Urgent needs will be given priority.	519-445-4779
Community Crisis Response	Operational and on-site.	519-717-5469
Health Transformation Team	Available via Zoom and by phone during normal business hours.	Primary: 519-445-2418 Secondary: 519-761-9319
Child & Youth Health	Still offering critically essential client services – (Occupational Therapy, Speech Services, Social Work, Nutrition Support, Jordan’s Principle application support, FASD supports, Case Management and Early Child Development supports). This includes essential face-to-face and virtual services where necessary. Virtual group services will continue as planned.	519-445-4983
Ohsweken Dental Clinic	8:30 a.m. – 4:00 p.m. In-person appointments for dental emergencies and urgent care. Tele-dentistry appointments available.	519-717-6456
Six Nations Birthing Centre	Normal operations	519-445-4922
Diabetes Wellness Program	Support through virtual care, critically essential foot care provided - determined by the chiropodist and foot care nurse.	519-445-2226
Traditional Medicine Program	Support through virtual care only. Traditional medicine porch drop-offs can be arranged as needed.	226-227-9990
Healthy Babies Healthy Children	Client support virtually. Car seat installation will be virtual only.	519-445-4922

SOCIAL SERVICES		
Department/Service	Level of Operation	Contact Info
Crisis Line	<b>TEXT, CALL and LIVE CHAT</b> <a href="https://www.sixnationscovid19.ca/">https://www.sixnationscovid19.ca/</a> 8:30 am – 4 pm (Monday to Friday)	519-445-2204 or 1-866-445-2204
Band Representatives	Service is still available in-person as required and by telephone or fax.	515-445-0230 Fax: 519-445-0249
Social Services Administration	Please email or call.	<a href="mailto:askye@sixnations.ca">askye@sixnations.ca</a> 519-761-0579

Child and Family Services	Intake, SNAP, Family Support, Primary Prevention Services, and Clinical Services are available Monday to Friday 8:30am -4:30pm. Contact by calling and your call will be directed to the appropriate staff.	519-445-0230
Youth in Transition	Service available Monday to Friday by calling, texting, or emailing.	226-387-2359 <a href="mailto:YITW@sixnations.ca">YITW@sixnations.ca</a>
Alternate Dispute Resolution Coordinator	Service available by calling, emailing, or text message.	<a href="mailto:snaadr@sixnations.ca">snaadr@sixnations.ca</a> 226 387 0752
Early Years and Child Care	Bicentennial Trail and Stoneridge facilities remain closed – staff are available for assistance and support via email 8:30am - 4:30 pm. Virtual services will continue on Hi Mama.	Bicentennial - <a href="mailto:dcsup1@sixnations.ca">dcsup1@sixnations.ca</a> Stoneridge - <a href="mailto:lanageneral@sixnations.ca">lanageneral@sixnations.ca</a>
Family Gatherings	Call or email between 8:30am -4:30pm, Monday to Friday.	519-445-2565 Facebook.com/ SixNationsFamilyGatherings
Clarence Street	Operational for essential workers as a priority	226-227-2102 <a href="mailto:audreyplayer@sixnations.ca">audreyplayer@sixnations.ca</a>
Six Nations Corrections	Services will be provided in accordance with Ministry guidelines. For information contact Darryl Styres via email, in-person in Brant or Caledonia or by phone or virtual.	<a href="mailto:dstyres@sixnations.ca">dstyres@sixnations.ca</a> 519 445 2628
Youth Life Promotion	All programs are available via email and you will be directed to a staff person. Continue to connect with staff as usual. If urgent, in-person is available, but virtual and program deliveries will continue.	<a href="mailto:browe@sixnations.ca">browe@sixnations.ca</a> or <a href="mailto:joad@sixnations.ca">joad@sixnations.ca</a>

<b>ADMINISTRATION</b>		
Department/Service	Level of Operation	Contact Info
Central Administration Building	Closed to general public. Reception on-site to accept incoming calls, internal mail and deliveries ONLY. Staff not on-site, however continue to provide service. Two Staff on-site to assist with business outreach.	519-445-2201  Arleen Maracle: 519-445-2205, ext. 3230 <a href="mailto:arleenmaracle@sixnations.ca">arleenmaracle@sixnations.ca</a>
Finance	Payroll in office and Accounts Payable as required. DocuSign will be used.	Via email

Human Resources	Office closed. Only the Benefits Coordinator in office. All other staff will be available remotely via email.	Benefits Coordinator: <a href="mailto:hrclerk@sixnations.ca">hrclerk@sixnations.ca</a>
Policy	Policy Director off March 8-12 on annual leave and will return March 15-19 (work from home).	<a href="mailto:duanejacobs@sixnations.ca">duanejacobs@sixnations.ca</a> 519-732-6386
Communications	Communications team will be working primarily from home. Please contact Candace or Katie for communications inquiries.	<a href="mailto:clickers@sixnations.ca">clickers@sixnations.ca</a> <a href="mailto:sncoas@sixnations.ca">sncoas@sixnations.ca</a>
Records	Records will be working from home. Please call Cheryl and leave a message or send an email for records inquiries.	<a href="mailto:cdavis@sixnations.ca">cdavis@sixnations.ca</a> 519-445-2712 ext. 3400
Computer Services	Rotational staff in office to keep people connected.	<a href="mailto:davegeorge@sixnations.ca">davegeorge@sixnations.ca</a>

PUBLIC WORKS	
Level of Operation	Contact Info
Office will be closed to the public. Roads and water/sewage/septic operations will be restricted on entry of homes. Transfer Station staff on hand - discontinuing the Construction Debris Approval Process to limit the calls to the office and to eliminate going to homes for inspections. <i>There will be no \$20 payment required to deposit construction debris into the landfill site from March 5 to March 18.</i>	Call at 519-445-4242 from 9:00am - 12:00pm and from 1:00pm - 4:30pm to arrange truck-fill payments and to request septic service.

JUSTICE		
Department/Service	Level of Operation	Contact Info
Indigenous Victim Services (IVS)	Office closed – available via phone.	IVS: 1-866-964-5920 Office: 226-227-2192 Cell: 519-732-0014

LANDS & RESOURCES	
Level of Operation	Contact Info
Office closed – staff working from home	519-753-0665

LANDS & MEMBERSHIP	
Level of Operation	Contact Info
Office closed. Forms can be printed from sixnations.ca. Forms can be mailed or dropped in the mail slot. Emails will be checked daily.	519-445-4613

<b>FIRE</b>	
Level of Operation	Contact Info
100% operational on fire suppression/emergency response. Central phone number set up to forward to our receptionist cell phone so there is no change for community members/department access to fire. Both emergency and non-emergency calls remain the same.	Emergency line: 911 Non-emergency: 519-445-4054

<b>ONTARIO WORKS</b>	
Level of Operation	Contact Info
Office closed to the public. Only urgent needs will be served as required. Skeletal staff in office on a rotational basis.	519-445-2084

<b>PARKS &amp; RECREATION</b>	
Level of Operation	Contact Info
Facilities are only open for the SNGR Health Staff who will be working at the COVID-19 Assessment Centre. Program employees will continue to facilitate the Senior Centres Without Walls (SCWW) program via weekly teleconference phone calls. There are also virtual fitness classes for children. For all other inquiries, please contact Cheryl.	SCWW Contacts: Cindy Thomas, Programming Team Leader ( <a href="mailto:cthomas@sixnations.ca">cthomas@sixnations.ca</a> ) & Leigh Thompson, Special Events and Programs Assistant ( <a href="mailto:leighthompson@sixnations.ca">leighthompson@sixnations.ca</a> )  Cheryl Henhawk: <a href="mailto:chenhawk@sixnations.ca">chenhawk@sixnations.ca</a> or 519-770-6251

<b>HOUSING</b>	
Level of Operation	Contact Info
Office closed – Phone service will be maintained. After-hours maintenance, housing tenants continue to use phone number provided.	519-445-2235  Email: <a href="mailto:housing_info@sixnations.ca">housing_info@sixnations.ca</a>

<b>OGWADENI:DEO</b>		
Department/Service	Level of Operation	Contact Info
- Home visits for alternative care - Child protection - Investigations in the home or field - Supervising regular visits for parents with court-ordered access - Virtual court appearances - Signing of agreements (DocuSign where possible) - File transfers	Ogwadeni:deo has a statutory mandate and is required to provide consistent services even through COVID times.  All staff at Weken will be working from home unless required to attend the office or in the field to conduct or support CES.	519-445-1864

<ul style="list-style-type: none"><li>- Case consult and supervision</li><li>- Still receiving faxed information, managing calls for worker/supervisor contact and possible abuse reports</li></ul>	Maintenance person will be working reduced hours to continue necessary cleaning.	
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