



## NTI Isolation Kit Program – Frequently Asked Questions (FAQs)

### **Introduction**

Nunavut Tunngavik Inc. (NTI) provides support to Inuit who have been diagnosed with COVID-19, are required to isolate for 14 days as a result of contact tracing and are in a Nunavut community with active COVID-19 cases. It is vital that we all follow the public health measures that are put in place by Nunavut's Chief Public Health Officer (CPHO) which includes whole household isolation requirements if you have been diagnosed with COVID-19 or asked to isolate as a result of contact tracing or have experienced symptoms of COVID-19.

Isolation Kits are intended to support Nunavut Inuit to stay home. The content of these kits depends on the information provided to NTI and will be adapted based on dietary needs, number of adults and children in the household and infant specific needs.

For communities with confirmed cases, isolation kit applications do not require signature by a health care provider. All other Nunavut communities and Inuit living outside of the Nunavut Settlement Area require a signature by the health care provider. Any information provided will be strictly confidential. The Isolation Kit program is a voluntary program. The NTI Isolation Kit Program was developed with the Government of Canada's Indigenous Community Support Funding.

To ensure anonymity, supplies and supports will not be given unless the affected person(s) fill out the isolation kit application form. The application form can be printed or filled out online at <https://covid19.tunngavik.com/nti-isolation-kit-form/>

For more information on **NTI's Isolation Kit Program**, please call toll free **1-888-924-3757** or email [COVID-19@tunngavik.com](mailto:COVID-19@tunngavik.com) or website at <https://covid19.tunngavik.com>

### **Frequently Asked Questions**

#### **1. Who is eligible to receive an Isolation Kit?**

Isolation Kits are intended to support Nunavut Inuit to stay home. You are eligible to apply if you have been diagnosed with COVID-19, are required to isolate for 14 days as a result of contact tracing, experience COVID-19 symptoms, and are in a community with active COVID-19 cases.

#### **2. How do I apply for an NTI Isolation Kit?**

The NTI Isolation Kit application form can be printed or filled out online at: <https://covid19.tunngavik.com/nti-isolation-kit-form/>.

Submit your completed forms to [COVID-19@tunngavik.com](mailto:COVID-19@tunngavik.com). This is the fastest way to apply for the NTI Isolation Kit. We have staff in all three regions checking this email address, receiving applications and answering questions. These dedicated staff are working evenings and Saturdays.

If you do not have access to a computer, we encourage you to reach out to friends or family for virtual assistance; or you may call us toll-free at 1-888-924-3757 and we will do our best to assist you. Individuals without access to the internet can complete the form on the phone with NTI staff in Inuktitut or English. This phone is answered during Rankin Inlet business hours.

### **3. Do I need to sign the form?**

If you are isolating at home and don't have access to a printer, a signature is not required. Please type your name in the signature box.

### **4. Someone in my household already received an Isolation Kit, can I still apply?**

Isolation Kits are intended to support the whole household and the application form requests information on the whole household. If an individual within your household has already applied for an Isolation Kit within the last two weeks, you are not eligible to apply. However, if isolation requirements exceed the 14-day period, your household may be eligible to apply again.

### **5. My household received an Isolation Kit last year when we were required to isolate. We are required to isolate again; can we apply for another Isolation Kit?**

Inuit that are required to isolate, as requested by CPHO, have had recent travel activity outside of the territory or have had close contact with somebody diagnosed with COVID-19 are eligible to apply for NTI's isolation kit. If you have already received an isolation kit, you may be eligible to apply again if you have been told to further isolate or have run out of supplies. Supplies are meant to cover a two-week period so new applications (within the same household) will only be considered every two-weeks.

Please make sure to include all members of your household in your application so that we may assess needs and individual isolation package.

### **6. What is included in the Isolation Kit?**

The NTI Isolation Kit contains essential items to individuals, and others living in the same household. It will include food and cleaning supplies for all the people in your household. If there are infants in the household, it will also include necessary infant items such as diapers, wipes, and formula.

### **7. Are cigarettes included in the Isolation Kit?**

If there are smokers in your household, the Isolation Kit can include tobacco products.

NTI strongly encourages Inuit to quit smoking. However, quitting during a lockdown may be difficult due to stress or boredom. We would prefer to support Inuit to stay home for two weeks and limit the spread of Coronavirus. As a result, NTI's Isolation Kits can include tobacco products, if they are listed on the application form.

### **8. How do we get our Isolation Kit?**

Once your application is submitted with all the necessary information, NTI will review your application and depending on which community you are in, coordinate with the local Arctic Co-op or Northern Store to prepare your Isolation Kit for contactless delivery.

The NTI Isolation Kit application form requests your consent to share your physical address for the purpose of delivering the kit.

The NTI Isolation Kit is a voluntary program for Nunavut Inuit and all the information you provide is confidential and will not be shared with any other person or organization without your consent.

### **9. I submitted my application over one week ago and have not heard back, what happened?**

NTI response times, supplies and support may be delayed due to the rising number of COVID-19 cases in Nunavut, local store hours and the impacts of weather and other programs on Nunavut's supply chain. We are working very hard with partners and stakeholders to deliver the Isolation Kits to those who are eligible to receive one. NTI will process approved applications in the order they are received.

**10. I received a food hamper and/or grocery voucher from my Regional Inuit Association. Is that the same as the Isolation Kit?**

NTI and the Regional Inuit Associations work together in COVID-19 response efforts.

NTI is aware of the varying food security initiatives delivered by the Regional Inuit Associations, which are different from NTI's Isolation Kit Program and administered directly by the Regional Inuit Associations. The NTI Isolation Kit Program is administered directly by NTI.

**11. Did NTI's email crash?**

No. NTI's email did not crash.

From time to time, NTI's local networks have short outages. Normally, this is to upgrade our software or maintain the system, occurs outside of business hours and lasts a short time. Other times, it is the result of a long power outage or other unforeseen circumstances. However, our emails are held in queue by the server and will be received as soon as the local network is back up.

**12. Why was my email undeliverable?**

Since March 2020, the email address used for Isolation Kits has been [COVID-19@tunngavik.com](mailto:COVID-19@tunngavik.com).

There is a dash in the email address. It can be hard to see. We have learned that some people missed the dash in the email address when they applied for the Isolation Kits. Now, we have added an alias email so we receive emails to [covid-19@tunngavik.com](mailto:covid-19@tunngavik.com) and to [covid19@tunngavik.com](mailto:covid19@tunngavik.com).

**13. Are these kits only available to Inuit?**

Any Nunavut Inuk enrolled under the Nunavut Agreement is eligible to apply for an Isolation Kit on behalf of their household.