



TOQUAHT NATION GOVERNMENT  
**CITIZEN SUPPORT POLICY**

Effective: April 1, 2021

TOQUAHT NATION  
CITIZEN SUPPORT POLICY

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## **PART 1 – CITIZEN UNFORSEEN HARDSHIP GRANT**

### **Purpose**

The Toquaht Nation recognizes that unexpected situations can occur and cause significant emotional or financial upheaval, leading citizens to reach out to the Nation for support. In certain situations, Toquaht can help citizens alleviate their immediate financial needs in exchange for efforts to give back to the community or prepare for future employment. This is to empower citizens and encourage a healthy community that honours citizens’ potential, abilities and areas of expertise.

### **1.1 Definitions**

In Part 1 of this policy,

“unforeseen hardship” means an unexpected situation causing a significant physical, emotional, mental, or financial upheaval in a citizen’s life. Examples include job loss, a health emergency, or eviction from residence.

### **1.2 Eligibility to Apply to the Citizen Unforeseen Hardship Grant**

For the purposes of Part 1 of this policy, an eligible individual is:

- a registered citizen of the Toquaht Nation, as per the *Toquaht Nation Citizenship Act*, who is at least 18 years of age

OR

- on a case-by-case basis, at the discretion of the Toquaht Nation, a guardian of a registered Toquaht child under the age of 18 (guardians may be extended family members and may be Indigenous or non-Indigenous). Toquaht may require proof of guardianship.

To be eligible to apply does not mean that funding is approved or guaranteed. Applications will be processed on a first come-first serve basis until allocated funding is exhausted. The Toquaht Nation takes past compliance and that an applicant is in good financial standing with Toquaht into account when considering applications.

### **1.3 Considerations**

- Funding can only be accessed once all other financial avenues have been explored and exhausted
- Toquaht may require funds to be paid back if the eligible individual is waiting for other significant funding to be received

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- Funding cannot be used for personal gain (e.g. buying a house, investments, starting a business)
- Funding cannot be used for reoccurring or expected costs unless in a documented instance of job loss or medical emergency
- Eligible individuals must provide quotes and/or provide receipts after the expenditure if cash is provided to the citizen or documented proof of the amount requested
- Toquaht may ask for proof of hardship such as current bank statements indicating citizen's inability to pay
- Whenever possible or practicable, monies will be paid directly to the vendor or supplier, not to the eligible individual
- Toquaht will not reimburse eligible individuals for expenses paid prior to funding approval

#### **1.4 Eligible and Ineligible Situations**

##### **1.4.1 Eligible Situations**

Eligible individuals can apply if an unexpected situation causes a significant emotional or financial upheaval in their life. Examples are:

- Job loss
- A health emergency
- The death of a family member
- Eviction or eminent potential of eviction (eviction notice must be provided) from residence
- A household infrastructure emergency (i.e.: refrigerator, heating source, stove)
- Vehicle emergency (citizen must demonstrate that vehicle is required to maintain employment)

##### **1.4.2 Ineligible Situations**

Eligible individuals cannot apply for situations that are expected or known, such as:

- Most reoccurring bills (unless in the documented instance of job loss or medical emergency preventing citizen from working).
  - In certain situations, Hydro and heating bills may be eligible – citizens must apply to the BC Hydro Customer Crisis fund before applying to Toquaht and provide Toquaht with a notification of being ineligible for the BC Hydro program to be eligible for the Toquaht program: <https://app.bchydro.com/accounts-billing/bill-payment/ways-to-pay/customer-crisis-fund.html>
- Attending cultural events or vacations
- Paying off outstanding debt: student loans, credit cards, etc.

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- Business ventures
- Buying a house

## **1.5 Funding Limitations**

### **1.5.1 Individual Maximums**

- The maximum amount an eligible individual can apply for in one application is \$500
- The maximum amount an eligible individual can apply for in one fiscal year is \$1000
- Citizens may receive a food voucher under this program if food security is the issue
  - Food Voucher Rates
  - Single - \$50.00
  - Couple - \$75.00
  - Family 1 child - \$100
  - Family up to 3 children - \$150
  - Family 4+ children - \$200

### **1.5.2 Household Maximums**

If multiple eligible individuals are living under one roof, that household cannot apply for more than a combined total of \$1500 per fiscal year

No more than two eligible individuals can apply for funding for the same expense – i.e. couple residing in the same home

## **1.6 Applying for the Citizen Unforeseen Hardship Grant**

The Citizen Unforeseen Hardship Grant Application is found in Appendix A[1].

Eligible individuals can submit applications and proof of effort forms in a variety of ways:

In-person: Toquaht Nation Administration – 1971 Peninsula Rd., Ucluelet

E-mail: [noreenf@toquaht.ca](mailto:noreenf@toquaht.ca)

Mail: Toquaht Nation  
PO Box 759  
Ucluelet, BC V0R 3A0

Fax: 250-726-4403, Attn: Noreen Frank

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*\*Note: If an applicant submits by fax, it is the applicant's responsibility to call the Toquaht Nation at 1-877-726-4230 and ensure the fax was successfully received.*

## **PART 2 – Funerals Assistance Policy**

### **Purpose**

The Toquaht Nation recognizes that the passing of a loved one can not only be emotionally and mentally challenging, but it can also create great financial burdens on families. To this end, the Toquaht Nation can provide financial support to help with funeral costs.

Families are asked to appoint one “Legal Representative” that will work with the Toquaht Nation to make arrangements.

### **2.1 Eligibility to Apply to Funeral Assistance Policy**

- 2.1.1 The deceased must have been a registered citizen of the Toquaht Nation or an eligible infant who passes away within 12 months of birth and before they can be registered and is born to a Toquaht parent
- 2.1.2 A “Legal Representative” appointed to represent the family of the deceased and will be responsible for making decisions (such as burial or cremation) related to the funeral arrangements and arranging for payment of the costs. The legal representative is usually the nearest relative but may be chosen by the family and be a friend or extended family member.
- 2.1.3 An Immediate family member of the deceased who is responsible for making decisions related to the funeral arrangements and arranging for payment of the costs. An immediate family member is described as the spouse or common-law partner, the dependent children of the person or of the person’s spouse or common-law partner, any dependent children of a dependent child, parents or stepparents, parents or stepparents of the spouse or common-law partner

To be eligible to apply does not mean that funding is approved or guaranteed. Applications will be processed on a first come, first serve basis until allocated funding is exhausted.

### **2.2 Considerations**

- 2.2.1 Funding can only be accessed once all other financial avenues have been explored and exhausted
- 2.2.2 Applicants must apply to Ministry of Social Development and Poverty Reduction and the Canada Pension Plan death benefit for support
- 2.2.3 Toquaht may require funds to be paid back if there are sufficient funds available through life insurance or other funding sources
- 2.2.4 Legal representatives must provide quotes or documented proof of the amount requested
- 2.2.5 Whenever possible or practicable, monies will be paid directly to the vendor or supplier, not to the legal representative individual
- 2.2.6 Toquaht will not reimburse for expenses paid prior to approval of funding



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### 2.3 Eligible Costs

Eligible individuals can apply if the funeral of a Toquaht citizen causes a significant financial distress in their life. Examples of eligible costs:

- 2.3.1 Funeral Provider Services
- 2.3.2 Transportation of deceased
- 2.3.3 Travel costs for immediate family members
- 2.3.4 Caskets and urns
- 2.3.5 Cremation
- 2.3.6 Cemetery plot
- 2.3.7 Traditional practices
- 2.3.8 Catering, flowers, and officiators
- 2.3.9 Hall rental

### 2.4 Ineligible Costs

- 2.4.1 Travel for anyone outside of immediate family

**2.5 Funding Limitations** - The maximum amount for one application is \$2,000

### 2.6 Applying for the Funeral Assistance Program

The Funeral Assistance Application is found in Appendix A [1].  
Eligible individuals can submit applications in a variety of ways:

In-person: Toquaht Nation Administration – 1971 Peninsula Rd., Ucluelet

E-mail: [noreenf@toquaht.ca](mailto:noreenf@toquaht.ca)

Mail: Toquaht Nation  
PO Box 759  
Ucluelet, BC V0R 3A0

Fax: 250-726-4403, Attn: Noreen Frank

*\*Note: If an applicant submits by fax, it is the **applicant's responsibility** to call the Toquaht Nation at 1-877-726-4230 and ensure the fax was successfully received.*

## **PART 3 – ELDER SUPPORT GRANT**

### **Purpose**

The Toquaht Nation honours our ancestors and respects our Elders by committing ourselves to the values they preserve for us. We recognize Elders as pillars of our community and in recognition of the support they provide to our community, we seek to support them in return. We understand that many Elders live on a fixed income and seek to support them with financial support to engage in activities of their choosing that support their holistic health.

### **3.1 Eligibility to Apply to the Elder Support Grant**

For the purposes of Part 2 of this policy, an individual is eligible to apply if they are:

- a registered citizen of the Toquaht Nation, as per the *Toquaht Nation Citizenship Act*, who is at least 55 years of age

To be eligible to apply does not mean that funding is approved or guaranteed. Applications will be processed on a first-come-first-serve basis until allocated funding is exhausted. The Toquaht Nation takes past compliance into account when considering applications.

### **3.2 Considerations**

- 3.2.1 Elders may be asked provide receipts or documented proof of the amount requested (e.g. conference fees) to support our financial records
- 3.2.2 Whenever possible or practicable, monies will be paid directly to the vendor or supplier (if applicable)
- 3.2.3 Toquaht will not reimburse Elders for expenses paid prior to funding approval

### **3.3 Eligible Expenses**

Elders can apply for assistance, or partial assistance, examples include, but are not limited to:

- 3.3.1 Attending an Elders' Conference
- 3.3.2 Attending a cultural event or practicing a traditional activity
- 3.3.3 Visiting Toquaht children or relatives that live far away
- 3.3.4 Recreational activities that support an Elder's physical, mental, and spiritual health

### **3.4 Funding Limitations**

- 3.4.1 An Elder can apply for funding more than once, to a maximum of \$500 per fiscal year

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### 3.5 Applying for the Elder Support Grant

The Elder Support Grant Application is found in Appendix B[1]

Elders can submit applications in a variety of ways:

In-person:

Toquaht Nation Administration:

1971 Peninsula Rd., Ucluelet, BC

E-mail: [noreenf@toquaht.ca](mailto:noreenf@toquaht.ca)

Mail: Toquaht Nation  
PO Box 759  
Ucluelet, BC V0R 3A0

Fax: 250-726-4403, Attn: Noreen Frank

*\*Note: If an applicant submits by fax, it is the **applicant's responsibility** to call the Toquaht Nation at 1-877-726-4230 and ensure the fax was successfully received.*

## **PART 4 – ENHANCED SOCIAL ASSISTANCE**

### **Purpose**

The Toquaht Nation’s goal is to bring people home to a thriving community. We work to create economic and employment opportunities for Toquaht citizens – ideally within Toquaht *hahuthli*, governance structures and economic development initiatives – so that they may achieve their fullest potential.

However, Toquaht recognizes that it may be challenging for citizens to find regular employment, and from time-to-time they may need financial assistance. When there are gaps in employment opportunities, the Toquaht Nation can offer social assistance to eligible individuals, as well as Enhanced Social Assistance in exchange for efforts to give back to the community or prepare for future employment. This is to empower citizens, create motivation towards employment, and encourage a healthy community that honours citizens’ potential, abilities and areas of expertise.

### **4.1 Eligibility to Apply for Social Assistance or Enhanced Social Assistance**

For the purposes of Part 3 of this policy, an individual is eligible to apply if they are:

- a registered citizen of the Toquaht Nation living on Toquaht lands
- OR
- a Status Indian living on Toquaht lands or a non-status individual living on TSL

### **4.2 Considerations**

Part 3 of this policy is supplementary to Indigenous and Northern Affairs Canada’s (INAC) Social Development Policy and Procedures – Income Assistance Program.

### **4.3 Social Assistance**

The Toquaht Nation’s Social Assistance Program is administered as per Indigenous and Northern Affairs Canada’s (INAC) Social Development Policy and Procedures – Income Assistance Program.

To apply to Toquaht for social assistance, individuals must apply in-person at the Toquaht Nation Administration (1971 Peninsula Rd., Ucluelet).

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#### **4.4 Enhanced Social Assistance**

Eligible individuals that are approved by Toquaht for social assistance, as per the parameters of INAC's Social Development Policy and Procedures – Income Assistance Program, can apply to “enhance” their social assistance to a maximum of

- 4.4.1 \$100 per month for an individual
- 4.4.2 \$125 per month for a parent with a child
- 4.4.3 \$150 per month for a parent with 2 children
- 4.4.4 \$175 per month for a parent with 3 children
- 4.4.5 \$200 per month for a parent with 4 children or more

in exchange for giving back to the community or completing activities that help them prepare for employment. This is to empower citizens and encourage a healthy community that honours citizens' potential, abilities and areas of expertise.

For every one (1) hour the recipient commits of their time to an effort that gives back to the community or prepares them for future employment, the recipient will receive an additional \$30 on their regular Social Assistance cheque. For example, in exchange for 3 hours of their time an individual will receive \$90 of Enhanced Social Assistance. The maximum a SA recipient can earn before deductions are taken from their SA Benefit is \$200.

Enhanced Social Assistance recipients must have their community contribution or employment preparation efforts pre-approved by Toquaht and must submit the Enhanced Social Assistance Proof of Effort Form found in Appendix C[2] for each month that they received the enhancement. Failure to complete required paperwork may result in delays of processing the citizen's enhanced benefit under this policy.

Any monies any monies to the maximum allowable enhancement received under Enhanced Social Assistance will not be deducted from the individual's monthly social assistance allocation or disqualify them from applying for or receiving social assistance.

#### **4.5 Giving Back to the Community or Preparing for Employment**

##### **4.5.1 Giving Back to the Community**

There are many ways an individual can give back to the Toquaht community, such as:

- Providing a workshop to Toquaht citizens or youth in a field they excel in, such as:
  - Weaving
  - Drawing
  - Language
  - Carving
  - Shawl making
  - Dancing

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- Youth empowerment
- Volunteering with public works in Macoah, such as:
  - Brushing
  - Beach cleanup
  - Tidying the public works shed
  - Working at the community garden (e.g. pulling weeds, organizing tool shed)
- Assisting with community events, such as:
  - Donating catering time for community events
  - Assisting with fish distribution or cleaning and vacuum packing fish
  - Volunteering at Macoah Days or People's Assemblies
- General community support, such as:
  - Helping Elders get to appointments
  - Assisting Elders or community members with things they need help for
  - Helping Elders or community members keep their homes and properties clean and tidy
  - Chopping and preparing cords of wood for community members
- Volunteering at local organizations, such as:
  - Central Westcoast Forest Society
  - Pacific Rim Park Reserve
  - Thornton Creek Fish Hatchery
  - A non-profit in the eligible individual's area
- Another suggested contribution

#### 4.5.2 Preparing for Employment

There are many ways an individual can prepare for employment, such as

- Working with the Nuu-chah-nulth Employment & Training Program (NET-P) to:
  - Take a life skills workshop
  - Take a budgeting workshop
  - Take one-on-one life skills counselling
  - Meet with a case manager for career counselling
  - Take a regularly scheduled NET-P workshop
- Taking a workshop through the Alberni Valley Employment Center
- Revising your resume with a career counsellor
- Completing the Aboriginal BEST (Business & Entrepreneurship Skills Training) program
- Successful application to the Post-secondary support program and returning to school

#### 4.6 Applying for Social Assistance or Enhanced Social Assistance

The Social Assistance application form can be obtained in-person only at the Toquaht Nation Administration.

The Enhanced Social Assistance Application Form can be found in Appendix C[1].

The Enhanced Social Assistance Proof of Effort Form can be found in Appendix C[2].

Eligible individuals can submit Enhanced Social Assistance Applications and Proof of Effort Forms in a variety of ways:

In-person: Toquaht Nation Administration – 1971 Peninsula Rd.,

Ucluelet E-mail: [noreenf@toquaht.ca](mailto:noreenf@toquaht.ca)

Mail: Toquaht Nation  
PO Box 759  
Ucluelet, BC V0R 3A0

Fax: 250-726-4403, Attn: Noreen Frank

*\*Note: If an applicant submits by fax, it is the **applicant's responsibility** to call the Toquaht Nation at 1-877-726-4230 and ensure the fax was successfully received.*