

Unofficial TRANSCRIPT of Calls Placed to the Jordan's Principle National Call Centre by
the First Nations Child and Family Caring Society

January 11, 2023 Call¹

00:00:09 Speaker 1: All of our agents are currently busy, as we are experiencing a higher than normal call volume.

00:00:18 Speaker 1: For English press 1 or stay on the line. Pour continuer en français appuyer sur – [...message cut off...].

00:00:22 Speaker 1: All of our agents are currently busy as we are experiencing a higher than normal call volume.

00:00:29 Speaker 2: Please listen carefully as the options have recently changed. If you are calling about the Canadian Human Rights Tribunal ruling issued on November 25, 2020 about children who are now eligible for Jordan's Principle please press 1 for more information. If you are calling about the Canadian Human Rights Tribunal orders about funding for capital assets, please press 2 for more information. If you are calling about the government of Canada filing a notice of a protective appeal on October 29th, 2021 with the federal court of Canada on the decision regarding the Canadian Human Rights Tribunal ruling on compensation and orders, please press 3 for more information. For all other inquiries, please stay on the line and a representative will be happy to assist you, your call will be answered in the order it was received.

00:01:25 Speaker 2: We're sorry, no representatives are currently available to take your call, please stay on the line to leave a callback number and your name.

00:01:33 Speaker 3: Let's get your information for the callback. We can call you back at ***-***-**** if this is okay press 1, otherwise press 2.

Caller dials 1

00:01:49 Speaker 3: A callback has already been requested for this number. We will be contacting you shortly.

September 29 Call²

00:00:06 Speaker 1: [...unclear...] Inuit children get the products, services and support they need.

00:00:15 Speaker 1: If this is an emergency, please call 911 or take your child to the nearest health facility.

00:00:21 Speaker 1: We may record this call to help improve our service quality.

00:00:27 Speaker 1: For English, press one or stay on the line.

¹ Audio for this call is available at Annex A.1

² Audio for this call is available at Annex A.2

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00:00:33 Speaker 1: To submit a request under Jordan's principle or the Inuit child's first Initiative, Press 1.

00:00:39 Speaker 1: For information on eligibility, Press 3.

00:00:43 Speaker 1: For information on Canadian Human Rights tribunal orders, Press 4.

00:00:49 Speaker 1: For all other inquiries, press 5.

00:00:52 Speaker 1: For status update, honorary -

Caller dials 5

00:00:55 Speaker 1: If you have some of the following information on hand, it can help with your application: Full names and contact information of the person who is applying and the child or children that they are applying for and if available, proof of Inuit or First Nation, ancestry.

00:01:12 Speaker 1: For example, of who is eligible as an Inuit child, you can visit canada.ca/supporting-Inuit-children.

00:01:22 Speaker 1: For example, of who is eligible as a First Nations child, you can visit canada.ca/Jordans-principle.

00:01:31 Speaker 1: Call centre staff might ask the following to help complete the application: what products, services and supports are being requested? Where the product, service or support is needed (for example, the city or community where the child lives). When is it needed and for how long?

00:01:49 Speaker 1: Verbal or written consent from the primary guardian is required to complete an application.

00:02:14 Speaker 2: Please stay on the line. A representative will be happy to assist you shortly.

00:02:40 Speaker 2: Thank you for holding, in order to maintain your call priority, please stay on the line. Your call is very important to us. If you would like to leave a call back number and your name, you may do so now by pressing 1.

00:03:17 Speaker 2: We appreciate your patience. Please hold. A representative will assist you shortly if you'd like to leave a callback number and your name, you may do so now by pressing 1.

00:03:52 Speaker 2: Thank you for holding. In order to maintain your call priority, please stay on the line. Your call is very important to us. If you'd like to leave a callback number in your name, you may do so now by pressing 1.

****Caller dials __****

00:04:08 Speaker 3: Let's get your information for the call back. We can call you back at xxx-xxx-xxxx if this is OK, press 1, otherwise press 2.

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**** Caller dials __****

00:04:23 Speaker 3: Enter the 10 digit phone number you would like us to call.

****Caller dials callback phone number****

00:04:33 Speaker 3: You entered xxx-xxx-xxxx. If this is OK, press one. ***Caller dials 1*** Record your name after the tone. When you are finished, press the pound key.

00:04:49 Caller: Hello, this is Cindy Blackstock calling from the Caring Society. I'm calling regarding an urgent case. I'm going to call back and see if I can somehow get an urgent option on an existing case. But if you could call me back as soon as possible, that would be great. I will be on an interview at 2:40 to about 2:50. But if I am unavailable, you can call xxx-xxx-xxxx and speak to Molly Rasmussen. Thank you.

00:05:47 Speaker 1: Welcome to the Jordan's principle and in with Chelmsford's initiative Call Centre. These initiatives helped First Nation and Inuit children get their products, services and supports they need. If this is an emergency, please call 911 or take your child to the nearest health facility. We may record this call to help improve our service quality.

00:06:11 Speaker 1: For English, press 1 or stay on the line. Pour continuer en Français appuyer sur le 2.

00:06:18 Speaker 1: To submit a request under Jordan's principle, or the Inuit Child's First Initiative, Press 1.

Caller dials 1

00:06:27 Speaker 1: If your child could be harmed if services are not delivered quickly press 1.

00:06:52 Speaker 2: Please stay on the line. A representative will be happy to assist you shortly.

00:07:17 Speaker 2: Thank you for holding. In order to maintain your call priority, please stay on the line. Your call is very important to us. If you would like to leave a callback number and your name, you may do so now by pressing 1.

00:07:54 Speaker 2: We appreciate your patience. Please hold, a representative will assist you shortly. If you'd like to leave a callback number and your name, you may do so now by pressing 1.

00:08:30 Speaker 2: Thank you for holding. In order to maintain your call priority, please stay on the line. Your call is very important to us. If you would like to leave a callback number in your name, you may do so now by pressing 1.

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00:09:07 Speaker 2: We appreciate your patience. Please hold. A representative will assist you shortly if you'd like to leave a callback number and your name, you may do so now by pressing 1.

00:09:42 Speaker 2: Thank you for holding. In order to maintain your call priority, please stay on the line. Your call is very important to us. If you would like to leave a callback number and your name, please do so now by pressing 1.

00:10:19 Speaker 2: We appreciate your patience. Please hold. A representative will assist you shortly if you'd like to leave a callback number and your name, you may do so now by pressing 1.

00:10:55 Speaker 2: Thank you for holding. In order to maintain your call priority, please stay on the line. Your call is very important to us. If you would like to leave a callback number and your name, you may do so now by pressing 1.

00:11:32 Speaker 2: We appreciate your patience. Please hold. A representative will assist you shortly if you'd like to leave a callback number and your name, you may do so now by pressing 1.

00:12:07 Speaker 2: Thank you for holding. In order to maintain your call priority, please stay on the line. Your call is very important to us. If you would like to leave a callback number and your name, you may do so now by pressing 1.

00:12:44 Speaker 2: We appreciate your patience. Please hold. A representative will assist you shortly if you'd like to leave a callback number and your name, you may do so now by pressing 1.

00:13:00 Speaker 1: We're sorry no representative are currently available to take your call. Please stay on the line to leave a callback number and your name.

00:13:09 Speaker 3: Let's get your information for the call back. We can call you back at xxx-xxx-xxxx if this is OK, press 1, otherwise press 2.

00:13:25 Speaker 3: Enter the 10 digit phone number you would like us to call you back at when you are finished. Press the pound key.

00:13:40 Speaker 3: You've entered xxx-xxx-xxxx. If this is OK, press 1, otherwise press 2. Record your name after the tone when you have finished, press the pound key.

00:13:57 Caller : Hello, this is Cindy Blackstock. I'm the executive director of the Caring Society and I'm here with Molly Rasmussen. We're calling about an urgent call. This is the second call we placed to the 24-hour line about this family. And it's important that you call us back at that cell phone number or if you're not able to get through with that, please call Molly Rasmussen at xxx-xxx-xxxx, Thank you.