

Where to Get Help

Support for Claimants



First Nations Child
and Family Services
and Jordan's Principle
Settlement

Whether you're completing a Claim Form, supporting a family member or helping your community access information, supports that are free, culturally safe and trauma-informed are available to help you—every step of the way.

Have questions or need a referral?

The Administrator is available to answer your questions, in English and French, and connect you to additional support. The Administrator can:

- Provide answers to your questions about eligibility and the Claims Process
- Help you understand and fill out the Claim Form
- Refer you to a Claims Helper for personalized support

Contact the
Administrator
toll-free at
1-833-852-0755
Monday – Friday,
8 a.m. to 8 p.m. ET.

Need personalized help with completing your Claim?

Claims Helpers are trained to offer free one-on-one, trauma-informed and culturally safe support—at your pace, in a way that feels comfortable to you. Depending on your needs and location, you can:

- Attend group information sessions
- Join a guided walk-through of the Claim Form
- Book a private appointment for personalized help to complete your Claim for compensation

Support is available in person, by phone or video call, and in English, French and some Indigenous languages.

Ask for a Claims
Helper when calling
1-833-852-0755
Monday – Friday,
8 a.m. to 8 p.m. ET.

Looking for tools you can access anytime?

The Settlement website has reliable, up-to-date information and resources. You'll find:

- Step-by-step guides and instructional videos that can help you with your Claim Forms
- Financial information on planning to receive your compensation
- Posters, flyers, radio scripts and social posts to help raise awareness of the Settlement
- Cultural safety and inclusiveness training for service providers

Visit www.FNChildClaims.ca.

Need additional support?

Free mental health and wellness support is available 24 hours a day through Hope for Wellness at 1-855-242-3310 or www.HopeForWellness.ca. Support is available in English, French, Cree and Ojibway (Anishinaabemowin) on request. Kids Help Phone is also available at 1-800-668-6868 or text FIRSTNATIONS to 686868.