



Community Services Department  
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## STATUS CARD UPDATE:

JUNE 24 2020

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**Tk'emlúps te Secwépemc does not have  
Certificate of Indian Status Cards at this time.**

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### **Indigenous Services Canada (ISC) Office closure**

Although the Province of BC has announced plans to reopen, federal government office operations are separate from provincial guidelines. There has been no announcement about reopening our (ISC) building to staff or the public to date.

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For more information:  
[Canada.ca/coronavirus](https://Canada.ca/coronavirus)

Information for Indigenous communities:  
[Canada.ca/coronavirus-info-indigenous](https://Canada.ca/coronavirus-info-indigenous)

# COVID-19 UPDATE

## Best Practices Surrounding Status Cards During COVID-19

In response to questions received from First Nations members, citizens, and stakeholders, Indigenous Services Canada (ISC) is proactively sharing information to ensure that registered persons with a status card can access programs, services, rights and benefits during the COVID-19 pandemic.

All ISC offices for Indian status and secure status card applications are closed until further notice. Processing times, including return of original documents, are delayed.

In light of these circumstances, ISC is recommending to service providers that they should accept status cards or [Temporary Confirmation of Registration Documents \(TCRDs\)](#) past the renewal date with a second piece of identification. ISC will be reaffirming to businesses and service providers that Indian status does not expire, and that the registration number provided on these documents remains the same and is what is required to confirm eligibility for programs and services.

It is recommended to share this notice with your members, so that they have a copy accessible to them to show services providers in the event there are difficulties.

For more information, please visit [Coronavirus \(COVID-19\) and Indigenous communities](#) or email the [Public Enquiries Contact Centre](#).



Indigenous Services  
Canada

Services aux  
Autochtones Canada

Canada

## **Information From Indigenous Services Canada (ISC) Website:**

### **⚠ COVID-19: Expired cards and TCRDs**

- Indian status does not expire. Your registration number confirms your status and can be used to access certain services and programs.
- During this time, service providers should accept status cards or Temporary Confirmation of Registration Documents (TCRDs), with identification, even if the renewal or expiry date has passed, until offices re-open.

### **What is a Temporary Confirmation of Registration Document**

A Temporary Confirmation of Registration Document (TCRD) is an official document issued by Indigenous Services Canada (ISC) that confirms registration as a Status Indian under the *Indian Act* and eligibility to benefits, programs and services available.

### **How to request a Temporary Confirmation of Registration Document**

You can request a Temporary Confirmation of Registration Document (TCRD) by calling Public enquiries. Your TCRD will be sent to you by mail.

## **Public enquiries**

### **⚠ COVID-19: phone service resuming**

The Public Enquiries Contact Centre is resuming service by phone during the COVID-19 pandemic. E-mail is still available and TTY and fax service are currently not available.

We are currently experiencing higher call volumes than normal. Instead of calling you may wish to contact us by e-mail.

Phone: 1-800-567-9604

Service hours: Monday to Friday 10 am to 4 pm Eastern Standard Time

Email: [InfoPubs@aadnc-aandc.gc.ca](mailto:InfoPubs@aadnc-aandc.gc.ca)