



Is my personal information compromised?

- No. Typically, ransomware does not distribute information to other parties and cannot access the content itself. It can only block the user from further accessing the information.

How are you communicating with health partners and clients outside of Iqaluit?

- We have implemented contingency procedures to ensure consistent communication.
- We are in daily contact through meetings and close communications to manage any issues that may arise. We have implemented contingency procedures to ensure consistent communication.

Will scheduled surgeries be affected?

- No

How do submit my NIHB payment?

- NIHB processes will, like other services, be using a paper-based system. Although there will be no disruptions to the services, there might be delays.

Was the health department prepared to deal with this type of situation?

- Yes. We have multiple contingency plans and emergency preparedness procedures for the health care system that address events such as this. All our health care teams are engaged and working hard to mitigate the impacts.

Do you have enough staff to handle the increased workload?

- We are monitoring the situation closely and staff has been reallocated to critical areas.

Meditech:

- Restoring Meditech is one of GNs first priorities.



Will Community Corrections Officers be able to monitor clients?

- As of right now, we do not anticipate any interruptions in Probation Services.
- Corrections staff will evaluate any risks that may be presented and inform clients of any changes to their appointment times or locations.
- This will not cause any issues with the legal requirements for probation clients.
- Community Corrections staff will work closely with the RCMP to ensure this does not present any risks to the community.

Community Justice Q&A

Will Community Justice Offices be open in communities?

- Yes, our Community Justice Offices will be open and will continue to provide support to individuals in need of support.

How does this affect services provided by the Community Justice Outreach Workers?

- Our community justice team is identifying communities that may be affected by the network disruption.
- Because some of our Community Justice Outreach Workers (CJOWs) are employed through hamlets or other non-government organizations they are not on the GN network.
- We will partner affected CJOWs with those unaffected to ensure we can continue to provide support in all communities.
- Our offices will continue to be staffed to provide front line support and information to clients.

Victim Services Q&A

Will Victim Services be able to provide support to victims of crime and their families during this network outage?

- We do not anticipate any disruptions in our services, including travel bookings and support.
- Our departmental staff are working together to ensure services provided to Nunavummiut through victim services is not disrupted.



Public Trustee Q&A

Will clients of the Public Trustee see any disruptions in payments?

- No. The payment system for the Public Trustee is manual. Therefore, we do not foresee any disruptions in our client payments.

Courts Q&A

Will Courts continue with their regular schedule while the network is down?

- We do not anticipate any disruptions in our court services, which includes our JP and circuit courts.
- Our IT staff have worked with Courts to set up computers off the network to support court operations.

What is Department of Justice doing to maintain continuity of court services?

- Court Services has implemented contingency plans to ensure uninterrupted services to Nunavummiut.
- The court registry continues to be open from 9:00 am to 4:00 pm Monday through Friday. Any criminal or civil proceeding can be filed directly with the Court Registry either in person, by facsimile at: (867) 975-6550 or by email at:
 - For any Civil Court matters: NCJcivilstaff@gmail.com
 - For criminal Court matters: staffncj@gmail.com
- Access to court records request can also be made in person, by fax or through the civil staff email address.
- The GN is working actively to resort access to its network. Further notifications will be posted on the Nunavut of Justice Website to provide information of the present situation.
- If you have any inquiries please contact the Court at:
 - Civil registry: (867) 975-6102
 - Criminal Registry: (867) 975-6101
 - Sheriff office: (867) 975- 6103



How does this affect the Civil Registry?

- The Civil Registry system is unavailable.
- Court Staff are currently evaluating the process for accepting electronic submissions involving civil and criminal matters, as the system is currently down.
- The department will provide follow up communications once a solution has been found and we are again able to accept electronic submissions.

Legal Registries Q&A

How does this affect services normally provided through Legal registries?

- At this time, the office is unable to provide services involving corporate registries, land titles or securities email registrations.
- Clients can still visit or call the office for information and support during the network outage.
- Our legal registries staff are working to evaluate their current service provisions.

Department of Finance Q&A

Will the ransomware attack affect GN employees' pay schedule?

- The department is working to initiate pay on the next pay period as scheduled. There are two weeks left until the next pay period.

Are vendors going to be able to receive payments as scheduled?

- There will be delays until the Finance Department's systems are up. In the meantime, Finance is working with other departments to prioritize payments.

Will I be reimbursed for my medical or duty travel?

- Payments and reimbursements will be prioritized as soon as the system is up and running.

Are Finance Department offices going to be open?

- Yes, Finance Department staff are expected to report to work as usual. Some services may be available only in person, by phone or by fax.
- Please visit or call your local Finance Department office for more information.



Department of Human Resources Q&A

Is the Department of HR Impacted?

- Not at this time, it is business as usual.

Department of Family Services Q&A

Will Family Services offices be open?

- Yes, all Family Services offices will be open for regular business hours.

Where do I call if I have questions about services of the Department of Family Services missing payments, or any other Family Services concerns?

- Family Services has a public Relations line at 1-855-522-5201.
- The Financial Assistance for Nunavut Students (FANS) contact number is 1-877-860-0680, which is listed on the government of Nunavut website for Family Services.

Will I still be paid my income assistance?

- Income Assistance Workers will be able to issue food vouchers. To receive a food voucher, clients will have to attend the Income Assistance office in their community.

How do I receive food vouchers?

- Income Assistance Food Vouchers have been implemented across Nunavut today.
- Where there is currently no Income Assistance Workers in a community, the local Community Social Service Worker will process food vouchers.
- For Sanikiluaq, Family Services has made arrangements with the local stores until food vouchers are flown into the community. We thank the community for their patience during this time.

