



# From the office of the Chairman

## Call Center Is Critical Tool in Tribe's Fight Against COVID-19

*Submitted by Lisa Lone Fight*

The MHA Nation Call Center has now been open for over two months. It is a 24-hour day center for information about the tribe's response to the coronavirus. Incident Command leader Marle Baker equates the Call Center to a, "one-stop-shop." for the community.

"The volunteers at the Call Center are trained to field a wide variety of questions and more importantly to route the concerns to the appropriate individuals.

As tribal people, we have always kept communication channels open. We are a community where everybody still knows everybody," Baker says.

Physically, the Call Center is located within the Northern Lights building in New Town.

Physical location does not, however, limit the reach of the Call Center. Calls have come from tribal and community members as far away as Florida. "We have tribal members all over the world," says

Baker. "Sometimes they're just calling in to find out what's happening. Other times they may be calling to ask if we can check on a family member."

While the Call Center has detailed information regarding the MHA Nation's coronavirus related activities, Call Center workers are also trained to respond to emergencies and provide a friendly ear for those who are socially isolated.

"While the Call Center is envisioned primarily to provide information, we

also take on the role of personal outreach seriously. While social distancing is critical, it sometimes leaves people feeling isolated. During this time contacting the Call Center can provide simple reassurance," says Baker. "Sometimes that is more important than any amount of information."

The MHA Nation COVID-19 Call Center is available 24 hours a day, seven days a week @ 701-627-7300 or Toll-Free @ 833-877-0150.

