



ABORIGINAL HEALTH PROGRAMS – HEALTH SERVICES
PATIENT HANDBOOK
of Frequently Asked Questions



Winnipeg Regional Health Authority



Aboriginal Health Programs



Winnipeg Regional
Health Authority
Caring for Health

Office régional de la
santé de Winnipeg
À l'écoute de notre santé

HERE FOR YOU NIN DA YA MIN MAH KEEN ONJI OTA NI TA YA
NAN KINA WOW OHCHI NIDA YA MIN OMA KEEN HERE FOR YOU
NIN DA YA MIN MAH KEEN ONJI OTA NI TA YA NAN KINA WOW
OHCHI NIDA YA MIN OMA KEEN HERE FOR YOU NIN DA

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What is Aboriginal Health Programs – Health Services?

The Winnipeg Regional Health Authority's Aboriginal Health Programs – Health Services focus on the delivery of appropriate, accessible and available health care for Aboriginal Peoples within the Winnipeg Health Region – this includes all of Manitoba and northwestern Ontario. Aboriginal Peoples include First Nations, Métis, *Inuit, and non-status individuals living in urban, rural, and remote communities.

**Generally, Kivalliq Services will coordinate health services for Inuit clients. Aboriginal Health Programs and Kivalliq work in collaboration.*

Regional services within the Winnipeg Health Region and direct services within hospitals are available 8:30 a.m. to 9:00 p.m. (Monday to Friday) and accessed by referral through Aboriginal Health Programs – Health Services Central Intake at 1-877-940-8880.

Interpretation of medical terminology, physician instructions and health care related information is available in Cree, Ojibway/Saulteaux, and Oji-Cree/Island Lake Dialect. Assistance with discharge planning is available, as is support and advocacy during hospitalization or during some clinic visits as well. Family support during death or dying and various resources for spiritual needs can be provided.

How to Contact Aboriginal Health Programs – Health Services

For support from Aboriginal Health Programs – Health Services call Central Intake at 204-940-8880 or toll free at 1-877-940-8880 and someone will connect with you to discuss your needs.

AHP – Health Services offices are located in these Winnipeg Health Region facilities:

Health Sciences Centre – room GH215	204-787-3427
St. Boniface Hospital – room D2001	204-235-3393
Seven Oaks Hospital – room 3A52	204-632-3441

When at these facilities ask at the information desk and look for the Aboriginal Health Programs symbol.

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Family rooms are also available at these locations. Ask any of the AHP – Health Services staff and they can show you where they are located. We also have a mobile team that serves other Winnipeg locations.



What number do I call after hours?

Obtain information after hours by calling:

Central Intake	1-877-940-8880
Transportation Referral Unit (formerly known as Medical Services)	204-983-0911 or toll free 1-877-983-0911

Registered nurses are available to answer your questions 24 hours a day, 7 days a week by calling Health Links – Info Santé at 1-888-315-9257 or 204-788-8200 in Winnipeg. You may also contact your local Nursing Station.

Whom can I talk to if I do not understand?

It is very important to understand the information provided by the health care team. Ask your doctor, nurse, or health care worker to call for an Interpreter/Resource Worker to help you. Interpreter/Resource Workers who speak your language are available and happy to help in any way they can.

Travel, Accommodations, Food and Clothing

Where can I stay in Winnipeg?

You can stay with family or friends if they live within Winnipeg or at a hotel if you are paying your own way.

Your Health Centre or Nursing Station community staff can usually make arrangements for you before leaving your community so you are not struggling at the last minute to find a place. If you are being funded by Non-Insured Health Benefits (Medical Services), First Nations and Inuit Health will make your arrangements for one of their authorized boarding homes or hotels.

First Nation and Inuit Health contracted boarding homes:

Ekota Lodge	204-233-3902
561 St. Jean Baptiste	
Lennox Bell Lodge	204-787-4271
60 Pearl St. (this is near Health Sciences Centre)	
Nakiska Group	204-452-0734
395 Stradbrook Ave.	or 204-284-3423
Swampy Cree Medical Receiving Home	204-477-0044
415 River Ave.	
For Island Lake clients only	204-582-9516
929 College Ave.	
For Norway House clients only	204-984-9122
333 Maryland St.	

Where can I find food?

Many of the boarding homes offer meals with the cost of accommodation. Your band may also be able to arrange for meal tickets while you are with your family in the hospital. It is best to make these arrangements prior to leaving your community.

Union Gospel Mission – 320 Princess St.	204-943-9904
Winnipeg Harvest	204-982-3663
Food Bank Appointment Line	204-982-3660

Where can I find housing?

Short-term housing options may be available within Winnipeg by contacting the following:

Dakota Ojibway First Nations Housing Auth 100-11 Arden Ave.	204-985-4242
Dakota Ojibway Tribal Council Housing Auth 300-340 Assiniboine Ave.	204-988-5377
Kanata Housing 202-2055 McPhillips St.	204-338-626 or 204-338-6327
Ke-Ki-Nan Centre (Seniors) 100 Robinson St.	204-582-0439
Kinew Housing Inc. 201-424 Logan Ave.	204-956-5093
Marketplace 1795 Henderson Hwy	204-334-4381
Mother Of Red Nations Women’s Council 300-141 Bannatyne Ave.	204-942-6676

If you are looking for permanent housing, the Interpreter/Resource Worker will be able to connect you with local resources that can help you.

Where can I find clothes?

You may have been sent to the city without adequate clothing. Clothing depots in the hospitals have clothing for most ages.

Be sure to let your Interpreter/Resource Worker know what you need so he/she can help you find what you are looking for or let you know where to look. The Interpreter/Resource Worker will not be able to assist you outside the hospital facility but can connect you with resources.

Salvation Army Thrift Store locations near hospitals:

1030 Empress (Health Science Centre General Hospital)	204-772-2050
97 Sherbrook (Health Science Centre General Hospital)	204-772-9003
145 Goulet (St. Boniface General Hospital)	204-233-7897
1050 Leila Ave. (Seven Oaks General Hospital)	204-586-2556

When can I go home?

Some people do not have medical services available to them that are close to home. Until such time that your medical issues are resolved it is important to be near treatment options – this may mean staying in Winnipeg until you are medically and safely able to return home. If you are registered First Nations, Non-Insured Health Benefits (Medical Services) may support your stay in Winnipeg for medical treatment for three to four months or by special arrangement if it is a bit longer.

Why do I have to move/relocate?

Some people are not able to return home because some medical services are not available in their communities. Talk to your health care provider, the social worker, or your discharge planner and always connect with your Interpreter/ Resource Worker to help you understand the information presented about your relocation.

Relocating to Winnipeg may be short-term until your medical condition improves or if your community gets the resources to meet your medical needs. In this case, you will need to connect with your home community to make these arrangements for moving back home. Your band may be able to offer you support for the move.

If the relocation is considered permanent due to your medical situation, your band may be able to provide you with support in your transition to Winnipeg. The Interpreter/Resource Workers will not be able to assist you outside of the hospitals but will be able to provide you with resources in Winnipeg that you can contact for supports.

Why am I, or my loved one, being transferred elsewhere?

The level of care you or your loved one requires may trigger a demand for medical services that are not available where his/her care is currently being managed. This means you or your loved one will need to be transferred to another facility to receive appropriate care.

Transfers may also occur out of Winnipeg to another regional hospital closer to your home community. Discuss transfers with an Interpreter/Resource Worker present so all information is clearly understood.

How do I get back home?

Many of the workers, such as social workers, discharge planners and Interpreter/Resource Workers, who can help you through discharge or transfer, can also help you get home again. Once your level of care is stabilized and your care plan is reviewed with you and your family, hospital staff will be able to connect with Non-Insured Health Benefits to make arrangements for you. Speak with these people about your discharge plan.

If you have been sent out from a First Nation community, then the health care team will notify First Nation Inuit Health when you are medically able to return home. If you became ill while visiting in Winnipeg you may be eligible for support from Non-Insured Health Benefits. The Interpreter/Resource worker will be able to connect with Non-Insured Health Benefits to determine your eligibility for support to get home.

What if I require care for my children while I am in the hospital?

If family members are not available, then agencies like Ma Mawi Wi Chi Itata Centre have programming that is accessible and affordable. Local Child and Family Services may be able to assist you as well for urgent and temporary situations.

Ma Mawi Wi Chi Itata Centre

363 McGregor St. 204-925-0340

318 Anderson Ave. 204-925-0349

443 Spence Ave. 204-925-0348

What if I miss an appointment?

There are some reasons for missing an appointment that are acceptable (such as admittance to a hospital or the weather is bad so no flights are available). However, it is very important to attend all appointments when possible as you may have a long wait to reschedule another appointment.

If your travel is being funded and you miss an appointment without a logical or undeniable reason, you may lose your eligibility for coverage. Your Health Centre or Nursing Station community staff can help you call your appointment location to let them know you are not able to make it. Connect with your funder as well to ensure you do not lose funding for future appointments.

Medical

What can I bring to the hospital and will it be safe?

You may bring personal items for your comfort such as a housecoat, slippers, toothbrush and toothpaste, hairbrush, and shampoo. You are also welcome to bring sacred items such as your Bible, eagle feather, medicine pouch, or rosary, etc. The hospital will have special baskets that you may put these items in so they will be safe. You may ask for one from the Interpreter/Resource Worker, from your nurse, or other health care worker on your hospital ward. Upon discharge, you may leave the basket on the bedside table. If you will be in an Isolation Room, spiritual and personal items must be disposable; other items are not allowed in the Isolation Room.

After admittance to the hospital, it is wise to give your wallet and identification to your family to take home until you need it when discharged. If you are keeping more than \$10.00 with you, please ask your nurse to lock it up in safekeeping. They will give you an envelope, mark your name on it, and give you a receipt. When being discharged, give the receipt to the nurse or ward clerk to get your money back.

Please leave your jewelry at home.

Can I see an Elder in the hospital?

Aboriginal Health Programs – Health Services has Spiritual/Cultural Care Providers available to meet with you to discuss your needs and can be contacted through Central Intake at 204-940-8880 or you can ask your Interpreter/Resource Worker. If requested, the Spiritual/Cultural Care Provider can assist you and your family with sacred spaces and ceremonies. Services provided are free but traditionally tobacco is offered to the Spiritual/Cultural Care Provider. Some hospitals have their own Spiritual/Cultural Care Providers on staff which Aboriginal Health Programs can connect you with if requested.

How can I get an Elder to see me?

If you wish to see a traditional or Christian Elder, you may ask the Interpreter/Resource Worker, nurse, doctor, or ward clerk for support finding someone for your spiritual needs. You are responsible for offering the Elder tobacco and a gift, as usual. If you need a specific traditional healer that is not in Winnipeg, you are responsible for his/her expenses unless you qualify for services under the First Nations and Inuit Health policy for traditional healers (policy is available on the Internet at www.hc-sc.gc.ca/fniah-spnia/index-eng.php).

Who can explain medical terms?

It is sometimes hard to understand medical words the hospital staff uses. AHP – Health Services has Interpreter/Resource Workers available to interpret the medical terms and help you understand them. The Interpreter/Resource Workers are in the hospitals Monday to Friday, 8:30 a.m. to 9:00 p.m.

What if I need medical equipment?

If medical equipment is required, your occupational therapist assigned to your care team will begin the process of organizing the equipment. Hospital Social Work or the AHP – Health Services Regional Discharge Planners may also participate in this process. The process may include calling external agencies such as Non-insured Health Benefits, Manitoba Public Insurance (204-985-7200), Employment Income Assistance (204-983-8886), or Compensation for Victims of Crime. First Nations bands will also assist with medical needs like equipment but may be limited in what they can provide. Your Care Team in the hospital will review your needs prior to discharge. Be sure to access your Interpreter/Resource Worker to help you understand what equipment your health care providers are requiring for your care.

Where can I get Crisis Counselling?

A guide to mental health resources for First Nations, Métis and Inuit people in Winnipeg is available by calling Central Intake at 204-940-8880 or access The Culture of Well-Being Guide to Mental Health Services on our website at www.wrha.mb.ca/aboriginalhealth/files/MentalHealthGuide_Mar08.pdf.

First Nations and Inuit Health (Non-Insured Health Benefits) provides access to crisis counselling for eligible First Nations and Inuit clients. After referral to a therapist, First Nations and Inuit Health will review the treatment plan and may approve up to 12 visits to a therapist for crisis counselling and support.

For crisis services within Winnipeg, you or your family may contact these services:

Klinic (24 hour crisis line)	1-888-322-3019 or 204-786-8686
Mobile Crisis Services (24 hour crisis assessment)	204-940-1781
Seneca House (short-term respite, peer support)	204-231-0217
Seneca Help Line (7p.m. - 11p.m.)	204-942-9276
Mental Health Crisis Response Centre	204-940-1781

**Emergency Psychiatric Services are also available at Victoria General Hospital, Seven Oaks Hospital, Grace Hospital, and St. Boniface Hospital.*

Who is covered under First Nations Inuit Health?

First Nations individuals registered under the Indian Act and all infants (up to 12-months-old) born to First Nations are covered under the First Nations & Inuit Health Non-insured Health Benefits Program (providing one parent has treaty status).

If a person is working toward completing registration, she/he is not covered until a treaty number has been approved and assigned.



Who looks after people not covered under First Nations & Inuit Health?

Those not covered by First Nations and Inuit Health may have Third Party Insurance, such as Blue Cross, Great West Life, Manitoba Public Insurance, or Victims of Crime compensation.

If no Third Party Insurance is available, individuals may look to provincial assistance for coverage.

Assistance may also be acquired through government-supported agencies, such as Old Age Security, Pension, and Disability. Check with Aboriginal Health Programs – Health Services at 204-940-8880 for support. Employment Income Assistance is available to individuals who are unemployed.

How can I get my prescription filled?

The hospital ward you are on can fax your prescription to a pharmacy and have it delivered to where you are staying. If you are released from the health care facility after-hours, ask the nurse or other health care provider about 24-hour drug stores.

The Health Sciences Centre has a pharmacy within the hospital and most hospitals have pharmacies close-by. Grand Medicine is a pharmacy that will deliver to fly-in communities.

Financial

Who will pay for my transportation coverage?

If the First Nation community health centre refers you then First Nations Inuit Health (FNIH) will cover the cost of the trip. FNIH information is available through the Transportation Referral Unit at 204-983-0911 or toll free at 1-877-983-0911.

If you came out on your own, please connect with the AHP – Health Services staff to determine whether you are eligible through Non-Insured Health Services. You may have to contact your local band office for help with transportation, meals and accommodations.

If you are on provincial assistance then you will have to contact Services To Other Regions at 204-945-5535 or 204-945-6599. STOR is available to those on assistance and living off reserve/outside a First Nation Community. For after hours assistance please call 204-945-0183.

Where can I get other funding support if something comes up?

Your Interpreter/Resource Worker or a social worker can help identify the resources that will best fit your situation.

Where can I find money for an emergency?

If you and your family require further support in an emergency, support may be available. Check with your Interpreter/Resource

Worker to assist you with supports, whether you live on or off reserve. Your First Nations Band and Council may also be able to provide emergency funding.

Legal Rights

Who can help me fill out paperwork/applications?

An Aboriginal Health Services Interpreter/Resource Worker is available to assist you in understanding paperwork or applications. There are also Social Workers in the hospitals to assist you.

What are the papers they gave me to go home with?

Do not leave the hospital or clinic if you do not understand the papers given to you. Ask the doctor, nurse, pharmacist, or health care worker to help you get an Interpreter/Resource Worker to come and help you.

Where can I find a lawyer?

Call 204-943-3602. This is a lawyer referral service, which can provide a list of lawyers. Aboriginal lawyers can be made available if you make that request.

The Aboriginal Law Centre at 416-294 Portage Avenue represents Aboriginal people but the lawyers are not necessarily Aboriginal.

You may be eligible for subsidized or funded legal services. You can contact Legal Aid and Agazzi Law Office at 204-985-5230.

How do I make a will?

Legal representation by a registered Notary Public or a lawyer is the only recognized documentation. The health care workers are not authorized to sign any legal documentation on your behalf or for your family. The Interpreter/Resource Workers will help you in locating someone that can assist you with your legal matters.

What does a Public Trustee do? Who is that?

A Public Trustee assists with financial, medical, and other personal decision-making depending on a person's level of understanding or ability to understand. The Public Trustee acts as Committee — this is a legal term that says The Public Trustee must make financial and personal decisions for a person. When The Public Trustee is Committee, decisions may be made on behalf of a client including:

- administering personal finances
- giving consent to medical or psychiatric treatment
- providing legal representation
- making decisions about daily living on the person's behalf
- deciding where, and with whom, a person will live, either temporarily or permanently

A Public Trustee can be assigned, depending on the nature or dynamics of a case. For further information on Public Trustees of Manitoba, go to **www.gov.mb.ca/publictrustee**

A Power of Attorney could be accessible; however, a person must still have decision-making capacity in order to appoint someone as his/her Power of Attorney. This is different from a Public Trustee.

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Central Intake 1-877-940-8880

Guide to Health and Social Services
for Aboriginal People in Manitoba:

www.wrha.mb.ca/aboriginalhealth/files/AHSGuide.pdf

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