

## CHRONIC PAIN AND INDIGENOUS PEOPLES

### CHRONIC PAIN

Pain is an unpleasant sensory and emotional experience typically associated with physical damage to the body. Chronic pain is when the pain lasts longer than three months.

Sometimes chronic pain can occur:

- without a known cause
- after an injury has healed
- after a condition has been treated

The World Health Organization now recognizes chronic pain as a disease in its own right and not just a symptom of other conditions.

There are two types of chronic pain: chronic primary pain and chronic secondary pain.

**Chronic primary pain** occurs when:

- pain persists after the body has completely healed
- the pain has no identifiable cause, such as:
  - fibromyalgia
  - pelvic pain
  - musculoskeletal pain
  - lower back pain

**Chronic secondary pain** occurs together with underlying diseases or issues, such as:

- cancer treatment
- post-surgical pain
- rheumatoid arthritis

Nearly eight million people in Canada live with chronic pain. People who experience chronic pain face a wide range of physical, emotional, and social challenges.

Pain is a unique and personal experience that can vary widely from person to person. A person's experience of pain is influenced by:

- biology
- psychology
- spiritual factors
- social factors
- emotional factors

## THE PREVALENCE OF CHRONIC PAIN IN INDIGENOUS PEOPLES

Indigenous populations experience chronic pain at disproportionate rates in comparison to their non-Indigenous counterparts.<sup>1</sup> However, Indigenous populations are often less likely to obtain and receive care and support for their experiences of pain. The prevalence and experiences of chronic pain both in and outside of health care can be explained in several ways.

As illuminated in *Representations of Indigenous Peoples and Use of Pain Medication*, “the high rates of chronic pain from various forms of injuries, trauma, and interpersonal and structural violence [are] rooted in many peoples’ ongoing experience of colonialism”.<sup>2</sup> Moreover, “it is believed that psychological or emotional trauma can predispose individuals to disability, substance abuse, and other adverse outcomes associated with untreated pain, whether nociceptive (tissue damage), nociplastic, neuropathic (nerve damage), or a combination.”<sup>3</sup>

These experiences and perceptions are further illuminated within eras of violence, such as the Indian Residential Schools, the Sixties Scoop, the Millennium scoop, or any of the assimilative and genocidal practices and policies that have governed Indigenous existence. As explained, “the scientific literature acknowledges that chronic pain is closely tied to issues of trauma, including historical trauma and other psychosocial issues.”<sup>2</sup>

Chronic pain is more than a health issue — it should be viewed as an issue of equity and justice associated with social contexts of discrimination and structural violence. Looking towards the social detriments of health is crucial.

Further, in many instances, Indigenous people accessing care have noted feeling “fearful, disrespected, and are reluctant to seek care in the Canadian health care system”.<sup>3</sup> It has been reported that “Indigenous people seeking their chronic pain care in the emergency department [feel] unwelcome and unheard in

mainstream health care settings”.<sup>3</sup> When considering the disproportionate number of Indigenous peoples who experience chronic pain and are left untreated, this is highly problematic.

## MANAGEMENT OF PAIN: INDIGENOUS DISCOURSES

### **Traditional medicine**

Addressing these widespread problems requires unique and culturally specific approaches to healing.<sup>3</sup> It is crucial to look beyond the pathologizing of pain and seek to care for all aspects of self, such as: consuming traditional foods, participating in cultural activities, using traditional medicines, acknowledging and treating intergenerational trauma, nurturing intergenerational resilience, and strengthening and taking pride in cultural identity — for example, by joining a drumming circle, learning one's ancestral language or art forms, or participating in community ceremonies.<sup>4</sup>

Through a holistic lens we understand that a person's resilience to pain, or pain threshold/tolerance, can also be affected by social supports, cultural strengths, and spiritual health. Diverse Indigenous cultures and spiritual practices offer wellness approaches that address the discrete parts of our being<sup>4</sup> and the characteristics of our required support. To address and resist our issues and challenges we must work from a space of holism, which considers all components and intersections of self.

**A person who is physically, emotionally, mentally, and spiritually healthy often has a higher pain threshold, requires fewer medicines, and recovers more quickly from illness and injury (FNHA 2018).**

As Indigenous populations carry forward the understanding of self through interconnections and holism, relations with the world and earth, it is important to take these aspects into consideration when navigating a person's health and experiences with chronic pain.

**It is important to note that the concept of pain and hurt may be experienced and defined differently by Indigenous peoples, which may explain why it remains underassessed and undertreated.**

William Bateman and Elder Glida with the Vancouver Coastal Health highlighted in their presentation on *The Benefits of Indigenous Healing and Medicines in Managing Clients with Chronic Pain*, the ways in which modern pain theory looks towards biopsychosocial detriments that influence pain. Within Indigenous medicine, we understand this through the interconnections of self. For example, what factors influence a knee injury? Along with structural and physical aspects, the way we understand the experience

is also influenced by sociology and psychology, including our social support network. These social detriments influence our experiences of pain and our ability to recover.

### **Decolonial methods of understanding pain**

The Medicine Wheel guides the symbolic balance and interconnection between physical, spiritual, emotional, and mental health. When considering the notion that health is a balance of the dimensions of the Medicine Wheel, three main thematic areas emerge: (1) predictors of imbalance; (2) indicators of imbalance; and (3) strategies to re-establish balance.

Carrying forward an understanding and incorporation of holistic wellness, it is crucial to understand the intersections and detriments of one's life as it influences the perceptions and experiences of chronic pain. While it can be experienced as physical pain, all aspects of self and the feelings of unbalance can exasperate the experiences of chronic pain.

### **Indigenous experiences**

It is important to note that much of the existing literature and research does not include Indigenous experiences or perceptions. Additionally, relations between providers and Indigenous patients tend to be challenging, resulting in less effective pain care. This is further compounded by extremely limited data available on the experiences of chronic pain among Indigenous populations.

Feelings of being mistreated and misunderstood by the Canadian health care system are common, “along with systemic barriers to accessing health care [...] discrimination, stigma and experiences of having their concerns dismissed by health care workers”,<sup>5</sup> which can further the experiences of marginalization of Indigenous populations within health care.

**“Indigenous participants described experiencing race-based discrimination, with most describing being constructed as “drug seeking” by health care workers, regardless of whether they wanted medication or not”.<sup>5</sup>**

These experiences further compound through “experiences of inadequate and ineffective health care, together shaping their understanding, experiences, and meanings of pain. Further, “the impact of culturally safe and Indigenous-led health care has been demonstrated to improve health outcomes, integrate Western and Indigenous knowledge in care plans, and improve access and adherence”.<sup>5</sup>

## REFERENCES

1. Julien, Lacasse, Labra, Asselin, 2018
2. Browne, Nelson, Lavoie, 2016
3. Latimer, Sylliboy, MacLeod, Rudderham, Francis, Hutt-MacLeod, Harman, & Finley, 2018
4. FNHA, 2018
5. Wallace, B., Varcoe, C., Holmes, C. *et al.* 2021

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## FNHA TRADITIONAL MEDICINE RESOURCES / CULTURAL RESOURCES

- First Nations approaches to traditional medicine:  
[www.fnha.ca/WellnessSite/Documents/Traditional\\_Medicine\\_web.pdf](http://www.fnha.ca/WellnessSite/Documents/Traditional_Medicine_web.pdf)
- First Nations traditional models of wellness (traditional medicines and practices): Environmental scan in BC:  
[www.fnha.ca/WellnessSite/Documents/Traditional\\_Models\\_of\\_Wellness\\_Report\\_2010.pdf](http://www.fnha.ca/WellnessSite/Documents/Traditional_Models_of_Wellness_Report_2010.pdf)
- Holistic health, traditional medicine and naturopathic medicine:  
[www.fnha.ca/WellnessSite/Documents/Traditional\\_Medicine\\_overview.pdf](http://www.fnha.ca/WellnessSite/Documents/Traditional_Medicine_overview.pdf)
- Local cultural resources – Northern Indigenous Health:  
[www.indigenoushealthnh.ca/sites/default/files/publications/documents/10-307-6024-local-cultural-resources.pdf](http://www.indigenoushealthnh.ca/sites/default/files/publications/documents/10-307-6024-local-cultural-resources.pdf)

## GENERAL PRACTITIONERS

### **First Nations Virtual Doctor of the Day**

Provides virtual health care and referral support for people who do not have a doctor or are unable to get an appointment. It is for all First Nations people living in BC and their family members, including family members who are not Indigenous. Doctors are available by video or phone from 8:30AM to 4:30PM every day.

Phone: 1-855-344-3800 to book an appointment.

Website: [fnha.ca/virtualdoctor](https://fnha.ca/virtualdoctor)

Cost: Covered through MSP

### **TeleHealth**

Your appointment with your doctor or specialist is done through video conferencing. You do not need to travel away from your home.

Website: [www.fnha.ca/what-we-do/ehealth/telehealth](https://www.fnha.ca/what-we-do/ehealth/telehealth)

Cost: Covered through MSP

### **Aboriginal Patient Navigator Service**

Aboriginal Patient Navigators are a resource for Aboriginal patients/clients and families to connect to the appropriate services to meet their health care needs. They also are a resource for health care providers to help make health care services culturally safe and assist in connecting people with Aboriginal services.

Location finder: [www.interiorhealth.ca/services/aboriginal-patient-navigator-service/locations](https://www.interiorhealth.ca/services/aboriginal-patient-navigator-service/locations)

Website: [www.interiorhealth.ca/YourHealth/AboriginalHealth/Partnerships/Pages/APN.aspx](https://www.interiorhealth.ca/YourHealth/AboriginalHealth/Partnerships/Pages/APN.aspx)

Cost: Covered through MSP

## MENTAL HEALTH

### **Metro Vancouver Indigenous Counselling**

Free professional counselling for Indigenous individuals across BC, registered with the First Nations Health Authority.

Website: [mvic.ca/mental-health-and-wellness-program/](http://mvic.ca/mental-health-and-wellness-program/)

### **Vancouver Black Therapy and Advocacy Foundation**

Non-profit organization linking Black community members with accredited Black local counsellors in Metro Vancouver. Priority for Black, disabled and LGBTQIA+ folks. New client intake varies throughout the year.

Website: [vancouverblacktherapyfoundation.com/sanctuary](http://vancouverblacktherapyfoundation.com/sanctuary)

### **Indigenous Counselling Program at the WAVAW Rape Crisis Centre**

Free one-to-one counselling for Indigenous including trans and cis women, as well as trans, non-binary, and Two Spirit people, incorporating Aboriginal healing approaches and traditions based on the Medicine Wheel.

Phone: 604-255-6344

Website: [www.wavaw.ca/indigenous-counselling/](http://www.wavaw.ca/indigenous-counselling/)

**FNHA First Nations Health Benefits Mental Health Provider List:** This is a list of mental health providers that have met the First Nations Health Benefits (FNHB)'s eligibility criteria ([www.fnha.ca/benefits/mental-health-providers](http://www.fnha.ca/benefits/mental-health-providers)) and are actively registered with the FNHA.

Website: [www.fnha.ca/Documents/FNHA-First-Nations-Health-Benefits-Mental-Health-Provider-List.pdf](http://www.fnha.ca/Documents/FNHA-First-Nations-Health-Benefits-Mental-Health-Provider-List.pdf)

**Hope for Wellness Helpline** offers immediate mental health counselling and crisis intervention by phone or online chat.

Phone: 1-855-242-3310

Chat confidentially with a counsellor at [www.hopeforwellness.ca/](http://www.hopeforwellness.ca/).

**Indian Residential School Crisis Line** is a national service for anyone experiencing pain or distress because of their residential school experience.

Phone: 1-866-925-4419

**Kuu-Us Crisis Line Society** provides crisis services for Indigenous peoples across BC.

Phone: Adults/Elders line 250-723-4050; youth line 250-723-2040. toll free 1-800-588-8717.

Website: [www.kuu-uscrisisline.com](http://www.kuu-uscrisisline.com).



**Métis Crisis Line** is a service of Métis Nation British Columbia.

Phone: 1-833-MétisBC (1-833-638-4722)

**Tsow-Tun Le Lum Society** provides confidential outreach services such as counselling, cultural supports, and personal wellness programs.

Phone: 1-888-403-3123

Website: [www.tsowtunlelum.org](http://www.tsowtunlelum.org)

**Virtual Substance Use and Psychiatry Service** is an FNHA service providing virtual specialist support in addictions medicine and psychiatry. It requires a referral from a health and wellness provider who can support the individual on their journey. (FNHA Virtual Health can provide a referral for anyone who does not have a provider).

Website: [www.fnha.ca/what-we-do/ehealth/virtual-substance-use-and-psychiatry-service](http://www.fnha.ca/what-we-do/ehealth/virtual-substance-use-and-psychiatry-service)

### **Native Courtworker and Counselling Association**

The Native Courtworker and Counselling Association of British Columbia provides culturally appropriate services to Indigenous people and communities consistent with their needs.

Website: [nccabc.ca](http://nccabc.ca)

Locations across BC

### **Addiction and Wellness Counselling**

Vancouver Coastal Health develops and delivers culturally safe mental wellness and addiction programs for First Nations and Aboriginal people residing within the Lower Mainland including adult counselling, support groups and cultural support and teachings.

Phone: 604-675-2551

Email: [aboriginalwellnessprogram@vch.ca](mailto:aboriginalwellnessprogram@vch.ca)

Website: [www.vch.ca/your-care](http://www.vch.ca/your-care)

Address: #288, 2750 East Hastings Street, Vancouver, British Columbia, V5K 1Z9

Location is between Slocan and Renfrew (close to the PNE), above Shopper's Drug Mart

### **Indigenous Patient Navigator – Health Care System**

Indigenous Patient Navigators support patients, families and staff while respecting local traditions, protocols, and practices to ensure culturally safe health care services.

## VANCOUVER COASTAL HEALTH

### **Lower Mainland Indigenous Patient Navigator**

To access the support of the Indigenous Patient Navigator within the Lower Mainland, please reach out by phone or by email:

Hours: 8:00AM to 8:00PM Monday to Friday // 8:00AM to 5:00PM on weekends and holidays

Phone: 1-877-875-1131

Email: [info.indigenoushealth@vch.ca](mailto:info.indigenoushealth@vch.ca)

### **Qathet Indigenous Patient Navigator**

To access the support of the Indigenous Patient Navigator within Qathet, please contact Jessica Hackett by phone or by email:

Hours: 8:00AM to 4:00PM Monday to Friday

Phone: 604 414-4128

Email: [jessica.hackett@vch.ca](mailto:jessica.hackett@vch.ca)

### **Bella Bella Indigenous Patient Navigator**

To access the support of the Indigenous Patient Navigator within Bella Bella, please contact Cyndi Peal by phone or by email:

Hours: 8:00AM to 4:00PM Monday to Friday

Phone: (604) 786-1736

Email: [cynthia.peal@vch.ca](mailto:cynthia.peal@vch.ca)

### **Bella Coola Indigenous Patient Navigator**

To access the support of the Indigenous Patient Navigator within Bella Coola, please contact Norma Mack by phone or by email:

Hours: 8:30AM to 4:30PM Monday to Friday

Phone: (236) 589-4717

Email: [norma.mack@vch.ca](mailto:norma.mack@vch.ca)

## INTERIOR HEALTH

### **Castlegar (Hospital- and Community-based)**

#### **Kootenay Boundary Regional Hospital // Kootenay Boundary Liaison**

Phone: 250-304-5621

Tuesday, Wednesday, Thursday

### **Cranbrook (Nation-based)**

#### **East Kootenay Regional Hospital**

Phone: (250) 464-1053

Wednesday, Thursday, Friday

### **Kamloops (Hospital-based)**

#### **Royal Inland Hospital**

Phone: (250) 319-5420 or (250) 318-0697

7 days per week (occasional exceptions)

### **Kelowna (Hospital-based)**

#### **Kelowna General Hospital**

Phone: (250) 862-4021 or (250) 801-0466

7 days per week (occasional exceptions)

### **Oliver and Penticton (Hospital-based)**

#### **South Okanagan General Hospital Penticton Regional Hospital**

Phone: (250) 488-1230

Monday to Friday (excluding stat holidays)

### **Vernon (Hospital-based)**

#### **Vernon Jubilee Hospital**

Phone: (250) 558-1200 Ext 4130 or (250) 309-9436

Monday to Friday (excluding stat holidays)

### **Williams Lake (Hospital-based)**

#### **Cariboo Memorial Hospital**

Phone: (250) 302-3266 or (250) 267-1677

Days and hours may vary (no coverage on stat holidays)

## INDIGENOUS PATIENT LIAISONS - HEALTH CARE

**Indigenous Liaison Nurses (ILNs)** can advocate on your behalf, helping you access referrals, benefit information and more with ease.

To access the services of an Indigenous Health Liaison, call: 1-866-766-6960. Hours of service: 8:30AM to 4:30PM Monday to Friday (excludes holidays)

For specific municipalities see below:

### NORTH ISLAND

#### ALERT BAY

##### **Namgis Health Centre**

Teliah Vollick

Phone: 250-974-5522 ext. 2184 // Cell: 250-974-8314

Fax: 250-974-2698

Email: [teliah.vollick@namgis.bc](mailto:teliah.vollick@namgis.bc)

### CAMPBELL RIVER

Nadine Kruger, ILN

Phone: 250-286-7100 ext. 67305 / Cell: 250-830-8865

Fax: 250-286-7177

Email: [Nadine.Kruger@islandhealth.ca](mailto:Nadine.Kruger@islandhealth.ca)

### COMOX

Laurel Anderson, ILN

Phone: 250-331-5900 ext. 65308 // Cell: 250-650-5714

Email: [laurel.anderson@islandhealth.ca](mailto:laurel.anderson@islandhealth.ca)

Emily Mark, Weekend ILN

Phone: 250-331-5900 ext. 65308 // Cell: 250-527-0139

Email: [emily.mark@islandhealth.ca](mailto:emily.mark@islandhealth.ca)

## MT. WADDINGTON

### **Port Hardy Hospital**

Benedict Leonard, ILN

C/O Port Hardy Health Unit / Port Hardy Hospital

Phone: 250-902-6011 ext. 66985 // Cell: 250-713-4549

Fax: 250-902-6030

Email: [benedict.leonard@islandhealth.ca](mailto:benedict.leonard@islandhealth.ca)

Violet Alfred, IPN (Thursday to Tuesday, 11AM-7PM)

Cell: 250-702-5614

Fax: 250-902-6030

Email: [violet.alfred@islandhealth.ca](mailto:violet.alfred@islandhealth.ca)

## CENTRAL ISLAND

### **Nanaimo Hospital**

Louise Dexter, ILN (Friday to Sunday)

Phone: 250-755-7691 ext. 52095 // Cell: 250-741-4234

Fax: 250-755-3361

Email: [louise.dexter@islandhealth.ca](mailto:louise.dexter@islandhealth.ca)

Joanne van Engelsdorp (Monday to Thursday)

Phone: 250-755-7691 ext. 52095 // Cell: 250-883-3010

Fax: 250-755-3361

Email: [Joanne.vanengelsdorp@islandhealth.ca](mailto:Joanne.vanengelsdorp@islandhealth.ca)

Miranda Borrelli, ILN, NRGH ED

Cell: 250-713-8184

Email: [Miranda.borrelli@islandhealth.ca](mailto:Miranda.borrelli@islandhealth.ca)

## PORT ALBERNI

### **West Coast General Hospital**

Monday to Friday: 8:30AM-4:30PM

Saturday to Sunday: 8:30AM-4:30PM

Deb Melvin, LPN / Claudette Lucas, LPN

4 rotating 4 days on, 4 days off with Claudette Lucas

Phone: 250-723-1390 ext. 48109 // Cell: 250-735-4319

Fax: 250-731-1342

Email: [Deb.Melvin@islandhealth.ca](mailto:Deb.Melvin@islandhealth.ca) or [Deb.Melvin@nuuchahnulth.org](mailto:Deb.Melvin@nuuchahnulth.org)

Email: [Claudette.Lucas@islandhealth.ca](mailto:Claudette.Lucas@islandhealth.ca)

Linda Smith, LPN

Hours: Monday-Friday 8:30AM-4:30PM

Phone: 250-724-5757 ext. 280 // Cell: 250-731-5392

Becki Nookemis, BA

Hours: Monday-Friday 8:30AM-4:30PM

Phone: 250-724-5757 ext. 264 // Cell: 250-735-3033

### **Tofino General Hospital**

April Nelson, CTN (Sunday to Wednesday)

Alishia Vandrimmelen, CTN (Wednesday to Saturday)

Phone: 250-725-4010 ext. 64143

Email: [April.Nelson@islandhealth.ca](mailto:April.Nelson@islandhealth.ca) // Email: [Alishia.Vandrimmelen@islandhealth.ca](mailto:Alishia.Vandrimmelen@islandhealth.ca)

### **Cowichan District Hospital**

Danny Pasichnyk, CTN (Thursday to Monday, 11:00AM-7:00PM)

Phone: 250-727-2030 ext. 45682 // Cell: 250-589-8256

Fax: 250-709-3038

Email: [Danny.Pasichnyk@islandhealth.ca](mailto:Danny.Pasichnyk@islandhealth.ca)

SOUTH ISLAND

### **Saanich Peninsula Hospital**

Jane Fox, RN BScN

Phone: 250-652-7590 ext. 27590 // Cell: 778-677-0774

Fax: 250-652-7547

Email: [jane.fox@islandhealth.ca](mailto:jane.fox@islandhealth.ca)

Lucia Bartleman, IPN

Cell: 250-217-6407

Email: [Lucia.Bartleman@islandhealth.ca](mailto:Lucia.Bartleman@islandhealth.ca)

### **Victoria General Hospital**

Monique Pat, RPN

Phone: 250-519-5300 ext. 15479 // Cell: 250-480-8333

Fax: 250-519-1524

Email: [monique.pat@islandhealth.ca](mailto:monique.pat@islandhealth.ca)

Cody Kirkpatrick, ILN (Saturday to Monday)

Phone: 250-727-4543 // Cell: 250-217-0934

Fax: 250-519-1524

Email: [Cody.Kirkpatrick@islandhealth.ca](mailto:Cody.Kirkpatrick@islandhealth.ca)

### **Royal Jubilee Hospital**

Selina Bickle, ILN

Phone: 250-370-8847 x18447 // Cell: 250-580-4922

Email: [selina.bickle@islandhealth.ca](mailto:selina.bickle@islandhealth.ca)

Catherine Condry, ILN (Saturday to Monday)

Phone: 250-519-1905 ext. 11905 // Cell: 250-580-3920

Fax: 250-519-1524

Email: [Catherine.Condry@islandhealth.ca](mailto:Catherine.Condry@islandhealth.ca)

Candice Trudel, ILN (Float)

Cell: 250-508-6268

Fax: 250-519-1524

Email: [Candice.Trudel@islandhealth.ca](mailto:Candice.Trudel@islandhealth.ca)

NORTHERN HEALTH

**Burns Lake**

Vacant

Phone: 250-692-2474

CHETWYND

Vacant

DAWSON CREEK

Margaret McGillis

Email: [Margaret.McGillis@northernhealth.ca](mailto:Margaret.McGillis@northernhealth.ca)

Phone: 250-795-6190

[www.indigenoushealthnh.ca/sites/default/files/initiatives/documents/apl-brochure-dawson-creek.pdf](http://www.indigenoushealthnh.ca/sites/default/files/initiatives/documents/apl-brochure-dawson-creek.pdf) [PDF]

HAZELTON

**Wrinch Memorial Hospital**

Angie Combs

Email: [Angie.Combs@northernhealth.ca](mailto:Angie.Combs@northernhealth.ca)

Phone: 250-842-4407

[www.indigenoushealthnh.ca/sites/default/files/initiatives/documents/apl-brochure-hazelton.pdf](http://www.indigenoushealthnh.ca/sites/default/files/initiatives/documents/apl-brochure-hazelton.pdf) [PDF]

NORTH PEACE (FORT ST. JOHN)

**Vacant**

Phone: 250-261-7481

**Omineca Region**

Angie Prince

Email: [Angie.Prince@northernhealth.ca](mailto:Angie.Prince@northernhealth.ca)

Phone: 250-567-8930

[www.indigenoushealthnh.ca/sites/default/files/initiatives/documents/apl-brochure-omineca.pdf](http://www.indigenoushealthnh.ca/sites/default/files/initiatives/documents/apl-brochure-omineca.pdf) [PDF]



PRINCE GEORGE

**University Hospital of Northern BC**

**Vacant**

In the interim please contact the UHNBC switchboard on 250-565-2000 and ask to be connected to the appropriate ward, and they can reach the social worker.

PRINCE RUPERT

**Vacant**

Phone: 250-622-6520

QUESNEL

**GR Baker Memorial Hospital**

Lyndsey Rhea

Email: [Lyndsey.Rhea@northernhealth.ca](mailto:Lyndsey.Rhea@northernhealth.ca)

Phone: 250-985-5812

[www.indigenoushealthnh.ca/sites/default/files/initiatives/documents/apl-brochure-quesnel.pdf](http://www.indigenoushealthnh.ca/sites/default/files/initiatives/documents/apl-brochure-quesnel.pdf) [PDF]

SMITHERS

**Bulkley Valley District Hospital**

Lisa McKinnon

Email: [Lisa.Mckinnon@northernhealth.ca](mailto:Lisa.Mckinnon@northernhealth.ca)

Phone: 250-643-7347

[www.indigenoushealthnh.ca/sites/default/files/initiatives/documents/apl-brochure-smithers.pdf](http://www.indigenoushealthnh.ca/sites/default/files/initiatives/documents/apl-brochure-smithers.pdf) [PDF]

TERRACE AND KITIMAT

**Mills Memorial Hospital**

Lloyd McDames

Email: [Lloyd.McDames@northernhealth.ca](mailto:Lloyd.McDames@northernhealth.ca)

Phone: 250-638-4085

[www.indigenoushealthnh.ca/sites/default/files/initiatives/documents/apl-brochure-terrace-lloyd.pdf](http://www.indigenoushealthnh.ca/sites/default/files/initiatives/documents/apl-brochure-terrace-lloyd.pdf) [PDF - Lloyd]

Tanya Gregoire

Email: [Tanya.Gregoire@northernhealth.ca](mailto:Tanya.Gregoire@northernhealth.ca)

[www.indigenoushealthnh.ca/sites/default/files/initiatives/documents/apl-brochure-terrace-tanya.pdf](http://www.indigenoushealthnh.ca/sites/default/files/initiatives/documents/apl-brochure-terrace-tanya.pdf) [PDF - Tanya]

## COMPLAINTS AND CONCERNS - HEALTH CARE

### **FNHA Compliments and Complaints**

If you want to provide feedback on your experience of a BC health care service, you can submit it to the FNHA Quality Care and Safety Office (QCSO). You can provide feedback on your experience with any BC public health care service, including: those delivered directly by FNHA (such as nursing stations, Virtual Doctor of the Day, and some health benefits), those delivered by external health care providers (such as hospitals), those funded by FNHA (such as care provided in First Nations community health centres, Pacific Blue Cross, and Pharma Care Plan W).

E-mail: [quality@fnha.ca](mailto:quality@fnha.ca)

Website: <https://www.fnha.ca/about/governance-and-accountability/compliments-and-complaints>

### **Interior Health Patient Quality Care Office**

This office acts as the central access point for complaints that are not addressed at the service delivery level. The office will formally register the complaint, work with you to identify a reasonable resolution, and provide you with a response to the complaint and an explanation about any decisions and actions taken.

Phone: 1-877-442-2001 ext. 1

Fax: 250-870-4670

Email: [pcqo@interiorhealth.ca](mailto:pcqo@interiorhealth.ca)

Website: [www.interiorhealth.ca](http://www.interiorhealth.ca)

## INDIGENOUS PROGRAMS

### LOWER MAINLAND

#### **Helping Spirit Lodge Society**

Helping Spirit Lodge Society provides therapeutic interventions to support women moving through trauma, including counselling, acupuncture, and massage. This organization primarily helps Indigenous women and children but does not close its doors to others.

Phone: 604-874-6629

Email: [reception@hsls.ca](mailto:reception@hsls.ca)

#### **Kilala Lelum**

Nurses, social workers, and community liaison workers provide daily support and outreach to marginalized members. Support includes medication outreach visits with members, food security deliveries, as well as case management. Case management involves assessment, planning, facilitation, evaluation and advocating for services to meet an individual's holistic healthcare needs. An interprofessional team addresses the underlying causes of trauma and supports emotional, psychological, cognitive, and behavioural health and wellness.

Address: 626 Powell Street, Vancouver, British Columbia, V6A 1H4

Phone: 604-620-4010

Email: [info@uihhc.ca](mailto:info@uihhc.ca)

Website: [kilalalelum.ca/clinics-programs/programs/case-management/](http://kilalalelum.ca/clinics-programs/programs/case-management/)

#### **Coastal Family Resource Coalition**

The coalition develops capacity on the West Coast to address the needs of children, youth, families, and communities. It works to improve communications and networking between service providers, agencies, communities and funders through its resource and service directory.

Website: [coastalfamilyresources.ca/locations/ucluelet?page=1](http://coastalfamilyresources.ca/locations/ucluelet?page=1)

#### **Lu'ma Support Services**

Lu'ma has developed, owns, and manages more than 550 affordable housing units. Lu'ma offers a wide range of programs and services that aim to alleviate poverty, improve the overall health of the urban Indigenous community, and respond to the evolving needs of Indigenous Peoples.

Address: 2960 Nanaimo Street Vancouver, BC, V5N 5G3

Phone: 604-876-0811

Website: [www.lnhs.ca](http://www.lnhs.ca)

- Medical centre
- Native housing
- Youth mentorship

## YOUTH

### **Urban Native Youth Association**

Wrap around, culturally appropriate services for Indigenous youth ages 11-30.

Services: Native Youth Health & Wellness Centre, mediation, Aboriginal Outreach Team, Young Bears Lodge (substance use treatment), clinical counselling, employment training, alternative education, Jordan's Principle, Two-Spirit programming, mentorship, recreation, art.

Address: 1618 East Hastings, Vancouver, BC

Phone: 604-254-7732

Email: [info@unya.bc.ca](mailto:info@unya.bc.ca)

Website: [unya.bc.ca](http://unya.bc.ca)

### **Aboriginal Youth Empowerment Program**

The program provides emotional support, outreach, cultural connections, resource information and referrals to Aboriginal-identified youth who are survivors of crime and trauma.

Program features:

- Emotional support, counselling, and referrals
- Prevention/intervention programming
- Cultural awareness and connections

The program also helps navigate the judicial system by accompanying youth attending legal matters, court dates, probation, police, and family matters.

Hours: Monday - Friday, 2:00PM - 6:00PM

Referral: Referrals can be made by individuals or service providers.

Phone: 604-709-5720

Email: [info@pcrs.ca](mailto:info@pcrs.ca)

Website: [pcrs.ca/ayvs/](http://pcrs.ca/ayvs/)

## **Broadway Youth Resource Centre**

The BYRC is a one-stop youth centre that provides a wide range of social, health, education, employment, and life skills services to youth.

Address: 2455 Fraser Street, Vancouver, British Columbia, V5T 1T1

Phone: 604-709-5720

Email: [byrc@pcrs.ca](mailto:byrc@pcrs.ca)

Website: [pcrs.ca/service-resource-centres/broadway-youth-resource-centre-2/](http://pcrs.ca/service-resource-centres/broadway-youth-resource-centre-2/)

## **FUNDING SUPPORT**

### **Jordan's Principle – Youth**

Jordan's Principle responds to unmet needs of First Nations children no matter where they live in Canada. Funding is available for health needs (transportation to appointments, medical supplies and equipment, mobility aids, mental health services, therapeutic services such as speech therapy, physiotherapy, occupational therapy, addiction services), social needs (social worker, land-based activities, personal support worker, specialized summer camps, respite, or programs based on cultural beliefs and practices), educational needs (school supplies, tutoring services, teaching assistants, specialized school transportation, psycho-educational assessments)

Website: [www.sac-isc.gc.ca/eng/1568396296543/1582657596387](http://www.sac-isc.gc.ca/eng/1568396296543/1582657596387)

Phone: 778-951-0716

Email: [principedejordancb-bcjordansprinciple@sac-isc.gc.ca](mailto:principedejordancb-bcjordansprinciple@sac-isc.gc.ca)

(See website for other provinces)

Application form: [www.sac-isc.gc.ca/eng/1592232608805/1592234588002#secJordan](http://www.sac-isc.gc.ca/eng/1592232608805/1592234588002#secJordan)

## HOUSING

### **Helping Spirit Lodge Society**

Helping Spirit Lodge Society provides therapeutic interventions to support women moving through trauma, including counselling, acupuncture, and massage. This organization primarily helps Indigenous women and children but does not close its doors to others.

Phone: 604-874-6629

Email: [reception@hsls.ca](mailto:reception@hsls.ca)

### **Lu'ma Support Services**

Lu'ma has developed, owns, and manages more than 550 affordable housing units. Lu'ma offers a wide range of programs and services that aim to alleviate poverty, improve the overall health of the urban Indigenous community, and respond to the evolving needs of Indigenous Peoples.

Address: 2960 Nanaimo Street Vancouver, BC, V5N 5G3

Phone: 604-876-0811

Website: [www.lnhs.ca](http://www.lnhs.ca)

### **Okanagan Métis & Aboriginal Housing Society**

The Society's mandate is to develop and maintain affordable and comfortable rental housing units, integrated within the urban communities of the Okanagan. The major objective is to make affordable rental housing available for all households (native and non-native people) of low and moderate income.

Phone: 250-763-0112

Email: [omahs3@telus.net](mailto:omahs3@telus.net)

Housing Application: [omahs.ca/application](http://omahs.ca/application)

### **Kamloops Native Housing Society**

Address: 742 Mount Paul Way, Kamloops, BC

Phone: 250-374-1728

Website: [www.ahma-bc.org/list-of-aboriginal-housing-providers](http://www.ahma-bc.org/list-of-aboriginal-housing-providers)

### **Cariboo Friendship Centre**

The Cariboo Friendship Centre offers affordable rentals and low-income options for apartments, townhouses, and detached housing.

Address: 99 South Third Avenue Williams Lake, BC V2G 1J1

Phone: 250-398-6831

Website: [www.ahma-bc.org/list-of-aboriginal-housing-providers](http://www.ahma-bc.org/list-of-aboriginal-housing-providers)

### **Dakelh & Quesnel Community Housing Society**

The society's mission is to provide safe, secure, and affordable housing to all, including marginalized individuals of First Nations, Metis and Inuit ancestry and the wider community in the Quesnel area including low- to moderate-income families, individuals, elders, persons with barriers and persons with disabilities.

Address 100-744 Front Street, Quesnel, BC V2J 2L1

Phone: 250-992-3306

Website: [www.dqchs.org](http://www.dqchs.org)

**\*\*Not accepting applications for March 2023\*\***

Housing application: [www.dqchs.org/apply](http://www.dqchs.org/apply)

### **Kekinow Native Housing Society**

Kekinow Native Housing Society provides safe, healthy, and affordable housing for Indigenous people in the Lower Mainland.

Address: 1014-7445 132nd Street, Surrey BC V3W 1J8

Phone: 604-591-5299

Fax: 604-591-5112

Website: [kekinow.ca](http://kekinow.ca)

### **Mamele'awt Qweesome Housing Society**

MQHS is a non-profit housing society that provides a range of housing options for residents of the Fraser Valley region of British Columbia.

Address: PO Box 3563 Mission BC V2V 4L1

Phone: 604-820-3324

Fax: 604-820-2175

Application: [mqhs.ca/apply/](http://mqhs.ca/apply/)

Website: [mqhs.ca](http://mqhs.ca)

### **To'o Housing Society**

Address: PO Box 3563 Mission BC, V2V 4L1

Phone: 604-820-3324

### **Dawson Creek Native Housing**

Address: 10425 10 Street Dawson Creek, BC V1G 3T8

Phone: 250-782-1598

**Fort St. John Housing Society**

Address: 10233 100 Avenue, Fort St. John BC V1J 1Y8

Phone: 250-785-0612

Fax: 250-785-4047

**Aboriginal Housing Society of Prince George**

Address: 1919 17th Avenue Prince George BC V2L 5R2

Phone: 250-564-9794

Fax: 250-564-9793

Email: [info@ahspg.ca](mailto:info@ahspg.ca)

Apply here: [www.ahspg.ca/housing/online-housing-application/](http://www.ahspg.ca/housing/online-housing-application/)

**Aqanttanam Housing Society**

The Aqanttanam Housing Society provides suitable affordable housing for low-income households, primarily of Indigenous ancestry, providing a foundation to achieve stability, pride, and an opportunity for growth.

Address: Unit 1 2220 2nd Street South Cranbrook BC, V1C 1E1

Phone: 250-417-3774

Apply here: [www.aqanttanam.ca/apply/](http://www.aqanttanam.ca/apply/)

**Conayt Friendship Society**

Address: 2164 Quilchena Avenue PO Box 1989, Merritt, BC V1K 1B8

Phone: 250-378-5107

Email: [executiveassistant@conayt.com](mailto:executiveassistant@conayt.com)

Website: [www.conayt.com/housing/](http://www.conayt.com/housing/)

**OUT-OF-PROVINCE****ONTARIO****Indigenous health and professional organizations**

Website: [shs.mcmaster.ca/resources/indigenous-health-professional-organizations](http://shs.mcmaster.ca/resources/indigenous-health-professional-organizations)