

## Additional Resources

### Accommodations

<b>Accent Inn</b>	250-475-7500
<b>Agape Guest</b>	250-592-0922
<b>Blue Ridge</b>	250-388-4345
<b>Burn House</b>	250-370-2876
<b>Cancer Lodge</b>	250-592-2662
<b>Heart House</b>	250-595-1931
<b>Jenece Place</b>	250-479-9908

### Benefits

<b>Inter-Tribal Health Authority (ITHA)</b>	1-877-777-4842
<b>Non-Insured Health Benefits (NIHB)</b>	1-800-317-7878

### Supports and Services

<b>BC Aboriginal Network on Disability Society (BCANDS)</b>	250-381-7303
<b>First Nations Health Council</b>	1-866-417-1139
<b>Victoria Native Friendship Centre</b>	250-384-3211

### Transportation

<b>Wheels for Wellness</b>	250-338-0196
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### Royal Jubilee Hospital

Main switchboard	250-370-8000
Patient Information desk	250-370-8244
Parking Office	7:45am—3:30pm
Food Court at the RJH Patient Care Centre:	
Monday-Friday	6:30am—7:30pm
Saturday-Sunday	7:00am—7:30pm

### Victoria General Hospital

Main switchboard	250-727-4212
Patient Information desk	250-727-4157
Parking Office	7:45am—3:30pm
Cafeteria (Monday-Friday)	8:30am—6:30pm
Cafeteria (Saturday-Sunday)	11:30am—6:30pm

### Tim Horton's at RJH and VGH

Monday-Friday	6:30am—7:30pm
Saturday-Sunday	7:00am—7:30pm

### Island Health Complaints/Concerns

1-877-370-8699

### Island Health Aboriginal Liaison Nurses

Alert Bay	250-974-8314
Campbell River	250-830-8865
Comox	250-650-5714
Cowichan	250-709-8204
Nanaimo	250-741-4234
Port Alberni	250-735-0438
Port Hardy, Port McNeill	250-230-0335
Saanich Peninsula Hospital	778-677-0774
Tofino General Hospital	250-735-1014

# Aboriginal Health Liaison Nurses



Royal Jubilee Hospital  
Victoria General Hospital



*Let your care reflect  
your culture*





To support culturally appropriate care for Aboriginal patients, Island Health is pleased to connect you with an Aboriginal Health Liaison Nurse upon request. Please let us know how we can help make your hospital visit more comfortable.

Patients, family and friends can request a referral to the Aboriginal Liaison Nurse before or during a hospital stay.

#### Aboriginal Liaison Nurses can help by:

- ◆ Supporting patients and families while in hospital and explaining health care information
- ◆ Identifying eligibility and access to non-insured health benefits for out of town patients and families
- ◆ Connecting you with a volunteer visitor or Pastoral care upon your request
- ◆ Working with hospital staff, patients, family and community to support clear communication and discharge planning
- ◆ Arranging access to the All Nations Healing Room at RJH (*featured above and on front page*)
- ◆ Providing access to a drum(s) for use in the All Nations Healing Room
- ◆ Determining eligibility for one compassionate parking pass per patient

Updated: 5/2/2014

#### Things to know:

- ◆ Please bring your BC Care Card and Status Card.
- ◆ Check with your Band and/or Patient Travel Clerk as soon as possible to see if you are eligible for travel assistance or support for meals and accommodation.
- ◆ One cot will be provided to a parent or guardian who is staying with their child in the Pediatric unit.
- ◆ Island Health's Aboriginal Health program does not have the ability to provide any financial assistance.
- ◆ For those who qualify, assistance may be available from their Band or Health Canada (First Nations Health Authority).

#### We respect your privacy and confidentiality

- ◆ Island Health takes measures to ensure that your personal information is treated in a confidential manner according to the Freedom of Information and Protection of Privacy Act and will only share the necessary and relevant information for the purposes of your ongoing care and services.
- ◆ Health care professionals have a responsibility to report risks to the health or safety of patients or others.

#### You have the right to:

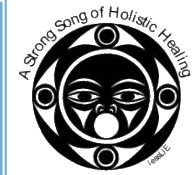
- ◆ Know that your information is kept confidential
- ◆ Make a complaint and know that you will still get care and be treated fairly
- ◆ Say yes or no to services
- ◆ Be treated in a safe and respectful way

## South Island Aboriginal Liaison Nurses



**Cathy Condy**

Cell: (250) 812-1464  
Catherine.Condy@viha.



**Monique Pat**

Cell: (250) 480-8333  
Monique.Pat@viha.ca

## Referrals Welcome

### Office Hours: Weekdays

8:00am - 4:00pm

Calls are answered within  
24-48 hours Monday - Friday

Hy'chka

Kleco-Kleco

Gilakas'la

Thank you

**Aboriginal Health**  
viha.ca/aboriginal\_health

