

Guide for the Travelling Yukon Patient



Travel

Hospitals

Accommodation

Children
and Families

Cancer

First Nations

Support
Services

purpose
of this
guide

This ***Guide for the Travelling Yukon Patient*** provides phone numbers, websites and other information that will help you plan your medical travel before you leave home. (E-mail addresses have not always been included since they often change and are usually available on websites.) We recommend you also take the guide with you while you are travelling or in hospital. It provides checklists of things you may have forgotten and offers hints to help you have a more comfortable time.

The full text of the guide is available on the website of the Yukon Department of Health and Social Services at www.hss.gov.yk.ca/mti. It is also available on-line from the website of the Whitehorse General Hospital. Go to www.whitehorsehospital.ca and click on "Patient Information." You will be able to download a PDF version of the guide and print whichever pages you want.

Be sure to fill out the feedback form on page 37 if you find something that needs correction or if you would like to see something added. The on-line version will be updated as needed.

Please consider recycling this guide if you don't need it any more. Return it to your community nursing or health centre or your doctor's clinic, or give it to someone you know could use it.

acknowledgements

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The author would like to thank the many Yukoners who told stories of their own medical travel in the hope of improving the experiences of others.

The following organizations also contributed to the guide:

Health Canada, Rural and Remote Health Innovations Initiative

Government of the Yukon

Whitehorse General Hospital

Hospitals in Edmonton, Calgary and Vancouver







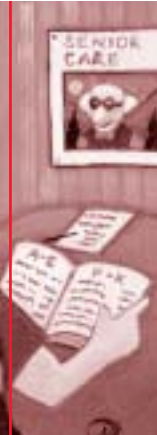
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travel

GENERAL INFORMATION

Yukon Government Health Services Medical Travel Program

Medical travel benefits are available for Yukon residents registered with the Yukon Health Care Insurance Plan, with some exceptions (see “Federal Government Medical Travel Assistance” on page 2). Applications to the program must be certified by a Yukon physician or nurse practitioner and submitted to the Yukon Medical Travel Program for approval before your departure. All travel must originate in the Yukon. Travel benefits are given only when

diagnosis, follow-up or treatment are not available locally. Note that some treatments are not insured.

Outpatients may receive a \$75/day subsidy for accommodation, meals and transportation, beginning on the fourth day of receiving medical services, for up to 90 days. Approved escorts are also eligible for this assistance. Be sure to take the proper forms with you to be signed by attending health care practitioners at your appointments or in hospital. Note that you are reimbursed for these expenses after your trip, so you must be prepared

to pay for your accommodation, meals and transportation at the time you receive these services.

NOTE: If you are travelling outside the Yukon, and you have an accident or become ill, the Yukon Health Care Insurance Plan does NOT pay for ambulance or evacuations and covers only a basic rate for hospital stays. You should purchase private travel insurance or extended medical benefits for this coverage even when travelling within Canada.



Federal Government Medical Travel Assistance

Members of the Canadian Armed Forces, the RCMP, and federal government employees should contact their human resources supervisor to discuss medical travel benefits through their employment.

First Nations

Status First Nation and Inuit clients are covered for medical travel and approved escorts through Health Canada, Non-insured Health Benefits (NIHB). First Nation and Inuit clients should contact NIHB for detailed advice. For additional information, they may contact their social program directors. Refer to the "First Nations" section on page 27 for more information.

Phone numbers and websites

AMBULANCE

**WHITEHORSE AND CITIES IN
BRITISH COLUMBIA AND ALBERTA**
911

YUKON COMMUNITIES

community telephone prefix
(e.g., 993 for Dawson) + 4444
exception: Carcross: 821-3333

GOVERNMENT OF YUKON

Note that government toll-free 1-800 numbers can be used only in the Yukon.

GENERAL INQUIRIES

867-667-5811 or 1-800-661-0408

MEDICAL TRAVEL PROGRAM

867-667-5203 or 1-800-661-0408 ext. 5203

YUKON HEALTH CARE INSURANCE

867-667-5209 or 1-800-661-0408 ext. 5209

YUKON WORKERS' COMPENSATION HEALTH AND SAFETY BOARD

867-667-5645 or 1-800-661-0443

GOVERNMENT OF YUKON WEBSITE

www.gov.yk.ca

GOVERNMENT OF CANADA

HEALTH CANADA, FIRST NATION AND INUIT HEALTH BRANCH, NON-INSURED HEALTH BENEFITS (NIHB)

867-667-3974 or 867-393-6761

GOVERNMENT OF CANADA WEBSITE

www.canada.gc.ca

AIR TRAVEL TIPS

Before your departure:

- Have a plan for what you are going to do when you land. For example, know who will be meeting you and where you will be going when you leave the airport. Many hotels provide shuttle bus service from the airport. There may be a charge for this service, but it is usually less costly than taking a taxi.
- Book ahead with the airline if you will require a wheelchair or motorized cart to board or disembark from the airplane.
- Ask about the locations of buses, taxis, baggage, wheelchairs and motorized carts at your arrival airport.
- Know exactly where you are going when you leave the airport, and how you will get there. Write it down.
- Pack a carry-on bag with personal essentials such as sleepwear, medications and medical supplies—in case your checked baggage is delayed or lost.
- If you are diabetic and use insulin needles, obtain a letter from your physician stating your condition, or you may not get through security at the airport.
- Make sure you have photo identification for yourself and for any adults travelling with you; airlines now require photo ID before issuing boarding passes. If you do not have photo ID, such as a driver's licence, you may obtain photo ID at territorial agents and liquor stores.
- Discuss any anxiety or fears about the flight or your medical condition with a friend or some other trusted person.
- Take a pen, notepad and this guide so you can jot down reminders, important information, phone numbers, etc.
- Take a loonie (\$1 coin) so you can use a coin-operated baggage cart at your arrival airport. (Baggage carts in some airports are free.)
- Eat well to avoid fluctuations in your blood sugar levels. Note that a hot meal is no longer served on the Whitehorse-to-Vancouver flight.

- Avoid stimulants such as caffeine and depressants such as alcohol.
- Arrive at the airport at least two hours before your departure time.
- Mention your wheelchair or other needs to an airline employee when checking in.
- If you are able, walk around the terminal for exercise before boarding the plane.
- Go to the bathroom even if you don't feel like it.

On the plane:

- Drink juice or water whenever it is served, and avoid alcohol in order to prevent dehydration.

- Chew gum or suck candies if your ears hurt with the air pressure changes.
- Take something interesting to read.
- Think over your preparations and plans; write down what still needs to be done.
- Let a flight attendant know if you will need help or an aid such as a wheelchair to leave the aircraft.

When you land:

- Stay seated and wait for assistance from a flight attendant if necessary.
- Use the white courtesy phones in the air terminal for emergencies or for any other kind of help.

- Use the escalators, moving sidewalks and, if necessary, elevators to avoid tiring yourself. The elevators are often hard to locate. Ask an airport employee for directions.
- Use a baggage cart, usually located near the baggage carousel, or ask a porter for help getting your luggage to ground transportation depots. Note that airport porters will expect a tip.

Phone numbers and websites

AIRPORTS

WHITEHORSE AIRPORT

867-667-8440 or 1-800-661-0408,
ext. 8440

VANCOUVER INTERNATIONAL AIRPORT

GENERAL INQUIRIES: 604-207-7077

EMERGENCY: 604-207-7022

WEB SITE: www.yvr.ca

EDMONTON INTERNATIONAL AIRPORT

780-890-8382 or 1-800-268-7134

WEB SITE: www.edmontonairports.com

CALGARY INTERNATIONAL AIRPORT

403-735-1234

WEB SITE: www.calgaryairport.com

GROUND TRANSPORTATION

WHITEHORSE

TAXI: There are direct lines at the airport and in some hotels.

SHUTTLE BUSES: Some hotels provide transportation to and from the airport. There may be a charge for this service.

PUBLIC TRANSIT INFORMATION: 668-8394

VANCOUVER

TAXI: There are direct lines at the airport and inside hospital main doors.

Yellow Cab: 604-681-1111

Vancouver Taxi (wheelchair accessible, regular fare): 604-255-5111

PUBLIC TRANSIT INFORMATION: 604-521-0400

Handibus/Handy-Dart (must book ahead):

604-430-2692 or 604-433-5995

VOLUNTEER DRIVERS (must book ahead):

Cancer: 604-872-2034 or
604-253-8470, ext. 226

Red Cross: 604-879-6001, ext. 300

Freemasons (for cancer patients only):
604-872-2034 or 1-800-663-2524

*Interhospital shuttle service,
Broadway/Cambie area:* 604-875-4118
(Doctor's note needed to approve patient's use of shuttle)

*Vancouver General Hospital
transportation coordinator:*
604-875-4118

EDMONTON

TAXI: There are direct lines at the airport and inside hospital main doors.

SKYSHUTTLE: from airport to downtown
780-890-7234

PUBLIC TRANSIT INFORMATION:
780-496-1611

VOLUNTEER DRIVERS FOR CANCER PATIENTS
(must book ahead): 780-455-7181

Cross Cancer Institute van:
780-432-8704

CALGARY

TAXI: There are direct lines at the airport and inside hospital main doors.

Airporter Direct Taxi (to Foothills Hospital): 1-888-642-5252

PUBLIC TRANSIT INFORMATION:
403-262-1000

Handibus (must book ahead):
403-276-1212

hospitals

Before you leave home:

- Gather information about the hospital you will be going to from your nurse, doctor and other people who are familiar with that hospital. Ask if the hospital can send you information about accommodation, ground travel, etc. Most hospitals have websites from which you can download and print information. You can also contact the hospital by e-mail and telephone. E-mail addresses and telephone numbers are available on websites.
- Make arrangements to pay your expenses. You will have to pay up front for ground transportation, meals, accommodation, etc. (but not your flight). If you are eligible for travel assistance, keep all your receipts so you can be reimbursed.
- If you are a member of a First Nation and think you may need assistance not covered by Non-insured Health Benefits, let your First Nation administration know ahead of time where you are going and when.
- If you are diabetic and use insulin needles, or if you are taking any other type of medication, obtain a letter from your physician stating your condition.
- Decide whether or not you want the hospital to give out information about you. Request a “do not announce” if you wish to be left alone, but be aware this could mean no visitors, flowers or mail.
- Give family and friends the hospital and ward phone numbers if you want them to be able to contact you.



Discuss the following items with your nurse or doctor. Take a pen and notepad with you so you can write the answers down.

Your diagnosis and treatment plan

Whether you will be an in-patient, out-patient or both

Reason for tests and treatments, and risks involved

Amount of time you can expect to be away

Any decisions you may have to make about the treatment

Confirmation letters you may need for appointments

Discharge requirements, if any

Follow-up care both in the city and at home

What to take to the hospital

Documents:

Yukon Health Care Insurance Plan card

Record of any extended medical coverage or private insurance

Personal identification with photo

X-rays, health records or prescriptions

Your physician's name and phone number

Any written personal directives for your care in case you are incapacitated

Written records of appointment times, phone numbers, addresses, etc.

Written records of any disabilities or allergies you have, food preferences and other special needs

Travel vouchers

Flight ticket or proof of electronic ticket

Consent forms needed for a minor's treatment or transport

Forms for reimbursement of expenses

This guide

□ Medicines:

- Prescription, non-prescription and herbal medications that you are using, in their original containers
- Medical supplies such as insulin needles

□ Clothing:

- Appropriate clothing for the weather
- If you are medevaced, remember your heavy jacket or parka, shoes and boots
- If you are an in-patient, don't bring a lot of extra clothing to the hospital

□ Personal items (for in-patients):

- Pyjamas or nightgown, bathrobe, slippers
- Toothbrush, toothpaste, hairbrush, shampoo, hand lotion, tissues, makeup
- Eyeglasses
- Feminine hygiene products
- Books or magazines
- Writing paper and pen

NOTE: Do not bring valuables such as jewellery, large sums of money, extra credit cards, cellular phones, radios or laptop

computers to the hospital. Leave them at home or with someone who can care for them for you while you are in the hospital.

Escorts

Whether or not you are eligible to have someone go with you as an escort depends on the medical assistance program you are eligible for. Factors taken into account include your physical condition, age and knowledge of English. Approved escorts may be given subsidized travel.

All children under 19 (18 if covered by NIHB) require an escort. If a child is critically ill, both parents may escort the child, but you

must ask about your spouse accompanying you. Note that Health Canada's NIHB policy is that only one person may escort.

If you are medevaced, the nurse or doctor accompanying you will ensure that you are safely transferred to the hospital.

Your escort is expected to be with you at all reasonable times to assist you with travel and appointments while you are traveling, for the full time you are away.

Hospital services

Hospital websites offer a wealth of information. See "Phone numbers and websites" below for a list of hospital website addresses. If you do not have Internet

access, you can obtain information by calling the hospital's main telephone number (also listed below).

The hospital where you're going should be able to give you the following information by mail, fax or e-mail. If you are not able to get this information ahead of time, you can obtain it from the central information desk in the main entry area of the hospital.

- Information about the hospital
- Information about various diseases and treatments and support services available to patients and their families

- A list of hotel and medical lodge accommodations near the hospital
- Public transit information to and from the hospital
- Maps of the hospital and surrounding area

Most major hospitals provide the following services:

- Social workers, available by phone or in person
- Contacts with, and referral to, other services inside and outside the hospital
- First Nation liaison workers or social workers familiar with other cultures

- Interdenominational pastoral service and chapels
- Volunteers who will personally assist patients and their families
- Interpreters in most common languages
- Access to a telephone and television
- Gift and flower shop
- Cafeteria
- In children's hospitals, parent supports such as counsellors, in-hospital accommodation for parents, limited child care for siblings, and a school for long-term patients

NOTE: Hospital social workers can help you find accommodation, support services, etc.,

but they are not involved with social assistance or child protection. You must contact the Yukon Department of Health and Social Services for these services.

Discharge

When you are discharged from the hospital, you will be expected to pay anything you owe them, whether you are being subsidized or not. Be sure to have your credit or debit card or chequebook with you. Be sure to obtain receipts for anything you pay for.

You should bring a discharge plan back home with you which details further treatment and any prescribed drugs. Be sure to share this with your physician and nurse

practitioner so they can be of help to you in the future.

Phone numbers and websites

NOTE: In some southern cities, you must dial the whole ten-digit number even for local calls.

YUKON

NURSING STATIONS/HEALTH CENTRES

community telephone prefix
(e.g., 993 for Dawson) + 4444

WHITEHORSE

EMERGENCY

911 or 393-8726

WHITEHORSE HEALTH CENTRE

867-667-6371

WHITEHORSE GENERAL HOSPITAL

867-393-8700

WEBSITE: www.whitehorsehospital.ca**FIRST NATIONS HEALTH:** 867-393-8780**TRANSLATION SERVICES IN FRENCH:**

867-393-8747

SOCIAL WORKER: 867-393-8787**THOMSON CENTRE:** 867-667-8958**VANCOUVER****ST. PAUL'S HOSPITAL**

604-682-2344

WEBSITE: www.providencehealthcare.com**BC CANCER AGENCY**

604-877-6000

WEBSITE: www.bccancer.bc.ca**VANCOUVER GENERAL HOSPITAL**

604-875-4111

WEBSITE: www.vanhosp.bc.ca**CHILDREN & WOMEN'S HEALTH CENTRE**

604-875-2000

WEBSITE: www.infosource.cw.bc.ca**BC WOMEN'S HOSPITAL**

604-875-2424

BC CHILDREN'S HOSPITAL

604-875-2345

WEBSITE: www.infosource.cw.bc.ca**MT. ST. JOSEPH HOSPITAL**

604-874-1141

ROYAL COLUMBIAN HOSPITAL

604-520-4253

UNIVERSITY OF BC HOSPITAL

604-822-7121

GF STRONG REHABILITATION CENTRE

604-734-1313

RIVERVIEW HOSPITAL

604-524-7016

SUNNYHILL HEALTH CENTRE FOR CHILDREN

604-434-1331

NEW WESTMINSTER**SAINT MARY'S HOSPITAL**

604-521-1881

WEBSITE: www.saintmaryshospital.org**ROYAL COLUMBIAN HOSPITAL**

604-520-4253

PORT MOODY**EAGLE RIDGE HOSPITAL**

604-461-2022

RICHMOND

RICHMOND GENERAL HOSPITAL
604-278-9711

SURREY

SURREY MEMORIAL HOSPITAL
604-581-2211

NORTH VANCOUVER

LION'S GATE HOSPITAL
604-988-3131

BURNABY

BURNABY HOSPITAL
604-434-4211

LANGLEY

LANGLEY HOSPITAL
604-534-4121

EDMONTON

CAPITAL HEALTH INFORMATION LINE
780-407-1010 or 780-408-5465
(24-hour information)

E-MAIL: chl@cha.ab.ca

WEBSITE: www.cha.ab.ca

NOTE: From the Capital Health website, you can obtain information about or link to the websites of most of the hospitals listed below. On the home page, click on "Capital Health" and then "Hospitals." From there you can select the particular hospital you will be visiting.

ROYAL ALEXANDRA HOSPITAL
780-477-4111

UNIVERSITY OF ALBERTA HOSPITAL
780-407-8822

STOLLERY CHILDREN'S HOSPITAL
780-407-8822

GLENROSE REHABILITATION CENTRE
780-471-2262

GREY NUNS COMMUNITY HOSPITAL
780-450-7000

MISERICORDIA HOSPITAL
780-930-5611

ALBERTA HOSPITAL
780-472-5445

CROSS CANCER INSTITUTE
780-432-8771

WEBSITE: www.cancerboard.ab.ca

CALGARY

CALGARY REGIONAL HEALTH AUTHORITY

403-265-4636 or 403-531-8080

WEBSITE: www.crha-health.ab.ca

FOOTHILLS MEDICAL CENTRE

403-670-1110

ALBERTA CHILDREN'S HOSPITAL

403-229-7211

WEBSITE: www.childrenshospital.ab.ca

PETER LOUGHEED CENTRE

403-291-8555

ROCKYVIEW GENERAL HOSPITAL

403-541-3000

TOM BAKER CANCER CENTRE

403-670-1767

accommodation *In-patient tips*

- Find out what Yukon Health Insurance actually covers in the provinces.
- Find out what your extended health insurance will cover, and keep in mind that you will have to pay for services first.
- Keep all receipts for reimbursement.
- Be aware that you may have to pay for supplies such as crutches, casts, etc.
- Find out before you leave home if a relative will be able to stay in hospital with you.

- Go to the admitting desk upon arrival at the hospital.
- Discuss any special dietary needs with the hospital dietician. Within limits, you can eat your own food.
- Inquire about private or semi-private rooms; they are sometimes available at a cost.
- Be aware that smoking is not allowed except in designated areas.

Outpatient tips

- Ask the hospital to mail or fax you a list of nearby accommodation with the latest rates. Be sure it

includes phone numbers and e-mail and website addresses.

- Ask the hospital to mail or fax you hospital and area maps.
- Ask about in-hospital accommodation before you leave home.
- Always ask for medical rates at hotels (may need a letter from your doctor or hospital).
- Ask about airport pickup by your accommodation.
- Ask social workers about assistance with housing expenses.



- Be aware that you may have to pay for supplies such as crutches, casts, etc.
- Be aware that smoking is not allowed except in designated areas.
- Go to the admitting desk upon arrival at the hospital.

Accommodation list

NOTE: The following list of accommodation is not comprehensive, and inclusion of any particular accommodation does not mean it is recommended over any other accommodation. Hotels listed are generally close to hospitals. Some have kitchenettes.

MEDICAL LODGES

WHITEHORSE

ALMOST HOME MATERNITY CENTRE

303 Hoge Street, 867-633-6770

VICTORIA FAULKNER WOMEN'S CENTRE

Rural Pregnant Moms Suite

503 Hanson Street, 867-667-2693

VANCOUVER

EASTER SEAL HOUSE

3981 Oak Street

604-736-3475 or 1-800-818-3666

HEATHER HOUSE

4480 Oak Street, 604-875-2298

VANCOUVER STUDIO STAY

Hornby Street, 604-683-7702

CANCER LODGE

575 West 10th, 604-879-9131

RONALD MCDONALD HOUSE

4116 Angus Drive

604-736-2957 or 1-800-387-8808

GREY SISTERS

4950 Heather Street, 604-266-1889

EDMONTON

RONALD MCDONALD HOUSE

107 Street and 77 Avenue, 780-439-5437,

780-433-5688 or 1-800-387-8808

LARGA LTD.

107 Street and 111 Avenue

780-477-6284

CROSS CANCER INSTITUTE

11560 University Avenue

780-432-8704 or 780-407-6593

COMPASSION HOUSE

(for breast cancer patients, opening 2002)

780-425-7224

ROTARY HOUSE

66 Street and 29 Avenue, 780-450-7312

OUTPATIENT RESIDENCE

University of Alberta, 780-492-6593

CALGARY**RONALD MCDONALD HOUSE**

403-240-3000 or 1-800-387-8808

WEBSITE: www.rmh.calgary.ab.ca

FOOTHILLS HOSPITAL RESIDENCE

29 Street NW, 403-670-1156

ACCESSIBLE HOUSING SOCIETY

403-282-1872

**HOTELS, MOTELS, HOSTELS AND BED
AND BREAKFASTS****WHITEHORSE (WITH KITCHENETTES)****YUKON INN**

4220 - 4th Avenue, 867-667-2527

HIGH COUNTRY INN

4051 - 4th Avenue, 867-667-4471

GOLD RUSH INN

411 Main Street, 867-668-4500

BONANZA INN

4109 - 4th Avenue, 867-668-4545

STOP IN FAMILY HOTEL

314 Ray Street, 867-668-5558

VANCOUVER**BC ONE-CALL ACCOMMODATIONS
AND RESERVATIONS**

1-800-663-6000

BC BED & BREAKFASTS

604-255-9199

HOSTELLING INTERNATIONAL

1515 Discovery Street, 604-222-1062

*Near St. Paul's Hospital:***BURRARD MOTOR INN**

1-800-663-0366

CENTURY PLAZA HOTEL

1-800-663-1818

HOLIDAY INN DOWNTOWN

1-800-663-9151

PARKHILL HOTEL

1-800-663-1525

BEST WESTERN CHATEAU GRANVILLE

1-800-663-0575

BOSMAN'S MOTOR INN

1-888-267-6267

SANDMAN HOTEL

604-681-2211

THE LANDIS

1-800-663-1234

YMCA
955 Burrard, 604-681-0221

YWCA
733 Beatty, 604-895-5800

*University of British Columbia
(UBC) campus:*

TRIUMF HOUSE
5745 Agronomy Road, UBC
604-222-1062

UBC CONFERENCE CENTRE
604-822-1000

VANCOUVER SCHOOL OF THEOLOGY
604-228-9031

*Near Vancouver General Hospital and
BC Children's and Women's Hospitals:*

HOLIDAY INN VANCOUVER CENTRE
1-800-465-4329

RAMADA VANCOUVER CENTRE
1-800-663-5403

PLAZA 500 HOTEL
1-800-473-1811

SHAUGHNESSY VILLAGE
1125 West 12, 604-736-5511

ANGEL COTTAGE B&B
604-736-8664

PILLOW & PORRIDGE GUEST SUITES
604-879-8977

NEW WESTMINSTER

BEST WESTERN
1-800-668-3383

COQUITLAM SLUMBER LODGE
1-800-667-5955

INN AT WESTMINSTER QUAY
1-800-663-2001

ROYAL TOWERS
1-800-663-0202

HOLIDAY INN
1-800-665-9966

HILLHOUSE BED & BREAKFAST
604-524-0069

SURREY

DAYS INN
604-588-9511

DELTA/RICHMOND

STAY AND SAVE
604-273-3311

RAMADA AIRPORT
604-207-9000 or 1-800-272-6232

HOLIDAY INN
604-273-8080

BEST WESTERN RICHMOND
1-800-663-0299

EXECUTIVE INN AIRPORT
1-800-663-2878

EDMONTON
Near University Hospital:

GARNEAU UNITED PLACE
780-407-6593

CAMPUS TOWERS
1-800-661-6562 or 780-439-6060

RENFORD INN
1-800-661-6498

EDMONTON HOUSE (DOWNTOWN)
780-420-4000

*Near Royal Alexandra Hospital
and Glenrose:*

CHATEAU LOUIE
780-452-7770

RAMADA INN
1-800-661-7264

EDMONTON INN
1-800-661-7264

Near Cross Cancer Institute:

ARGYLL PLAZA
1-800-661-6454

MAYFAIR HOTEL
1-800-463-7666

HIGHWAY MOTOR INN
1-800-661-6193

ECONO LODGE
1-800-613-7043

Other:

YMCA
780-421-9622

YWCA
780-423-9922

CALGARY
Near Peter Lougheed Hospital:

TRAVELODGE NORTH EAST
403-291-1260

Near Foothills Hospital:

ROYAL WAYNE
1-800-834-8423

RAMADA LIMITED
1-403-289-5571

SUPER 8 MOTEL
1-800-800-8000

BED & BREAKFAST
403-288-7272

children and families



General information

If your child will be staying in the hospital:

- Have all necessary documents handy.
- Bring brothers and sisters only if necessary.
- Bring comfort items such as special blankets, soothers.
- Bring things to occupy your child: familiar toys, books, special snacks.
- Label your child's belongings.
- Leave valuables at home.

To prepare and support your child:

- Discuss honestly in advance what will happen to make your child well.
- Use a doll or puppets to illustrate treatments.
- Stay with your child and hold him or her as much as possible.
- Decorate cribs or beds.
- Be honest about when you are coming and going.
- Leave the child with something of yours: pictures, clothing, drawings, tape recordings of your voice.
- Ask for advice and ideas from social workers, First Nation child care workers, parent advisors and hospital volunteers.

Phone numbers and websites

NATIONAL

CHILDHOOD CANCER FOUNDATION

1-800-363-1062

WEBSITE: www.candlelighters.ca

KIDS HELP PHONE

1-800-668-6868

WEBSITE: kidshelp.sympatico.ca

YUKON/WHITEHORSE

**WHITEHORSE GENERAL HOSPITAL
SOCIAL WORKER**

867-393-8787

**FIRST NATION HEALTH
WHITEHORSE GENERAL HOSPITAL**

867-393-8780

KWANLIN DUN COMMUNITY WELLNESS

867-633-6149

YUKON CHILD CARE ASSOCIATION

867-668-2485

VANCOUVER

BC CHILDREN'S HOSPITAL SOCIAL WORKER

604-875-2149 or 877-2902 (pager)

**BC CHILDREN'S HOSPITAL
FAMILY RESOURCE CENTRE**

604-875-2345

**SUNNY HILL HEALTH CENTRE FOR CHILDREN
(children with disabilities)**

604-453-8300

**SUNNY HILL SEXUAL HEALTH
RESOURCE NETWORK**

604-453-8335

WEBSITE: www.bc.ca/sunnyhill/sexhealth

RED CROSS FAMILY SUPPORT PROGRAM

604-879-6001, ext. 300 or 604-709-6618

EDMONTON

**CANDLELIGHTERS CHILDHOOD CANCER
WEBSITE: kidscancercare.ab.ca**

CALGARY

**ALBERTA CHILDREN'S HOSPITAL
PARENT SERVICES**

403-229-7281 or 403-229-7610

**ALBERTA CHILDREN'S HOSPITAL
PEDIATRIC ONCOLOGY SOCIAL WORKER**
403-229-7211

CANDLELIGHTERS CHILDHOOD CANCER
403-730-9922

WEBSITE: kidscancercare.ab.ca

FAMILY LIAISON COUNCIL
403-229-7097

CALGARY FAMILIES (RECREATION INFORMATION)
403-279-2822

WEBSITE: www.calgaryfamilies.com

cancer **NATIONAL**

CANADIAN CANCER SOCIETY
1-888-939-3333

WEBSITE: www.cancer.ca
and www.oncolink.ca

CANCER INFORMATION SERVICE
1-888-939-3333

E-MAIL:
cancer_info@bc.sympatico.ca

WEBSITE: www.bccancer.ca

CHILDHOOD CANCER FOUNDATION
1-800-363-1062

WEBSITE: www.candlelighters.ca

EI SICK BENEFITS
1-800-206-7218

WEBSITE: www.hrdc-drhc.gc.ca

YUKON/WHITEHORSE

Confidential programs and services are available in Whitehorse at the

CANADIAN CANCER SOCIETY
#103, 107 Main Street
867-668-6640

E-MAIL: canceryukon@yknet.yk.ca

The office provides:

- Trained volunteers for one-on-one support and presentations.
- Free printed information in English and other languages.
- Lending library of books and videos.

- Information about services in the provinces.

- Access to Internet cancer sites.

- Financial assistance for patients.

YUKON BREAST CANCER NAVIGATOR
867-668-4265 or 1-888-234-1865

WEBSITE: navigatoryt@hotmail.com

WHITEHORSE GENERAL HOSPITAL
MAMMOGRAPHY
867-393-8740

BREAST CANCER SUPPORT
867-633-6467 or 668-6937

VANCOUVER

BC CANCER INFORMATION LINE
604-879-2323

BC CANCER AGENCY

1-800-663-3333 or 604-877-6000

WEBSITE: www.bccancer.bc.ca**BC CANCER AGENCY PATIENT
AND FAMILY COUNSELLING**

604-877-6098, ext. 2194

CANCER INFORMATION CENTRE

1-800-663-3333

LIBRARY: 604-877-6098, ext.2688**CANADIAN CANCER SOCIETY**

604-872-4400 or 1-800-663-2524

WEBSITE: cancer_info@telus.net**VANCOUVER CANCER LODGE**

604-879-9131

**FIRST NATIONS BREAST CANCER HEALING
CIRCLE**

604-875-3677

WEBSITE: echoes@fnbreastcancer.bc.ca**VOLUNTEER DRIVERS**

(24-hour notice required)

1-800-663-2524 or 604-872-2034

EDMONTON**CANADIAN CANCER SOCIETY**

780-455-7181

WEBSITE: 1-800-661-2262**CANCER INFORMATION CENTRE**

780-432-8456

ALBERTA CANCER BOARD**WEBSITE:** www.cancerboard.ab.ca
and www.albertabreast.com**CROSS CANCER INSTITUTE**

780-432-8771

WEBSITE: www.cancerboard.ab.ca**PATIENT REPRESENTATIVE:** 780-432-8585**SOCIAL WORKER:** 780-432-8799**VOLUNTEER SERVICES:** 780-432-8334**ALBERTA CANCER FOUNDATION**(fundraising arm of the Cross Cancer
Institute)

780-432-8704

CANSURMOUNT VOLUNTEERS

780-455-7181 or 1-800-661-2262

VOLUNTEER DRIVERS (24-hour notice required)

780-455-7181

CALGARY**CANADIAN CANCER SOCIETY**403-228-4487 or 403-244-2791 or
1-800-661-2262**ALBERTA CANCER BOARD WEBSITE**www.cancerboard.ab.ca and
www.albertabreast.com

TOM BAKER CANCER CENTRE

403-670-1767

**ALBERTA CHILDREN'S HOSPITAL
CHILDREN'S CANCER SOCIAL WORKER**

403-229-7211

CANDLELIGHTERS CHILDHOOD CANCER

403-730-9922

WEBSITE: kidscancercare.ab.ca

CANSURMOUNT VOLUNTEERS

403-244-2791 or 1-800-661-2262

ALBERTA CANCER FOUNDATION

(fundraising arm of the Tom Baker Cancer
Centre)

403-670-2221

notes

first nations

Health Canada, through its Non-insured Health Benefits (NIHB) program, provides assistance for medical transportation to eligible First Nation and Inuit clients. All medical transportation must be approved in advance through NIHB. If approved in advance, NIHB will also assist in the provision of an escort for medical, legal or interpretive reasons. Meals and accommodation for eligible clients and their escorts may also be provided.

Travel benefits are given only when diagnosis, follow-up or treatment are not available locally.

We advise you to inform your First Nation (social program director, community health worker or social assistance administrator) before you leave the community for medical care, in the event that you need help with expenses not covered by NIHB.

The Whitehorse General Hospital, through its First Nations Health Program, provides assistance and support to First Nation patients and families while in hospital. A liaison worker will contact you. Interpreters, a First Nations dietician, a Healing Room, and traditional medicine are available.

Most hospitals in Vancouver, Edmonton and Calgary have First Nation liaison workers on staff or volunteers who may help you with advice, spiritual and healing practices, food preferences and personal problems. You do not have to be registered with Indian and Northern Affairs Canada to receive these services. Simply ask a nurse or social worker to have someone contact you. The cities also have native friendship centres or other First Nation organizations with specialized counsellors and support programs.



Phone numbers and websites

YUKON

FIRST NATION AND INUIT HEALTH BRANCH
NON-INSURED HEALTH BENEFITS
867-667-3974 or 867-393-6761

FIRST NATIONS HEALTH
WHITEHORSE GENERAL HOSPITAL
867-393-8780

COUNCIL OF YUKON FIRST NATIONS
867-393-9200

E-MAIL: cyfn@yukon.net

YUKON ABORIGINAL WOMEN'S COUNCIL
867-667-6162

WHITEHORSE

SKOOKUM JIM FRIENDSHIP CENTRE
867-633-7680

KWANLIN DUN COMMUNITY WELLNESS
867-633-6149

ASHEA HEAD START
867-393-3775 or 393-3963

KWANLIN DUN HEALING HOUSE
867-668-7289

HOME ADULT CARE
867-667-3391

VANCOUVER

FIRST NATIONS BREAST CANCER HEALING
CIRCLE
604-875-3677

E-MAIL: echos@fnbreastcancer.bc.ca

BC WOMEN'S HEALTH CENTRE,
FIRST NATIONS PATIENT ADVOCATE
604-875-3440

INTO THE CIRCLE
(AIDS info for pregnant women)
604-753-6578

CARNEGIE CENTRE
604-665-2220

ASSOCIATION OF FIRST NATION WOMEN
604-873-1833

EDMONTON

**ROYAL ALEXANDRA HOSPITAL
ABORIGINAL CULTURAL HELPER**
780-477-4425

UNIVERSITY HOSPITAL, FIRST NATION LIAISON
780-407-8871

CALGARY

Aboriginal hospital representatives:

ALBERTA CHILDREN'S HOSPITAL
403-541-2291 or 403-229-7034

ROCKYVIEW GENERAL HOSPITAL
403-541-3139

PETER LOUGHEED CENTRE
403-291-8700

FOOTHILLS MEDICAL CENTRE
403-670-8105

CITY OF CALGARY ABORIGINAL SERVICES
403-268-5111

WEBSITE: www.gov.calgary.ab.ca

CALGARY NATIVE FRIENDSHIP SOCIETY
403-777-2263

ABORIGINAL HEALTH COUNCIL
403-541-3670

NATIVE COUNSELLING SERVICES OF ALBERTA
403-237-7850

ABORIGINAL AIDS PREVENTION SOCIETY
403-319-0482

WEBSITE: www.featherofhope.org

NATIVE WOMEN'S SHELTER SOCIETY CRISIS LINE
403-531-1972 or 403-531-1976

NATIVE ADDICTIONS SERVICES
403-261-7921

support services

These services may be helpful to you depending on your particular health problem.

NATIONAL

NATIONAL HEALTH INFORMATION WEBSITE

www.canadian-health-network.ca

HEALTH CANADA WEBSITE

www.hc-sc.gc.ca

EI SICK BENEFITS

1-800-206-7218

WEBSITE: www.hrdc-drhc.gc.ca

CPP DISABILITY BENEFITS

1-800-277-9914

ALTERNATIVE MEDICINE WEBSITE

www.pitt.edu/~cbw/altm.html

HEALTH WORLD ONLINE WEBSITE

www.healthy.net/index.html

KIDS HELP PHONE

1-800-668-6868

YUKON

NURSING STATIONS AND HEALTH CENTRES

community telephone prefix
(e.g. 993 for Dawson) + 4444

HEALTH INFORMATION

WHITEHORSE PUBLIC LIBRARY:

867-667-5239

E-MAIL: julia.ourom@gov.yk.ca

WEBSITE: www.yukia.yk.net

NOTE: Yukon government toll-free numbers can be used only in the Yukon.

GOVERNMENT OF YUKON

867-667-5811 or 1-800-661-0408

WEBSITE: www.gov.yk.ca

YUKON HEALTH INSURANCE

867-667-5209 or 1-800-661-0408,
ext. 5209

MEDICAL TRAVEL PROGRAM

867-667-5203 or 1-800-661-0408,
ext. 5203

CHRONIC DISEASE INFORMATION

867-667-5092 or 1-800-661-0408,
ext. 5092

COMMUNICABLE DISEASE CONTROL

867-667-8323 or 1-800-661-0408,
ext. 8323

DETOXIFICATION CENTRE

867-667-8473 or 1-800-661-0408,
ext. 8473



ALCOHOL AND DRUG SERVICES

867-667-5777 or 1-800-661-0408,
ext. 5777

FAMILY VIOLENCE PREVENTION UNIT

867-667-3581 or 1-800-661-0408,
ext. 3581

REPORTING CHILD ABUSE

867-667-3002 or 1-800-661-0408,
ext. 3002

VICTIM SERVICES

867-667-8500 or 1-800-661-0408,
ext. 8500 or 1-800-563-0808

MENTAL HEALTH SERVICES

867-667-8346 or 1-800-661-0408,
ext. 8346

FRENCH TRANSLATION

867-667-3775 or 1-800-661-0408,
ext. 3775

ORGAN DONATION

867-667-5209 or 1-800-661-0408,
ext. 5209

OMBUDSMAN

867-667-8468 or 1-800-661-0408,
ext. 8468

DIAND FIRST NATION HEALTH

867-667-3399

**HEALTH CANADA,
FIRST NATION NON-INSURED HEALTH BENEFITS**

1-800-661-0451 or 867-667-3974

HEALTH CANADA

867-393-7666

**FIRST NATION HEALTH,
WHITEHORSE GENERAL HOSPITAL**

393-8780

**SOCIAL WORKER,
WHITEHORSE GENERAL HOSPITAL**

867-393-8787

*Non-government agencies:***MEDICAL EQUIPMENT LOANS, RED CROSS**

867-633-2805

E-MAIL: brenda.petriw@redcross.ca

FAMILY VIOLENCE HOT-LINE

1-800-563-0808

AIDS AND SEXUALLY TRANSMITTED DISEASES

1-800-661-4337

ALCOHOLICS ANONYMOUS (24-HOUR)

867-668-5878

WEBSITE: www.aa.org and
users.yknet.yk.ca/uglyducks

NARCOTICS ANONYMOUS

867-667-8473

E-MAIL: nayukon@yknet.yk.ca

YUKON FAMILY SERVICES (counselling)

867-667-2970

SENIORS INFORMATION CENTRE

867-667-2970

SECOND OPINION SOCIETY
(psychiatric alternative)
867-667-2037

HOSPICE YUKON
867-667-7429

WEBSITE:
www.Yukonweb.com/community/hospice

YUKON COUNCIL ON DISABILITY
867-668-6703

YUKON WOMEN'S TRANSITION HOME
867-668-7720

CRISIS LINE: 668-5733

E-MAIL: kaushee@yknet.yk.ca

WHITEHORSE

GUIDE TO WHITEHORSE SERVICES, CITY HALL
867-667-6401

HEALTH INFORMATION
WHITEHORSE PUBLIC LIBRARY: 867-667-5239

E-MAIL: julia.ourom@gov.yk.ca

WEBSITE: www.yukia.yk.net

SOCIAL WORKER,
WHITEHORSE GENERAL HOSPITAL
867-393-8787

FIRST NATION HEALTH
WHITEHORSE GENERAL HOSPITAL
867-393-8780

CHRONIC CONDITIONS
SELF-MANAGEMENT PROGRAM
867-393-2201 or 633-3171

DIABETES EDUCATION CENTRE,
WHITEHORSE GENERAL HOSPITAL
867-393-8711

HOME CARE
867-667-5774

ALPINE HEALTH SUPPLIES & SERVICES
867-393-4967

ARCTIC RESPIRATORY SERVICES
867-667-7120

NORTHERN HOSPITAL SUPPLIES
867-668-5083

MEDICINE CHEST PHARMACY
867-667-7000 or 1-800-661-0404

VANCOUVER

MEDICAL SOCIAL WORKERS

ST. PAUL'S HOSPITAL: 604-806-8221
WEBSITE: www.sphsocialwork.org

VANCOUVER GENERAL HOSPITAL
604-875-5081 or 604-875-4953

VANCOUVER GENERAL HOSPITAL
PRE-ADMISSION SOCIAL WORKER
604-875-5081

BC CHILDREN'S AND WOMEN'S HEALTH CENTRE
604-875-2149 or 877-2902 (pager)

ST. MARY'S HOSPITAL (NEW WESTMINSTER)
604-527-3307

Information

RED BOOK GUIDE TO SERVICES WEBSITE
www.2.vpl.vancouver.bc.ca

**VANCOUVER GENERAL HOSPITAL
RESOURCE CENTRE**
604-875-5887

E-MAIL: btrip@vanhosp.bc.ca

DIABETES RESOURCE CENTRE
604-732-4636 or 1-800-268-4656

E-MAIL: info@bc.diabetes.ca

WEBSITE: www.diabetes.ca

MENTAL HEALTH INFORMATION LINE
604-669-7600

SENIORS MEDICATION INFORMATION LINE
604-822-1330

PRIDELINE BC (LESBIAN, GAY)
1-800-566-1170

MEDICAL EQUIPMENT LOANS, RED CROSS
604-709-6639

**VANCOUVER RAPE RELIEF AND WOMEN'S
CENTRE**
604-872-8212

WEB SITE: www.rapereliefshelter.bc.ca

BETTER MEALS
(inexpensive weekly meal delivery)
604-299-1877

MEALS ON WHEELS
604-732-7638

DIAL-A-DIETITIAN
604-732-9191 or 1-800-667-3438

AIDS VANCOUVER
604-681-2122, ext. 27

E-MAIL: sustain@parc.org

INTO THE CIRCLE
(AIDS info for pregnant women)
604-753-6578

**GREATER VANCOUVER
MENTAL HEALTH SERVICE SOCIETY**
604-874-7626

PARAMED (HOME CARE)
604-731-9233

EDMONTON

COMMUNITY RESOURCES WEBSITE
www.ecn.ab.ca/cr/

ROYAL ALEXANDRA SOCIAL WORKER
780-477-4410

UNIVERSITY HOSPITAL SOCIAL WORKER
780-407-8871

Medical equipment loans

EASTER SEAL
780-429-0137

RED CROSS
780-413-4990

SENIORS INFORMATION LINE
1-800-642-3853

PILGRIM'S HOSPICE
780-413-9801

CALGARY

CALGARY COMMUNITY SERVICES
DIRECTORY WEBSITE: www.informcalgary.org
E-MAIL: csdinfo@gov.calgary.ab.ca

CITY OF CALGARY INFORMATION CENTRE
403-268-4636 or 403-268-2322

CALGARY HEALTH REGION
INFORMATION WEBSITE
www.crha-health.ab.ca

ALBERTA CHILDREN'S HOSPITAL
PARENT SERVICES
403-229-7281

FOOTHILLS HOSPITAL SOCIAL WORKERS
403-670-1560

PETER LOUGHEED HOSPITAL SOCIAL WORKERS
403-291-8700

ROCKYVIEW HOSPITAL SOCIAL WORKERS
403-541-3530

CATHOLIC PASTORAL CENTRE
403-218-5500

MEDICAL EQUIPMENT LOANS, RED CROSS
403-541-4445 or 403-541-4400

SENIORS INFORMATION LINE
1-800-642-3853

SENIORS RESOURCE SOCIETY
403-266-6200

MEALS ON WHEELS
403-243-2834

CENTRE FOR PREVENTION OF FAMILY VIOLENCE
403-277-0718

DISTRESS/DRUG CENTRE
403-266-1601

COMMUNITY RESOURCE TEAM (YOUTH)
403-299-9699 or 1-800-563-6106

ALCOHOLICS ANONYMOUS
403-777-1212 or 403-265-8888

COCAINE ANONYMOUS
403-229-5213

NARCOTICS ANONYMOUS
403-569-3427

feedback

Please answer the questions below to help us keep this guide up to date. Changes will be made to the website (www.hss.gov.yk.ca/mti). Thank you for your contribution.

You may submit your comments:

1. BY MAIL

Canadian Red Cross Society
Yukon Regional Services
4061 — 4th Avenue
Whitehorse, YT Y1A 1H1

2. BY E-MAIL

redcross@sportyukon.com

3. BY FAX

867-667-4237

Attention Red Cross

1. Is there anything missing from the guide that you would like to have added?

2. Is there any information in the guide that is not true (phone numbers, addresses, etc.)?

3. Is there anything else you would like to say about the guide?
