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Building *Nunavut* Together
Nunavut liuqatigiingniq
Bâtir le *Nunavut* ensemble

GN EMPLOYEE MEDICAL TRAVEL GUIDELINES



Department of Finance

Updated: June, 2017

GN Employee Medical Travel Guidelines

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GN Employee Medical Travel Guidelines

1.0 Purpose

- 1.1 The Government of Nunavut's (GN) Department of Finance provides Employee Medical Travel Benefits to eligible Employees who are required to travel in order to access necessary Health Services that are not available in their home community.
- 1.2 Employee Medical Travel Benefits Guidelines are necessary to provide clear, consistent and transparent medical travel instructions to Department of Finance staff in all regions and headquarters and to provide guidance to Employees.

2.0 Principles

- 2.1 The Employee Medical Travel Benefits Guidelines are based on the following Inuit Societal Values and guiding principles:
 - *Inuuqatigiitsiarniq: respecting others, relationships and caring for people* – the Employee Medical Travel Benefits program should be designed to be fair, understandable, easy to access, and consistently applied across the territory;
 - *Tunnganarniq: fostering good spirits by being open, welcoming and inclusive* – the Employee Medical Travel Benefits program should operate in a way that is accountable, sustainable, and responsive;
 - *Pijitsirniq: serving and providing for family and/or community* – the cost of travel should not be an economic barrier to Employees requiring Health Services that are not available in their home community;
 - *Piliriqatigiinniik/ikajuqatigiinniik: working together for a common cause* – all activities covered by the Employee Medical Travel Benefits program support an approach that places people first fostering self-reliance and support for Nunavummiut employed by the Government of Nunavut.

3.0 Definitions

- 3.1 Employee – means any Employee who is indeterminate or term. In order to be eligible a casual must have over four months continuous service or have a Casual Staffing Action (CSA) that has been extended over four months. Employees under a Workers' Safety and Compensation Commission claim, employees who are provided with medical travel transportation entitlements by another employer, employees and/or dependents not in the territory during a request for medical travel,

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Relief workers and Qulliq Energy Corporation (QEC) workers are not eligible for Employee Medical Travel Benefits under these Guidelines.

- 3.2 Dependents – means the spouse of an Employee who is residing with the Employee. Any child, adopted child or stepchild of the Employee who:
- (a) is attending school or is a student at some other institution, and is under 21 years; or
 - (b) is under 21 years and dependent upon the employee for support; or
 - (c) is 21 or older and is certified by a medical professional to be dependent upon the employee because of a mental or physical illness; or
- Any other relative of the Employee who is a member of the Employee's household and is totally dependent upon the Employee for support because of a mental or physical illness.
- 3.3 Escort – means an adult (19 years of age or older) who is medically required to accompany an Employee or dependent and who is approved according to the Department of Health's Nunavut Medical Services Travel Policy. Escorts must be able to provide the care required for the Employee or Dependent and may be required to provide interpreting services when traveling with a unilingual Employee or Dependent. For long term medical appointments, an Escort must be willing to stay with the Employee or Dependent for a minimum of four weeks before an alternate Escort would be considered.
- 3.4 Employee Medical Travel Benefits – means scheduled airfare; emergency medical evacuations (medevacs); ground transportation including taxi, shuttle, ambulance or in some cases mileage; duty travel rates as defined in *Financial Administration Manual (FAM) Directive 802-1: Duty Travel*, for meals, incidentals and accommodations.
- 3.5 Director – means the Director of Regional Operations or the Director Financial Operations in Headquarters.
- 3.6 Health Services – means insured services, as defined by the *Hospital Insurance and Health and Social Services Administration Act* and the *Medical Care Act* that a Nunavut Practitioner deems medically necessary for an Employee or Dependent and that is not available in their home community. Dental treatment is not eligible for Employee Medical Travel Benefits unless approved by the Dental Coordinator with the Department of Health.
- 3.7 Nunavut Practitioner – means an individual who is licensed to deliver Health Services in Nunavut through employment or a contract with the Government of

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Nunavut, such as nurses, physicians, and midwives. For the purposes of these Guidelines, dental providers are not considered Nunavut Practitioners.

- 3.8 Private Accommodations – means non-commercial accommodations with friends, relatives or other accommodations not arranged or reimbursed by the GN.

4.0 Roles and Responsibilities

- 4.1 The Deputy Minister of Finance (Deputy Minister) is accountable to the Minister of Finance (Minister) for the administration of the Employee Medical Travel Benefits program and Guidelines.

- (a) The Deputy Minister, or designate, may update these Guidelines to reflect current medical travel rates.

4.2 Director

- (a) The Director will provide advice and support for the implementation and administration of the Employee Medical Travel Benefits program and Guidelines to all GN departments, Public Agencies and Employees.

4.3 Employees and Escorts

- (a) Employees who are travelling as a medical travel patient or as an escort must conduct themselves as representatives of the GN and abide by the Nunavut Public Service Code of Values and Ethics and the *Nunavut Public Services Act*. Failure to do so may result in disciplinary action against the Employee as per Section 22 of the *Public Services Act*.
- (b) Employees must attend their appointments and have their health care provider complete and sign a Medical Travel Authorization (MTA) form (Appendix A). Employees or Dependents who do not attend their appointment(s) will have any airfare; accommodation or ground transportation costs recovered from the Employee and will not be eligible for additional reimbursements for that medical travel occurrence.
- (c) Employees, Dependents and Escorts must be at the airport at least 90 minutes before their departure time. Employees, Dependents or Escorts are always advised to check with the airline to make sure they will have enough time to check in prior to departure. Employees, Dependents and Escorts who miss their return flights due to their own actions will not be reimbursed for

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accommodations, meals or incidentals for any additional time spent outside of their community of residence beyond their approved medical travel.

Employees, Dependents or Escorts who miss multiple flights will no longer be considered on medical travel status for that occurrence and will be responsible for arranging their own travel and seeking reimbursement.

- (d) Employees, Dependents and Escorts are responsible for respecting the rules of the boarding homes, hotels and airlines during their medical travel. Failure to abide by these rules, resulting in a discharge from a prearranged medical travel accommodation, may result in a loss of Employee Medical Travel Benefits for the duration of their medical travel.
- (e) Employees, Dependents and Escorts must make their own airline and accommodation arrangements if they are adding personal leave to their medical travel trip in accordance with 6.2e. Employees and their Dependents that add personal leave to their medical travel trip are responsible for any additional costs associated with those changes. The GN will not reimburse any additional costs arising from any airline or accommodation changes due to the addition of personal leave while on a medical travel trip. For example if an Employee adds personal leave prior to their appointment, the Employee would need to arrange their own airfare and accommodations for the time prior to the appointment. The GN would arrange accommodations for the appointment time and return airfare.
- (f) Any personal leave will require the employee to request personal leave from their supervisor, for the period of time in excess of the time it would have taken to leave on the flight prior to the appointment and return on the flight immediately following being cleared to travel home by the health provider.
- (g) Escorts are generally required to stay with the Employee or their Dependent at all times, attend hospital visiting hours if hospitalized, attend all appointments with the Employee or Dependent and be knowledgeable about the Employees or Dependents condition and medications should the Employee or Dependent not be able to respond in an emergency.
- (h) Escorts must originate from the same community as the patient. An Escort may be approved from a different community than the patient only when approved according to the Department of Health Nunavut Medical Services Travel Policy.
- (i) Employees, Dependents and Escorts that are asked to leave a hotel for being intoxicated or violent will be responsible for securing their own

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accommodations and seeking reimbursement. Reimbursement will not include any night already arranged and paid for by the GN. Employees or Escorts who are employees with a history of intoxication or violence may be subject to discipline under section 22 of the *Public Service Act*. Individuals who have previously been escorts who have a history of intoxication and violence may not be authorized to be an escort in the future.

5.0 Eligibility

- 5.1 Only eligible Employees of the GN will be reimbursed for Employee Medical Travel Benefits. Casuals with less than four months continuous service or without a CSA extending them beyond four months, and relief workers, are not entitled to Employee Medical Travel Benefits and will have to contact Department of Health medical travel staff to see if they are entitled to any other assistance or coverage.
- 5.2 A term or casual whose employment expires during their medical travel trip will be entitled to benefits under these guidelines.
- 5.3 Retired Employees with the GN are not eligible for Employee Medical Travel Benefits.
- 5.4 Escorts that have been approved by the Department of Health as being medically necessary, for the safe care and transport of an Employee or their Dependent, will be eligible for reimbursement of ground transportation, accommodations, meals, incidentals and airfare costs in accordance with sections 6.2; 6.3; 6.4; and 6.5 of these guidelines. Escorts that are not Employees will not be eligible for travel time or other forms of pay for escorting Employees or their Dependents.
- 5.5 The GN encourages Employees and Dependents that require non-urgent medical treatment to arrange appointments during other forms of travel such as vacation or duty travel.
- 5.6 The GN will not reimburse travel expenses beyond the estimated cost of sending an Employee or Dependent to the nearest centre where treatment is available as determined by the Department of Health.
- 5.7 In order to be eligible for Employee Medical Travel Benefits, travel must originate in Nunavut. Employees or Dependents residing or travelling outside of Nunavut at the time of their appointment(s) will not be eligible for reimbursement of expenses.

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- 5.8 Employees on Leave Without Pay (LWOP) are eligible for Employee Medical Travel Benefits as long as they are residing in Nunavut and the travel originates in Nunavut.
- 5.9 Employees acting as an Escort for someone who is not eligible under these guidelines (Employees or their Dependents) will not be eligible for Medical Travel Benefits under these guidelines.
- 5.10 Employees covered under the Nunavut Teachers Association (NTA) Collective Agreement may be eligible for reimbursement of travel to receive orthodontic treatment. All dental related travel must be approved by the Department of Health's Dental Coordinator prior to travel.
- 5.11 Employees must comply with the directions provided by their health care provider regarding the duration required in medical care for the prescribed amount of time. If an employee does not adhere to their proposed medical care they may not be eligible for Employee Medical Travel Benefits arising from their unwillingness to follow medical direction.

6.0 Provisions

- 6.1 Employee Medical Travel Benefits include: airfare (scheduled airlines and medevacs), accommodations, ground transportation, meals and incidentals. No other expenses are reimbursed. Reimbursements must be supported by a signed MTA form (Appendix A) showing the medical travel was authorized by a Nunavut Practitioner and signed by the health care provider at the appointment.

6.2 Airfare

- (a) The GN has contracts with the air transportation providers for both scheduled travel and medevacs. Typically the GN will make arrangements for travel for the Employees, Dependents or Escorts to travel immediately before their appointment and returning immediately after their appointment. During times of the year when travel from communities is uncertain, the Department of Health may exercise discretion to make travel arrangements a day earlier than the appointment to ensure the Employee, Dependent or Escort is able to attend their appointment(s).
- (b) Employees who are arranging their own airfare are encouraged to use the airline contract rates, which are available to Employees (Appendix B). Employees can contact the regional Department of Finance office if they are unsure how to access these rates (Contacts, Section 8.0). Any reimbursement

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of airfare will be limited to the lesser of GN contracted rates or other rates secured by the individual.

- (c) Infants under 2 years of age travel on the airlines free but it is important to notify the airline when an Employee or Dependent will be travelling with an infant. No Escort will be provided to care for an infant travelling with an Employee or Dependent. Employees and Dependents will be responsible to make arrangements for babysitting at the destination if the infant cannot attend the appointment. Any daycare or babysitting fees will be at the Employees or Dependents expense.
- (d) Escorts are not allowed to bring an infant on a medical travel trip.
- (e) Employees and their Dependents that add additional days to their medical travel are responsible for any additional costs associated with those changes. Employees that wish to add more than 3 days to the beginning of their trip will be responsible for the cost of the outgoing airfare. Employees adding more than 3 days to the end of their appointment will be responsible for the cost of the return airfare.
- (f) Airfare will be reimbursed for the most direct and economical route to and from the nearest centre where treatment is available.

6.3 Accommodations

- (a) The Department of Health's medical travel staff can arrange accommodations for Employees, Dependents and approved Escorts. Accommodations will be arranged as close as possible to the location of the appointment(s) ensuring economical options that also provide acceptable levels of service.
- (b) For employees travelling beyond the nearest centre where services are available, accommodations may still be arranged by medical travel staff as long as costs are comparable. For example, if the nearest centre is Yellowknife but an employee plans to travel to Edmonton, then the employee will need to arrange their own travel from Yellowknife to Edmonton but medical travel can arrange and pay the accommodations in Edmonton.
- (c) All accommodations will be booked using government rates as defined in FAM Directive 820-1.

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- (d) Employees who decided to arrange their own medical travel reservations must remember to cancel or change their reservation in the event that the appointment dates or travel dates change. Employees who request hotel arrangements from medical travel must also cancel or change their reservation in the event that the appointment dates or travel dates change. If the Employee does not cancel their reservation, they will be responsible for any penalties or fees.
- (e) For Excluded Employees, Senior Managers or Employees under the NEU Collective Agreement, accommodations will be provided at commercial rates up to 40 days. After 40 days, no accommodations, meals, incidentals or ground transportation will be reimbursed under these guidelines and Employees, or their Dependents, will need to contact the Department of Health if further assistance is necessary.
- (f) For Employees and Dependents under the NTA Collective Agreement, accommodations will be provided at commercial rates up to 30 days. After 30 days, no accommodations, meals, incidentals or ground transportation will be reimbursed and Employees, or their Dependents, will need to contact the Department of Health if further assistance is necessary.
- (g) Private Accommodations are eligible for reimbursement up to \$50.00 per night for southern accommodations or \$75.00 per night for accommodations in Nunavut. Private Accommodations will be reimbursed once for either the Employee/Dependent or Escort but not both.
- (h) Employees or Dependents who are eligible, and request to stay at GN-contracted boarding homes may do if there is availability so but will not be eligible for reimbursement of meals or ground transportation while staying in the boarding home. Incidentals are eligible for reimbursement.
- (i) Employees or Dependents, that have added personal time to their return travel, and experience delays due to weather or mechanical failure, will not be eligible for reimbursement of accommodations for any additional days spent waiting for a flight to return home.
- (j) Employees or Dependents adding personal time to their travel will be reimbursed for accommodations based on the last flight before their appointment and first flight immediately following approval to travel home by the health provider.

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6.4 Meals and Incidentals

- (a) Meals and incidentals as outlined in FAM Directive 820-1 are reimbursed for NEU Employees, Dependents, excluded and senior managers and Escorts, up to 40 days.
- (b) For Employees, Dependents or Escorts under the NTA Collective Agreement, meals and incidentals are reimbursed up to 30 days.
- (c) Employees or Dependents that have added personal time to their return travel, and experience delays due to weather or mechanical failure, will not be eligible for reimbursement of meals and incidentals for any additional days spent waiting for a flight to return home.
- (d) Employees, Dependents or Escorts staying in boarding homes are not eligible for reimbursement of meal per diems. In addition Employees or Dependents, staying in a health facility as inpatients, are not eligible for meal per diems.

6.5 Ground Transportation

- (a) Employees, Dependents or Escorts are eligible to be reimbursed for ground transportation including taxis, shuttles, busses or ambulances. Any reimbursement for ground transportation must be accompanied by receipts unless the cost, per occurrence, is less than \$8.00.
- (b) Use of a private vehicle may be eligible for reimbursement of mileage as long as it can be demonstrated that the cost of the private vehicle is more economical than public transportation. Mileage rates can be found in FAM Directive 820-1.
- (c) Employees or Dependents staying in a boarding home are not eligible for reimbursement of ground transportation that would normally be provided through the boarding home.

6.7 Travel Time, Casual Leave and Special Leave

- (a) Employees are eligible to use special leave credits when escorting immediate family members for both scheduled medical travel and medevacs. Refer to HRM 1311 for additional information and what is included in immediate family.

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- (b) Employees are eligible to use up to one day of casual leave when attending reoccurring appointments outside their home community.
- (c) Every Employee who is authorized for medical travel is entitled to travel time with pay for the actual time taken to travel, up to a maximum of four days.
- (d) Employees are not eligible to use travel time, special leave or casual leave when escorting anyone other than immediate family (HRM 1311).

7.0 Authorities

- 7.1 Human Resource Manual
- 7.2 *Financial Administration Act*
- 7.3 Financial Administration Manual
- 7.4 NEU Collective Agreement
- 7.5 NTA Collective Agreement
- 7.6 *Public Service Act*
- 7.7 *Public Service Regulations*

8.0 Contacts

Employees seeking reimbursement or having questions should contact the Department of Finance headquarters and regional offices responsible for the Medical Travel Program:

- 8.1 For Baffin Region and Headquarters:
Department of Finance
2nd Floor W. G. Brown Building
PO Box 1000, Station 360, Iqaluit, NU, X0A 0H0
Phone: 867-975-5800
E-mail: FinancialOperations@gov.nu.ca

- 8.2 In the Kivalliq Region:
Department of Finance
1st Floor Oomilik Building
PO Box 460, Rankin Inlet, NU, X0C 0G0
Phone: 867-645-8500
E-mail: Kivalliq_Financial_Operations@gov.nu.ca

- 8.3 In the Kitikmeot Region:
Department of Finance
2nd Floor Helen Maksagak Building
PO Box 2377, Cambridge Bay, NU, X0B 0C0
Phone: 867-983-4048
E-mail: CambridgeBayFinance@gov.nu.ca

Appendix's

- Appendix A – MTA Form
- Appendix B – Airline Rates

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Appendix A – MTA Form



APPLICATION FOR MEDICAL TRAVEL ASSISTANCE (MTA)

1. Medical Travel Assistance may be provided to Government of Nunavut public service employees and eligible dependants who require insured services **NON-ELECTIVE** medical treatment.
2. Employees are required to make every reasonable effort to schedule medical treatment with other forms of travel.
3. Medical Travel Assistance will be provide to THE NEAREST COMMUNITY where treatment is available according to the Nunavut Department of Health Medical Travel Policy

PART 1 - REFERRAL (referring physician or health centre nurse completes):

Patient's Family Name		Patient's First Name		Patient's Birthdate																								
Community where Patient Resides		Nearest Community where Prescribed Treatment is Available		Community where Patient is being Referred																								
THE REFERRING PRACTITIONER'S INITIALS ARE REQUIRED FOR ALL SELECTIONS MADE IN THIS AREA Referral Type <input type="checkbox"/> Medical <input type="checkbox"/> Dental * <input type="checkbox"/> Other *MTA for dental reasons must be approved by the Department of Health's Territorial Dental Specialist.			SCHEDULED APPOINTMENTS or ADMISSIONS <table border="1"> <thead> <tr> <th>Clinic / Hospital</th> <th>Date</th> <th>Time</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td></tr> </tbody> </table>		Clinic / Hospital	Date	Time																					
Clinic / Hospital	Date	Time																										
Escorts <input type="checkbox"/> Health Care Professional <input type="checkbox"/> Family or Friend Non-medical escorts are provided only in certain circumstances. Explain Circumstances. _____ _____ _____																												
MEDICAL CERTIFICATION: I hereby certify that the treatment is insured under the Nunavut Health Care Plan and is NON-ELECTIVE as described on page 2 of this form. I further certify that the closest community that can provide the treatment is stated above.																												
Name (please print) _____		Clinic / Community _____																										
Signature _____		Date _____																										

PART 2 - EMPLOYEE'S INFORMATION (employee completes):

Employee's Family Name		Employee's First Name		Social Insurance Number
Note: An approved leave form must accompany this application if the employee is travelling				
Type of Employment with the Government of Nunavut	<input type="checkbox"/> Indeterminate <input type="checkbox"/> Casual (enter the following dates)	Continuous Service Date	CSA End Date	
		<input type="text"/>	<input type="text"/>	

PART 3 - RECORD OF APPOINTMENTS (attending physician completes):

Clinic/Hospital Attended (name of physician)	Date/Time	Signature/Title of Physician	Initial if patient can travel home immediately (if not identify when)

Employee: Attach to travel claim after Part 3 of this form and the medical travel is completed

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Appendix B – Airline Rates

Please note that the rates in Appendix B are subject to change from time to time according to the contracts. Reimbursement will be limited to the rates in effect at the time of travel. Contact the Department of Finance if you are not sure what the current rates are.

CANADIAN NORTH ONE WAY FARES - EFFECTIVE SEPT 1, 2016

Baffin to Iqaluit	
Between	and Iqaluit
Arctic Bay	\$ 1,075.81
Cape Dorset	\$ 456.02
Clyde River	\$ 787.85
Hall Beach	\$ 808.20
Igloolik	\$ 808.20
Pangnirtung	\$ 287.96
Pond Inlet	\$ 1,011.59
Qikiqtarjuaq	\$ 529.88
Rankin Inlet	\$ 780.37
Resolute Bay	\$ 1,231.03

Baffin to Ottawa	
Between	and Ottawa
Arctic Bay	\$ 1,707.38
Cape Dorset	\$ 1,113.29
Clyde River	\$ 1,437.64
Hall Beach	\$ 1,441.91
Igloolik	\$ 1,441.91
Pangnirtung	\$ 998.73
Pond Inlet	\$ 1,576.78
Qikiqtarjuaq	\$ 1,134.69
Rankin Inlet	\$ 1,004.09
Resolute Bay	\$ 1,980.34
Iqaluit	\$ 675.46

Kitikmeot to Yellowknife	
Between	and Yellowknife
Cambridge Bay	\$ 667.97
Gjoa Haven	\$ 913.10
Kugaaruk	\$ 1,071.52
Kugluktuk	\$ 477.44
Taloyoak	\$ 960.21

Kitikmeot to Edmonton	
Between	and Edmonton
Cambridge Bay	\$ 839.24
Gjoa Haven	\$ 1,070.46
Kugaaruk	\$ 1,277.06
Kugluktuk	\$ 833.88
Taloyoak	\$ 1,165.74

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Appendix B – Airline Rates Con't

FIRST AIR ONE WAY FARES - EFFECTIVE SEPT 1, 2016

Baffin to Iqaluit	
Between	and Iqaluit
Arctic Bay	\$ 1,608.72
Cape Dorset	\$ 552.17
Clyde River	\$ 943.99
Hall Beach	\$ 1,022.57
Igloolik	\$ 1,022.57
Pangnirtung	\$ 354.66
Pond Inlet	\$ 1,204.15
Qikiqtarjuaq	\$ 639.24
Resolute Bay	\$ 1,891.17
Rankin Inlet	\$ 934.44

Baffin to Ottawa	
Between	and Ottawa
Arctic Bay	\$ 2,709.87
Cape Dorset	\$ 1,401.66
Clyde River	\$ 1,814.73
Hall Beach	\$ 1,921.97
Igloolik	\$ 1,921.97
Pangnirtung	\$ 1,317.76
Pond Inlet	\$ 1,846.58
Qikiqtarjuaq	\$ 1,429.27
Resolute Bay	\$ 2,827.74
Rankin Inlet	\$ 1,314.58
Iqaluit	\$ 900.46

Kitikmeot to Yellowknife	
Between	and Yellowknife
Cambridge Bay	\$ 825.07
Gjoa Haven	\$ 1,145.75
Kugaaruk	\$ 1,399.53
Kugluktuk	\$ 562.78
Taloyoak	\$ 1,278.48

Kitikmeot to Edmonton	
Between	and Edmonton
Cambridge Bay	\$ 1,036.37
Gjoa Haven	\$ 1,311.40
Kugaaruk	\$ 1,482.36
Kugluktuk	\$ 971.60
Taloyoak	\$ 1,351.75

CALM AIR ONE WAY FARES - EFFECTIVE SEPT 1, 2016

Kivalliq to Rankin Inlet	
Between	and Rankin
Arviat	\$ 426.90
Baker Lake	\$ 470.67
Chesterfield Inlet	\$ 239.09
Coral Harbour	\$ 597.13
Whale Cove	\$ 234.77
Repulse Bay	\$ 574.20

Kivalliq to Winnipeg	
Between	and Winnipeg
Arviat	\$ 1,034.93
Baker Lake	\$ 1,279.59
Chesterfield Inlet	\$ 1,179.81
Coral Harbour	\$ 1,314.96
Whale Cove	\$ 1,089.42
Repulse Bay	\$ 1,295.19
Sanikiluaq	\$ 1,129.55
Rankin	\$ 1,090.48

Kivalliq to Churchill	
Between	and Churchill
Arviat	\$ 485.99
Baker Lake	\$ 858.51
Chesterfield Inlet	\$ 810.33
Coral Harbour	\$ 902.41
Whale Cove	\$ 678.66
Repulse Bay	\$ 902.41
Rankin	\$ 696.87