

Additional Resources

Accommodations

This page has useful links for patients and their loved ones should they need to travel for non-emergency care.

<https://www.islandhealth.ca/patients-visitors/preparing-hospital-stay/travelling-finding-places-stay-near-hospitals>

Benefits

First Nations Health Authority (FNHA)

1-800-317-7878

Inter-Tribal Health Authority (ITHA)

1-877-777-4842

Nuu-Chah-Nulth Tribal Council (NTC)

Health Benefits

1-888-407-4888

Supports and Services

BC Aboriginal Network on Disability Society

(BCANDS) 250-381-7303

Victoria Native Friendship Centre

250-384-3211

Transportation

Wheels for Wellness

250-338-0196

Royal Jubilee Hospital

Main switchboard	250-370-8000
Patient Information desk	250-370-8244
Parking Office 7:45am—3:30pm	250-370-8303
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	250-727-4050
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

1-877-977-5797

Island Health Aboriginal Liaison Nurses

Alert Bay	250-974-8314
Campbell River	250-830-8865
Comox	250-650-5714
Duncan/Cowichan	250-709-8204
Nanaimo	250-741-4234
Port Alberni	250-735-4319
Port Hardy, Port McNeill	250-949-0340
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 First Nation Health Benefits through First Nations Health Authority or the band 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
- ◆ Sharing information about the All Nations Healing Room in the Patient Care Centre.
- ◆ Determining eligibility for one compassionate parking pass per patient. Available Mon-Fri 7:45 am—3:30pm.

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.
- ◆ For those who qualify, assistance may be available from their Band or 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:

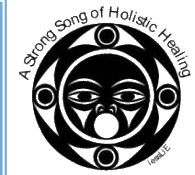
- ◆ Know that your information is kept confidential
- ◆ Make a complaint and know that you will still get safe care and be treated fairly
- ◆ Say yes or no to services
- ◆ Be treated in a safe and respectful way

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

<https://www.islandhealth.ca/our-services/aboriginal-health-services/aboriginal-liaison-nurses>