

Indigenous Patient Support Webinar Series

Session 4: Caring for Caregivers

Tuesday, April 23, 2024

Cancer Navigation: People who help with finding the way

Each region in Manitoba has a Cancer Navigation team located in a hub that includes Nurse Navigators, Psychosocial Oncology Clinicians and Community Engagement Liaisons.

- **Nurse Navigators** are Registered Nurses with specialized training in cancer care. Working closely with a patient's healthcare team, the Nurse Navigator offers patients and their family members information, guidance and support from clinical suspicion of cancer through the diagnostic period and treatment. They help patients understand their diagnosis and care plan and can coordinate and prepare patients for tests and appointments.
- **Psychosocial Oncology Clinicians** are experienced counsellors available to help patients and their family members cope with the range of emotions and adjustments that come with a diagnosis of cancer. They can assist with practical issues such as work, finances and transportation, as well as guide patients about talking with children, family members and friends about their illness.
- **Community Engagement Liaison** offers information about cancer support and services. The Liaison develops and shares culturally responsive information and works with communities to increase knowledge about cancer prevention and early detection.

Patient Advocate – Assembly of Manitoba Chiefs - [Health Unit - Assembly of Manitoba Chiefs](#)

The Assembly of Manitoba Chiefs (AMC)/Winnipeg Regional Health Authority (WRHA) Patient Advocate Unit supports our people by advocating, developing partnerships and bridging services through effective service coordination to ensure quality services for all First Nations people. This partnership with AMC and WRHA is imperative to ensure the medical needs of First Nation people are met and their medical issues are addressed in a timely and meaningful way as each year the number of clients continues to grow.

Your patient navigator provides guidance, information and support throughout your medical journey outside of the hospital.

A patient navigator is a resource for Indigenous patients/clients and families to help connect them to the right services to meet their healthcare needs. They are a resource to health care providers to help make health care services culturally safe and assist them with connecting Indigenous services.

Services provided:

- Non-Insured Health Benefits to provide information and/or assist with coverage/appeals
- Transportation Referral Unit
- Medical Relocation information
- Accessing your medical records
- Filing Critical Incident/hospital complaints
- Consultation (legal, family, medical)
- Employment and Income Assistance (E.I.A.) Processes

Direct Referrals:

200-275 Portage Avenue

Winnipeg, MB R3B 2B3

204-987-4120 or toll-free 1-888-324-5483

Relocating to Winnipeg due to Treatment?

EAGLE Urban Transition Centre - Assembly of Manitoba Chiefs

<https://manitobachiefs.com/advocacy/urban/>

Mandate:

- To improve the quality of life for Indigenous people and their families in an urban environment.
- To provide holistic support, which covers the four aspects of the individual: physical, emotional, mental and spiritual.
- To provide support which incorporates both traditional and contemporary methods to meet the needs of all clients.
- To work as a team internally and with the community at large for society to better respond to the needs of Indigenous people.
- To provide advocacy and access to opportunities leading to economic independence.
- To create a supportive, welcoming and trusting environment for clients, staff and partner organizations.
- To recognize and promote pride in the Indigenous identity of First Nations.

Resources:

- Access to computers with internet
- Free Connect 2 Voicemail Services
- Access to up-to-date listings of employment opportunities, rental listings and applications, education and training opportunities, a listing of events and gatherings, email networking
- Assistance with printing, faxing and mailing
- Call to book an appointment with our Elder
- Advocacy and referrals to other services
- Disability Resources
- A Healing Room: provides a private and comfortable area to practice traditional and contemporary spirituality

EUTC Contact:

200-275 Portage Avenue
Winnipeg, MB R3V 2B3
204-954-3050 or toll-free 1-866-345-1883

First Nation Cancer Patient Guide

A downloadable booklet providing cancer patient support from a First Nations perspective.

<https://ccmbindigenouscommunityprofiles.ca/resource/cancercare-manitoba-first-nation-cancer-patient-guide/>

Hard copies of this booklet are available. Please email changingthepath@cancercare.mb.ca or call toll-free 1-855-881-4395.

CancerCare Manitoba

cancercare.mb.ca

- Community Cancer Programs Network helps patients in communities outside of Winnipeg to receive chemotherapy and follow-up care closer to home. Talk to your nurse or doctor, or call 204-784-0224 or 1-866-561-1026 or visit: <https://www.cancercare.mb.ca/Patient-Family/information-for-rural-patients>



All funds raised stay in Manitoba.

- Indigenous Community Profiles provides community information and resources supporting people with cancer. Visit <https://ccmbindigenouscommunityprofiles.ca/resources/>

Patient and Family Support Services

- **Psychosocial Oncology:** Clinicians provide counselling and support with practical matters to patients and families through individual appointments in person, over the phone or by video call at hubs throughout Manitoba and at CancerCare Manitoba treatment centres in Winnipeg at:
 - MacCharles Site, 675 McDermot Ave.
 - St. Boniface Hospital
 - Victoria General Hospital
 - Grace Hospital
- **Group Programs:** Professionally facilitated group programs offered for patients and families. Call Patient and Family Support Services at 204-787-2109 or toll-free at 1-866-561-1026 for more information. Current groups that include caregivers or family members are:
 - Caregiver Support Group
 - Mindfulness Practice Program
 - Lung Cancer Support Group
 - Hope and Resilience Cognitive Behaviour Therapy with Mindfulness (CBTm)
- **The Navigator Patient Newsletter:** a monthly newsletter about programs and support services.
 - <https://www.cancercare.mb.ca/export/sites/default/.galleries/files/the-navigator-newsletter-files/The-Navigator.pdf>
 - Would you like to receive the Navigator Newsletter by mail? Call 204-787-2970 or toll-free 1-866-561-1026 or email ccmb_hope@cancercare.mb.ca
- **Patient and Family Resource Centre:** consult by phone and resource info mail out available.
 - Helpful information about cancer and treatment, including some information in some Indigenous languages.
 - Self-care information and resources in hard copy and online links.
 - Resources to help in talking about cancer with children.
 - Located at MacCharles site, 675 McDermot Ave., beside Health Sciences Centre.
 - View information and recorded webinars: <https://www.cancercare.mb.ca/Patient-Family/support-services/resource-centre>

Contact:

Kathleen Helgason, Coordinator
 MacCharles Site, Main Floor, ON1016-675 McDermot Ave.
 Winnipeg, MB R3V 2B3
 204-787-4357
 Open Monday to Friday, 9:00 a.m. - 4:00 p.m.

- **Online Programs:** Wellspring.ca is a Canada-wide free online service offering programs to people diagnosed with cancer and their loved ones, including caregivers. <https://wellspring.ca/online-programs/>

Indigenous Health Services

In Winnipeg:

Available to patients who have to be hospitalized in Winnipeg. Call if you or your family member:

- Speak an Indigenous language
- Is being discharged
- Want a patient advocate
- Want ceremonies or traditional medicines
- Need additional support
- Are not sure if you need us – we can do an assessment to assist you

Contact Patient Services

204-940-8880 or toll-free 1-877-940-8880

indigenoushealth@wrha.mb.ca

Indigenous Health Services by Region

To learn more about Indigenous Health programs and services, visit the websites below:

- [Interlake Eastern Regional Health Authority | Indigenous Health](#)
- [Northern Health Region | Indigenous Health](#)
- [Prairie Mountain Health | Indigenous Services](#)
- [Southern Health – Santé Sud | Indigenous Health](#)
- [Winnipeg Regional Health Authority | Indigenous Health Patient Services](#)
- [Facebook](#)

For Children and their Caregivers

- Jordan's Principle

The Southern Chiefs' Organization Jordan's principal coordinator at HSC Winnipeg Children's Hospital can help connect First Nation children and families with health, educational and social supports.

To learn more, visit <https://scoinc.mb.ca/jp-program/>

Contact:

Bonnie Murray, Jordan's Principle Coordinator at Health Sciences Centre – Children's Hospital

204-946-1869 ext. 116 or toll-free 1 866-876-9701 or jpch@scoinc.mb.ca

There are Jordan's principle coordinators in the community as well, for more information about locating one closer to home, visit <https://www.jordansprinciplemb.com/home>

For inquiries about services and supports:

MB Jordan's Principle requests: 204-391-6083 or jordansprinciplemb-principedejordan@sac-isc.gc.ca

National Jordan's Principle Call Centre: 1-855-JP-CHILD (1-855-572-4453)

- **Clinical Counselling** is available for children and families receiving care at CancerCare Manitoba who need help coping with their diagnosis, treatment and recovery, and for grief counselling or connection to grief resources when a child has died of cancer.
- **Child Life Services** are available in hospital to children who are admitted for cancer-related care.

Being a Caregiver is an important way to help

- Help the person you are supporting to get ready for appointments by checking what questions they have and support them in sharing these with their healthcare providers.
- Help healthcare providers to know what is needed when necessary (e.g. interpreter, support, traditional practices or not)
- Ask for the information you need. It's okay to ask more than once!
- Ask your CancerCare Manitoba healthcare provider about the MyCare Noona phone app for mobile devices. <https://www.cancercare.mb.ca/Patient-Family/noona>
- Bring a binder or other way to gather and keep information organized.
- Ask for help when you need it or are unsure about something.
- Take time to care for yourself! Rest and care for your own body
- Accept and allow your feelings. If you need to talk to a counsellor to help yourself cope with caregiving for someone diagnosed with cancer, connect with resources by calling 204-787-2062 or toll-free 1-866-561-1026.

General Support Numbers

Klinic Crisis Line: 204-786-8686 or 1-888-322-3019 or TTY 204-784-4097

Manitoba Suicide Prevention & Support Line: 1-877-435-7170 (1-877-HELP170)

Suicide Crisis Helpline: 9-8-8

Kids Help Phone (national line available to Manitoba Youth): 1-800-668-6868 or text 686868

Manitoba Farm, Rural & Northern Support Services: 1-866-367-3276 (Monday-Friday 10 am to 9 pm)

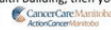
- supportline.ca: online counselling

Handout material from Miriam Duff's presentation - Caring for the Caregiver Webinar

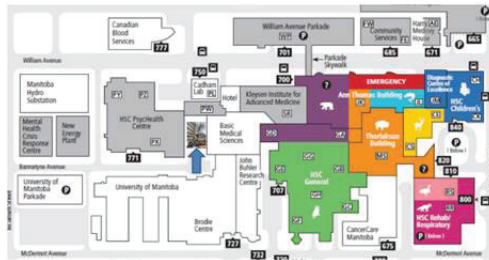
Medicine Wheel Garden at HSC in Winnipeg



Get to it **from inside HSC**: by coming out the Bannatyne Avenue doors of the Basic Medical Sciences Brody Centre Building (accessible from a hallway just past the inside entry to Canadinn HSC), or **from outside HSC**: walk West on William Avenue just past the Psych Health Building and turn left into the first laneway beside it, walk to the front of the building, you are now on Bannatyne Avenue, turn left and walk past the Psych Health Building, then you will see the garden on the left.



Medicine Wheel Garden location at Winnipeg HSC



See blue arrow above and photo in location



Worship & Smudging Rooms at Winnipeg HSC

Available at the Sanctuary Rm GH216, in the Spiritual Health Services, these are the closest worship & smudging rooms to CancerCare Manitoba at HSC, located on 2nd floor of HSC General, in hallway to left of the elevators or when coming from the 2nd floor Cafeteria/Foodcourt. Bulletin Board under sign shows schedule for Spiritual care and faith-based worship services.



Hallway view when turning left from elevators by 2nd floor Food Court/Cafeteria in HSC



Entering Sanctuary, small room straight ahead



Large room to left upon entering Sanctuary



Rooms are usually open however it is helpful to check in with staff so they can help if planning to smudge



Signs posted in Sanctuary



Rooms are equipped with fan that must be turned on when smudging.



Please note: Information provided is current as of April 2024/MD