

Indigenous Patient Support Webinar Series

Session 3: Service Provider Panel

Thursday, March 14, 2024

Psychosocial Oncology services help with psychological challenges, social issues, and practical and financial concerns.

To make an appointment at McDermot and St. Boniface sites in Winnipeg, call 204-787-2109 or toll-free 1-866-561-1026.

Outside of Winnipeg, you can access support closer to home. We can help you locate local resources or provide services by telephone or video conferencing. Access support through the regional hubs:

Interlake-Eastern Regional Health Authority	1-855-557-2273
Northern Regional Health	1-855-740-9322
Prairie Mountain Health	1-855-346-3710
Southern Health-Santé Sud	1-855-623-1533
Winnipeg Regional Health Authority	1-855-837-5400
Western Manitoba Cancer Centre	204-578-2222

Adolescent and Young Adult Program provides supportive care for individuals aged 19 to 39 who are living with cancer. The program addresses a range of concerns specific to young people, including social isolation, peer connection, relationship stressors, fertility, sex and intimacy, body image, work and school issues, finances and ageism.

The Patient and Family Resource Centre and Guardian Angel Caring Room is an area for patients, family and friends to relax, rest, make phone calls, charge electronic devices, and have a coffee or tea. You can also find printed resources and books in the library.

- Patient & Family Resource Centre, Room ON1016, 675 McDermot Avenue
Phone: 204-787-4357 or toll-free 1-866-561-1026
Monday to Friday, 9 a.m. - 4 p.m.
- **Look Good Feel Better** is a program that helps women and teens manage appearance-related effects of cancer and its treatment. Through complimentary workshops, participants learn skills related to makeup, skincare, and hair alternatives while finding support within a community.
- **The Navigator Newsletter** is a monthly newsletter providing valuable information about education sessions, events and support programs. Access it online at cancercare.mb.ca or receive a copy by standard mail or email by calling the Centre for Hope at 204-787-2970 or toll-free at 1-866-561-1026.

Breast Cancer Patient & Family Educators provide compassionate support to patients and their families throughout their cancer journey. As part of a team, they work alongside other members of your healthcare team, including doctors, clinic nurses, nurse navigators, and counsellors.

- **Peer Support Program:** Connect with individuals who have gone through similar breast or gynecological cancer diagnosis, surgery, treatment and recovery. Peer Mentors are trained volunteers who provide a listening ear and offer encouragement. To find a match, call 204-787-4130 or toll-free 1-866-561-1026.
- Counselling at **Breast Health Center:** connect with our team for support:
 - Social Worker: 204-258-1004 or toll-free 1-888-501-5219.
 - Call Centre for Hope: 204-787-2109 or toll-free 1-866-561-1026.

Equity Resources at CancerCare Manitoba

The Underserved Populations Program (UPP) assists individuals facing geographic, linguistic, cultural, or other challenges in accessing cancer screening, treatment, and support. To connect with UPP, email changingthepath@cancercare.mb.ca. For information and available resources, visit the Underserved Populations page at cancercare.mb.ca. Additionally, explore the Indigenous Community Profiles website at ccmbindigenouscommunityprofiles.ca.

Cancer Navigation Services provide support and guidance for individuals living with cancer, and are available in each of the following regions:

Interlake-Eastern Regional Health Authority	1-855-557-2273
Northern Regional Health	1-855-740-9322
Prairie Mountain Health	1-855-346-3710
Southern Health-Santé Sud	1-855-623-1533
Winnipeg Regional Health Authority	1-855-837-5400

Education and Liaison Nurses support patients and families who experience barriers within the cancer system, such as geographic challenges, language barriers, and other issues. Contact 204-787-4583 or toll-free 1-855-881-4395.

Patient and Family Support Services offer a range of support services to assist patients and families during their cancer journey. Here are some of the services provided:

Counselling: CCMB offers counselling services to help patients and their families cope with the emotional and psychological challenges that come with a cancer diagnosis.

Support Groups: Psychosocial support groups are available for patients and families.

Information and Education Programs: CCMB provides educational resources to help patients and families understand cancer, treatments, and available support services. These resources include pamphlets, booklets, magazines, and newsletters, all provided free of charge.

Nutrition Counselling: CCMB offers nutrition counselling to guide patients and their families in making healthy dietary choices.

Speech-Language Pathology: This service helps individuals with communication and the difficulties related to cancer treatment.

Telehealth: CCMB provides Telehealth services, allowing patients and families to connect with healthcare professionals remotely.

These services are offered at no cost to patients and their families. If you're looking for a specific service or program, feel free to contact CancerCare Manitoba, Monday to Friday between 8 a.m. and 4:30 p.m. at 204-787-2109 or toll-free: 1-866-561-1026 or Email pfssinquiry@cancercare.mb.ca.

Additional Counselling Supports for Indigenous Peoples

Indigenous Health - Winnipeg Regional Health Authority patient services can help you with:

- **Language Support**: If you speak an Indigenous language and need assistance.
- **Discharge Guidance**: Help when you or a loved one leave the hospital.
- **Advocacy**: Request a patient advocate for support during your healthcare experience
- **Cultural Services**: Access the ceremonies and traditional medicines.
- **Extra Support**: If you need more help or aren't sure what you need, we can help you.

Call 204-940-8880 or toll-free 1-877-940-8880 or email indigenoushealth@wrha.mb.ca

Immediate Support Available 24/7 for all Indigenous People in Canada

Hope for Wellness Help Line and Chat: 1-855-242-3310

National Indian Residential School Crisis Line: 1-866-925-4419

Missing and Murdered Indigenous Women and Girls Support Line: 1-844-413-6649

- Service available in English, French, Cree, Anishnaabemowin (Ojibway) and Inuktitut

CancerCare Support Numbers

CancerCare Counselling Support: 204-787-2109 or 1-866-561-1026

Cancer Helpline at CancerCare Manitoba: 204-787-8900 or toll-free 1-866-561-1026

- Ask for the Cancer Helpline - 8 am to 6 pm, Monday to Friday.

Other CancerCare Support Numbers

Nurse Navigators Interlake-Eastern: toll-free: 1-855-557-2273 or fax 1-204-785-9242

Nurse Navigators Northern: toll-free: 1-855-740-9322 or fax 1-204-677-5387

Nurse Navigators Prairie Mountain: toll-free: 1-855-346-3710 or fax 1-204-578-2833

Nurse Navigators Winnipeg: toll-free: 1-855-837-5400 or fax 1-204-235-0690

Nurse Navigators Southern: toll-free: 1-855-623-1533 or fax 1-204-331-8899

Other Indigenous Supports

First Nation & Inuit Health Branch - Non-Insured Health Benefits (NIHB) www.canada.ca

Contact the regional NIHB office to inquire about your eligibility within one of the following three categories:

- Manitoba Region: 204-983-4571 or toll-free 1-800-665-8507
- Nunavut Region: toll-free 1-866-509-1769
- Ontario Region: toll-free 1-888-301-6426

Please note: the information provided from outside of CCMB is from websites viewed February 7, 2024.

General Support Numbers

Klinik 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