

Indigenous Wellness Liaison Program Toolkit

A step-by-step toolkit to help care teams effectively connect with Indigenous Wellness Liaisons at Providence Health Care.

Who are the Indigenous Wellness Liaison (IWL) Team?

IWLs are an internal specialized consultation team within Providence Health Care (PHC). IWLs support self-identified Indigenous patients and families by facilitating access to cultural practices, Traditional Medicines, Ceremony, and access to the All Nations Sacred Space, in addition to connection to community supports, including Elders. IWLs support self-identified Indigenous patients and families with day-to-day healthcare navigation and supports, including discharge planning, culturally safe support in the complaints process at PHC, and supporting healthcare professionals in embedding principles of cultural safety and humility into patient care. Our goal is to help ensure culturally safe experiences for Indigenous patients and families accessing services at PHC.

IWL Consultations:

STEP 1:

Check the patient chart; services should be offered to patients upon registration or entry to the units in order to ensure timely support is given to self-identified Indigenous patients.

STEP 2:

Describe to the patient the services available through the IWL team (as described above). Highlight that this service is **FREE** to anyone who self-identifies as Indigenous (that is, First Nations, Métis or Inuit). **No documentation or status cards are needed.** Ask them if they would like to be connected to this service and have a Liaison come and visit them.

STEP 3:

In-patients: Place consults to Indigenous Wellness on CERNER.

Out-patient clinics: Referrals to be made directly to the IWL Team. Referrals can be **faxed** directly to **(604) 806-9494**.

Self-Referrals: Patients or patient families can call the IWL team directly at **(604) 682-2344 ext. 62937** or email **IWL@providencehealth.bc.ca**.

Cultural Safety: Key Points

- IWLs are not in social work roles. They are a specialized internal consultation service working directly with patients and families by providing cultural connection, services and supports for self-identified Indigenous Peoples.
- IWLs have access to Traditional Medicines and can facilitate patient and family access to cultural practices and supports (i.e., Smudge, All Nations Sacred Space, Elders, Medicines, community supports, etc.).
- IWL services can be offered to all patients. It is up to each patient to **self-identify as Indigenous** and consent to services. It is OK to ask a patient if they self-identify as Indigenous when describing to them the services available through the IWL Program.
- Consent is critical to safety and although IWLs work with Indigenous patients, not all Indigenous Peoples will want to engage in these services. This is absolutely OK. Pass on the information and let them know self-referrals are always welcome at any time should anything change.
- We are here to support you. Please ask us and get in touch should you have any questions.



CONTACT US

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