2017

NWT MEDICAL TRAVEL

A STEP-BY-STEP GUIDE

Helpful Tips, Tools, and Information

NORTHWEST TERRITORIES
Health and Social Services Authority

If you would like this information in another official language, call us.
English

Si vous voulez ces informations dans une autre langue officielle, contactez-nous.
French

Kīspin ki nitawihtīn ē nīhīyawihk ōma ācimōwin, tipwāsinān.
Cree

Tłı̨chǫ yatı k'ę̀ę̀. Dı wegodı newǫ dè, gots'o gonede.
Tłı̨chǫ

ʔerıhtł'ís Dëne Sųłıné yatı t'a huts'elkër xa beyáyatı theɔ́ą ɔat'e, nuwe ts'ën yółtı.
Chipewyan

Edı gondı dehgáh got'ı̨e zhatıé k'ę́ę́ edatł'éh enahddhę nıde naxets'ę́ edahłí.
South Slavey

K'áhshó got'ı̨ne xədə k'é hederı ɔedı̨htl'é yerınıwę nídé dúle.
North Slavey

Jii gwandak izhii ginjìk vat'atr'ijąhch'uu zhit yinohthan jì', diits'àt ginohkhìi.
Gwich'in

Uvanittuaq ilitchurisukupku Inuvialuktun, ququaqluta.
Inuvialuktun

ᑲᑦᑯᐊ ᑎᑎᖅᑲᐃᑦ ᐱᓕᒍᐃᖅᑎᑦ ᐃᓄᒃᑎᑐᓕᖅᓯᒪᓕᓗᑎᒃ, ᐅᕙᑦᑎᓐᓄᓄᑦ ᐅᖅᑲᓕᔪᐊᓐᓇᖅᑐᑎᑦ.
Inuktitut

Hapkua titiqqat pijumagupkit Inuinnaqtun, uvaptinnut hivajarlutit.
Inuinnaqtun

1-855-846-9601

TABLE OF CONTENTS

Introduction 2
How to Use This Guide 3
Understanding Your Medical Travel Benefits 5
- Medical Travel Eligibility 6
  - Injured Worker Medical Travel 7
  - Employer Medical Travel Benefits 7
  - GNWT Medical Travel Benefits 8
  - Personally Responsible (No Medical Travel Benefits) 8
- Travel Escorts 9

Getting Help 11
- Health Care Providers 12
- Medical Travel Benefits Programs 12
- Government Service Officers 13
- Office of the System Navigator, Department of Health and Social Services 14
- Northern Health Services Network (Edmonton Only) 15
- Cancer Care Coordinator 16

Being Prepared 17
- Before You Go 18
- Packing Luggage – Carry-on and Checked 19
- Traveling with Children 21
- Traveling with a Disability or Special Needs 21
- At the Departure Airport 22
- Security Screening 22
- On the Plane 23
- When You Land 23
- Night Before the Appointment 24
- At the Appointment 25
- Back Home 25

Destination Information 26
Travel and Appointment Details 64

INTRODUCTION

This guide has been developed by the Government of the Northwest Territories (GNWT) to help NWT residents understand the medical travel process so they can focus on what is important – their health!

NWT residents may access medical travel through many different benefit programs. Some are accessed through GNWT programs, while others are accessed through employers and private insurance. Regardless of what type of benefit program patients access, all medical travel originates from clinical decisions within the NWT health system.

This guide provides tips and information that can be used by all NWT residents for their medical travel, regardless of their benefits program. At the same time, we welcome your feedback. Please leave your comments at MT_Guide@gov.nt.ca so we can improve the next version.

You can obtain hard copies of the guide by contacting the Department of Health and Social Services Communications Unit at 867-767-9052 (ext. 49034). An electronic version is available at **www.hss.gov.nt.ca**.

HOW TO USE THIS GUIDE

The guide is divided into sections to help you find the information you need. Use it to help you prepare for medical travel and to keep track of your information.

MEDICAL TRAVEL: STEP BY STEP

Understanding Your Benefits

Use this section to understand different programs that offer medical travel benefits and which program you are eligible for.

Being Prepared

Use this section to find tips for each stage of medical travel—getting ready, flying, appointments, and follow-up when you get home.

Getting Help

Use this section to learn about who can help if you have questions or issues, and how to contact them.

DESTINATION INFORMATION

Use this section to find information about the communities you travel to for medical care—accommodations, health facilities, ground and air transport, and other resources.

TRAVEL AND APPOINTMENT DETAILS

Use the note cards at the end of the guide to keep track of travel and appointment information, and other important details.

MEDICAL TRAVEL: STEP BY STEP

UNDERSTANDING YOUR MEDICAL TRAVEL BENEFITS

Use this section to understand different programs that offer medical travel benefits and which program you are eligible for.

Medical travel happens when a person must travel to another community to receive medical services.

The community you travel to may be another NWT community or it may be outside the NWT. The appointment may be to see a specialist, to get a certain treatment or procedure, or for some other medical care not available in the community you are living in.

Different medical travel programs offer different benefits. This guide will help you understand:

- How they may help - e.g. by booking travel and accommodations
- How to determine your benefits and who to contact for more information

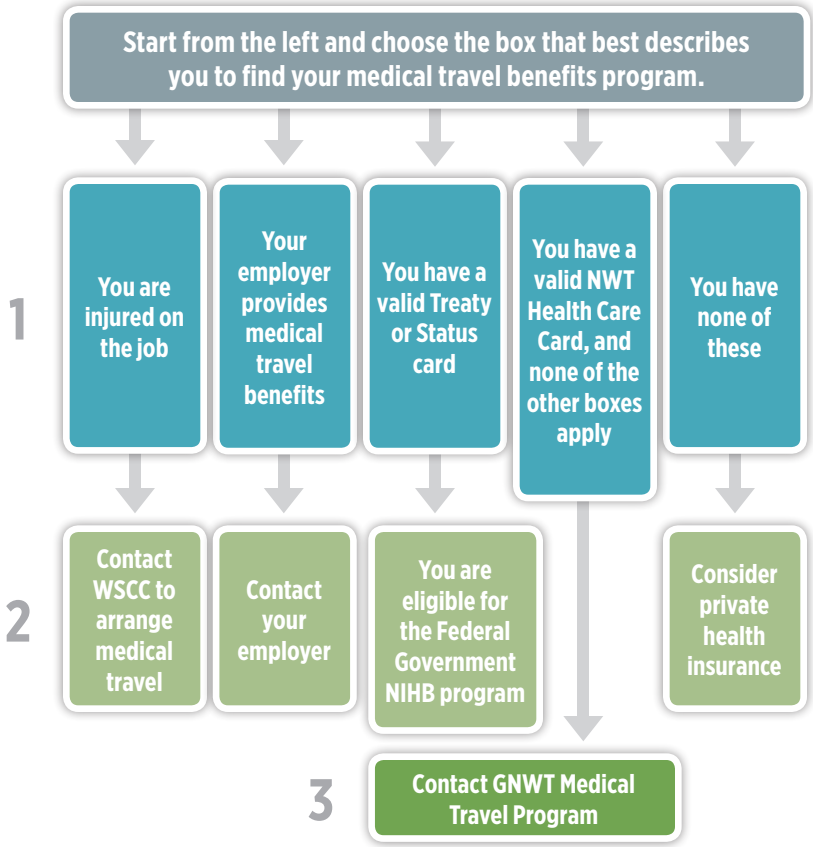
The following section will help you to determine which benefit program you are eligible for.

MEDICAL TRAVEL ELIGIBILITY

Different programs provide medical travel benefits to different NWT residents.

This chart is a summary of who is eligible to apply for different benefits. If you have questions about the benefits you are eligible for, contact the System Navigator at 1-855-846-9601.

Your health care provider refers you to medical appointments away from home.



INJURED WORKER MEDICAL TRAVEL

If you are injured at work, the Workers' Safety and Compensation Commission (WSCC) coordinates all medical travel. You will need to tell your employer, health care provider, and WSCC that you were hurt at work. If you need help filling out forms call WSCC.

NWT Tele-claim: 1-800-661-0792

EMPLOYER MEDICAL TRAVEL BENEFITS

Many NWT employers provide medical travel benefits for their employees. Employers may also provide benefits for a spouse or dependents.

For example:

- Government of the Northwest Territories
- Government of Canada
- Northwest Territories Power Corporation
- Yellowknife Catholic Schools
- Yellowknife Education District No. 1

The employer sets the amount and the items they pay for. For details, check with your employer, collective agreement, or employment contract.

GNWT MEDICAL TRAVEL BENEFITS

The GNWT administers the Non-Insured Health Benefits (NIHB) program, which provides medical travel benefits to First Nations and Inuit individuals.

The GNWT Department of Health and Social Services also provides medical travel benefits for NWT residents with a valid health care card who have no other benefits.

The Medical Travel Policy sets out the amount you get. Contact your local or regional office.

Behchokǫ̀ Medical Travel Phone: 867-392-3000	**Fort Liard Medical Travel** Phone: 867-770-4301
Fort Providence Medical Travel Phone: 867-699-4311	**Fort Resolution Medical Travel** Phone: 867-394-4511
Fort Smith Medical Travel Phone: 867-872-5626	**Fort Simpson Medical Travel** Phone: 867-695-7035
Hay River Medical Travel Phone: 867-874-2557	**Inuvik Medical Travel** Phone: 867-777-8034 After Hours Phone: 867-678-5626
Yellowknife Medical Travel Phone: 867-669-4115 After Hours Phone: 867-669-4115	

PERSONALLY RESPONSIBLE (NO MEDICAL TRAVEL BENEFITS)

If you do **not** have a valid NWT health card or status card, and your employer does not cover medical travel expenses, you are personally responsible to pay for any medical travel you need. In this case, we recommend you get private insurance that covers emergency medical travel while you are in the NWT.

If you are from another part of Canada, check with the health insurance program there to find out what they cover.

TRAVEL ESCORTS

Some patients are not able to travel without help. Medical travel benefit programs may allow these patients to have travel escorts if specific criteria are met.

Choose your travel escort carefully. Consider the following questions:

QUESTIONS TO ASK YOURSELF

- Am I comfortable with this person?
- Is this person reliable and responsible?
- Am I comfortable sharing my medical information with this person?
- Is this person physically able to take care of themselves and me?
- Do I need this person to sign any forms? If yes, can they legally sign for me?
- Do I trust this person to provide emotional support and help me with medical decisions if needed?
- Do I trust this person to follow the rules of the boarding home, hotel, hospital, and airlines?
- Can this person cope with the stress and requirements of medical travel?

QUESTIONS TO ASK YOUR POTENTIAL TRAVEL ESCORT

Ask your potential travel escort the following questions; be sure to give them enough time to decide.

- Can you take time off work, or away from your family to travel with me?
- Can you change your schedule on short notice if my medical travel changes suddenly, or is extended?
- Do you know you must go with me to all appointments, tests, and treatments?
- Can you interpret or translate for me if needed?
- Can you take notes for me during appointments?
- Can you help me read and understand forms, if needed?
- Are you familiar with medical terms?
- Do you expect me to cover your expenses, or give you money for your help?
- Are you familiar with the community I am traveling to?

GETTING HELP

USE THIS SECTION TO LEARN ABOUT WHO CAN HELP IF YOU HAVE QUESTIONS, AND HOW TO CONTACT THEM.

HEALTH CARE PROVIDERS

Health care providers can answer questions about the medical part of your medical travel journey.

For example:

- What should I expect at my appointment?
- How should I prepare for my appointment?
- Do I need to bring back any health records from my appointment?
- Will I have to travel again for follow-up appointments?
- Do I need to see you again when I get back?
- How will I feel after my appointment? What kind of support will I need?

MEDICAL TRAVEL BENEFITS PROGRAMS

Medical travel benefits programs can answer questions about the travel and accommodations part of your medical travel journey.

For example:

- What travel benefits am I eligible for?
- Do I book my own flights and hotel?
- Am I responsible for any upfront costs?
- What expenses do you reimburse or cover?
- What is the process to get reimbursed?
- Do I need to bring back signed proof that I went to my appointment?
- When do you reimburse me?

GOVERNMENT SERVICE OFFICERS

Who They Are: Government Service Officers (GSOs) provide help to residents in many small communities to access government services. Many GSOs speak an Aboriginal language.

How They Can Help:

- Help filling out benefit forms and other paperwork.
- Help making sure your Health Care Card or Government ID is up to date.

Aklavik: 867-978-2285	**Behchokǫ̀**: 867-392-6046
Colville Lake: 867-709-2047	**Délıne**: 867-589-4910
Fort Good Hope: 867-598-2179	**Fort Liard**: 867-770-2277
Fort McPherson: 867-952-2060	**Fort Providence**: 867-699-3149
Fort Resolution: 867-394-3017	**Gamètì**: 867-997-3106
Łutselk'e: 867-370-3386	**Nahanni Butte**: 867-602-2046
Paulatuk: 867-580-3068	**Sachs Harbour**: 867-690-3812
Tsiigehtchic: 867-953-3726	**Tuktoyaktuk**: 867-977-2097
Tulita: 867-588-3002	**Ulukhaktok**: 867-396-3084
Wekweètì: 867-713-2600	**Whatì**: 867-573-3256

THE OFFICE OF CLIENT EXPERIENCE

Who They Are: The OCE exists to receive any feedback residents may have about the care they, family members or loved ones have received. The office also serves to provide a transparent process for responding to concerns or compliments. Lastly, the offices provides system navigation to residents.

You might contact the Office of Client Experience if you want to:

- Make a Complaint: Tell us if the care you received did not meet your expectations.
- Share a Compliment: Let us know if you had a positive experience. We can pass on your positive feedback to the people and teams that made a difference in your care.
- Receive System Navigation: Let us assist you in accessing the Healthcare services you need.

Toll Free Phone: 1-855-846-9601

E-mail: HSS_Clientexperience@gov.nt.ca

NORTHERN HEALTH SERVICES NETWORK (EDMONTON ONLY)

Who They Are: Northern Health Services Network (NHSN) is a team of health care professionals who work with patients from the northern Territories who travel to Edmonton hospitals for specialized medical treatment. All NHSN Nurse Coordinators have nursing experience in Canada's North.

How They Can Help:

- Advocate for northern patient language, cultural and spiritual needs.
- Answers for questions regarding your care in Edmonton.
- Support when you meet with doctors, nurses, and other health care members in Edmonton hospitals.
- Discharge planning and repatriation when leaving Edmonton hospital.

Phone: 780-735-5761

Address: Royal Alexandra Hospital, Site Room 570,
Community Services Centre
10240 Kingsway NW, Edmonton

CANCER CARE COORDINATOR

Who They Are: The Cancer Care Coordinator is a nurse who can provide help to all cancer patients in the NWT. The office is at Stanton Territorial Hospital in Yellowknife.

How They Can Help:

- Provide patients and family with education about cancer and cancer care.
- Help patients find resources and supports.
- Help patients navigate the cancer care system in the NWT.
- Answer questions related to cancer care such as:
  - What are the next steps now that I have a cancer diagnosis?
  - How does chemotherapy or radiation work?
  - What resources are available to help me with my diagnosis?

Phone: 867-669-4310

E-mail: cancer_care_coordinator@gov.nt.ca

BEING PREPARED

USE THIS SECTION TO FIND TIPS FOR EACH STAGE OF MEDICAL TRAVEL—GETTING READY, TRAVELING, APPOINTMENTS, AND FOLLOW-UP WHEN YOU GET HOME.

BEFORE YOU GO

UNDERSTAND YOUR MEDICAL CONDITION

- ❑ Know about the treatments or medical services you will receive.
- ❑ Know how to prepare for your appointment.
- ❑ Discuss any anxiety or fears you have about your medical condition with a health care provider.
- ❑ Know what medical documents you need to bring back—for your local health care provider and for your medical travel benefits program.

ORGANIZE YOUR TRAVEL PLANS

- ❑ Plan or confirm transport and schedule to get to the airport.
- ❑ Arrange or confirm accommodations where you're going.
- ❑ Know where you need to go for your appointments, and plan how you will get there.
- ❑ Plan or confirm transport and schedule to get back home if return dates are known.
- ❑ Know what receipts and travel documents you need to keep to be reimbursed.
- ❑ Use the note cards at the end of this booklet to keep track of travel and appointment information.

PACKING LUGGAGE CARRY-ON AND CHECKED

Most airlines allow passengers to bring carry-on luggage, up to a certain size and weight. Airlines do not allow certain items in carry-on luggage, or they may allow only certain amounts. If your carry-on luggage has a banned item, airport security takes it away.

Check with the airline:

- Items the airline does not allow in carry-on luggage.
- Weight, size, and number of carry-on luggage they allow.
- Weight, size, and number of checked luggage they allow.

Pack your identification, money, and medications in your carry-on bag.

WHAT TO TAKE

- ❑ **Government Issued Photo ID** for airline travel—driver's licence, status card, General Identification card, passport, etc.
  Before you leave, make sure your ID is **up to date**. If your ID is expired, you will not get on the plane.

WHAT TO TAKE

- ❑ **NWT Health Care Card** up to date.

- ❑ **Prescription medications**—to cover a month's supply
- ❑ **Paperwork for appointments from local Health Care Provider**
- ❑ **Travel schedule**
- ❑ **Appointment locations and times**
- ❑ **Personal items**—toothbrush, toothpaste, clothes, etc.
- ❑ **Money**—to pay for meals, accommodations, etc. upfront if not staying at a boarding home

WHAT NOT TO TAKE

- ✕ Alcohol, illegal drugs, or prescription drugs that aren't yours
- ✕ Pets
- ✕ Weapons or tools (e.g. carving knife)
- ✕ Infants or toddlers not approved for travel
- ✕ Bags or packages you did not pack yourself

TRAVELING WITH CHILDREN

If you travel with a child, pack the items they need in a carry-on so you can use them during the flight. For example:

- ❑ Car seat and stroller—check with the airline.
- ❑ ID and other documents for the child—check with the airline.
- ❑ Enough supplies for the flight plus extras in case of delays: diapers, wipes, clothes, bottles, snacks, entertainment.

TRAVELING WITH A DISABILITY OR SPECIAL NEEDS

If you have a disability or special needs, you **must** make arrangements ahead of time.

Examples of things to tell the airline when you book a flight:

- ❑ You travel with a mobility aid—wheelchair, walker, etc.
- ❑ You need them to supply a wheelchair to get to and from the plane.
- ❑ You need medical equipment, such as oxygen. Find out if the airline provides it or if you have to bring your own.
- ❑ You have a service animal.

For more information go to **www.accesstotravel.gc.ca**.

AT THE DEPARTURE AIRPORT

- ❑ Get to the airport well before the recommended check-in cutoff time. If you are late, you may have to rebook the flight and pay for it yourself.
- ❑ Keep your luggage with you. If you leave it unattended, airport security may remove and/or destroy it.
- ❑ Remind airline staff if you need a wheelchair or any special assistance.
- ❑ Eat before you board the plane. Avoid caffeine and alcohol.
- ❑ Go through security and find your gate as soon as possible.
- ❑ Pay attention to boarding announcements. If you travel with children or have a disability, you may pre-board the airplane.
- ❑ If you miss your flight, contact your local health care provider and the medical travel benefits program right away.

SECURITY SCREENING

When you travel to or from a major Canadian airport (e.g. Edmonton), you go through a security screening point. This is what you can expect.

- ❑ Present your boarding pass or e-ticket, and photo ID.
- ❑ Disclose any special needs you have—medical condition, disability, religious or cultural consideration, etc.
- ❑ Place everything in a plastic bin.
  - Carry-on items—purse, coat, hat
  - Electronic device—laptop, tablet— and take it out of the carrying case
  - Any loose and metal objects—coins, keys, etc.
  - All liquids, gels, and aerosols—in a clear 1L plastic bag
- ❑ Go through the metal detector archway when the screening officer signals you to do so.

If the screening officers choose you for a physical search they may scan you with a metal detector wand, or pat you down. You may ask for a private search area.

Take everything with you when you leave the security area.

ON THE PLANE

- ❑ Drink water and other non-alcoholic beverages to avoid dehydration.
- ❑ Chew gum or suck candies if your ears hurt.
- ❑ Change body position or stretch every so often to reduce body aches.
- ❑ Use electronic devices only when allowed.
- ❑ Put away all personal belongings before the plane lands.

WHEN YOU LAND

- ❑ Take all personal belongings with you.
- ❑ If you need help, stay in your seat and wait for the flight attendant. If needed, use the flight attendant button.
- ❑ Ask a flight attendant if you have questions or did not hear instructions.
- ❑ If needed, ask for help taking your luggage off the carousel and use a baggage cart.

NIGHT BEFORE THE APPOINTMENT

- ❑ Know how to get to your appointment and how long it takes. Arrive 15 minutes before the appointment or earlier if instructed.
- ❑ Follow any instructions you have to prepare for the appointment. For example: medications to take or not; eating and drinking or not.
- ❑ Make a list of the medications you take OR bring prescriptions with you to your appointment.
- ❑ Make a list of questions to ask at the appointment. Consider these.
    - What is my diagnosis?
    - What are my treatment options? What are the benefits of each option? Are there the side effects?
    - Will I need a test? When will I get the results? What will the results tell me?
    - What is the medicine you prescribe supposed to do? How do I take it? What are the side effects? Will it interact with medicines I already take?
    - Are there any care instructions I need to follow when I get home?
    - Do I need to change my daily routine? Will my condition affect my life at home or at work?
    - If my symptoms get worse, what can I do on my own? When should I contact you or my local health care provider?

AT THE APPOINTMENT

- ❑ Take notes. If you have someone with you, ask them to take notes so you can listen.
- ❑ Ask any questions you have, and write down the answers.
- ❑ Write down any care instructions you are supposed to follow.
- ❑ Ask the health care provider to explain better, if needed.
    - I do not understand. Can you please explain in another way?
    - What should I do if _____?
    - I took some notes. Can I repeat back what I wrote to make sure I got everything and it is correct?
    - I feel a bit rushed. Can we slow things down a little?
    - Where can I find more information about_____?
- ❑ Get written proof that you went to the appointment for the medical travel benefits program, if necessary.
- ❑ Keep all documents from the appointment in a safe place.
- ❑ Ask how follow-up to the appointment will work. Will results be sent back to your local health care provider?

BACK HOME

Within two days—48 hours—of when you get home, contact your local health care provider and your medical travel benefits program. Your local health care provider may need to schedule a follow-up appointment with you.

If you have a follow-up appointment, bring your notes and other information from the medical travel appointment. If needed, send the receipts and other travel documents to the medical travel benefits program.

DESTINATION INFORMATION

USE THIS SECTION TO FIND BASIC INFORMATION ABOUT THE COMMUNITIES YOU TRAVEL TO FOR MEDICAL CARE—ACCOMMODATIONS, HEALTH FACILITIES, GROUND AND AIR TRANSPORT, AND OTHER RESOURCES.

- **BEHCHOKǪ̀**
- **FORT SIMPSON**
- **FORT SMITH**
- **HAY RIVER**
- **INUVIK**
- **NORMAN WELLS**
- **YELLOWKNIFE**
- **EDMONTON**

BEHCHOKǪ̀

GROUND TRANSPORT

Northern Exposure Highway Taxi
Phone: 867-392-6347
Taxi between Behchokǫ̀ and Yellowknife

ACCOMMODATIONS

Sah Naji Kwe Lodge
Phone: 867-371-3144
Located ½ Km west of Frank Channel on Mackenzie Highway #3

Winterhawk Bed & Breakfast
Phone: 867-371-4007
Located in Edzo off the Mackenzie Highway #3

Tłı̨chǫ Hotel
Phone: 867-392-6039
After Hours Phone: 867-445-5087

MARIE ADELE BISHOP HEALTH CENTRE

Phone: 867-392-6075
After Hours Phone: 867-492-0008
Hours of Operation: Monday to Friday 8:30am – 5:00pm
Services: Acute and chronic care, public health, counseling and crisis intervention, and referrals to other specialists, agencies, or services as needed.

LOCAL RESOURCES

Behchokǫ̀ Friendship Centre
Phone: 867-392-6000
Alcohol and drug, special needs, youth, well women, men's healing.

Tłı̨chǫ Community Services Agency
Phone: 867-392-3000
Community counselors, health department, social services, and education.

St. Michael's Parish
Phone: 867-392-6221

Tłı̨chǫ Baptist Church
Phone: 867-392-6520

Tłı̨chǫ Victim Services
Phone: 867-392-6381 ext. 1332
Emotional Support, information, and referrals to victims of crime and tragedy.

FORT SIMPSON

AIR TRAVEL

Air Tindi
Reservations: 1-888-545-6794
Website: www.airtindi.com

First Air
Reservations: 1-800-267-1247
Website: www.firstair.ca

South Nahanni Airways (Air Charter)
Phone: 867-695-2007
Website: www.southnahanniairways.ca

Wolverine Air (Air Charter)
Phone: 867-695-2263
Website: www.wolverineair.com

ACCOMMODATIONS

Deh Cho Suites
Phone: 867-695-2309
Address: 10509 Antoine Drive

Fort Simpson Lodging
Phone: 867-695-3253
Address: 10541 99th Street

Janor Guest House
Phone: 867-695-2077
Address: 10003 99B Avenue

Mackenzie Rest Inn
Phone: 867-695-2357
Address: 10518 99th Street

Maroda Motel
Phone: 867-695-2602
Address: 9802 100th Street

Nahanni Inn
Phone: 867-695-2201
Address: 10001 Marc Andre Avenue

FORT SIMPSON HEALTH CENTRE

Address: 10101 – 100th Street, Fort Simpson
Phone: 867-695-7000
After Hours Emergency Phone: 867-695-3232
Hours of Operation: Monday to Friday 8:30am – 5:00pm

Services: Emergency treatment, diagnostics, immunization, mental health and addictions. Health promotion, early childhood services, and home care are attached to the health centre.

FORT SIMPSON CONTINUED

LOCAL RESOURCES

Fort Simpson Recreation Centre
Address: 9805 - 100 Street
Phone: 867-695-3300
Arena, gymnasium, curling rink.

Fort Simpson Victim Services
Address: 9505 – 100 Street
Phone: 867-695-3136
Emotional support, information, and referrals to victims of crime and tragedy.

Friendship Centre
Address: 10103 99B Avenue
Phone: 867-695-2577
Food bank, fitness centre, youth programming, and access to office including: fax, phone, computer, internet and photocopying.

John Tetso Memorial Library
Address: 9605 -100 Street
Phone: 867-695-3276
Books, movies, public computers.

Pentecostal Calvary Chapel
Address: 9409 Mackenzie Drive
Phone: 867-695-2410

Sacred Heart Parish
Phone: 867-695-2316

St. David's Anglican Church
Phone: 867-695-2221

FORT SMITH

AIR TRAVEL

Northwestern Air Lease
Phone: 1-877-872-2216
Website: www.nwal.ca

TAXI SERVICES

Border Cabs
Phone: 867-872-5555

Duck Soup Cabs
Phone: 867-872-4747

Portage Cabs
Phone: 867-872-3333

ACCOMMODATIONS

Pelican Rapids Inn
Phone: 867-872-2789
Address: 152 McDougal Road

Whispering Pines Cottages
Phone: 867-872-2906
Cell: 867-621-0254
Address: 43 Portage Ave

The Whooping Crane Guest House
Phone: 867-872-3426
Address: 13 Cassette Crescent

Wood Buffalo Inn
Phone: 867-872-3222
Address: 123 Simpson Street

FORT SMITH HEALTH CENTRE

Address: 41 Breynat Street
Phone: 867-872-6203
After Hours Emergency Phone: 867-872-6200
Hours of Operation:
8:30am – 5:00pm
(closed over noon hour).
Emergency Room: open 24/7
Services: Emergency room, acute care, primary care, community counseling, public health, dietician services, home care, rehabilitation services, laboratory and diagnostic imaging, social services, and long-term care.
Medical Clinic: 867-872-6205
Rehabilitation Services: 867-872-6245
Public Health Unit: 867-872-6260
Home Care: 867-872-6204
Midwifery: 867-872-6253

FORT SMITH CONTINUED

LOCAL RESOURCES

Dr. Kobaisy Dental Clinic
Address: 195 McDougal Road
Phone: 867-872-2887
Toll Free: 1-866-535-2887

Fort Smith Victim Services
Address:
195 MacDougal Road
Phone: 867-872-3520
Emotional support, information, and referrals to victims of crime and tragedy.

Mary Kaeser Library
Address: 170 McDougal Road
Phone: 867-872-2296
Books, public computers, Wi-Fi, videos, and cassettes.

St. John's Anglican Church
Address: 135 McDougal Road
Phone: 867-872-3438

Pentecostal Church
Phone: 867-872-2257

St. Joseph Cathedral Parish
Phone: 867-872-2052
Address: 156 Breynant Street

Recreation and Community Centre
Address: 108 King Street
Phone: 867-872-4732
Gymnasium, swimming pool, squash court, movie theatre, fitness room, skate park.

Sutherland House Women and Children's Safe Shelter
Crisis Line: 867-872-4133
Phone: 867-872-5925
Address: 54 Pelican
Shelter for abused women and their children. Offers counselling and support, education and related programs. Age limit for boys is 13.

Uncle Gabe's Friendship Centre
Phone: 867-872-3004
Address: 112 Conibear Crescent
Evening bingos, sewing circle.

HAY RIVER

AIR TRAVEL

First Air
Phone: 1-800-267-1247
Website: www.firstair.ca

Northwestern Air Lease
Phone: 1-877-872-2216
Website: www.nwal.ca

TAXI SERVICE

Reliable Cabs
Phone: 867-874-4444

ACCOMMODATIONS

Cambridge Executive Suites
Address: 101-31 Capital Drive
Phone: 867-874-2233
Toll Free Phone: 866-277-7757

The North Country Inn
Address: 912 Mackenzie Highway
Phone: 867-874-6706

The Ptarmigan Inn
Address: 10 J Gagnier Street
Phone: 867-874-6591
Toll Free Phone:
1-800-661-0842

HAY RIVER REGIONAL HEALTH CENTRE

Address: 37911 Mackenzie Highway
Phone: 867-874-8000
After Hours Phone: 867-874-8000
Services: Ambulatory and acute care, long term care, mental health service, dialysis, rehabilitation services.
Medical Clinic: 867-874-8100
Rehabilitation Services: 867-874-8300
Diagnostic Services: 867-874-8300
Home Care: 867-874-7201
Public Health: 867-874-7201
Community Counselling Services: 867-874-2446

HAY RIVER CONTINUED

HAY RIVER DENTAL CLINIC

Address: 6 Courtoreille Street
Phone: 867-874-6663
Hours: Monday to Friday 9:00am – 5:00pm

LOCAL RESOURCES

Assumption Catholic Church
Address: 67 Woodland Drive
Phone: 867-875-2545
Alternate Phone: 867-874-2364

Don Stewart Recreation Centre
Address: 79 Woodland Drive
Phone: 867-874-6500
Swimming pool, hot tub, steam room, ice surface.

Family Support Centre
Phone: 867-874-3311
24-Hour Crisis Line:
867-874-6626
Provides a safe place for women and children living in abusive situations, crisis support, family violence issues, child/youth programs and community outreach.

Hay River Baptist Church
Address: 1 Wright Crescent
Phone: 867-874-2354

Hay River Committee for Persons with Disabilities
Address: 3 Studney Drive
Phone: 867-875-4448
Provides peer support, advocacy and awareness for Persons with Disabilities and their families. Facilitates education programs and social activities.

Growing Together Family Resource Centre
Address: 2A Robin Crescent
Phone: 867-874-4545
Activities for expectant mothers and parents/caregivers with children age 0-5.

Hay River Pentecostal Chapel
Address: 42 Woodland Drive
Phone: 867-874-6410

Hay River Victim Services
Address: Band Office, 100 Reserve Highway
Phone: 867-876-2020
Emotional support, information, and referrals to victims of crime and tragedy.

HAY RIVER CONTINUED

LOCAL RESOURCES

Jehovah's Witnesses
Address: Kingdom Hall, 458 Miron Drive
Phone: 867-874-6604

NWT Centennial Library
Address: 75 Woodland Drive
Phone: 867-874-6486
Books, audiobooks, DVD's and magazines. Free computer and internet use. Activities on a monthly basis for children.

Soaring Eagle Friendship Centre
Address: Suite 2 – 8 Gagnier Street
Phone: 867-874-6581
Programs for youth and elders, drop-in coffee.

St Andrew's Anglican Church
Address: 69 Woodland Drive
Phone: 867-874-6365

St Anne Catholic Church
Address: Katlodeche Reserve
Phone: 867-875-2545

Tree House Drop-In Centre
Address: 17 McBryan Drive (through the parking lot across from Aurora College)
Phone: 867-874-2103
Free family fun for parents/caregivers with children age 0-6.

INUVIK

AIR TRAVEL

Air North
Phone: 1-800-661-0407
Website: www.flyairnorth.com

Aklak Air
Phone: 867- 777-3555
Website: www.aklakair.ca

Canadian North
Phone: 1-800-661-1505
Website:
www.canadiannorth.com

First Air
Phone: 1-800-267-1247
Website: www.firstair.ca

North-Wright Airways
Phone: 867-587-2288
Website:
www.north-wrightairways.com

ACCOMMODATIONS

The Arctic Chalet
Phone: 867-777-3535
Toll Free Phone:
1-800-685-9417
Address: 25 Carn Street

Inuvik Capital Suites
Phone: 867-678-6300
Toll Free Phone:
1-877-669-9444
Address: 198 Mackenzie Road

Mackenzie Hotel
Phone: 867-777-2861
Address: 185 Mackenzie Road

Nova Inn
Phone: 867-777-6682
Toll Free Phone:
1-866-401-6682
Address: 300 Mackenzie Road

TAXI SERVICES

Delta Cab
Phone: 867-777-5100 or
867-777-5888

United Cab
Phone: 867-777-5050

INUVIK CONTINUED

INUVIK REGIONAL HOSPITAL

Address:
284-289 Mackenzie Road

Phone: 867-777-8034

After Hours Phone:
867-777-8000

Drop-in Clinic: Monday to Friday
10:00am-4:00pm; 5:00pm-6:00pm

Emergency: Open 24 hours

Services: Emergency, acute care, diagnostics, laboratory, long term care, rehabilitation, health promotion, obstetrics, operating room, pharmacy, family clinics, visiting specialists, medical social worker.

Public Health Unit: 867-777-7246

Mental Health and Addictions: 867-777-8149

Diabetes Education: 867-777-8091

Home Care: 867-777-7246

Rehabilitation Services: 867-777-8026

Social Services: 867-777-8101

INUVIK TRANSIENT CENTRE – HEALTH TRAVEL BOARDING HOME

Phone: 867-777-8140

Address: 285 Mackenzie Road, 2nd Floor (Inuvik Regional Hospital)

Eligible People: Boarding Home services are available only to those who are eligible – ask your medical travel benefit provider.

Services: Accommodations complete with meals, snacks, and transportation to/from the hospital and airport. The Transient Centre has elevator access.

WESTERN ARCTIC DENTAL

Address: 22 Reliance Street

Phone: 867-777-3008

Hours: Monday to Friday 8:30am – 5:30pm (Closed 1:00pm – 2:00pm)

INUVIK CONTINUED

LOCAL RESOURCES

Anglican Church of the Ascension
Address: 194 Mackenzie Road
Phone: 867-777-2229

First Bible Baptist Church
Address: 17 Mackenzie Road
Phone: 867-777-3360

Ingamo Hall Friendship Centre
Address: 20 Mackenzie Road
Phone: 867-777-2166
Cultural events and community feasts geared towards helping aboriginal youth. Youth Wellness program, Elder services, and Healthy Babies program.

Inuvik Centennial Library
Address: 100 Mackenzie Road
Phone: 867-777-8620
Public library, wireless internet access.

Inuvik Homeless Shelter
Address: 185 Kingmingya Road
Phone: 867-777-2726

Inuvik Transition House Society
Phone: 867-777-3877
Emergency shelter for abused women and children.

Inuvik Victim Services
Address: 4 Dolphin Street
Phone: 867-777-5493 (Inuvik)
Phone: 867-777-5480 (Beaufort Delta Region)
Emotional Support, information, and referrals to victims of crime and tragedy.

Inuvik Youth Centre
Address: 93 Gwich'in Road
Phone: 867-777-4992
Drop-in and programming for youth ages 5-18. Billiards, internet, board games, arts and crafts, sports. Parents are welcome to join their children in activities.

Lighthouse Community Church
Address: 40 Mackenzie Road
Phone: 867-777-2895

Midnight Sun Recreation Complex
Address: 94 Gwich'in Road
Phone: 867-777-8640
Aquatic centre, arena, gym, squash, curling, sports clubs and drop-in programs.

Our Lady of Victory Catholic Church
Address: 180 Mackenzie Road
Phone: 867-777-2236

NORMAN WELLS

AIR TRAVEL

Canadian North
Phone: 1-800-661-1505
Website: www.canadiannorth.com

First Air
Phone: 1-800-267-1247
Website: www.firstair.com

North-Wright Airways
Phone: 867-587-2288
Website:
www.north-wrightairways.com

ACCOMODATIONS

Heritage Hotel
Address: 27 Mackenzie Drive
Phone: 867-587-5000

Sahtu Dene Inn
Address: 91 Mackenzie Drive
Phone: 867-587-2511

Yamouri Inn
Address: 1 Town Square
Phone: 867-587-2744

MONICA LOOMIS HEALTH CENTRE

Address: 5 Mackenzie Drive
Phone: 867-587-3333/3675
After Hours Emergency:
867-587-6688
Hours: Monday-Friday:
8:30am – 5:00pm
Services: Emergency medical treatment, x-rays, lab work, sick clinic, Well Child, Well Women, and Well Men clinics, home care, palliative care, rehabilitation services, immunization, pre-natal care, post-natal care, health and wellness education.

SOCIAL SERVICES

Address: Heritage Hotel,
2nd Floor, 27 Mackenzie Drive
Phone: 867-587-3650
Hours: Monday – Friday:
8:30am – 5:00pm
Services: Mental health and addictions counselling, counselling services for children, youth, adults and elders, child and family services, adult services.

NORMAN WELLS CONTINUED

LOCAL RESOURCES

Community Social Services Worker

Address: Heritage Hotel Building

Phone: 867-587-3674

Social assistance, support, and counseling to protect and improve wellbeing of families and children.

Norman Wells Community Library

Address: 13 Woodland Avenue (Located in Mackenzie Mountain School)

Phone: 867-587-3714

Storytelling and crafts for children aged three to five. Internet and computer access. Closed during the summer.

Norman Wells Recreation Centre

Phone: 867-584-3721

Swimming Pool, Arena, Curling Rink

Saint Anthony's Roman Catholic Church

Phone: 867-587-2366

Sahtu Dental Clinic

Address: #5 Town Square

Phone: 867-587-2727 or 867-777-3008

Serviced monthly, call Inuvik number for service dates.

Youth and Elder Centre

Drop-in centre, movie nights, youth programs.

YELLOWKNIFE

AIR TRAVEL

Air Canada
Phone: 1-888-247-2262
Website: www.aircanada.com

Air North
Phone: 1-800-661-0407
Website: www.flyairnorth.com

Canadian North
Phone: 1-800-661-1505
Website: www.canadiannorth.com

First Air
Phone: 1-800-267-1247
Website: www.firstair.ca

Northwestern Air Lease
Phone: 1-877-872-2216
Website: www.nwal.ca

North-Wright Airways
Phone: 867-587-2288
Website:
www.north-wrightairways.com

WestJet
Phone: 1-888-937-8538
Website: www.westjet.com

YELLOWKNIFE AIRPORT

Address:
1 Yellowknife Highway
Phone: 867-873-4680
Hours: 4:30am – 12:20am

Full –service customer friendly facility located within a 5 minute drive from Yellowknife city centre.

Parking: Get a ticket when entering the parking lot, and pay at the machine inside before you leave the lot. Cash and VISA accepted. Call 867-873-4680 for long term parking.

Security: Pre-board screening for all passengers going south. No screening for passengers going to other NWT communities.

Car Rentals: Budget, National and Hertz rental companies at the airport.

Food and Retail: Gift shop, coffee shop, restaurant, and vending machines.

TAXI SERVICES

Aurora Taxi
Phone: 867-873-5050

City Cab
Phone: 867-873-4444

YELLOWKNIFE CONTINUED

ACCOMMODATIONS

Arnica Inn
Phone: 867-873-8511
Toll Free Phone: 1-877-873-8511
Address: 4115 Franklin Avenue

Capital Suites Hotel
Phone: 867-669-6400
Address: 100 – 5603 50th Avenue

Coast Fraser Tower Suite Hotel
Phone: 867-873-870
Toll Free Phone: 1-800-716-6199
Address: 5303 52nd Street

Days Inn Suites
Phone: 867-873-9700
Toll Free Phone: 1-800-329-7466
Address: 4401 50th Avenue

Discovery Inn
Phone: 867-873-4151
Toll Free Phone: 1-866-873-4151
Address: 4701 Franklin Avenue

Stanton Suites Hotel
Phone: 867-873-6686
Address: 476 Range Lake Road

Super 8 Motel
Phone: 867-669-8888
Address: 308 Old Airport Road

The Explorer Hotel
Phone: 867-873-3531
Toll Free Phone: 1-800-661-0892
Address: 4825 49 Avenue

Quality Inn & Suites
Phone: 867-873-2601
Address: 5010 49th Street

VITAL ABEL

Phone: 867-873-6689
Address: 108 Torah tili
Eligible People: Boarding Home services are available only to those who are eligible – ask your medical travel benefit provider. Must have health care referral.

Services: Health Travel accommodations, 24 hour staff support, full kitchen services, We Le Dai language translation.

Shuttle Service: Shuttle service to and from airport, and hospital.

YELLOWKNIFE CONTINUED

DENTAL CLINICS

Adam Dental Clinic

Phone: 867-873-2775

After Hours Emergency:
867-873-1250

Address: 5209 Franklin Ave

Hours: Monday – Friday
7:00am – 8:00pm
Saturday: 8:00am – 4:00pm

Great Slave Dental Clinic

Phone: 867-873-2450

After Hours Emergency:
867-444-9090

Address: 5104 48th Street

Hours: Monday – Friday
7:00am – 5:30pm
Saturdays: 9:00am – 5:00pm

Frame Lake Dental Clinic

Phone: 867-669-0003

After Hours Emergencies:
867-669-1796

Address: 312c Old Airport Road

Hours: Monday – Friday:
8:00am – 5:00pm

Sombak'e Family Clinic

Phone: 1-866-898-2027

After Hours Emergencies:
867-446-4324

Address: 4901 48th Street

Hours: Monday – Friday:
8:30am – 5:00pm

STANTON TERRITORIAL HOSPITAL

Address: 550 Byrne Road

Phone: 867-669-4111

Emergency Room :
24 Hours, 7 days a week

Services: emergency room, intensive care, obstetrics, pediatrics, x-ray, ultrasound, CT-scan, laboratory, medicine, surgery, psychiatry, rehabilitation.

YELLOWKNIFE CONTINUED

STANTON TERRITORIAL HOSPITAL

ABORIGINAL WELLNESS PROGRAM

The Aboriginal Wellness program provides patient supports, healing practices, traditional northern foods, and traditional medicine.

Manager: 867-669-4382

Aboriginal Cultural Liaison Supervisor Phone: 867-669-4388

Tłı̨chǫ Cultural Liaison Relief Phone: 867-669-4388

Cell: 867-445-7991

LANGUAGE SERVICES

Language Services available 24 hours a day in all offifcial languages of the NWT for interpretation inquiries.

Aboriginal Language Services

Main Phone: 867-669-4388

Cell: 867-445-3979

Cell: 867-445-7991

French Language Services: 867-669-4120

Patient Representative: 867-669-4101

Discharge Planning: 867-669-4374

Medical Daycare Unit: 867-669-4187

Dialysis: 867-669-4121

Intensive Care Unit: 867-669-4130

Respiratory Therapy Unit: 867-669-4303

Breast Screening Program: 867-765-4020

Obstetrics Unit: 867-669-4155

Northern Women's Health: 867-669-4359

Pediatrics Unit: 867-669-4150

Medicine Unit: 867-669-4135

Extended Care Unit: 867-669-4125

Psychiatry Unit: 867-669-4140

Medical Social Worker: 867-669-4116

Occupational Therapy: 867-669-4340

Physiotherapy: 867-669-4117

Surgery Unit: 867-669-4145

Surgical Daycare: 867-669-4305

Diagnostic Imaging

Phone: 867-669-4110

Hours: 1:00pm – 3:30pm

General/routine X-rays, ultrasound, bone tests.

Hospital Laboratory

Phone: 867-669-4373

Hours: 8:00am – 3:30pm

Tests on blood, body fluids, and tissues.

YELLOWKNIFE CONTINUED

STANTON MEDICAL CLINIC

Phone: 867-669-4122

Address: 550 Byrne Road (Located within Stanton Territorial Hospital)

Hours: 8:00am – 12:00pm; 12:45pm – 4:00pm

Services: Orthopedics, pediatrics, obstetrics, gynecology, general surgery, urology, orthopedic back specialist, pediatric cardiology, pediatric orthopedics, gynecological oncology, pediatric allergist.

STANTON MEDICAL CENTRE

Phone: 867-669-3100

Address: 419 Byrne Road (Located on Byrne road next to the McDonalds Restaurant)

Hours: 8:00am – 12:00pm; 12:45pm – 4:00pm

Services: Internal medicine, ENT, oncology, audiology, speech language pathology, nephrology, neurology, oncology, rheumatology.

STANTON EYE CLINIC

Phone: 867-873-3577

Address: Goga Cho Building, 4916 47th Street

Hours: Monday – Friday: 8:00am-12:00pm; 1:00pm – 4:30pm

Drop-in Clinic:
Thursdays - 8:00am until all appointments filled; 1:00pm until all filled.

YELLOWKNIFE CONTINUED

YELLOWKNIFE PRIMARY CARE CENTRE

Address: 4915 – 48th Street

Phone: 867-920-7777

Hours:
Monday: 8:05am – 8:30pm
Tuesday: 8:05am – 8:30pm
Wednesday: 8:05am – 4:30pm
Thursday: 8:05am – 4:30pm
Friday: 8:05am – 4:30pm
Saturday: 10:15am – 2:30pm

Family physicians, nurse practitioners, counselling, diabetes education, laboratory.

YELLOWKNIFE PRIMARY CARE CENTRE DIAGNOSTIC IMAGING AND LABORATORY

Address: 4915 – 48th Street

Phone: 867-765-7744

Hours: 8:15am – 11:45am; 12:30pm – 3:45pm

Services: General/routine X-rays, ultrasound, bone strength tests, laboratory tests on blood, body fluids and tissues.

FRAME LAKE COMMUNITY HEALTH CLINIC

Address: 312 Old Airport Road

Phone: 867-873-3512

Hours:
Monday: 8:05am – 4:30pm
Tuesday: 8:05am – 4:30pm
Wednesday: 8:05am – 8:30pm
Thursday: 8:05am – 8:30pm
Friday: 8:05am – 4:30pm

Family physicians, nurse practitioners, counselling.

YELLOWKNIFE PUBLIC HEALTH UNIT

Address: Jan Stirling Building, 4702 Franklin Avenue

Phone: 867-920-6570

Hours: Monday to Friday, 8:30am-4:00pm. Closed for lunch 12:00pm-1:00pm on Monday and Thursday.

Services: Immunization, travel health clinic, breastfeeding clinic, pre-natal classes, post-natal classes, well child clinics, healthy family program.

YELLOWKNIFE CONTINUED

YELLOWKNIFE HOME AND COMMUNITY CARE

Address: Jan Stirling Building, 4702 Franklin Avenue

Phone: 867-920-3338

Hours: 7 days a week, 8:00am-4:00pm

Services: Palliative care, Home IV Therapy, wound and ostomy care, acute and chronic disease management, long term care placement assessment, home support and foot care.

COMMUNITY MENTAL HEALTH AND ADULT SERVICES

Address: Jan Stirling Building (47th Street Entrance), 4920 47th Street

Phone: 867-873-7042

Hours: Monday to Friday, 8:30am-5:00pm. Closed for lunch 12:00pm-1:00pm

Services: Assessment, consultations, treatment, therapeutic groups, education, support, advocacy, and crisis intervention for patients with diagnosed with mental illness and/or addictions.

YELLOWKNIFE CONTINUED

LOCAL RESOURCES

Alcoholics Anonymous
Phone: 867-444-4230
Website: www.aayellowknife.ca
Twelve step program with daily meetings.

Alzheimer Society of Alberta & NWT
Address: Baker Community Centre, #2, 5710 – 50th Ave.
Phone: 867-669-9390
Caregiver support groups and resource centre.

Autism Society NWT
Phone: 867-446-0985
E-mail: info@nwtautismsociety.org
Volunteer run support group for individuals living with autism and their families.

Calvary Community Church
Address: 5502 – 50th Avenue
Phone: 867-873-5848

Canadian Cancer Society – Alberta & NWT
Address: #207, 4817 – 49th Street
Phone: 867-920-4428
Toll Free Phone: 1-877-920-4428
Support programs available to cancer patients and their caregivers.

Canadian Hard of Hearing Association – Yellowknife Branch
Address: Baker Community Centre, #2, 5710 – 50th Ave.
Phone: 867-873-3344
Volunteer-run support group for the hard of hearing.

Central Arctic Baptist Church
Address: 120, 314 Old Airport Road
Phone: 867-669-6367
Cell: 867-446-6367

The Church of Jesus Christ of Latter Day Saints
Address: 5016 52 Street
Phone: 867-445-8433

Cornerstone Pentecostal Church
Address: 118 Haener Drive
Phone: 867-873-4590
Cell: 867-445-6007

The Centre for Northern Families Emergency Shelter
Address: 5610 50th Ave.
Phone: 867-873-2566
Emergency Shelter for women over the age of 19. Shelter operates from 4:00pm to 8:00am on weekdays, and all day on weekends.

YELLOWKNIFE CONTINUED

LOCAL RESOURCES

CNIB Alberta & Northwest Territories
Address: Suite 112, 5102-50th Avenue
Phone: 867-873-2647
Rehabilitation, sight enhancement services, assistance with adjustment to blindness or visual impairment.

Healthy Baby and Toddler Club
Address: Centre for Northern Families, 5610 50th Ave.
Phone: 867-873-2566 ext. 207
Fun activities for pregnant and new parents through the early years.

Holy Family Lutheran Church
Address: Northern United Place Chapel, 5403 50 Ave.
Phone: 867-873-3809

Holy Trinity Anglican Church
Address: 4909 52 Street
Phone: 867-873-5949

Hopes Haven
Address: 5115 52nd Street
Phone: 867-766-4673
Emergency shelter (10:00pm to 8:00am) and transitional housing for youth aged 15-24.

Islamic Centre of Yellowknife
Address: 4100 Franklin Avenue
Phone: 867-446-1717

Jehovah's Witnesses
Address: 100 Niven Gate
Phone: 867-873-8854
Cell: 445-9077

Miracle Arena for All Nations
Address: 480 Range Lake Road
Phone: 867-444-9885

Northern Options for Women (NOW) Program
Phone: 867-765-4018
Toll Free Phone: 1-888-873-5710
www.northernoptionsforwomen.com
Accessible, patient centered, non-judgmental, evidence based, safe abortion care.

Northwest Territories Helpline
Toll Free Phone: 1-800-661-0844
7 days a week, 24 hours a day

NWT Breast Health/Breast Cancer Action Group
Phone: 867-873-8089
Provides information, services, and support to individuals affected by breast cancer in the NWT.

Ruth Inch Memorial Pool
Address: 6002 Franklin Ave
Phone: 867-920-5683
Swimming pool, hot tub, steam room.

YELLOWKNIFE CONTINUED

LOCAL RESOURCES

Safe Harbour Day Centre
Address: 5023 49th Street
Phone: 867-920-8962
Alternate Phone: 867-920-8962
Open 8:00am – 5:00pm. Cold breakfast and afternoon snacks. Television, internet, and phone access. Access point for counselors, and mental health services.

The Salvation Army Church
Address: 4925 45th Street
Phone: 867-920-4673 ext. 121

Salvation Army NWT Resource Centre
Address: 4925 45th Street
Phone: 867-920-4673
Community Meals – Lunch at 12:30pm, Dinner at 7:00pm
Men's Emergency Shelter –opens at 8:00pm. Includes a place for laundry and showers.

Seventh Day Adventist Church
Address: 5008 Forrest Drive
Phone: 867-873-6767

St. Patrick's Roman Catholic Church
Address: 5206 52nd Street
Phone: 867-873-4880

Side Door Youth Ministries Resource Centre
Address: 4903 50th Street, Yellowknife
Phone: 867-766-3272
Provides employment, academic and healthy recreation supports to youth in Yellowknife aged 15-24.

Tree of Peace Friendship Centre
Address: 5011 51st Street, Yellowknife
Phone: 867-873-2864
Community wellness program, addictions services, treatment referrals, adult education, employment and cultural programs.

Yellowknife Alliance Church
Phone: 867-873-6657

Yellowknife Family Centre
Address: 4903 50th Street
Phone: 867-669-6772
Play Centre, Toy Lending, Parenting Resources and Workshops.

Yellowknife Fieldhouse
Address: 45 Kam Lake Road
Phone: 867-669-3461
2 indoor multi-sport fields, indoor preschool play area, indoor track.

YELLOWKNIFE CONTINUED

LOCAL RESOURCES

Yellowknife Public Library

Address: 5022 49th Street, 2nd Floor Centre Square Mall

Phone: 867-920-5642

Public library, photocopying, reference materials, public computer access, and wireless internet.

Yellowknife Victim Services

Address: 4902 50th Ave. Above Post Office

Phone: 867-920-2978

Phone: 867-873-5509

24/7 Emergency: 765-8811

Emotional Support, information, and referrals to victims of crime and tragedy.

Yellowknife Vineyard Church

Address: 4701 Franklin Avenue

Phone: 867-920-2446

Yellowknife Association for Community Living

FASD Peer Support Project

Address: Abe Miller Building, 4912 53 Street

Phone: 867-873-3560

Weekly peer support group for people affected by FASD, one on one support, FASD information.

YaY Fusion! – Yellowknife Youth Fusion Group

Address: Abe Miller Building, 4912 53 Street

Phone: 867-873-3560

Free social group for youth aged 13 to 18 with or without development disabilities. Meets twice a month.

Young Adults Group

Address: Abe Miller Building, 4912 53 Street

Phone: 867-873-3560

Free social group for people aged 19 to 30 with or without developmental disabilities. Meets twice a month.

Yellowknife Church of Christ

Address: 516 Range Lake Road

Phone: 867-873-3875

YK Seniors Society

Address: #2, 5710 50th Avenue

Phone: 867-873-9475

The YK Seniors Society organizes many activities including lunch with a bunch, bowling, bridge, book club, line dancing, and more. Most activities are free or low cost. Open to seniors aged 50+.

EDMONTON

EDMONTON INTERNATIONAL AIRPORT

Note: If you are staying at Larga Home, please go to Gate 1 for pick up.

Information Booth

Phone: 780-890-8382

Toll Free: 1-800-268-7134

Information or directions. You can contact using white information phones in terminal building or in person on Arrivals Level across from Door 7. Computer for public use (10 minutes maximum)

Families and Children

EIA has four children's play areas for children.

Chapel

Interfaith chapel located at south end of terminal on Arrivals level (24 hours a day).

Wi-Fi

Free Wi-fi in public areas of terminal. Network name is EIA_FREE_WIFI. Open your browser and click "Connect as Guest".

EDMONTON CONTINUED

AIR TRAVEL

Air Canada
Phone: 1-888-247-2262
Website: www.aircanada.com

Air North
Phone: 1-800-661-0407
Website: www.flyairnorth.com

Canadian North
Phone: 1-800-661-1505
Website: www.canadiannorth.com

First Air
Phone: 1-800-267-1247
Website: www.firstair.ca

WestJet
Phone: 1-888-937-8538
Website: www.westjet.com

GROUND TRAVEL

Ground Transportation
Phone: 780-890-8553, ext. 3
Toll Free: 1-800-268-7134
Information on bus service, car rentals, hotel and boarding home shuttles, Sky Shuttle, taxis + limos to/from Edmonton International Airport.

TAXI SERVICES

Flat Rate available to/from Edmonton International Airport.

Airport Taxi Service
Phone: 780-890-7070

Capital Taxi
Phone: 780-423-2425

Co-op Taxi
Phone: 780-425-2525

Yellow Cab
Phone: 780-462-3456

SKY SHUTTLE AIRPORT SERVICE

Phone: 780-465-8515

Website: www.skyshuttle.com

Check-in desk is near Door 7 on Arrivals Level of Edmonton International Airport

Trips from hotel to airport **must** be pre-booked.

EDMONTON CONTINUED

LARGA LTD. – HEALTH TRAVEL BOARDING HOME

Phone: 780-477-6284

Address: 10723-111 Avenue NW

Eligible People: Boarding Home services are available only to those who are eligible – ask your medical travel benefit provider.

Services: Health Travel accommodations, transportation to and from appointments and airport, full meal services.

Shuttle Service:
Pick up at Door 1 – Edmonton International Airport. Call driver at 780-818-7145 after your appointment to arrange return transportation to Larga.

EDMONTON CONTINUED

WALTER C. MACKENZIE HEALTH SCIENCES CENTRE

Walter C. Mackenzie Health Sciences Centre includes:

- University of Alberta Hospital
- Mazankowski Alberta Heart Institute
- Stollery Children's Hospital

University of Alberta Hospital

Phone: 780-407-8822

Address: 8440 112 Street

Services: Diagnostic and treatment services including cardiac sciences, neurosciences, medicine, rental, critical care, emergency and trauma care, and burn unit.

Mazankowski Alberta Heart Institute

Phone: 780-407-8407

Address: 11220 83 Avenue

Services: Cardiac care including diagnostic clinics, outpatient areas, digital operation rooms and intensive care units.

Stollery Children's Hospital

Phone: 780-407-7418

Address: 8440 112 Street

Services: Specialized pediatric services, pediatric surgery, neonatal intensive care, pediatric intensive care, and clinics for children.

EDMONTON CONTINUED

CROSS CANCER INSTITUTE

Phone: 780-432-8771

Address: 11560 University Avenue NW

Services: Comprehensive cancer centre, and leader in innovative cancer research, prevention, treatment and care initiatives.

ACCOMMODATIONS NEAR:

1 **Walter C. Mackenzie Health Science Centre**

2 **Cross Cancer Institute**

3. Campus Tower Suite Hotel Edmonton

Address: 11145 87 Ave. NW

Phone: 780-439-6060

4. University of Alberta Guest Accommodation – Lister Centre

Address: Lister Building, 116 St and 87 Ave.

Phone: 780-492-6056

5. Hi-Edmonton Hostel

Address: 10647 81 Ave. NW

Phone: 780-988-6836

6. Metterra Hotel on Whyte

Address: 10454 82 Ave.

Phone: 780-465-8150

Toll Free Phone: 1-866-465-8150

7. Varscona Hotel on Whyte

Address: 8208 106 St. NW

Phone: 780-434-6111

Toll Free Phone: 1-866-465-8150

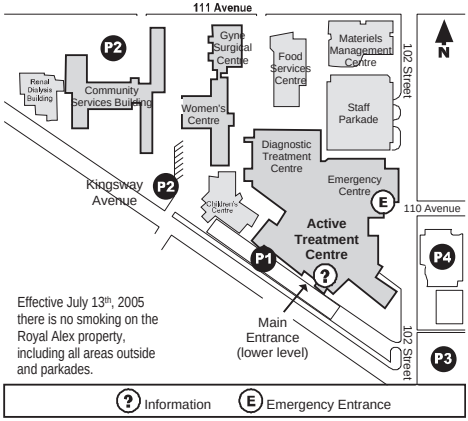
EDMONTON CONTINUED

ROYAL ALEXANDRA HOSPITAL

Phone:
780-732-4111

Address:
10240 Kingsway Ave.

Services:
General and specialized medical and surgical health services.

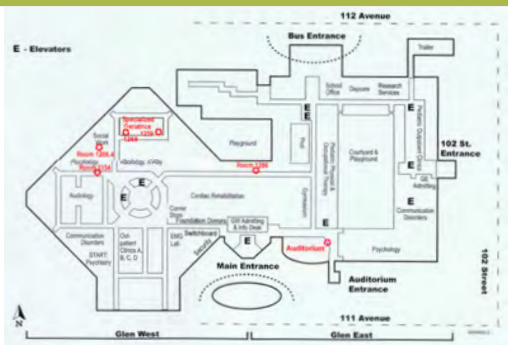


GLENROSE REHABILITATION HOSPITAL

Phone:
780-732-7999

Address:
10230 - 111 Ave.

Services:
Rehabilitation care of adults, elderly and children.

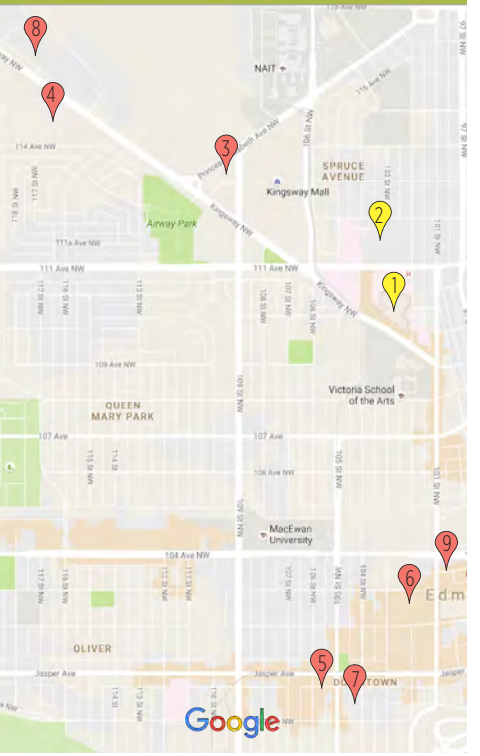


EDMONTON CONTINUED

ACCOMMODATIONS NEAR:

1 Royal Alexandra Hospital

2 Glenrose Rehabilitation Hospital



3. Best Western City Centre Inn
Address: 11310 - 109 Street NW
Phone: 780-479-2042

4. Chateau Louis Hotel
Address: 11727 Kingsway Avenue NW
Phone: 780-452-7770

5. Days Inn Downtown Edmonton
Address: 10041 - 106 Street NW
Phone: 780-423-1925

6. Delta Edmonton Centre Suite Hotel
Address: 10222 - 102 Street NW
Phone: 780-429-3900

7. Holiday Inn Express Downtown
Address: 10010 - 104 Street NW
Phone: 780-423-2450

8. Ramada Edmonton Hotel
Address: 11834 Kingsway **Avenue** NW
Phone: 780-454-5454

9. Sutton Place Hotel Edmonton
Address: 10235 - 101 Street NW
Phone: 780-428-7111

Hotels listed offer medical rates with proof of appointment.

EDMONTON CONTINUED

GREY NUNS COMMUNITY HOSPITAL

Phone: 780-735-7000

Address: 1100 Youville Drive West

Services: 24-Hour Emergency Department, general and vascular surgery, intensive and cardiac care, children's health, women's health, diagnostics, and mental health.

ACCOMMODATIONS NEAR:

1 Grey Nuns Community Hospital

2. Econo Lodge

Address:
4009 Gateway Blvd. NW

Phone: 780-438-7979

3. Sawridge Inn Edmonton South

Address:
4235 Gateway Blvd. NW

Phone: 780-438-1222

4. Holiday Inn Conference Centre

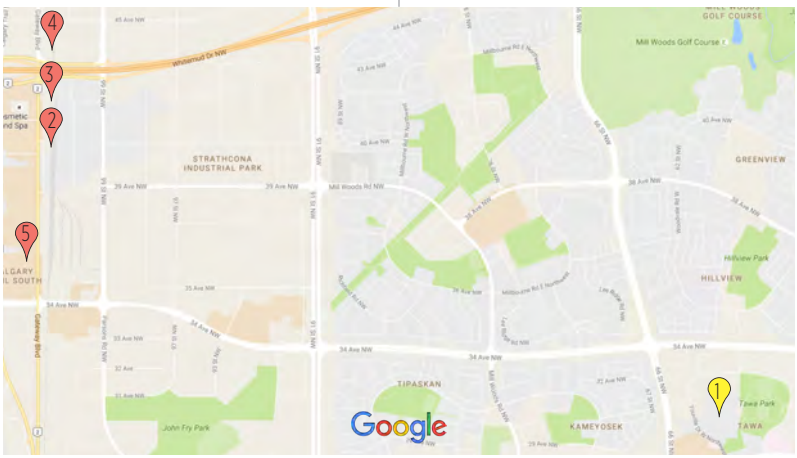
Address: 4485 Gateway Boulevard

Phone: 780-431-1100

5. Super 8 Edmonton South

Address:
3610 Gateway Blvd. NW

Phone: 780-433-8688



EDMONTON CONTINUED

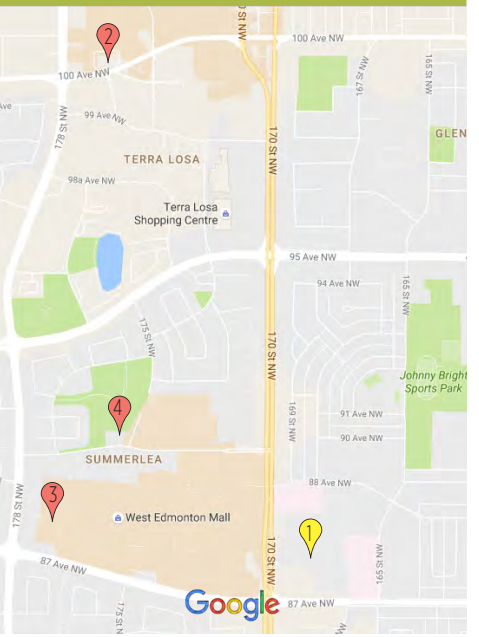
MISERICORDIA HOSPITAL

Phone: 780-732-2000

Address:
16940 – 87 Avenue NW

Services: Acute care, emergency services, diagnostic imaging, cardiac rehabilitation, surgery, laboratory services, Institute for Reconstructive Sciences in Medicine.

ACCOMMODATIONS NEAR:
1 Misericordia Community Hospital



2. Comfort Inn West Edmonton

Address:
17610 - 100 Ave. NW

Phone: 780-484-4415

3. Fantasyland Hotel

Address:
17700 - 87 Avenue

Phone: 780-444-3000

Toll Free Line:
1-800-737-3783

4. West Edmonton Mall Inn

Address: 17504 - 90 Ave. NW

Phone: 780-444-9378

Toll Free Phone:
1-800-737-3783

EDMONTON CONTINUED

LOCAL RESOURCES

Alberta Health Link
Phone: 811 (within Alberta)
Toll Free: 1-866-408-5465
(Outside of Alberta)
24/7 Health advice, health information, and help finding health care.

Alberta 211
Phone: 211 (within Alberta)
Phone: 780-482-4636
(Outside of Alberta)
24/7 referral system. Provides information on government and community based health and social services.

Aboriginal Cancer Patient Navigator
Phone: 780-432-8747
Registered nurse with specialized training in cancer care.

Aboriginal Cultural Helpers
Phone: 780-735-5292
Provides cultural, spiritual support, and support with traditional ceremonies to clients and their families.

Aboriginal Health Program
Phone: 780-735-5326
Support Aboriginal people in access of culturally appropriate health services.

Addiction Helpline (24/7)
Phone: 1-866-332-2322
24-hour helpline to find an addiction service office near you in Alberta.

Alano Club
Phone: 780-423-1807
Address: 10728 124 St. NW
Website: www.edmontonalanoclub.org
12 Step Meetings.

Alberta Gamblers Anonymous
Phone: 780-463-0892
Website: www.albertaga.net

Alcoholics Anonymous
Central Office Phone: 780-424-5900
Website: www.edmontonaa.org

Anorexics and Bulimics Anonymous
Phone: 780-443-6077
Website: www.aba12steps.org

Bissell Centre
Address: 10527 – 96 Street
Phone: 780-423-2285
Provides outreach, mental health, family, and drop-in support services.

EDMONTON CONTINUED

LOCAL RESOURCES

Boyle Street Community Services

Address: 10116 – 105 Avenue

Phone: 780-424-4106

Provides cultural, outreach, and mental health services, as well as a drop-in where the community can enjoy food, warmth and companionship.

Canadian Cancer Society – Alberta & NWT Division

Address: #201, 9452 51 Ave. NW

Phone: 780-455-7181

Emotional, practical, and informational support programs available to cancer patients and their caregivers.

Canadian Cancer Society Volunteer Driver Program

Phone: 1-855-477-8998

Safe, reliable, free transportation between cancer care facility and your accommodations. Requires two business days advance notice.

Canadian Native Friendship Centre

Address: 11728-95 Street NW

Phone: 780-761-1900

Traditional arts & crafts, jigging classes, powwow drum and dance classes.

Children's Mental Health Crisis Line

Phone: 780-427-4491

Hours: 8:00am – 11:45pm

Phone support and risk assessments for children and teens during a crisis.

Distress Line (24/7)

Phone: 780-482-HELP (4357)

If you or someone you know is in crisis, call at any hour of the day to talk.

Drop-in Single Session Counselling

FREE drop-in psychological counselling services. Drop-in services on a first come first service basis so you may need to wait. Sessions last about 1 hour. Can provide individual, couples, and family therapy.

Location and hours of the drop-in service varies by weekday.

MONDAY

Location: Canadian Mental Health Association

Hours: 10:00am – 4:00pm

Address: 400, 10025 – 106th Street

Phone: 780-414-6300

TUESDAY

Location: Edmonton John Howard Society

Hours: 10:00am – 4:00pm

Address: 401, 10010-105 Street NW

Phone: 780-423-1635

EDMONTON CONTINUED

LOCAL RESOURCES

WEDNESDAY
Location: Pride Centre of Edmonton
Hours: 12:00pm – 7:00pm
Address: 10608-105 Avenue NW
Phone: 780-488-3234

THURSDAY
Location: Seniors Assoc. of Greater Edmonton
Hours: 10:00am – 3:00pm
Address: 15 Sir Winston Churchill Square NW
Phone: 780-423-5510
OR
Location: Boys & Girls Club
Hours: 5:00pm – 8:00pm
Address: 16030 – 104 Avenue
Phone: 780-822-2556

FRIDAY + SATURDAY
Location: The Family Centre
Hours: 10:00am – 4:00pm
Address: 20, 9912 – 106 Street
Phone: 780-424-6103

The Edmonton Native Healing Centre

Address: #101, 11813-123 Street
Phone: 780-482-5522
Drop in internet, phone, coffee, and smudge room, Soup and bannock on Wednesdays. Free women's gym open in the evenings.

Idylwylde Branch – Edmonton Public Library

Address: 8310 88 Avenue
Phone: 780-496-1808
Books, newspapers, public computers and printing, photo copier, faxing, Wi-Fi.

Stanley A. Milner Branch - Public Library

Address: 7 Sir Winston Churchill Square
Phone: 780-496-7000
Books, newspapers, public computers and printing, photo copier, faxing, and Wi-Fi.

George Spady Society

Address: 10015 105A Ave. NW
Phone: 780-424-8335
Emergency shelter for Intoxicated Individuals

Herb Jamieson Centre

Address: 10014-105A Avenue
Phone: 780-429-3470
Single Men's Hostel for Men aged 25+.

Hope Mission

Address: 9908 106 Ave. NW
Phone: 780-422-2018
Men's shelter, Women's Shelter, and Youth (16-24) Shelter. Three meals Monday-Friday. Brunch and Supper on weekends.

EDMONTON CONTINUED

LOCAL RESOURCES

Momentum Walk-In Counselling

Address: Suite 200 9562 82 Ave. NW

Phone: 780-757-0900

Walk in individual and family counselling. Sliding scale, pay what you can.

Narcotics Anonymous

24 Hour Help Line: 780-421-4429

Toll Free Phone: 855-421-4429

YWCA Counselling Centre

Address: #400, 10080 Jasper Avenue

Phone: 780-970-6501

Individual and family counselling and support groups for abused women. Fee for service on sliding scale ($35.00 –$120.00).

TRAVEL APPOINTMENT DETAILS

USE THE NOTE CARDS AT THE END OF THE BOOKLET TO KEEP TRACK OF TRAVEL AND APPOINTMENT INFORMATION, AND OTHER IMPORTANT DETAILS.

Special Instructions:

FOLD HERE

FOLD HERE

FOLD HERE

FOLD HERE

NORTHWEST TERRITORIES
Health and Social Services Authority

MEDICAL REFERRAL CARD

Patient Name:	
Escort Name:	
Destination:	

Medical Travel Benefits Information:

Medical Travel Benefits Provider:
Contact Number:
Emergency Number:

Transportation Details to Destination:

Date of Travel:	Pick-up time:
Airline:	Flight Number:
Departure Time:	Arrival Time:
Ground Transportation Destination:	
Phone:	Pick-Up Location:

Appointment Information:

Date:	Place:
Time:	Doctor:
Date:	Place:
Time:	Doctor:
Date:	Place:
Time:	Doctor:

Accommodations Information:

Accommodations Name:
Contact Number:
Address:

FOLD HERE

FOLD HERE

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Date of Travel:	Pick-up time:
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Phone:	Pick-Up Location:

Appointment Information:

Date:	Place:
Time:	Doctor:
Date:	Place:
Time:	Doctor:
Date:	Place:
Time:	Doctor:

Accommodations Information:

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Address:

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Phone:	Pick-Up Location:

Appointment Information:

Date:	Place:
Time:	Doctor:
Date:	Place:
Time:	Doctor:
Date:	Place:
Time:	Doctor:

Accommodations Information:

Accommodations Name:
Contact Number:
Address:

To provide feedback on the NWT Medical Travel Guide, please e-mail MT_Guide@gov.nt.ca so we can improve our next version.

You can obtain hard copies of the guide by contacting the Department of Health and Social Services Communications Unit at 867-767-9052 ext. 49034.

An electronic version is available at **www.hss.gov.nt.ca**.

NORTHWEST TERRITORIES
Health and Social Services Authority