

2017

NWT MEDICAL TRAVEL

A STEP-BY-STEP GUIDE

Helpful Tips, Tools, and Information



NORTHWEST TERRITORIES
Health and Social
Services Authority

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:

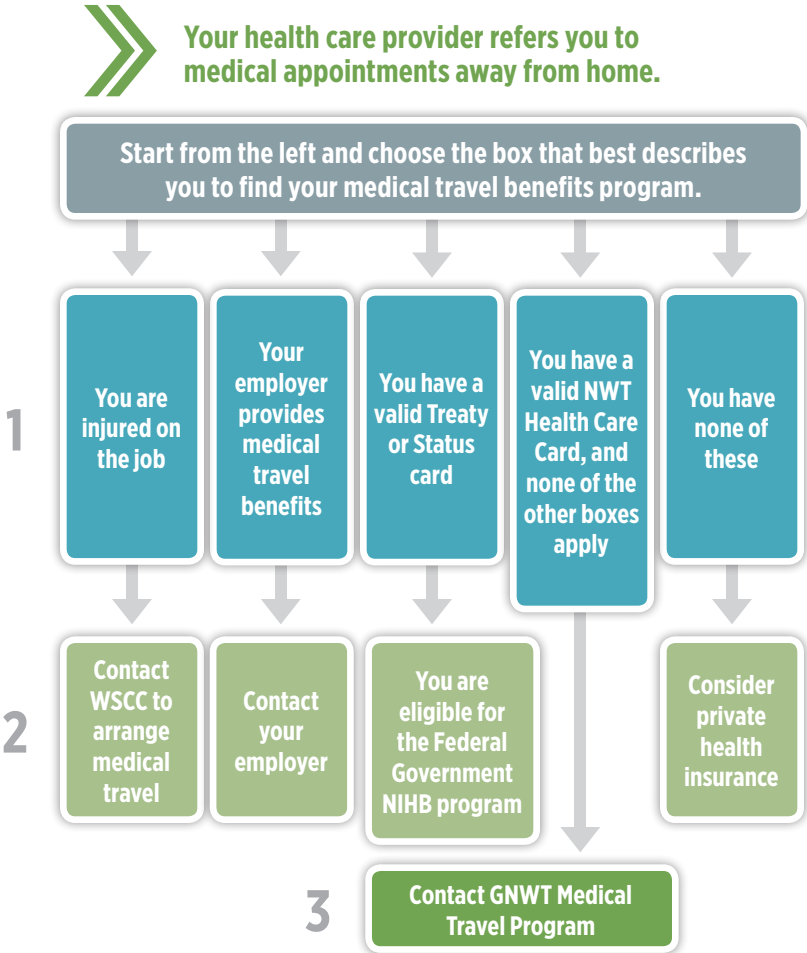
- How they may help - e.g. by booking travel and accommodations
- How to determine your benefits and who to contact for more information

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.



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.

Behchokò 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
Yellowknife Medical Travel Phone: 867-669-4115 After Hours Phone: 867-669-4115	After Hours Phone: 867-678-5626

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	Behchokò: 867-392-6046
Colville Lake: 867-709-2047	Déline: 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	Gamèti: 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
Wekweèti: 867-713-2600	Whati: 867-573-3256

OFFICE OF THE SYSTEM NAVIGATOR, DEPARTMENT OF HEALTH AND SOCIAL SERVICES

Who They Are: The System Navigator exists to help residents with questions and concerns about NWT health and social services and programs.

How They Can Help:

- Guide you to the right service, or person to talk to for help.
- Answer questions and provide information on NWT health and social services.
- Listen to your concerns and help figure out next steps.

Phone: 867-767-9050 ext. 49008

Toll Free Phone: 1-855-846-9601

E-mail: hss_navigator@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.

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

BEHCHOKÒ

GROUND TRANSPORT

Northern Exposure

Highway Taxi

Phone: 867-392-6347

Taxi between Behchokò 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

Tìchò 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

Behchokò Friendship Centre

Phone: 867-392-6000

Alcohol and drug, special needs, youth, well women, men's healing.

Tìchò Community Services Agency

Phone: 867-392-3000

Community counselors, health department, social services, and education.

St. Michael's Parish

Phone: 867-392-6221

Tìchò Baptist Church

Phone: 867-392-6520

Tìchò 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

Tłı̨ch̓ Cultural Liaison Relief Phone: 867-669-4388

Cell: 867-445-7991

LANGUAGE SERVICES

Language Services available 24 hours a day in all official 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, renal, 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

ACCOMMODATIONS NEAR:



Royal Alexandra Hospital



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

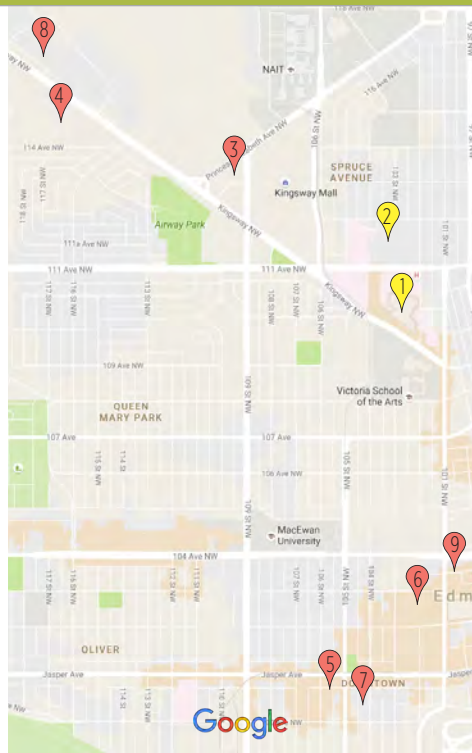
Address: 10010 - 104 Street NW
Phone: 780-423-2450

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

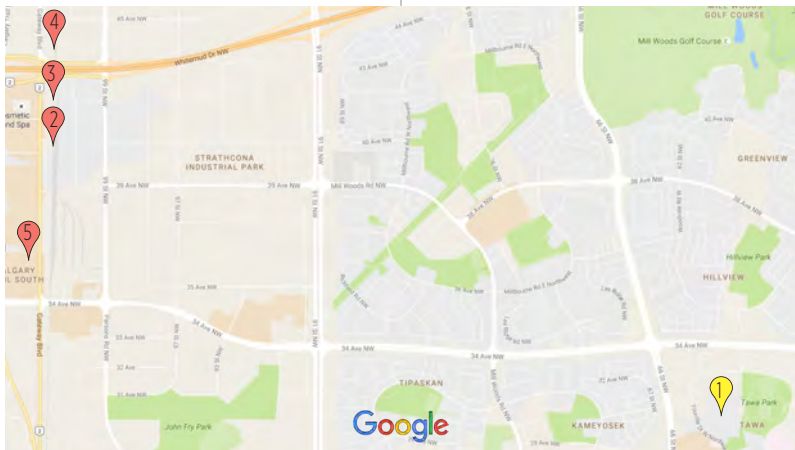
Phone: 780-431-1100

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:

 **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

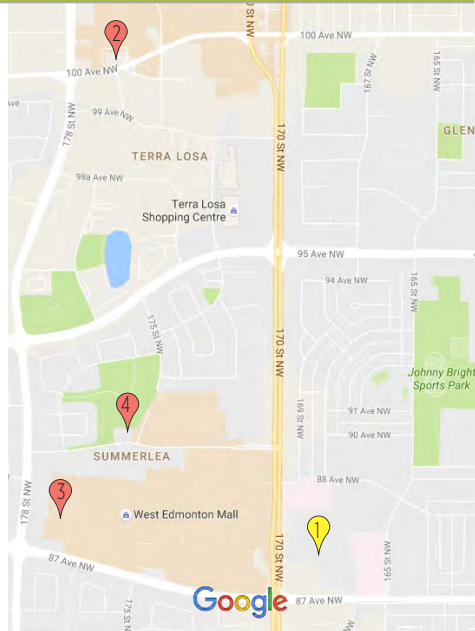
4. West Edmonton Mall Inn

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.

Idylwyld 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



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

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Appointment Information:

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

Accommodations Information:

Accommodations Name:
Contact Number:
Address:

Special Instructions:

FOLD HERE

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Patient Name:	
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Transportation Details to Destination:

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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