

Indigenous Care Coordinators (ICC)



ICCs support Indigenous Peoples with health and mental health navigation, advocacy, discharge planning, and act as liaisons between TBRHSC and local organizations. Their work is centered on Patient and Family Centred Care, which respects and responds to the unique preferences, needs, values, beliefs, and cultures of patients and families.



Thunder Bay Regional
**Health Sciences
Centre**

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The ICCs can provide a number of supports for Indigenous patients, including:

- Provides information and education in a culturally sensitive manner.
- Connects Indigenous patients to translation services in Cree, Oji-Cree, and Ojibwe.
- Aids in discharge planning through an interdisciplinary approach.
- Links patients to community resources and services.
- Provides access to iPad lending.
- Connects patients with Traditional Care practitioners and Spiritual Care.
- Serve as a liaison for the Compliments & Concerns process for patients and families.

To be connected with an ICC:

- Self-Identify as Indigenous (First Nation, Métis, Inuit)
- Ask your nurse or physician
- **Email:**
TBRHSC.IndigenousCareCoordinators@tbh.net
- **Main Contact:** 807-684-7363
- **Emergency Department:**
807-684-6153

**For more
information**



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