

First Nations and Inuit Health Branch (FNIHB)

Regional Offices Directory

FNIHB Atlantic Region

First Nations and Inuit Health Branch
Health Canada
Maritime Centre
1505 Barrington Street
15th Floor, Suite 1525
Halifax, NS B3J 3Y6
1-866-414-8111

FNIHB Québec Region

First Nations and Inuit Health Branch
Health Canada
Complexe Guy-Favreau
200 West René Lévesque Boulevard
East Tower, Suite 216
Montréal, QC H2Z 1X4
1-877-583-2965
(in Montréal) 514-283-2965

FNIHB Ontario Region

First Nations and Inuit Health Branch
Health Canada
Emerald Plaza
1547 Merivale Road
3rd Floor, Postal Locator 6103A
Nepean, ON K1A 0L3
1-888-301-6426

FNIHB Manitoba Region

First Nations and Inuit Health Branch
Health Canada
Stanley Knowles Federal Building
391 York Avenue
Suite 300
Winnipeg, MB R3C 4W1
1-866-818-3505

FNIHB Saskatchewan Region

First Nations and Inuit Health Branch
Health Canada
Château Tower
1920 Broad Street
18th Floor
Regina, SK S4P 3V2
1-866-250-1529

FNIHB Alberta Region

First Nations and Inuit Health Branch
Health Canada
Canada Place
9700 Jasper Avenue
Suite 730
Edmonton, AB T5J 4C3
1-888-495-6588

FNIHB Pacific Region

First Nations and Inuit Health Branch
Health Canada
Federal Building
757 West Hastings Street
Suite 540
Vancouver, BC V6C 3E6
1-888-666-5834

FNIHB Northern Secretariat (Yukon)

First Nations and Inuit Health Branch
Health Canada
Elijah Smith Building
Suite 100 - 300 Main Street
Whitehorse, YT Y1A 2B5
In Yukon: 1-867-667-3933
Toll free: 1-866-509-1769

FNIHB Northern Secretariat

(Northwest Territories and Nunavut)
First Nations and Inuit Health Branch
Health Canada
14th Floor, Postal Locator 3914A
Sixty Queen Building
60 Queen Street
Ottawa, ON K1A 0K9
1-866-509-1769

Indian Residential Schools Help Desk:
1-800-816-7293

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Bulletin

November 2003

Health Canada Indian Residential Schools (IRS) Mental Health Support Program Bulletin

Welcome to the first edition of the Health Canada (HC) Indian Residential Schools (IRS) Mental Health Support Program Bulletin. The IRS Mental Health Support Program provides mental health supports to all former students of Indian Residential Schools who are resolving claims against the Government of Canada through the new Alternative Dispute Resolution (ADR) Process or through litigation for abuse(s) suffered while attending Indian Residential Schools. The IRS Mental Health Support Program Bulletin will be published as needed to provide information about the program.

Background about Indian Residential Schools Resolution Canada (IRSRC)

Since 1997, Canada has resolved nearly 1,000 IRS legal claims. Through this experience Canada has learned that claimants often experience various emotional reactions when disclosing abuses suffered while attending those schools. This has led the Government of Canada to develop a mental health support program to meet the needs of eligible claimants.

Indian Residential Schools Resolution Canada (IRSRC) was established in June, 2001 to resolve claims associated with the legacy of the residential school system.

In December 2002, IRSRC announced the creation of a Resolution Framework. The key element of the Resolution Framework is an Alternative Dispute Resolution (ADR) Process to administer, validate and resolve claims in a timely and supportive manner as an alternative to litigation.

If you are interested in learning about how to apply to the ADR Process, call the Indian Residential Schools Help Desk at 1-800-816-7293 or visit IRSRC's website at www.irsr-rqpi.gc.ca

The IRS Mental Health Support Program

The First Nations and Inuit Health Branch (FNIHB) of HC works in partnership with IRSRC to coordinate and fund services.

The IRS Mental Health Supports Program provides mental health and transportation benefits and emotional support services for eligible claimants through the HC FNIHB Regional Offices. Each FNIHB Regional Office has an IRS Mental Health Supports Program Co-ordinator to assist claimants and providers and process benefit requests using HC guidelines and policies. Eligible claimants may include any former IRS attendee with a claim against Canada who is in the process of actively resolving their claim through the ADR Process or the courts.



Health Canada
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IRS Mental Health Support Program Bulletin

In addition, claimants will have access to the support services of a community based Resolution Health Support Worker (RHSW) while trying to resolve their claim. The RHSW will provide emotional support services to claimants before, during and after their litigation events or ADR hearings.

The IRS Mental Health Support Program will co-ordinate the following services for eligible claimants:

- (1) mental health counselling - based on receipt of a completed treatment plan including the number of counselling sessions recommended and cost, from a recognized HC provider and approval by FNIHB.
- (2) transportation to access individual/limited family mental health counselling and/or traditional healer services not available in the home community and approved by FNIHB.
- (3) RHSW emotional support services will be available in each region and will be provided by individual RHSWs contracted by Aboriginal or Aboriginally affiliated organizations funded by FNIHB. The services of the RHSW will include, but will not be limited to, providing a variety of "front-line" supports and coordination services directly to claimants involved in the ADR processes or the litigation stream. RHSW activities will vary depending on the needs of the region but will also endeavour to build relationships with key stakeholders in an effort to promote a greater understanding of the National Resolution Framework.

The following is an overview of IRS Mental Health Support Program policies and prior approval (PA) processes. More detailed information about this program is available on the HC website at: www.hc-sc.gc.ca.

Information for Mental Health Service Providers

Mental health service providers recognized by Health Canada must have the following qualifications:

- Registration as a psychologist in the province/territory in which service is being provided with clinical or counselling orientation; or
- Registration as a social worker in the province/territory in which service is being provided (MSW or PhD in social work with clinical orientation); or
- A member in good standing with their provincial/territorial College or Association.

Mental health service providers not already recognized by FNIHB, HC are required to submit:

- a current resume (including at least two professional references and indication of areas of practice);
- photocopy of their degree(s) (certified true copies);
- proof of registration (yearly) with a regulatory body in the province/territory in which they provide service;

- an original clearance certificate from the local police department (to be returned upon verification);
- hourly rate for services as per existing FNIHB rates; and
- professional insurance coverage.

Prior Approval (PA) Process

If you have previously provided services as a recognized Health Canada mental health service provider please:

- submit PA - requests for mental health counselling to support IRS claimants to the FNIHB Regional Office in your province/territory of service;
- indicate if your PA request is for an IRS claimant.

For additional information, please contact the FNIHB Regional Office in your province/territory on the list provided in this bulletin.

Information for Claimants

To access IRS Mental Health Support Program services:

- 1) You must be a registered IRSRC claimant in the process of actively resolving your IRS claim:
 - (a) in the ADR Process (completed the ADR application and accepted into the ADR stream by IRSRC);

- (b) in litigation (preparing for, participating in or have recently participated in a litigation event such as an Examination of Discovery or Settlement Hearing);
- 2) Please have your ADR Process file number ready.
- 3) Complete an Authorization/Permission Form so we can verify your eligibility with IRSRC. If you do not have this form, you can obtain it from the HC website at www.hc-sc.gc.ca or by calling the Indian Residential Schools Help Desk at 1-800-816-7293.

For additional information or to access counselling, please contact the FNIHB Regional Office in your province/territory on the list provided in this bulletin.

If your request for services is denied, you - as the claimant - have the right to appeal the decision.

There are three levels of appeal, each of which has to be initiated by the claimant (not the provider). In each case, supporting information will be required and reviewed and the decision will be made based on your needs and HC policy. Information on the appeals process is available on the HC website.