

# MAMOO'KANDAA OSHKI AAKOZIIWIGAMIG

Working Together for our New Hospital

*Lake of the Woods District Hospital and Ogimaawabiitong Kenora Chiefs Advisory have been working in partnership to foster relationships and to improve patient experiences. The result of this work is a blossoming Indigenous Patient Relations Department in our proposed new hospital plans AND in our current hospital.*

**Ogimaawabiitong Kenora Chiefs Advisory (KCA)** is an alliance of independent, participating First Nations within the Western Region and has been incorporated and in operation since 1995. Ogimaawabiitong is a trusted provider of programs and services to First Nations communities in the field of health, education and social services in a holistic, traditional way ensuring the survival of the Anishinaabe way in the present and future generations. Commitment and dedication to its community members and way of life is the number one priority for Ogimaawabiitong. Ogimaawabiitong kimaadanokiiwag 1995 chi wiisookaawad Anishinaabeg gezhi mino bimaadizid. Zhaangachiwag okimaakanag ganamadibiyad imaa Ogimaawabiitong.

**Lake of the Woods District Hospital (LWDH)** is a 75-bed acute care hospital located in Kenora, staffed by an incredibly dedicated team providing care to residents of Kenora, the many surrounding communities and the large seasonal population. The LWDH Emergency Department provides 24-hour care for persons requiring emergency or urgent care. Outpatient services include diagnostic imaging, rehabilitation, dialysis, chemotherapy, and surgical services. LWDH also supports a busy visiting specialist program and community mental health and addictions program. LWDH is serviced by land ambulance provided by Kenora District Services Board and is fortunate to have 24-hour air ambulance and medical transport service provided by Ornge.

## Indigenous Patient Relations Department

LAKE OF THE WOODS  
DISTRICT HOSPITAL  
21 Sylvan Street West  
Kenora, Ontario P9N 3W7  
lwdh.on.ca

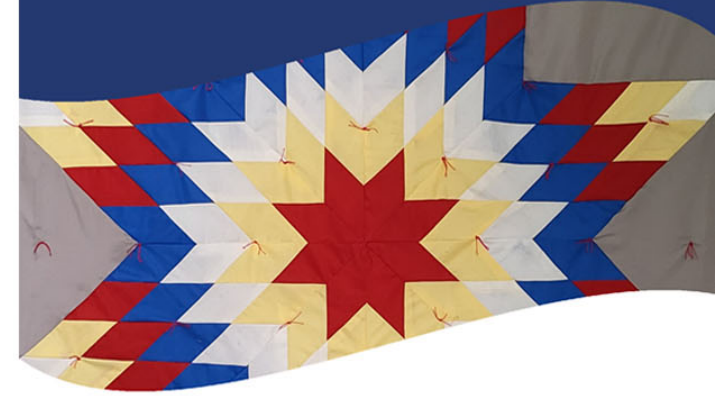


Patient Services Support Manager  
807-468-9861 ext. 2849

KCA Cultural Services Manager  
807-468-9861, ext 2544

Client Navigators  
807-468-9861, ext.2544 or ext. 2250

Emergency Department Social Worker  
807-468-9861, ext 2513



LAKE OF THE WOODS  
DISTRICT HOSPITAL

## Indigenous Patient Relations Department (IPRD)



Lake of the Woods  
District Hospital



LAKE OF THE WOODS  
DISTRICT HOSPITAL

# OJIBWA HEALING ROOM

Room 3117 • 3rd Floor

## New Hospital Project

Plans for the Indigenous Patient Relations Department in the proposed new hospital include physical spaces such as on-unit traditional healing spaces throughout the hospital, a Ceremonial Room, Indigenous Resource Centre, traditional kitchen and external spaces such as Sweat Lodge and landscaped spaces (to allow for gatherings, fire, traditional garden, access to water, etc). All proposed plans for the IPRD have been drafted with deep and meaningful consultation with our communities.

## Client Navigation

Client Navigators support patients with:

- Accessing traditional healing
- Translation
- Transportation
- Referral to in-community programs (Ex: Mental Health, Palliative Care)
- Navigating the Non-Insured Health Benefits
- Post-discharge follow up

## Mental Health Therapist in the Emergency Department

The Emergency Mental Health Therapist / Social Worker provides holistic, culturally safe and trauma-informed therapeutic intervention and care coordination to First Nation patients who visit the ER. Patients and their families are connected with community services to ensure continuity of care following admission or discharge.

## Cultural Services

- Cultural protocols
- Cultural awareness & events, cultural safety and regional orientation and education for hospital staff
- 24/7 access to smudging for all patients, their families and staff
- Promoting both traditional and mainstream approaches to healing and helping clients

## Indigenous Advisory Council

Members of this council (community members, LWDH, KCA, and Waasegiizhig Nanaandawe'iyewigamig - WNHAC), meet regularly to strategize hospital program and service enhancements considering a holistic, culturally safe lens. At each Council meeting, there are two standing agenda items - a traditional teaching and a presentation from the hospital (another important purpose of the Council is for participants to become hospital knowledge keepers).

## Indigenous Self-Identification

All hospital patients are asked if they would like to self-identify as Anishinaabe or Indigenous. Self-Identification is 100% voluntary and the question is asked so that a direct path to resources and healing tools can be coordinated to better support patient care. To learn more, visit [www.lwdh.on.ca](http://www.lwdh.on.ca) or scan the QR Code to self-identify.



## Shaawanobinesiik Gibichii'igamig WNHAC Outpatient Hostel

Accommodation, meals, and local transportation for Indigenous clients and their families or escorts who live outside Kenora and need to access healthcare at the Lake of the Woods District Hospital or other locations within the city. Services are available 24/7 and there are no fees associated for those who identify as First Nations, Métis or Inuit.

1-888-MYWNHAC (699-6422) ext. 400

## WNHAC Transitions Facilitators

Support is available through a Transitions Facilitator for Indigenous (First Nations, Métis, Inuit - Including self-identified) patients by providing a range of health and mental health navigation, advocacy, discharge planning and support services. The Transition Facilitators collaborate with community organizations in order to meet the needs of WNHAC clients.

1-888-MYWNHAC (699-6422)

Email: [tfs@wnhac.org](mailto:tfs@wnhac.org)



**WAASEGIIZHIG**  
NANAANDAWE'IYEWIGAMIG