

## What the Indigenous Support Line is

This toll-free phone service connects Indigenous callers with Indigenous listeners.

You can get help by calling:

**1-844-944-4744 or 811**

**10 a.m. to 6 p.m., Monday to Friday.**

Our Indigenous listeners will answer your questions and help you get culturally appropriate care. They also help guide you on each step of your healthcare journey.

You can call the support line about any health concern. You never have to make your healthcare journey alone and help is available to find the right service.



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## We Acknowledge

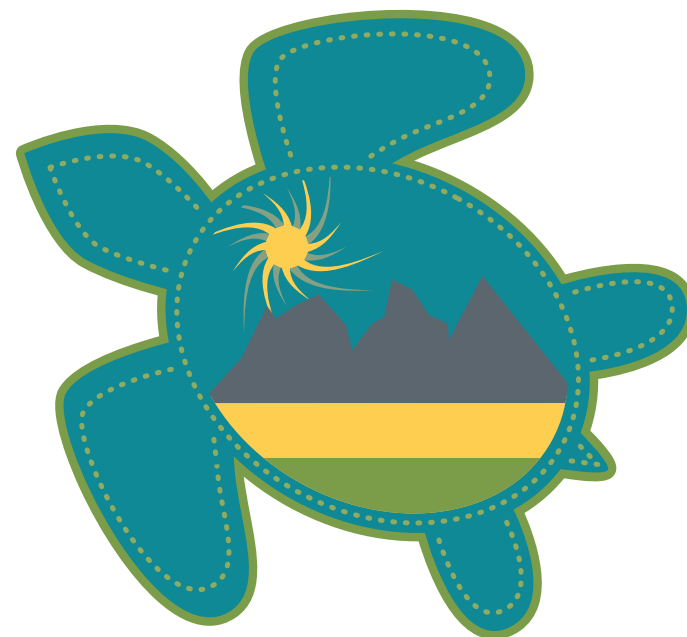
Primary Care Alberta acknowledges our work takes place on historical and contemporary Indigenous lands, including the territories of Treaty 6, Treaty 7 & Treaty 8 and the homeland of the Otipemisiwak Métis Government of the Métis Nation within Alberta and the 8 Metis Settlements. We acknowledge the many Indigenous communities that have been forged in urban centres across Alberta.

We also acknowledge and respect the treaties made on these territories. As well, we acknowledge the traumatic and painful impact of colonization on Indigenous peoples and recognize eliminating racism in healthcare is a crucial step for reconciliation. We are dedicated to a collaborative partnership with Indigenous communities, guided by patience, understanding and a commitment to reconciliation.



# Indigenous Support Line

**Healthcare advice for Indigenous peoples from Indigenous listeners**



## Who the Indigenous Support Line is for

The support line is for First Nations, Métis and Inuit peoples including youth and Elders, living on or off reserve or a Settlement or in cities and towns.

Callers can already be getting care, can be starting care or can have had recent care.

Family members can also call the line with their questions or concerns about a loved one.

Service providers are also encouraged to call the support line to support Indigenous peoples and families.



## Who answers the calls

Indigenous listeners are healthcare advisors. They answer and assist all callers to the support line. They can also arrange translators for callers.



## Why the Indigenous Support Line was started

The Indigenous Support Line is a step toward reconciliation and rebuilding trust in the healthcare system. It is also part of Primary Care Alberta's commitment to improving Indigenous peoples' healthcare concerns and experiences.

For more information, email:  
[indigenouswellnesscore@ahs.ca](mailto:indigenouswellnesscore@ahs.ca)



The Indigenous Support Line aims to:

- Help Indigenous peoples receive culturally safe, better, and quicker healthcare in Alberta
- Better connect Indigenous patients, families and communities to other healthcare support such as local community supports, family doctors, Treaty navigators, Métis community wellness advocates, NIHB and transportation.

We will keep working with our Indigenous partners to ensure the support line's success.

