

Trauma-Informed Health and Cultural Support Program

Cultural and Emotional Support Services

Indigenous Services Canada's (ISC) Trauma-Informed Health and Cultural Support Program (TIHCSP) provides funding to Indigenous organizations across Canada to deliver mental wellness support services for First Nations, Inuit and Métis people, **regardless of Indigenous status or place of residence within Canada.**

Indigenous organizations provide trauma-informed, community-based Cultural and Emotional Support Services to:

- Survivors and Intergenerational Survivors of Indian Residential Schools and Federal Indian Day Schools;
- Indigenous people impacted by the issue of Missing and Murdered Indigenous Women and Girls and 2SLGBTQIA+ people;
- Class members, potential class members of the First Nations Child and Family Services (FNCFS) and Jordan's Principle Settlement, including their family and community members; and
- Any Indigenous person affected by colonialism and unresolved trauma.

Cultural Support Providers are Elders and Traditional Healers who are recognized and respected by their communities. Cultural Support Providers help clients safely explore and address issues related to intergenerational and childhood trauma. The type of support they offer depends on the needs of each individual and may include dialogue, ceremonies, prayers, and other traditional practices.

Emotional Support Workers are trained and experienced community-based health workers and/or peer supports. Emotional Support Workers listen, talk with clients, and help them access tools, information, and resources. They create a safe, non-judgmental space where clients can express their feelings. They help clients feel heard, supported, and emotionally safe and also assist with navigating health and support systems and may also refer clients to other available services when needed.

To access community-based Cultural and Emotional Support Services:

- Contact the ISC regional office or designated health authority in your province/territory to find the closest organization that provides these services **(refer to the Indigenous Services Canada Regional Offices table below for toll-free phone numbers);**
- Walk into an organization that is funded to provide services; or,
- Reach out directly to a cultural or emotional support provider that you may have met at an event, or who you have been referred to by another service provider.

Indigenous Services Canada Regional Offices		
Region	Phone Number (Toll-free)	Address
British Columbia (First Nations Health Authority)	1-866-913-0033	501 – 100 Park Royal South Coast Salish Territory West Vancouver, BC V7T 1A2
Alberta	1-888-495-6588	Canada Place, Suite 730 9700 Jasper Avenue Edmonton AB T5J 4C3
Saskatchewan	1-866-250-1529	Alvin Hamilton Building 1783 Hamilton Street, Room 098 Regina SK S4P 2B6
Manitoba	1-866-818-3505	391 York Avenue, Suite 300 Winnipeg MB R3C 4W1
Ontario	1-888-301-6426	10 Wellington Suite 1455 Gatineau QC K1A 0H4 Sir Charles Tupper Building, Floor 4C, Mailstop 6604C
Quebec	1-877-583-2965	2nd Floor Guy Favreau Complex East Tower 200 Rene Levesque Boulevard West Montreal QC H2Z 1X4
Atlantic	1-866-414-8111	Maritime Centre, 18th Floor 1505 Barrington Street Halifax NS B3J 3Y6
Northern	1-866-509-1769	10 Wellington – Suite 1455 Gatineau QC K1A 0H4 Sir Charles Tupper Building, Floor 4C, Mailstop 6604C

If you are experiencing emotional distress and want to talk, immediate support, crisis intervention services and referrals to resources are available through the following help and crisis lines:

The Hope for Wellness Helpline:

Immediate emotional support is available 24/7 to all First Nations (Status and Non-Status), Inuit and Métis people through the Hope for Wellness Helpline by phone at 1-855-242-3310, or by online chat at hopeforwellness.ca.

The National Indian Residential School Crisis Line:

Survivors and Intergenerational Survivors of Indian Residential Schools can access immediate emotional support by calling the National Indian Residential School Crisis Line available 24/7 at 1-866-925-4419.

The Missing and Murdered Indigenous Women and Girls Crisis Line:

Survivors, family members, and Indigenous people impacted by the ongoing tragedy of missing and murdered Indigenous women, girls, and 2SLGBTQI+ people can access immediate emotional support 24/7 by calling 1-844-413-6649.