



1-888-255-1010



Tele-Care NWT

October/November 2006 Update

Success Story



Shawna Tohm - Student Nurse, Ana Perdona - Director New Canadian and Multicultural Program, Centre for Northern Families, Brianna Christison - Student Nurse

Imagine...

Feeling sick, you walk to the drugstore. Everyone is speaking another language. You can't read the labels on the medications lined up on the counter. You try to ask for assistance and no one understands what you are saying. Discouraged, you leave, no better off than when you started.

This may be the case for many new Canadians in the Northwest Territories.

In Yellowknife, the New Canadian and Multicultural Group assists immigrants and new Canadians who make the North their home. The Group provides immigration and employment services, English as a Second Language classes, computer help, senior support and assistance with everyday activities. They also provide social activities for youth, children and adults. In particular, the Collective Kitchen meets every Friday night to share Canadian and cultural meals in a social atmosphere.

Recently, fourth year nursing students, Shawna Tohm and Brianna Christison, talked to participants at the Collective Kitchen about Tele-Care NWT. This presentation was offered as part of a Change Project called 'Bridging the Gap to Health Care.' By offering family health and support in more than 100 languages to NWT residents, Tele-Care NWT is helping to bridge that gap.

Being able to discuss their concerns in their own language helps to make the transition to Northern life easier. Tele-Care NWT is working to make family health and support accessible to all individuals living in the Northwest Territories, no matter what language you speak, one call at a time!

Here are a few reasons people called Tele-Care NWT in October and November, 2006:

- Vomiting – Children & Adult
- Diarrhea – Children & Adult
- Cough – Pediatric
- Chest Pain – Adult
- Abdominal Pain – Female (Adult)

Did you Know?

Tele-Care NWT offers language interpretation services in all of the official languages of the Northwest Territories as well as more than 100 languages from around the world.

Examples of languages provided are:

- Tłıchq
- Slavey
- Inuvialuktun
- French
- Cree
- Korean
- Mandarin
- Spanish
- Japanese
- Arabic

Total Number of Calls

Location of callers by Health and Social Services Authority:

HSS Authority	Oct	Nov
Beaufort Delta	26	31
Sahtu	17	14
Deh Cho	14	9
Tlicho	18	9
Yellowknife	372	281
Hay River	72	63
Fort Smith	24	19
None Specified	7	7
Total	550	433



Disbursement Date: December 2006

Tele-Care NWT 1-888-255-1010

24 Hours a Day • 7 Days a week/24 heures sur 24 • tous le jours 1-888-255-1010 (TDD/TTY)



Info-Soins TNO