

Welcome to BC Cancer: Information for First Nations, Inuit, and Métis Patients



BC Cancer is committed to providing respectful, culturally safe care for First Nations, Inuit, and Métis Peoples. We recognize the strength of Indigenous families and communities and are honoured to walk alongside you on your healing journey.

Indigenous Patient Navigators (IPNs)

Indigenous Patient Navigators are part of your care team. You can ask to connect with an IPN at any time. They can:

- Support you emotionally, culturally, and spiritually
- Help you understand your treatment and care options (for example, transportation, accommodations, medications, and equipment)
- Advocate for your needs and preferences
- Connect you with Elders, Knowledge Holders, and supports in your community

Cultural Practices and Ceremony

If you carry medicines, bundles, or other sacred items, please let your care team know. We will do our best to:

- Make space for smudging or other cultural practices where possible
- Support the presence of family, Elders, or helpers who are part of your circle of care
- Welcome a trusted person to accompany you to your appointments

If You Have Experienced Harm in Healthcare

We know that many Indigenous Peoples have not been treated safely or respectfully in health systems. If you feel unsafe, unheard, or have concerns about racism or discrimination:

- Tell a trusted member of your care team
- You can contact the Patient Care Quality Office (PCQO):
Toll-Free: 1-888-875-3256 Email: pcqo@phsa.ca
- Ask to speak with an Indigenous Patient Navigator (IPN) or a leader at BC Cancer. Email: icc@bccancer.bc.ca (general email)

Questions or Support?

You can ask your BC Cancer nurse, doctor, or care team to help you connect with:

- An Indigenous Patient Navigator
- Patient and Family Counselling services
- 24/7 Provincial Nurse Line BC Cancer 1(833)-818-6626

This is your healing journey. We are here to walk with you, support your voice, and honour your ways of knowing and being.

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