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|  | Function |  |  | Activity |  |
| Facilitates communication between patient/family and healthcare providers | | | Provides or facilitates the provision of language interpretation | | |
| Interprets clinical information to patients | | |
| De-mystifies the healthcare system for patients | | |
| Facilitates/provides patient/family/community/cultural/historical information to enhance care planning | | |
| Participates in rounds, bed meetings/discharge planning meetings | | |
| Connects across service silos to help navigate the system | | |
| Connects acute care with community based health services to ensure follow through with treatment plans | | |
| Provides emotional support to patients/families | | | Visits with families to build relationships and assess needs | | |
| Supports and counsels patients and families to address fear and distrust of healthcare/institutions | | |
| Address issues that are impact health but are seen as unrelated in the current healthcare context | | |
| Provides short term counseling to patients and families | | |
| Supports patients to ask questions and become part of the treatment team | | |
| Assists patients and their families to navigate the complaints process | | |
| Provide friendly visitation to Elders and the disabled in Long Term Care facilities | | |
| Provides home visits (particularly for urban and isolated patients) to ensure follow through with treatment plans | | |
| Advocates on behalf of patients | | | Negotiates with healthcare providers to ensure that those patients who feel unheard or maltreated receive the care, referrals, tests and treatment they need | | |
| Facilitates and/or provides practical support | | | Attends to patient/family needs in terms of food, clothing, accommodation and transport Works with Travel Clerks to arrange long distance travel and accommodation Accompanies patients to appointments Drives patients to appointment Finds shelter/housing for patients and help them get set up Fills forms and paperwork on behalf of patients Develops directories of community resources for healthcare colleagues | | |
| Facilitates spiritual care | | | Facilitates access to traditional healers/medicines, medicine men and ceremonies. Works with healthcare team to ensure safe combining of traditional and western medicines. Performs traditional practices such as smudging and brushing. Facilitates end of life services/ceremonies; provides accompaniment of body to the morgue, arranges viewing of body, contacts funeral home and stays involved with family until the body changes hands with the funeral home. | | |
| Facilitates cross cultural competence with healthcare colleagues | | | Raises awareness of and provides education on the history of colonization, residential schools etc. and its current impacts on Indigenous peoples.  Introduces to Indigenous culture, traditions, practices and ceremonies.  Helps to understand Indigenous concept of family, community and ways of being. Facilitates the incorporation of Indigenous practices (prayers, blessings, healing circles) in healthcare programs and operations.  Provides follow-up support/education to staff, post ICC training. | | |
| Liaises with Indigenous communities and community organizations | | | Connects with Indigenous communities and services and stays up to date on Indigenous specific resources.  Develops relationships with on reserve and urban services geared for Indigenous peoples.  Represents clients of MCFD and other agencies to promote culturally safe services.  Provide cultural safety education to MCFD and other agencies.  Serves on committees (e.g. AHIP), participates in events. | | |
| **Documents the services provided** | | | Records service provided in patient charts.  Records types and quantities of services provided to assess workload. | | |
| Promotes program | | | Develops publicity materials such as flyers and posters. Provides information sessions to healthcare teams. Provides information sessions to community organizations (e.g. Colleges/universities/nursing orientation etc.). Participates in community events (display tables). | | |