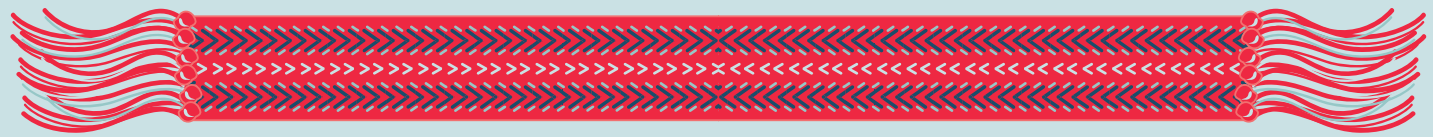


Services Offered

- Assist MHEP clients to navigate BC's healthcare feedback process, addressing concerns of harm through a cultural and relational approach.
- Connect clients to MNBC cultural resources and appropriate services.
- Advocate for culturally safe care for Métis individuals, families and communities in healthcare.

Please note, all MHEP inquiries will be responded by the Métis Health Experience Advocates. We will do our best to reply to your query within 3-5 business days.



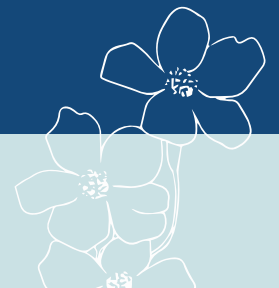
About the Program



The Métis Health Experience Program (MHEP) is a virtually offered program that assists Métis individuals, families and communities across BC to navigate the healthcare feedback process.

This program provides a safe space for Métis-led conversations around all types of health experiences and advocates for change through story sharing and ensuring Métis are being represented in health.

Métis Health Experience Program





Health Care Harm

Harm can exist in different forms and can occur at any time throughout your health experience. Harm can result from the actions of care providers or staff, as well as from issues within the care environment itself. The effects of harm are wide-reaching and unique to every individual.

Examples of harm may include:

- Racist and discriminatory behaviour, including cultural insensitivity.
- Delay in receiving care.
- Not being involved in your care plan.
- Separation from family, friends and community support systems.



What the Client Can Expect

- Appropriate care to support Métis cultural wellness, dignity, respect and gratitude for all clients sharing their health experiences and truths.
- Warm and supportive handoffs when clients are referred to other services.
- Education on how to submit health care concerns or feedback and their rights within the process.
- Ongoing support and assistance as clients submit feedback, concerns or compliments to regional Patient Care Quality Offices, the Office of the Ombudsperson, etc.
- Maintain relationships with clients that share their concerns and feedback.

What the Métis Health Experience Program **does not** include:

- The MHEP is unable to submit a concern or feedback on a person's behalf to a regional Patient Care Quality Office, Office of the Ombudsperson, etc.
- The MHEP does not provide funds for health-related services or coverage for extended benefits.
- The MHEP does not support concerns or feedback the public may have for general MNBC services and programs.

Connect with the Métis Health Experience Program!

By sharing, Métis individuals, families, and communities can empower others to speak up as well. Your story has the potential to improve health care for Métis in BC. We invite you to connect with us; we would be honoured to hold space for your voice.

Contact Information:

* Please note that the Métis Health Experience Program is a **virtual service**. We provide support through video conference, email or telephone.

Telephone: 604-557-5851 (ext. 8867)

Email: healthexperience@mNBC.ca

Website: Métis Health Experience Program | MNBC



Information for Crisis Resources:

Métis Crisis Line: 1-833-638-4722

Kuu-Us Crisis Line: 250-723-2323

BC Support Line: 310-6789

