



# How to improve medical communication with First Nations patients



**Tara Myran**

Restorative Practices Program  
Program Director



**Dr. Courtney Leary**

Restorative Practices Program  
Medical Consultant  
and Indigenous Health Specialist

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## Tara Myran

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## Dr. Courtney Leary

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Medical Consultant  
and Indigenous Health Specialist



- [Dr. Courtney Leary - 2023 Doctors Manitoba Medal of Excellence](#)
- [Dr. Courtney Leary CBC](#)



Image: Indigenous youth at a Pow Wow in Cranberry Portage. Source: Travel Manitoba



# Restorative Practices Program Team



**Dr. Sonja Bruin**  
Assistant Registrar,  
Quality



**Tara Myran**  
Program Director



**Dr. Courtney Leary**  
Medical Consultant



**Dr. Jayson Stoffman**  
Medical Director



**Meaghan Cabel**  
Coordinator




## Restorative Practices Program Mandate Statement

“ We will use the principles of restorative practices to uphold CPSM’s *Standard of Practice – Practicing Medicine to Eliminate Anti-Indigenous Racism* and commitment to action by engaging in meaningful, educational, and supportive conversations with registrants, members of the public, communities, families, and healthcare professionals to repair harm, restore trust, rebuild relationships, and prevent further harm through accountability, guidance, and healing. ”



# Objectives

**By the end of this session, expect to learn:**

-  Safer ways to talk about difficult topics (the topics you may not want to talk about).
-  Resources for First Nations patients and how to access them.
-  Ways to practice humility in medical conversations.



## Poll Question

**Where is everyone joining  
from today?**

# First Nations



- **63 First Nations** in Manitoba
- 17 First Nations are **not accessible** by an **all-weather road**
- The **life expectancy** of a First Nation person is **11 years lower** than the general Manitoba population
- First Nations people comprise **12% of Manitoba's population**
- Winnipeg has the **highest urban Indigenous population in Canada**

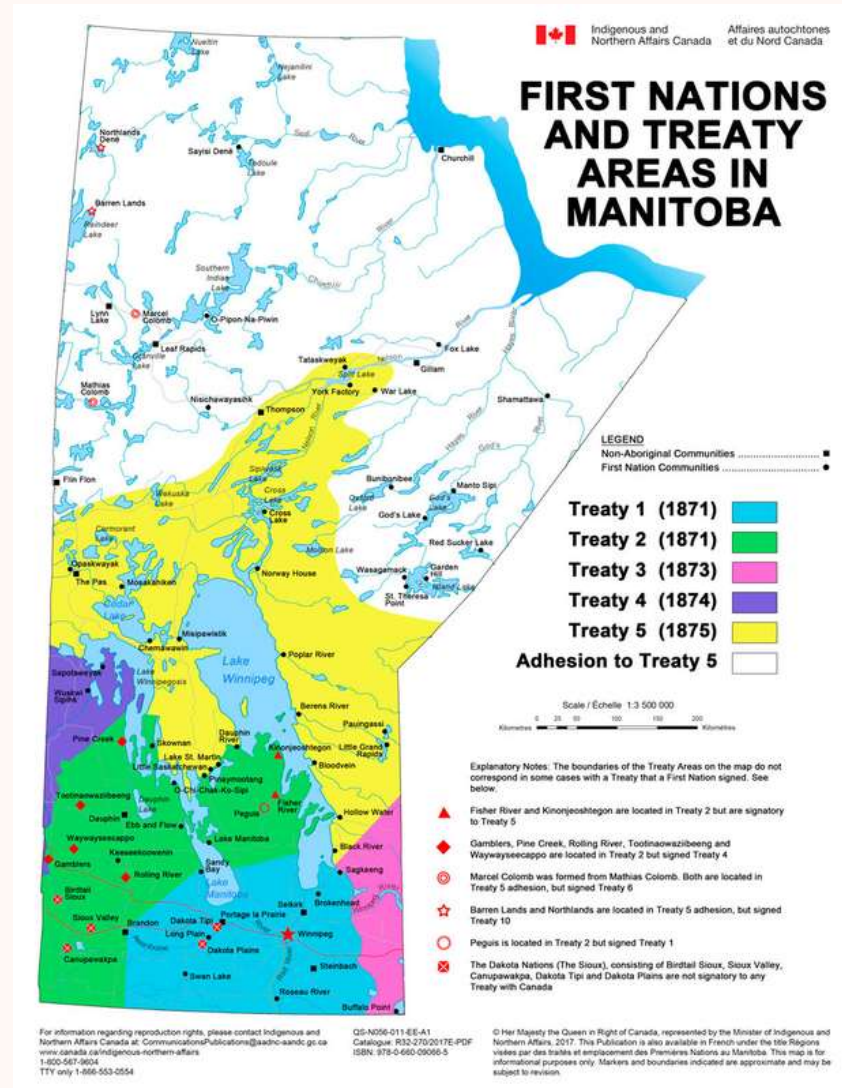


Image Credit: <https://www.sac-isc.gc.ca/eng/1100100020576/1616073943706>



# Safer Ways to Talk About Difficult Topics

- ◆ **Know your audience.**
- ◆ **Explain why you're asking questions.**
- ◆ **Acknowledge the uncomfortable.**
- ◆ **Use silence.**
- ◆ **Call it out!**

## Poll Question

**Do you currently provide  
any resources to  
First Nations patients?**

# Resources for your Toolkit

## NIHB

**The Non-Insured Health Benefits (NIHB) Program of Indigenous Services Canada provides clients (registered First Nations and recognized Inuit) with coverage for a range of health benefits, including prescription drugs and over-the-counter medications, dental and vision care, and medical supplies and equipment.**



Southern Chiefs'  
Organization Inc.

## NON-INSURED HEALTH BENEFITS NAVIGATION



**Are you a Status First Nation citizen and unsure of the benefits covered by the Non-Insured Health Benefits (NIHB) Program?**

We now have Navigators located in Winnipeg and Brandon.

**Non-Insured Health Benefits covers:**

- Dental services
- Eye and vision care
- Mental health counselling
- Medical supplies and equipment
- Medical transportation
- Prescription drug and medication
- Traditional Healing

**CONTACT US TODAY!**

204.946.1869  
• Winnipeg: Ext.120  
• Brandon: Ext.119  
• Toll free: 1.866.876.9701

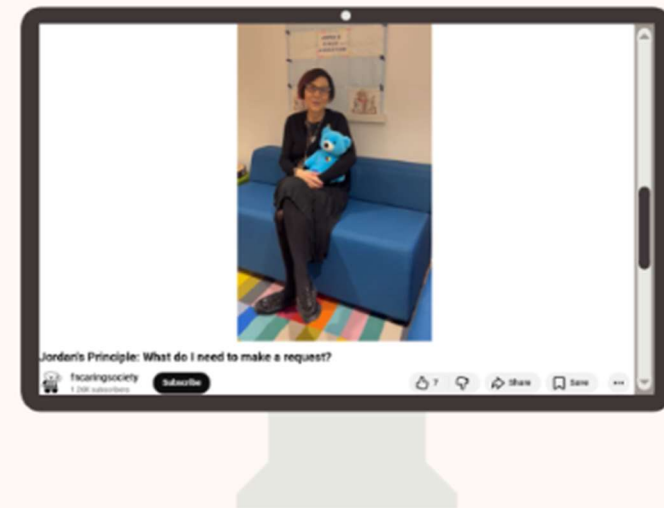
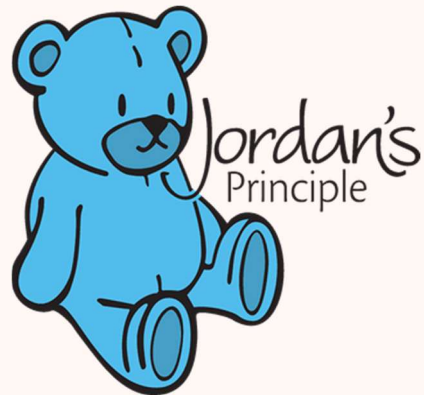
NIHB.navigators@scoinc.mb.ca  
Monday-Friday  
8:30 am-4:30 pm

  
scoinc.mb.ca

# Resources for your Toolkit

## Jordan's Principle

**Jordan's Principle is a child-first principle to ensure First Nations children get the services they need when they need them.**



Phone **1-855-JP CHILD (1-855-572-4453)**,  
open 24 hours a day, 7 days a week



## Resources for your Toolkit

### Health Sciences Centre in Winnipeg

**The HSC-based Indigenous Health team can help you navigate your care journey at Manitoba's largest hospital. Whether you are from Winnipeg or visiting the facility from out of town, our team of dedicated providers can connect you with culturally safe services and resources, including interpretation and spiritual or ceremonial support.**



**Shared Health  
Soins communs  
Manitoba**

### Shared Health Indigenous Health

Patient services  
for Indigenous people  
from Indigenous providers

## Resources for your Toolkit

### 24/7 Counselling and Crisis Support

Counselling and crisis support is available to First Nations 24 hours a day, 7 days a week, through the Hope for Wellness Hotline at 1-855-242-3310 or online at [www.hopeforwellness.ca](http://www.hopeforwellness.ca). Counselling is available in English, French, Cree, Ojibway and Inuktitut, on request.



**NEED TO TALK?**

Support is at  
your fingertips



Call the  
Hope for Wellness Help Line  
**1-855-242-3310**  
Online chat at  
**hopeforwellness.ca**

 Indigenous Services Canada Services aux Autochtones Canada

Canada

- [Hope for Wellness Hotline](http://www.hopeforwellness.ca)
- [Hope for Wellness Awareness Posters](#)

# What is Humility?

**The quality of having a modest view of one's values or importance.**

**The quiet confidence to recognize your own limitations, imperfections and strengths without arrogance or pride.**

**What is it to you?**



# Ways to Practice Humility in Medical Conversations

**1**

Accept that you don't have the right to know everything

**2**

Accept that you don't have an answer for everything. You might not be able to process some information.

**3**

Admit your limitations.

**4**

Honour your patient.



## Restorative Practices Program

Contact Us:



Scan QR Code



Email:  
[restorativepractices@cpsm.mb.ca](mailto:restorativepractices@cpsm.mb.ca)



Phone:  
204-560-4208 or Toll-Free (877-774-4344)

You can self-refer or  
refer on behalf of someone else



# Thank You Miigwetch Kinanâskomitinawow

Questions?

# Resources

- [Dr. Courtney Leary - 2023 Doctors Manitoba Medal of Excellence](#)
- [Dr. Courtney Leary CBC](#)
- [Tara Myran – Long Plain woman leading effort to address anti-Indigenous racism in Manitoba health care](#)
- [Government of Canada: First Nations in Manitoba](#)
- [Assembly of Manitoba Chiefs: Widening health gap for First Nations in Manitoba is a wake-up call to governments, health organizations and academic institutions](#)
- [Non-Insured Health Benefits Navigator](#)
- [Jordan's Principle: What do I need to make a request?](#)
- [Shared Health Patient Services: HSC-based Indigenous Health Team](#)
- [Indigenous Health Services in Manitoba's Health Authorities](#)
- [Hope for Wellness Hotline](#)
- [Hope for Wellness Awareness Posters](#)
- [CPSM Restorative Practices Program - The Power of Participation: A Restorative Approach to Anti-Indigenous Racism in Medical Care](#)
- [CPSM Restorative Practices Program](#)