

IRS COUNSELLING IN THUNDER BAY

Here's how the process works and what to expect
when booking with us.

BOOK APPOINTMENTS

Once you book counselling sessions with us using the Indian Residential Schools Resolution Health Support Plan (IRS), we send confirmations to the Health Canada office in Ottawa. They arrange your flights, hotel room, meals, and taxi vouchers. This takes time, and it's why appointments are booked at least 2 weeks ahead. **Any changes aside from cancellations are not permitted once the 10 day mark has passed. If you must cancel, call us directly!**



PICK UP YOUR VOUCHERS

Once IRS has prepared your paperwork, they will send it to the nursing station in your community. If you don't receive a call letting you know they've arrived, stop by to see if they're ready yet. If they still aren't there a few days before your appointment, CALL or MESSAGE US!

These papers are very important - without them, you won't be able to travel!



TRAVEL TO THUNDER BAY

Double check the dates and times of your flights and appointments, and make sure you know which hotel you're staying at. **If you no-show your flight or hotel reservation, or no-show your appointment(s) after you've traveled to Thunder Bay, you will be responsible for ALL the associated costs of your next trip.** When you arrive in Thunder Bay, you will either take a shuttle or a taxi to your hotel.



TRAVEL TO & FROM APPOINTMENTS

You will either take a shuttle or a taxi to your appointments. **Bring your paperwork**, because you will need to give the correct taxi voucher directly to your driver. Schedule your taxi WELL before your appointment to ensure that you will be on time. **No-showing an appointment comes with a \$50 fee, and cancelling an appointment without giving two business days' notice will result in a \$25 fee.** Once you are finished your appointment, same thing! Hop in a taxi or shuttle back to the hotel.



TRAVEL HOME... AND REPEAT!

You can book more appointments with our receptionist while you're at our office, or you can call, email or message us on Facebook once you get home.

Booking appointments for clients who need to travel takes a lot of time, effort, and coordination - so please be mindful of this before booking with us. **We hope to see you soon!**



**QUESTIONS? CALL US AT
(807) 767-3888**