

Regional Health Transportation Policy

Nunavik’s NIHB Program

POLICY: NRBHSS RP-01

ADOPTION:		
Board of Directors	Resolution: 2023-30	BOD – June, 2023
Date:	June 13 th , 2023	
EFFECTIVE DATE:	On April 1 st , 2023	

SUBJECT: Regional Health Transportation Policy- Nunavik’s NIHB Program	POLICY NO. NRBHSS – RP 01
TO: Executive Directors of the Inuulitsivik Health Centre and the Ungava Tulattavik Health Centre	
UNDER THE RESPONSIBILITY OF: NRBHSS Department of Out-of-Region Services	

BACKGROUND OF POLICY

TITLE: Regional Health Transportation Policy - Nunavik’s NIHB Program		
ADOPTION:		
Board of Directors	Resolution: 2023-30	BOD- June, 2023
Date:	June 13 th , 2023	
EFFECTIVE DATE:	On April 1 st , 2023	

Content

1	Preamble	6
2	Legal Foundations	6
3	Basic Principles	6
4	General Provisions.....	7
4.1	Definitions.....	7
4.1.1	Escort	7
4.1.2	Medical Escort	7
4.1.3	Beneficiaries	7
4.1.4	Non-Eligible Persons with Regard to the NIHB Program	7
4.1.5	Referral Institution.....	8
4.1.6	Travel Expenses	8
4.1.7	Residence	8
4.1.8	User	8
4.1.9	Admitted User	8
4.1.10	Registered User.....	8
4.1.11	Transit Residences for Beneficiaries	9
4.1.12	Emergency Evacuation	9
4.1.13	Elective Transportation.....	9
4.1.14	RUISSS McGill	9
4.1.15	Individual Care Plan (ICP).....	9
5	User Transportation	9
5.1	Elective Transportation	9
5.1.1	Objective	9
5.1.2	Eligibility Criteria.....	9
5.1.3	Administrative Guidelines	10
5.2	Resources for Medical Appointments in Montreal	11
5.3	Emergency Evacuation.....	11
5.3.1	Objective.....	11

5.3.2	Eligibility Criteria	11
5.3.3	Administrative Guidelines	11
5.4	Air Ambulance (EVAQ)	12
5.4.1	Objective	12
5.4.2	Administrative Guidelines	12
6	Lodging Services for Short Stays	13
6.1	Lodging in a Transit Residence (Including Ullivik)	13
6.1.1	Objective	13
6.1.2	Eligibility Criteria	13
6.1.3	Administrative Procedures	13
6.1.4	Reimbursement of Expenses	13
6.2	Lodging at Friends, Family or Hotel	14
6.2.1	Objective	14
6.2.2	Eligibility Criteria	14
6.2.3	Administrative Procedures	14
6.2.4	Reimbursement of Expenses	14
7	Lodging Services Based on an Individual Care Plan (ICP)	15
7.1.1	Objective	15
7.1.2	Eligibility Criteria	15
7.1.3	Administrative Procedures	15
7.1.4	Reimbursement of Expenses	16
8	Financial Support for Long-Term stay	16
8.1.1	Objective	16
8.1.2	Eligibility Criteria	16
8.1.3	Administrative Procedures	16
8.1.4	Reimbursement of Expenses	16
9	Travel Expenses for Family Members	16
10	User's Eligibility to Have an Escort	17
10.1	Objective	17
10.1.1	Escort for Users Under 18 Years of Age	18
10.1.2	Escort During an Air-Ambulance Evacuation (EVAQ)	18

1 Preamble

Accordingly, with the Regional Policy Framework for the Nunavik Non-Insured Health Benefits (NIHB) Program, this Regional Health Transportation Policy determines the specific framework with regard to the [Annexe 4 à la Circulaire 2023-017](#) du *Ministère de la Santé et des Services Sociaux* (MSSS) specific to NIHB program and beneficiaries of the James Bay and Northern Québec Agreement (JBNQA). The Executive Directors of the Ungava Tulattavik Health Centre and the Inuulitsivik Health Centre, or their representatives, are responsible for the application and management of this Regional Health Transportation Policy in the Nunavik Region.

This policy applies to institutions in Region 17 (Nunavik) for medically approved travel within and outside the Nunavik region for the beneficiaries or those pre-authorized under NIHB Program. It replaces the previous policy titled “Regional User Transportation Policy in the Nunavik Region” adopted on February 21, 2019. This policy must be revised every 3 years.

The objective of this policy is to allow institutions in the health and social services network with headquarters in Nunavik, to send beneficiaries to referral institutions equipped to provide the care or services their condition requires.

As defined at the [2023-017 Annexe \(2023-05-19\) Politique PDU du MSSS](#), the MSSS asks the RSSS institutions to adopt a regional user travel policy that must take into account local specificities other than those provided for in [Annexe 4 à la Circulaire 2023-017](#) applicable to beneficiaries.

2 Legal Foundations

This document was revised and approved by the Nunavik Regional Board of Health and Social Services. It complies with the policies of the MSSS with regard to the definitions, objectives and eligibility criteria contained in the various policies and free programs described in the MSSS bulletin.

3 Basic Principles

1. Transportation will be to the closest health professional’s office or healthcare institution.
2. All transportation authorized by the institution must state the name of the institution’s attending physician, who prescribed the transportation or NIHB agent, who gave authorization.
3. The most practical and economical form of transportation will be selected in view of the urgency of the situation and the user’s state of health.
4. In the event of elective transportation, it is the user’s obligation to exhaust all sources of benefits provided by a health insurance plan, social program, government subsidized

program (SAAQ, CNESST, etc.) or private insurance plan. The Non-Insured Health Benefits program must be the payer of last resort.

4 General Provisions

4.1 Definitions

The following definitions apply to the entire policy.

The following terms, definitions and abbreviations will be used at all times when managing, implementing or writing correspondence about the policy.

4.1.1 Escort

Authorized person whose role is to guide and assist the user during the stay outside their place of residence.

4.1.2 Medical Escort

Health professional designated by the institution whose role is to guide, monitor, safeguard and provide care for the user during an emergency evacuation.

4.1.3 Beneficiaries

NIHB program beneficiaries are persons who are registered or eligible for the provincial health insurance program and who meet one of the following criteria:

- a) Are beneficiaries under the JBNQA whose permanent residence is in the region;
- b) Are beneficiaries under the JBNQA who are living outside of the region, but on a temporary basis (e.g. students, inmates or users transported outside of the region to receive medical treatment);
- c) Are beneficiaries under the JBNQA who have elected domicile outside of the region for less than ten (10) consecutive years;
- d) Are beneficiaries under the JBNQA who have elected domicile outside of the region for ten (10) consecutive years or more for educational, health or employment purposes with an organization devoted to promoting the well-being of the Inuit;
- e) Are Cree beneficiaries of the JBNQA or Naskapi beneficiaries of the Northeastern Québec Agreement who live in the region.

4.1.4 Non-Eligible Persons with Regard to the NIHB Program

The following persons are not eligible for the program but are eligible for ISC NIHB:

- a) Beneficiaries under the JBNQA who have elected domicile outside of the region for more than ten (10) consecutive years, for purposes other than education, health or employment with an organization devoted to promoting the well-being of the Inuit;
- b) Non-beneficiary Inuit under the JBNQA who live in the region;

4.1.5 Referral Institution

Outside Nunavik: Service corridors established with the RUISSS McGill or designated by a Nunavik institution or a request authorized by an NIHB agent.

In Nunavik: Ungava Tulattavik Health Centre, Inuulitsivik Health Centre, CLSC in Nunavik or a request authorized by an NIHB agent, as the case may be.

4.1.6 Travel Expenses

Includes lodging, meals and transportation expenses.

4.1.7 Residence

In accordance with section 338 of the regulation respecting the application of the Act respecting health services and social services, residence is established on the basis of physical presence without regard to intention.

4.1.8 User

Any beneficiary* provided with health services by an institution (*as defined on 4.1.3).

4.1.9 Admitted User

A person is admitted to a health-network institution:

- when his condition requires hospitalization
- when the applicable formalities have been completed
- when he occupies a bed considered among those listed on the institution's permit.

4.1.10 Registered User

A beneficiary is considered registered in a health-network institution:

- when he receives services that do not require him to be hospitalized or admitted
or
- when he does not occupy a bed considered among those listed on the institution's permit.

4.1.11 Transit Residences for Beneficiaries

Residences managed by the health-network institutions (with headquarters in Nunavik) for lodging NIHB program beneficiaries who require health-care services outside their community of residence. Ullivik is a transit residence.

4.1.12 Emergency Evacuation

The urgency of transportation is based on the user's medical evaluation by a physician of the referral institution.

4.1.13 Elective Transportation

Transportation is considered elective when the beneficiary's life is not subject to immediate danger or does not require immediate intervention.

4.1.14 RUISSS McGill

Faculty of medicine whose mandate is to contribute to the coordination of health care and social services, teaching and research offered by its Faculty of Medicine, its CHU, its CIUSSS, CISSS and health centres for which the NRBHSS is a partner institution.

4.1.15 Individual Care Plan (ICP)

A plan prepared by a multi-disciplinary team usually including the family of the user, with the support of regional expertise where requested, identifying what services are required, which providers will be involved, objectives and clinical strategies to support a client, the case manager and plan review/renewal dates. Any referral out of a user's home community which is expected to exceed a three week stay must have an ICP.

5 User Transportation

5.1 Elective Transportation

5.1.1 Objective

Transportation procedure for beneficiaries requiring elective care or services unavailable in the region or in their community.

For non-JBNQA beneficiaries, the procedure is covered according to MSSS circular 2021-014.

5.1.2 Eligibility Criteria

- Be an eligible person with regard to the program;

- The referral institution's physician has prescribed the service or a designated healthcare professional has requested for respite care in South;
- A request has been authorized by NIHB agent or transportation has been approved by a person designated by the Executive Director;

and

The return travel is between the place of residence and the referral institution providing the required care and services is none later than 30 days after the last medical appointment or a stay in respite care.

5.1.3 Administrative Guidelines

The most economical mode of transportation will be chosen in view of the user's condition and service corridors established with the RUISSS McGill (including charter).

5.1.3.1 Eligible Expenses

- Travel expenses of users, attendants and escorts required to ensure health services delivery.
- Transportation expenses, contingent on these having been approved by competent authorities prior to the travel taking place.

5.1.3.2 Non-Eligible Expenses

- Travel for the purpose of applying social and Youth Protection programs.
- Travel by family members for the purpose of visiting a patient.
- Salaries and other benefits of the employees who manage the transportation services provided.

5.1.3.3 Responsibility for Payment

The cost of the user transportation that meets the elective transportation criteria will be assumed in full by the referral institution and will be transferred to the proper program or budget (return fare).

- In the event that an organization other than a health-network institution (SAAQ, CNESST, etc.) is responsible for the user, the expenses incurred to transport the user and his escort will be paid by such organization in accordance with the criteria in the MSSS' user transportation policy for the health and social services network.
- If the user requests transportation to an institution other than the one designated by the attending physician and approved by the Executive Director or his delegate, the additional costs incurred by this choice will be the responsibility of the user or his family.

5.2 Resources for Medical Appointments in Montreal

Ground transportation will be provided from the transit or accommodation determined by Ullivik, to the medical appointment.

Users staying with friends or family or at a hotel of their choice, may benefit from resources to a medical appointment in Montréal if they inform Ullivik beforehand and come on time to Ullivik on their own.

5.3 Emergency Evacuation

5.3.1 Objective

The objective of this policy is to provide all users access to emergency or specialized care requiring air or ground transportation and to ensure continuity of care during transportation to maintain or prevent the deterioration of their health.

The referral institution requesting the emergency transportation determines the relevance or necessity of a medical escort in this situation.

The choice of aircraft is an administrative decision left to the institution. It must consider the opinion of the relevant physician.

Fees for ground ambulance for needs outside of Nunavik and for the transfer from the Dorval airport to Nunavik's health partner institutions are covered under the NIHB Program.

5.3.2 Eligibility Criteria

- Be a beneficiary;
- The referral institution's physician has prescribed the service and transportation has been approved by a person designated by the Executive Director;
- The return travel is between the place of residence and the referral institution providing the required care and services, no later than 30 days after the last medical appointment.

5.3.3 Administrative Guidelines

All emergency appointments must be made through the liaison services of the referral institution and/or Ullivik Centre (including charters).

5.3.3.1 Transportation

If the user must travel exceptionally outside of the Montreal region or out of the province, the liaison services department of the institution and/or Ullivik Centre will plan for transportation, lodging and meals in accordance with the basic principles of this policy.

5.3.3.2 Responsibility for Payment

The cost of the user transportation that meets the emergency-evacuation criteria will be assumed in full by the referral institution and will be transferred to the proper program or budget (return fare).

In the event that an organization other than a health-network institution (*SAAQ, CNESST, etc.*) is responsible for the user, the expenses incurred to transport the user and their escort will be paid by such organization in accordance with the criteria in the *MSSS'* user transportation policy for the health and social services network.

5.4 Air Ambulance (EVAQ)

5.4.1 Objective

All users whose health condition has been recognized by the physician as being urgent and requiring an immediate evacuation with medically equipped air transportation.

5.4.2 Administrative Guidelines

5.4.2.1 Transportation

The transportation is ensured by EVAQ or any other emergency air evacuation services judged necessary.

The beneficiary will return to their residence at the expense of the referral institution by the most economical form of transportation available that is appropriate for their condition no later than 30 days after the last medical appointment.

5.4.2.2 Responsibility for Payment

The cost of the user transportation will be assumed partially by the referral institution and will be transferred to the proper program or budget.

In the event that an organization other than a health-network institution (*SAAQ, CNESST, etc.*) is responsible for the user, the expenses incurred to transport the user and their escort will be paid by such organization in accordance with the criteria in the *MSSS'* user transportation policy for the health and social services network.

When a user does not attend a scheduled appointment and medical transportation benefits have been provided, the user may have to assume the cost of the return trip or of the next trip to access medically necessary health services unless justification is available to explain why the user was unable to attend. Justification may include, but is not limited to, unforeseen circumstances such as health service delivery delays, severe weather conditions and family or personal emergencies.

6 Lodging Services for Short Stays

6.1 Lodging in a Transit Residence (Including Ullivik)

6.1.1 Objective

The objective of the transit residences is to provide culturally suitable and safe access to free lodging, meals and local transportation to medical appointments for all beneficiaries and their authorized escorts.

A beneficiary who prefer staying at friends, family or a hotel must refer to the next article 6.2- *Lodging at friends or family or hotel.*

6.1.2 Eligibility Criteria

Be a beneficiary or an authorized escort

and

The referral institution's physician has prescribed the service and transportation has been approved by a person designated by the Executive Director or NIHB Agent who gave an authorization.

6.1.3 Administrative Procedures

The assigned personnel in the user's referral institution will inform the user of their obligations and responsibilities and the rules and procedures in effect.

Before arrival at the transit residence, the user and/or their authorized escort:

- complete the agreement form (Appendix 1);
- pledge to abide by the obligations and responsibilities as well as the rules and procedures during travel and stay at the transit residence described in the agreement form (Appendix 1).

Upon arrival at the transit residence, the user must:

- check-in at the Lodging Management Services;
- sign-in the Admission Client Directives

6.1.4 Reimbursement of Expenses

Since the lodging, meals and local transportation are provided by the transit residence, the beneficiary and their authorized escort are not eligible for reimbursement of expenses for the duration of a stay in a transit residence.

6.2 Lodging at Friends, Family or Hotel.

6.2.1 Objective

The objective is to respect the choice of a beneficiary who would prefer staying at friends, family or a hotel during a short stay for a medical reason and to provide financial compensation.

6.2.2 Eligibility Criteria

Be a beneficiary or an authorized escort and the referral institution's physician has prescribed the service and transportation has been approved by a person designated by the Executive Director or NIHB agent who gave an authorization.

6.2.3 Administrative Procedures

The assigned personnel in the user's referral institution will inform the user of their obligations and responsibilities and the rules and procedures in effect.

Before the departure from home, the user and/or their authorized escort:

- complete the agreement form (Appendix 1);
- pledge to abide by the obligations and responsibilities as well as the rules and procedures during travel and stay at the transit residence describe in the agreement form (Appendix 1);
- provide the place where they will reside during their stay as well as the contact details to reach them in case of change to their medical appointment.

During the stay, the user and/or their authorized escort:

- inform the liaison nurse when receiving instructions from health professionals and specialists concerning appointments, travel, follow-up or future examinations;
- request to their physician's team a proof of attendance to their appointment(s).

6.2.4 Reimbursement of Expenses

Users who choose to lodge with friends, family or hotel are entitled to receive a flat rate for:

- Lodging & Ground transportation to the medical appointments
- Meals
- Transportation from the airport to the lodging and back to the airport

If the user is travelling in the company of an authorized escort, the escort must share the room of the person they are escorting. The escort is entitled to receive a flat rate for:

- Meals
- Financial compensation for escort's function if applicable

The user is fully responsible for the payment of all their expenses including the payment of their lodging, ground transportation and meals.

In order to receive the authorized lump-sum allowance, the user must submit a request to the referring institution for consultation duly signed by the physician who made the request.

The referral must indicate:

1. the location
2. the date
3. the summary of care or services and proof of attendance at the required treatments as well as the social or family worker, to be approved.

If the stay follows a confirmation letter provided by the NIHB Program, the client must submit a copy of the confirmation letter with their claim.

All reimbursements are made by direct deposit at the end of the stay or once a week for longer stays.

7 Lodging Services Based on an Individual Care Plan (ICP)

7.1.1 Objective

The objective is to identify culturally suitable and safe access to lodging, meals and local transportation to medical appointments based on the Individualized Care Plan (ICP).

7.1.2 Eligibility Criteria

Be a beneficiary or an authorized escort

and

User is required to remain in close proximity to the place of medical treatment for a determined period in order to receive medical care or undergo extended treatment not offered in their community of residence

and

An Individual Care Plan (ICP) has been prepared by a multi-disciplinary team.

7.1.3 Administrative Procedures

The procedure based on the Individualized Care plan (ICP) is applicable.

7.1.4 Reimbursement of Expenses

Reimbursement of expenses will be made based on the type of lodging determined through the ICP and the applicable rates appearing in Appendix 3.

8 Financial Support for Long-Term stay

8.1.1 Objective

The objective is to provide financial support to users required to remain in close proximity to the place of medical treatment for a long-term, undetermined period in order to receive medical care or undergo extended treatment not offered in their community of residence.

It does not apply to individuals transferred to or residing in any long-term care facility (CHSLD or others) either in or outside Region 17.

8.1.2 Eligibility Criteria

Be a beneficiary or an authorized escort

and

User is required to remain in close proximity to the place of medical treatment for an undetermined period in order to receive medical care or undergo extended treatment not offered in their community of residence

and

The Executive Director of the IHC and the UTHC or their representative request and obtain an authorization from the Regional Committee on Out-of-Region Services (RCORS).

8.1.3 Administrative Procedures

The procedure for the long-term stay is applicable.

8.1.4 Reimbursement of Expenses

Reimbursement of expenses will be made based on the applicable rates appearing in Appendix 3.

9 Travel Expenses for Family Members

Funding of the NIHB program does not permit covering travel expenses for family members visiting a patient or for an accompanying person in the case of a user in the terminal phase or for visits during an extended stay. Compassionate reasons are among the exclusions covered in terms of transportation for medical reasons.

However, with appropriate medical justification, prior authorization must be obtained before a decision is made to authorize a medically or legally required escort. Only one person may be authorized as an escort, among other reasons to be at the bedside of an individual in a terminal phase.

10 User's Eligibility to Have an Escort

10.1 Objective

The escort is to ensure constant care and presence with the user who is receiving care outside of their community of residence when there is a legal, social or medical requirement that results in the client being unable to travel alone.

The authorized escort will have to share the lodging with the user.

Coverage for one non-medical escort may be approved when there is a legal, social or medical requirement that results in the user being unable to travel alone, such as where the user:

- is a minor;
- is suffering from a serious or acute health condition;
- is in imminent danger of dying;
- is a pregnant woman whose trip is for the purpose of pregnancy follow-up or childbirth;
- is breastfeeding with a child under 12 months old;
- has a diagnosis or a suspicion of cancer;
- cannot communicate and/or understand English or French;
- is going for an abortion;
- has a physical disability affecting the autonomy of the user enough to limit their capacity to take care of themselves;
- has a mental health disability that could or does affect their intellectual capacity enough that the user could put themselves or others in danger;
- is undergoing a medical procedure (such as an outpatient general anesthetic) that will result in the client requiring assistance during the trip;
- is to receive instructions on specific and essential home medical or nursing procedures that cannot be given to the user only;
- is travelling to the South for the first time
- is older than 65 years of age

Requests for coverage for non-medical escorts must be made or supported by a community health professional, except where:

- the client is a minor based on the date of birth, all minors are provided with coverage for a non-medical escort;
- the client is a pregnant woman whose trip is for the purpose of childbirth; all such users are provided with coverage for a non-medical escort;
- the user will receive outpatient sedation as part of a medical procedure and will be unable to travel home, unaccompanied following the procedure;

or

- there is existing documentation in the user's file that supports the continuing need for a non-medical escort such as:
 - language barrier
 - escort travel previously approved as part of a series of related treatments
 - user has a permanent condition and as a result will always require assistance while travelling.

Details of the medical condition are not required. However, additional justification may be required in exceptional circumstances.

The referral institution may approve the choice of the escort. The candidate must be a competent and trustworthy adult aged 18 years or older. The referral institution should always confirm the eligibility of the escort prior to any authorization.

10.1.1 Escort for Users Under 18 Years of Age

All minors are provided with coverage for a non-medical escort, but a user aged 14 to 17 years may request to travel alone. In such case, their guardians must provide written consent.

10.1.2 Escort During an Air-Ambulance Evacuation (EVAQ)

EVAQ procedures stipulate that the aircraft used for medical air evacuations (air ambulance) is an intensive-care unit. There is therefore no accommodation on board for an escort. The only exception is for a parent or guardian travelling with a child. The referral institution must inform the evacuee's immediate family of this fact. The authorized escort will be sent the day after, if medically required. If the user is in imminent danger of dying, a second escort could be authorized.

11 Escort's Eligibility

When coverage for an escort has been authorized, the authorized escort must be capable and willing to provide the assistance that the user needs for the duration required.

The authorized escort must be a responsible person of 18 years of age or older, who speaks Inuktitut and/or English and/or French.

Depending on the user's needs, the escort is:

- able to sign consent forms or provide a patient's history when applicable;
- able to communicate with the family, the lodging-management services, the health professionals, the specialists and the referral institution;
- able to provide the required physical and other required care when the user needs it (an escort should not require assistance for their own needs during the trip, as this is important where the client may be admitted to hospital, leaving the escort on their own)
- proficient in translating between Inuktitut and/or English and/or French
- able to share personal space to support user.

11.1.1 Administrative Procedures

The referring institution will inform the escort of their role, tasks and obligations.

Before the departure from home, the authorized escort must:

- complete the agreement form (Appendix 2);
- pledge to abide by the obligations and responsibilities as well as the rules and procedures during travel and stay at the transit residence described in the agreement form (Appendix 2).

The escort who fails to fulfill their obligations will automatically be disqualified as an escort in the future.

11.1.2 Reimbursement of Expenses

Reimbursement of expenses will be made based on the applicable rates appearing in Appendix 3. Rates will change on April 1st of each year.

11.1.3 Responsibility for Payment

The cost of the escort's transportation, lodging and meals will be assumed by the referral institution and will be transferred to the proper program or budget.

12 Application of the Policy

This policy cancels and supersedes any previous policy on the subject.

13 Appeal Procedure

A user is entitled to file an appeal if they are refused benefits under the Nunavik NIHB program as detailed in the *Regional Policy Framework for the Nunavik Non-Insured Health Benefits (NIHB) Program*.

APPENDIX 1 – User Agreement Form

USER AGREEMENT FORM

Regional Health Transportation Policy
Non-Insured Health Benefits Program (NIHB) Nunavik

Beneficiary number:	
User's name:	
Address:	
User's contact:	
Name of authorized escort:	
Travel authorized by:	<input type="checkbox"/> Tulattavik HC <input type="checkbox"/> Inuulitsivik HC <input type="checkbox"/> CLSC <input type="checkbox"/> NIHB Program
Type of lodging:	<input type="checkbox"/> Transit/Ullivik <input type="checkbox"/> Friends, family or hotel of choice
<p>Liaison services, travel, lodging and meals are privileges for beneficiaries of the James Bay and Northern Québec Agreement (JBNQA) requiring health care. When you travel under the NIHB Health transportation policy, you are required to behave responsibly and respect the obligations, responsibilities, rules and procedures listed in this agreement form.</p>	
<p>AS THE USER OR AUTHORIZED ESCORT REPRESENTING THE USER</p>	

General

1. I will carry a valid health-insurance card at all times when I travel and present it when asked;
2. I will report to my medical appointments as scheduled;
3. I will inform the Liaison Nurse when I receive instructions from health professionals and specialists concerning appointments, travel, follow-up or future examinations;
4. I will advise the referral institution if personal circumstances will prevent me from travelling at least two (2) days before the scheduled flight;

Applicable only to users lodged at a transit/Ullivik

1. I will inform the lodging-management services if I intend to stay somewhere else for the night or for a longer period;
2. I will note and respect the transportation, appointment, meal and curfew schedules;
3. I will not possess or use illegal drugs or drink alcohol at any time in the transit residences. Transit-residence access will be denied in case of intoxication;
4. My actions will contribute to maintain harmony in the transit and during the ground transportation. For the safety and the wellbeing of everybody, I understand that displaying verbal or physical aggression will not be tolerated;
5. I will have to provide proof of attendance for my appointment(s) to be eligible for reimbursement of the flat rate expenses if I am staying at a friend's, with family or hotel of my choice);
6. By staying at a friend's, with family or hotel of my choice, I understand that I am fully responsible for the payment of all my expenses including the payment of my lodging, ground transportation and meals. No advance will be given to me.

I hereby understand the obligations, responsibilities, rules and procedures and pledge to abide by them.

User's signature

Date

APPENDIX 2 – Escort Agreement Form

ESCORT AGREEMENT FORM

Regional Health Transportation Policy
 Non-Insured Health Benefits Program (NIHB) Nunavik

Name of escort:	
User’s file number:	
Name of escorted user:	
Address:	
Telephone number:	
Referred by:	<input type="checkbox"/> Tulattavik HC <input type="checkbox"/> Inuulitsivik HC <input type="checkbox"/> CLSC <input type="checkbox"/> NIHB Program
Accompaniment for a beneficiary of the <i>James Bay and Northern Québec Agreement (JBNQA)</i> is a privilege that the referral institution has the power to grant. The escort is defined as a person whose role is to guide and assist the user during their stay outside of their community of residence. A person designated by the referral institution as a user’s escort must behave responsibly and respect the obligations, responsibilities, rules and procedures listed in the agreement form.	
AS THE AUTHORIZED ESCORT:	

General

1. I will ensure that the user’s needs are met and shall place priority on his/her welfare;
2. I am able to take care of myself and the user; I am escorting without requiring the assistance of another escort for myself;
3. I am able to share personal space to support the user;
4. I am a trustworthy companion for the user and can be counted on at all times;
5. I will stay with the minor person I am travelling with at all times;
6. I will stay with the user for a minimum of five (5) hours per day if the user is hospitalized;
7. I am 18 years or older and I will interpret in Inuktitut, English or French when required;
8. I will assist the user during transfers and travel, hospitalization and medical appointments;
9. I will be available to comfort, reassure, encourage and assist the user with their personal care, console and listen to them;
10. I will advise the referral institution if personal circumstances will prevent me from travelling at least two (2) days before a scheduled flight;
11. I will carry the user’s medical documents if necessary;
12. I will be able to communicate with the family, health professionals, specialists and Liaison Nurse when I receive instructions concerning appointments, travel, follow-ups or future examinations if the user is unable to do so;

Applicable only to users lodged at a transit/Ullivik

13. I will note and respect the transportation, appointment, meal and curfew;
14. I will inform the lodging-management services if I intend to stay somewhere else for the night or for a longer period
15. I will not possess or use illegal drugs or drink alcohol at any time in the transit residences. Transit-residence access will be denied in case of intoxication;
16. By staying at a friend’s, with family or hotel of the choice of the user, I understand that I am fully responsible for the payment of all my expenses. No advance will be given to me;
17. My actions will contribute to maintain harmony in the transit and during the ground transportation. For the safety and the wellbeing of everybody I understand that displaying verbal or physical aggression will not be tolerated.

I hereby understand the obligations, responsibilities, rules and procedures and pledge to abide by them.

 User’s signature _____ Date

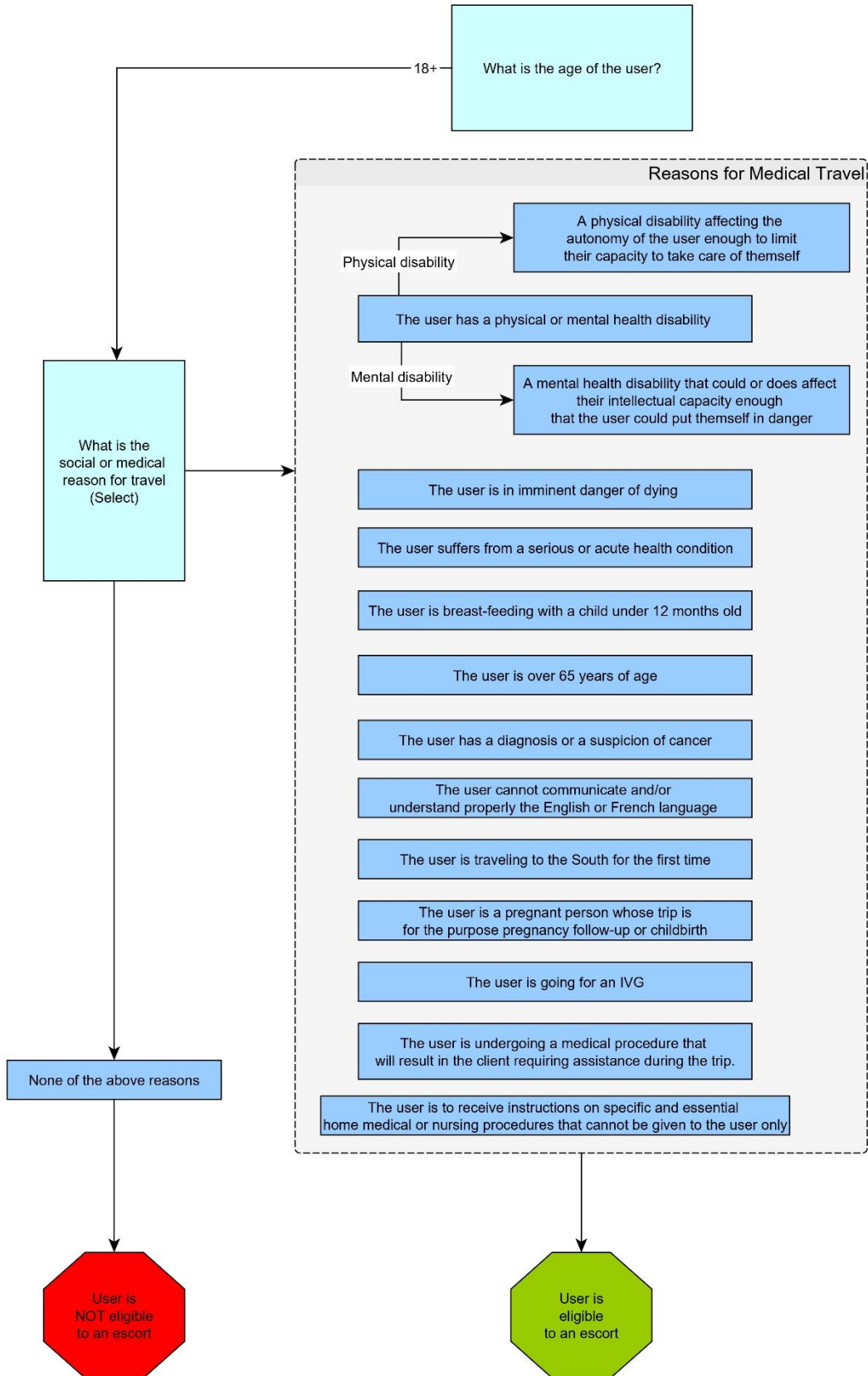
APPENDIX 3 – Reimbursement of Expenses

Applicable up to March 31, 2024

Duration	Where	Choice and location of accommodation	Applicable Rule-Hosting	Who	Type	Amount	Plane ticket
Short stay	South	6.1 Accommodation at Ullivik OR accommodation determined by Ullivik	Lodging and meals are provided in accordance with the terms and conditions applicable to Ullivik.	User	Lodging & Meals	0,00 \$	Covered
				Authorized Escort	Meals	0,00 \$	Covered but must come back before or with the user.
		6.2 Type and location of accommodation at the choice of the beneficiary	This amount includes the accommodation of the authorized escort when required. Fees are covered until the day following the date of the last medical appointment.	User	Lodging & Ground transportation to the medical appointments	100,00\$ per night	Covered but must come back none further than 30 days after the last medical appointment.
					Meals	61,15\$ per day	
				Authorized Escort	Transportation from the airport to the lodging and back to the airport (no receipt required)	82,00\$ per stay	
					Meals	61,15\$ per day	
	North	6.1 Accommodation in a transit residence OR accommodation determined by the Health Center	Lodging and meals are provided in accordance with the terms and conditions applicable at the transit.	User	Lodging & Meals	0,00 \$	Covered
				Authorized Escort	Meals	0,00 \$	Covered but must come back before or with the user.
		6.2 Type and location of accommodation at the choice of the beneficiary	This amount includes the accommodation of the authorized escort when required. Fees are covered until the day following the date of the last medical appointment.	User	Lodging & Ground transportation	65,63\$ per night	Covered but must come back none further than 30 days after the last medical appointment.
					Meals	91,73\$ per day	
Authorized Escort	Fees are covered until the day following the date of the last medical appointment of the user.	Meals	91,73\$ per day				
			91,73\$ per day				
Mid term based on the Individual Care Plan (ICP)	South	7.0 Accommodation at Ullivik OR accommodation determined by Ullivik	Lodging and meals are provided in accordance with the terms and conditions applicable to Ullivik.	User	Lodging & Meals	0,00 \$	Covered
				Authorized Escort	Meals	0,00 \$	Covered but must come back before or with the user.
		7.0 Type and location of accommodation at the choice of the beneficiary	This amount includes the accommodation of the authorized escort when required. Fees are covered until the day following the date of the last medical appointment.	User	Lodging & Meals	378,00\$ per week	Covered but must come back none further than 30 days after the last medical appointment.
					Authorized Escort	Meals	
Authorized Escort	Fees are covered until the day following the date of the last medical appointment of the user.	Meals	189,00\$ per week				
			189,00\$ per week				
Long term	South	8.0 Type and location of accommodation at the choice of the beneficiary	This amount includes the accommodation of the authorized escort when required.	User	Lodging & Meals & Ground Transportation	304,73\$ per week	N/A
				Authorized Escort	Meals	101,58\$ per week	N/A

Rates will change on April 1st of each year

APPENDIX 4 – For Adults - User's Eligibility to Have an Escort



APPENDIX 5 – For Minors - User's Eligibility to Have an Escort

