



INFORMATION FOR SERVICE PROVIDERS

Inventory of transportation services for victims of gender-based violence




Yukon



This inventory for service providers identifies transportation services options to help a victim of gender-based violence – including intimate partner violence or sexualized violence – to access services not available in their community.

Victims have varying needs and require access to different resources. Victims with access to a private vehicle may need financial support to pay for gas and accommodations. Other victims may need a transportation such as shuttle, flight or taxi coordinated and paid for through a financial support program.

Time sensitive access to services

Some services are time sensitive, such as accessing a Sexualized Assault Examination Kit and/or seeking safety from a perpetrator by accessing a transition home or shelter.

Context of limited public transportation options

Transportation options between Yukon communities are limited with some communities having year-round scheduled commercial transportation (in Watson Lake, Teslin, Dawson, Old Crow and Haines Junction), and others with limited or no access to scheduled public or commercial transportation options.

The information provided is accurate at the time of publishing and may have changed, check with providers for current availability.

Victim Services

Whitehorse

212 Main Street
Second floor, Suite 210

867-667-8500

Toll-free: 1-800-661-0408

Dawson City

813B Third Avenue

867-993-5831

Watson Lake

820 Adela Trail

867-536-2541



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Travel coordination support services

1. Victim Services

Eligibility: any victim of crime in Yukon.

Availability: Monday to Friday, 8:30 am - 4:30 pm

Service provided: coordinate access to transportation support services including through the Victims of Crime Emergency Fund.

Limits of service: cannot provide transportation themselves and are limited by options available at the time of call.

How to access: 867-667-8500

▶ [Find out about Victim Services](#)

2. Community health centre

Eligibility: general public.

Availability: weekday hours and after-hours in case of emergency.

Service provided: provide [clinic-based care](#), access to Emergency Medical Services, submit request for medical travel programs, help to coordinate time sensitive travel.

Limits of service: cannot provide transportation themselves and are limited by options available at the time of call.

How to access: call or attend local Community Health Centre.

▶ [Find a hospital or health centre and schedules](#)

3. First Nations Health Program at Yukon hospitals

Eligibility: First Nations, Inuit and Métis people accessing care at one of the three Yukon Hospitals:

▶ [Whitehorse General Hospital](#)

▶ [Dawson City Community Hospital](#)

▶ [Watson Lake Community Hospital](#)

Service provided: work with Non-Insured Health Benefits (NIHB) to coordinate financial assistance and travel inside and outside of the territory and arranging for transportation back home, if necessary.

Limits of service: can't provide transportation themselves and are limited by options available at the time of call.

How to access: in-person at the hospital or call First Nation Health Program at Whitehorse General Hospital at 867-393-8780.

4. Sexualized Assault Support Line

Eligibility: victims of sexualized assault of any gender, age or sexual orientation.

Availability: 24/7 by phone.

Service provided: help identify and coordinate access to available transportation support services including financial support through the Travel Assistance for Victims of Gender-Based Violence.

Limits of service: cannot provide transportation themselves and are limited by options available at the time of call.

How to access: 1-844-967-7275

Financial support programs

1. Victims of Crime Emergency Fund (VCEF)

Eligibility: a victim of a crime in the last 60 days and their guardian or dependant. The crime does not need to be reported to the police to apply.

Availability: Monday to Friday from 8:30 am - 4:30 pm.
Approved on a case-by-case basis.

Service provided: help replace, repair or buy items that will impact your immediate safety. This includes emergency accommodation and certain transportation costs. It must be for emergency or immediate needs.

Limits of service: Victim Services will pay the vendors directly. They cannot reimburse or provide funds directly to victims.

How to access: contact Victim Services 1-867-667-8500.

Complete the Victims of Crime Emergency Fund application form with a victim services worker. A decision will be made as soon as possible.

2. Travel Assistance for Victims of Gender-based Violence

Eligibility: victims of gender-based violence (e.g., sexualized violence, anti-2SLGBTQ+ violence, domestic violence or intimate partner violence) including:

- all genders and sexual orientations.
- all ages.
- victims of all ethnicities.
- victims along with their children and other dependants.
- victims living with disabilities who may require adaptations such as an escort or specialized vehicle.

Availability: 24/7 and based on providers hours of operations.

Service provided: travel assistance to cover the cost for travel of a victim, their children and/or dependant. Costs may be paid to the victim or a third party such as a support person or an agency who is incurring the expense including:

- cost of gas or per kilometre reimbursement.
- cost of accommodations including hotels.
- cost of food and other necessities during the victim's travel.
- return trip to a community after accessing services.

Limits of service: can't provide transportation themselves and are limited by options available at the time of call. Access to gas may be limited to hours of staffed operations at gas station.

How to access: contact of the following providers:

- Women's Transition Home - Kaushee's Place (Whitehorse): 867-668-5733
- Help and Hope for Families (Watson Lake): 867-536-7233
- Dawson Women's Shelter: 867-993-5086
- Sexualized Assault Support Line: 1-844-967-7275
- Queer Yukon: 867-333-0132
- Council of Yukon First Nation: 867-393-9200 ext.9252 or 1-833-364-0509

3. Yukon Medical Travel Program

Eligibility: Yukon residents with a valid Yukon health care card and eligible for insured health services (excluding resident insured through programs for Status First Nation, RCMP, Canadian Armed Forces, Canada Post, Parks Canada, etc.).

Availability: on-demand and reimbursement based. For emergent need outside of office hours, can seek approval the next business day.

Service provided: the Medical Travel Program helps Yukon residents who need to leave their home community to receive medical treatment. The program pays for flights and ground transportation from your home community to the nearest suitable health care centre. For private vehicles, the cost per km will be reimbursed after submitting a subsidy form. The program also offers daily subsidies for food and accommodations. Escort may be approved based on Medical Travel Escort Policy. Subsidy is paid after submitting the signed subsidy form and paid by cheque within 30 days.

Limits of service: applications for medical travel subsidy certified by a Yukon doctor or community health nurse must be approved by the program before any travel arrangements are made. In urgent or emergency

situations, the application can be submitted the next business day for consideration with a rationale why care had to be provided right away.

How to access: applications for medical travel subsidy must be certified by a Yukon doctor or community health nurse and approved by the Yukon Medical travel before any travel arrangements are made. Health professional must sign the travel subsidy form after providing care. Subsidy is paid after submitting the signed subsidy form and paid by cheque within 30 days.

4. Indigenous Services Canada – Non-Insured Health Benefit (NIHB) – medical transportation benefits

Eligibility: First Nations person who is registered under the *Indian Act* (commonly referred to as a "Status Indian"), Inuk recognized by an Inuit land claim organization and a child less than two years old whose parent is an NIHB-eligible client.

Availability: can be a same day approval, available 24-hours through call centre.

Service provided: help with transportation to access health services not available locally. Travel costs including living expenses, such as meals and accommodations and emergency transportation, such as ambulance by air or ground. Wherever possible, the program works with providers like hotels and airlines, so clients don't have to pay fees. These providers will bill the program directly.

Limits of service: applications for medical travel subsidy must be certified by a Yukon doctor or community health nurse and approved by the program before any travel arrangements are made. For private vehicle, the cost per kilometre will be reimbursed after submitting appropriate forms.

How to access: community health nurse or Yukon doctor must certify application for medical travel subsidy then call Non-Insured Health Benefits to arrange travel:

- Monday to Friday from 8 am – 4 pm
- 867-393-3800
- Toll free: 1-866-362-6717

Evening and weekends, including statutory holidays:

- Call NIHB Alberta Region Edmonton Referral Unit (ERU) (toll free): 1-800-514-7106

5. Jordan's Principle

Eligibility: Jordan's Principle is available to First Nations children in Canada who meets one of these criteria:

- registered or eligible to be registered under the *Indian Act*.
- has one parent or guardian who is registered or eligible to be registered under the *Indian Act*.
- is recognized by their nation for the purposes of Jordan's Principle.
- is ordinarily resident on reserve.

Availability: can be same day approval with all required documentation. Available 24/7 through Jordan's Principle's call centre. Council of Yukon First Nations (CYFN) can assist client through the referral process and help understand the scope of services eligible through Jordan's Principle.

Service provided: Jordan's Principle responds to unmet needs of First Nations and Inuit children no matter where they live in Canada. Jordan's Principle will pay provider directly or reimburse family. CYFN can pay for services up front for families who are not able to pay directly and be reimbursed.

Limits of service: must follow application process outlined including:

- proof of child indigeneity;
- letter of support from service provider; and
- quote for services requested.

How to access:

- 1-855-JP-CHILD (1-855-572-4453)
- **Email or call:** CYFN service coordinator at jordans.principle@cyfn.net or toll-free at 1-833-393-9200.

▶ [Jordan's Principle](#)

6. Social Services Income Support – discretionary aid

Eligibility: Government of Yukon income support client.

Availability: Monday to Friday from 8:45 am – 4:45 pm.
Approved on a case-by-case basis.

Service provided: provide funds directly to client to pay for transportation cost to access medical services.

Limits of service: last resort option and discretionary aid.

How to access: contact assigned income support worker.

7. Yukon First Nation governments – direct payment assistance for medical travel

Eligibility: First Nation citizen in participating First Nation governments.

Availability: on-demand, during office hours.

Service provided: will provide an advance payment to help cover the cost of pre-approved medical travel based on Non-Insured Health Benefit rates and coverage. This can include access to services for a victim of sexualized assault when approved by Non-Insured Health Benefit such as transportation and accommodation.

Limits of service: services must be pre-approved by Non-insured Health Benefit and requires time for the First Nations government to process the request and to provide the advanced funds.

How to access: contact the wellness team and/or medical travel program at your local First Nations government.

Transportation services and programs

1. Emergency Medical Services (EMS)

Eligibility: Based on medical assessment and clinical judgement by nurse at Community Health Centre.

Availability: varies per community, may have limited hours and be volunteer based.

Service provided: ambulance transportation to nearest hospital.

Limits of service: Community health nurse must make the request for EMS. Does not provide transportation to return to community.

How to access: community health nurse follows EMS procedures for medical emergency call 911.

2. First Nation governments' scheduled passenger transport

Eligibility: First Nations citizens and their dependants.

Availability: check with the wellness team with the local First Nations government.

Service provided: scheduled passenger transport services for citizens travelling to Whitehorse to purchase goods or access healthcare or educational services.

Limits of service: may be only available on weekdays, share vehicle with other community members, limited space in vehicle.

How to access:

- Carcross/Tagish First Nation: 867-332-3151
- Champagne and Aishihik First Nations: 867-634-4200 ext. 211
Community Bus service Monday to Friday.
- Teslin Tlingit First Nation: 867-336-3515
- Kluane First Nation: 867-841-4274
- Check with other local First Nations governments for availability.

3. Local First Nation medical driver program

Eligibility: First Nations citizens.

Availability: on-demand, may need 24-hour notice.

Service provided: varies for each First Nations government. Some have scheduled transportation every week, others provide transportation to access medical services on demand.

Limits of service: some may require pre-approval by Non-Insured Health Benefit, may be only available on weekdays, share vehicle with other community members, limited space in vehicle.

How to access:

- Carcross/Tagish First Nation: 867-332-3151,
please provide at least 24-hour notice.
- Champagne and Aishihik First Nations: 867-634-4200, ext. 211
- First Nation of Na-Cho Nyäk Dun: 867-332-1244
- Kluane First Nation: 867-841-4274
- Liard First Nation: 867-536-5200
- Little Salmon/Carmacks First Nation: 867-863-5576
- Ross River Dena Council: 867-969-2277
- Selkirk First Nation: 867-537-3331
- Teslin Tlingit Council: 867-336-3515
- Tr'ondëk Hwëch'in: 867-993-7100
- Vuntut Gwitchin First Nation: 867-966-3261
- White River First Nation: 867-862-7802, ext. 0

Commercial Transportation services

1. Watson Lake Shuttle

Eligibility: general public.

Availability: three days a week, Mondays, Wednesdays and Fridays.

Service provided: scheduled commercial transportation between Watson Lake and Whitehorse with stops in communities along the way. They can provide special drop-off such as hospital for additional fees.

Limits of service: share vehicle with other community members, limited space in vehicle. See pricing and schedule:

▶ [facebook.com/wlsfservices](https://www.facebook.com/wlsfservices)

How to access: purchase ticket by phone or email 867-689-0540 wlsfservices@gmail.com. Payment by credit card, LPO or e-transfer.

2. Yukon Adventure Time (Haines Junction)

Eligibility: general public.

Availability: three days a week or chartered trip.

Service provided: scheduled commercial transportation between Haines Junction and Whitehorse.

Limits of service: share vehicle with other community members, limited space in vehicle. See pricing and schedule:

▶ [Book online or view schedule](#)

How to access: purchase ticket online. Payment by credit card, LPO or e-transfer.

3. Air North

Eligibility: general public.

Availability: Dawson/Old Crow/Whitehorse route.

Service provided: scheduled commercial flights.

Limits of service: see pricing and schedule.

▶ flyairnorth.com

How to access: purchase ticket online or by phone.

4. Taxi companies

Eligibility: general public.

Availability: on-demand, depends on driver's availability.

Service provided: transportation from Whitehorse to a community and return upon request.

Limits of service: high cost, based on the number of kilometres and the approximate amount of time to get from one location to the other.

For example, to pick-up a person in a community 500 kilometres away and transport them to Whitehorse would cost approximately \$1,500 for the round-trip.

Information gathered from Northern Taxi and Friendly Taxi.

How to access: call taxi company to discuss availability and pricing.

5. Tour or outfitting company

Eligibility: general public.

Availability: on-demand, depending on driver's availability.

Service provided: transportation from Whitehorse to a community and return upon request.

Limits of service: high cost, based on the number of kilometres, duration of trip, and if travel is on weekend or statutory holidays.

For example, to pick-up a person in a community 500 kilometres away and transport them to Whitehorse, approximately \$2,000 for the round-trip.

Information gathered from Klondike Experience, Epic North, and Who What Where Tours.

How to access: call company to discuss availability and pricing.

