

Support for Indigenous staff is available through Noojimo Health, in partnership with GreenShield. Support is also available through Homewood Health, the City's Employee Family Assistance Program, and the City's Elder in Residence Program.

Noojimo Health

[Noojimo Health](#) is an Indigenous-owned company that offers culturally safe and timely virtual mental health services for Indigenous people by an Indigenous care provider. No status card is required to access these services. A list of Noojimo Health practitioners is available on their [website](#).

Indigenous staff covered through [Non-Insured Health Benefits](#) (NIHB) can access up to 22 sessions per calendar year with Noojimo Health. Staff without NIHB coverage can access the first six months of support, until January 31, 2026, at no cost through Noojimo Health's partnership with GreenShield.

As Indigenous staff approach the end of their NIHB coverage, or the initial period between July 2025 and January 2026, Noojimo Health providers are trained to help them either complete their care experience, transition to another provider, or transition to a fee-for-service approach.

To get started, visit [GreenShield.ca](#) and find Noojimo Health under the Mental Health tile. You can also contact Noojimo Health at 1-833-277-5678 for more information or [book an appointment online](#). Make sure to mention you are a City of Vancouver employee in order to access free coverage before January 31, 2026.

Continuous care following the coverage period

Following the NIHB or initial coverage period, Indigenous staff may choose to:

1. Transition to an appropriately trained provider with Homewood Health at no cost
2. Remain with Noojimo Health and transition to a fee-for-service approach
3. Complete their sessions until the next calendar year

If transitioning between a Noojimo Health practitioner and a Homewood Health counsellor, it is recommended that Indigenous staff request to have their clinical file transferred directly between providers. This removes the need for Indigenous staff to share their story and past experiences repeatedly, unless they choose to. The release of information for the file transfer can take, at most, two weeks to be completed.

1. Transitioning from Noojimo Health to Homewood Health:

If transitioning clinical care from Noojimo Health to Homewood Health, Indigenous staff who want their clinical file transferred must initiate the request. It is then the Noojimo Health practitioner's responsibility to transfer the clinical file directly to the Homewood Health counsellor. When a request is made for the transfer of clinical files from Noojimo Health, Indigenous staff must notify the support team at support@greenshield.ca; they will work with the Noojimo Health practitioner to complete all necessary all documentation.

2. Transition to fee-for-service model:

Once the NIHB or initial coverage period has completed, Indigenous staff continuing to work with Noojimo Health practitioners will need to pay for the services they access.

Out of respect for their sovereignty, Noojimo Health practitioners are not registered for direct billing through GreenShield, so a claim must be submitted to GreenShield following each session.

3. Conclude support sessions:

As it is not a requirement to continue with support at the end of the initial coverage period, Indigenous staff are able to complete their sessions at any time. Indigenous staff covered through NIHB may choose to complete their 22 sessions and pause until the next calendar year when coverage resets.

Homewood Health support for Indigenous Staff

[Homewood Health](#) has over 100 counsellors with the specialized training and/or lived experience to support Indigenous staff; some of these providers offer the [Trauma Care Program](#) and [Depression Care Program](#) too. It is not possible for Homewood Health to provide a list of the counsellors in their network due to privacy obligations.

All services provided by Homewood Health are free of cost and a status card is not required to access these services. Note that all City staff can now open repeat cases with same Homewood Health counsellor within the same calendar year.

Transitioning from Homewood Health to Noojimo Health

If transitioning clinical care from Homewood Health to Noojimo Health, Indigenous staff must initiate the request to have their clinical file transferred by completing a [Consent to Disclosure of Personal Information to Others form](#).

To process this request, Homewood Health requires the Noojimo Health practitioner's information. This allows for the clinical file to be transferred to them directly.

Indigenous staff are welcome to start with Noojimo Health and transition to Homewood Health, or vice versa.

Note: Homewood Health's [Indigenous Support Services](#) is a separate and additional program that allows individuals to connect with an Elder or Knowledge Keeper from their own community, instead of a Homewood Health counsellor. As these Elders or Knowledge Keepers may not be part of Noojimo Health's and/or Homewood Health's network, this offering functions separately from the programs listed above.

Elder in Residence Program

The City's Elder in Residence program engages a small circle of Elders, who have generously agreed to provide cultural support to Indigenous staff. Visit [Currents](#) for more information.
