



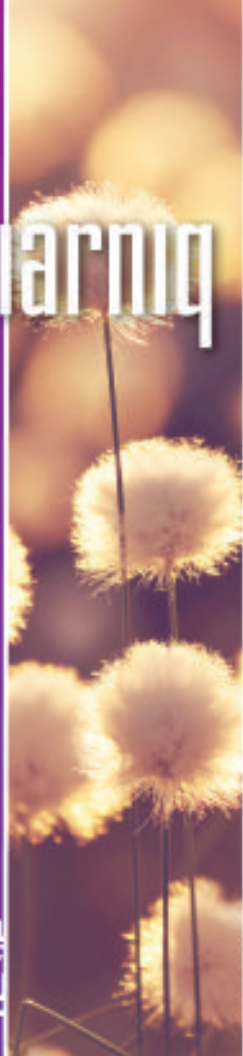
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PAUKTUUTIT
INUIT WOMEN OF CANADA

Sivummuatsiarniq

An Urban
Resource Guide
for Inuit Women



believe.
ask.connect.



Is this your first time south? Are you planning to move to a new city?

Moving can both be an exciting and challenging time regardless if you are starting a new job, furthering your education, moving to be closer to family, or because you are leaving a difficult situation.

Sivummuatsiarniq is a list of contacts and information about a range of services available in six Canadian cities. It also offers helpful tips about your rights and what to consider when living in an urban centre. Use the resources listed here to help you stay safe and healthy in your new city.

Additional information about listed services is available on our interactive map at www.pauktuutit.ca.

Table of Contents

Getting to Know your City	2
Ottawa, ON	4
Montreal, QC	9
Winnipeg, MB	12
Toronto, ON	16
Edmonton, AB	20
St. John's, NL	23
Nation-wide Services	27
Living Safe and Healthy in the City	29
Knowing your Rights	29
(Police, Child Protection Services, Courts, Healthcare)	
Housing Tips	30
Health Insurance	30
Safety Tips	31
Self-care	32



Ottawa, ON

ottawa.ca/en

For city services, call 311

For emergencies, call 911

Inuit-Specific Services/Community Supports

Tungasuvvingat Inuit (TI)

TI means 'a place where Inuit are welcome:' provides front-line social and cultural programs

1071 Richmond Road

☎: 613-565-5885

297 Savard Avenue

☎: 613-749-4500

tungasuvvingatinuit.ca

Inuuqatigiit Centre for Inuit Children, Youth and Families (formally Ottawa Inuit Children's Centre)

A centre that provides cultural, educational, recreational and social support services

Early Years' Centre

☎: 613-744-3133

224 and 230 McArthur Avenue

Youth Centre

☎: 613-746-5400

76 Queen Mary Street

EarlyON Child and Family Centre

☎: 613-744-3133

352 Crete Place

inuuqatigiit.ca

Akausivik Inuit Family Health Team

Provides primary health care services: care in Inuktitut; health system navigation; doctors; nurses; psychologists; psychiatrists; a pediatrician; and an acupuncturist

24 Selkirk Avenue, Suite 300

☎: 613-740-0999

Health Care

Wabano Centre

Provides medical clinics, social and support services, cultural, and youth programs

299 Montreal Road

☎: 613-748-0657

wabano.com

Voice Found – H.E.A.L.T.H.

A safe and confidential clinic that provides care to all persons 13 or older who may be at risk, facing, or experiencing sexual violence, exploitation, and/or forced sex work

1 Nicholas Street, Suite 604B

☎: 613-686-1818

Toll-Free ☎: 1-866-239-0558

voicefound.ca/our-work/h-e-a-l-t-h

Sexual Health Clinic

Provides multiple services including: free and confidential testing/treatment for sexually transmitted blood-borne infections; anonymous HIV testing; low-cost birth control; and free condoms

179 Clarence Street

☎: 613-234-4641

www.ottawapublichealth.ca/en/public-health-topics/sexual-health-clinic.aspx

Women's Shelters and Services

Minwaashin Lodge

Provides programs and services to all Indigenous women and children who are survivors of violence and may be suffering effects of the residential school system

100-1155 Lola Street
www.minlodge.com

Crisis line ☎: 613-789-1141
Toll-free ☎: 1-855-789-9433

Interval House

Provides a safe place to stay and receive support, including crisis support

www.intervalhouseottawa.org Crisis line (24/7) ☎: 613-234-5181

Nelson House of Ottawa Carleton

Provides a residential program offering safety for women and children experiencing abuse, a crisis line for safety planning, and referrals

nelsonhouse.on.ca

Crisis line ☎: 613-225-3129

The Sexual Assault Support Centre of Ottawa

Offers a support line for crisis, healing and coping, referrals and information, and individual/group support to anyone affected by sexual assault

sascottawa.com

Support line ☎: 613-234-2266
Office ☎: 613-725-2160

Connecting Ottawa

Offers a variety of legal services, referrals, and a list of women's shelters

Vanier Community Service Centre Legal services ☎: 613-402-9437
290 Dupuis Street
connectingottawa.com

Women's shelters: connectingottawa.com/mh-resources/168

For a list of shelters in Ottawa, dial 211/ visit
www.pauktuutit.ca.

Housing

Inuit Non-Profit Housing Corporation

Provides bilingual (Inuktitut/English), safe, affordable and secure housing for the Indigenous community of Ottawa

311 McArthur Avenue ☎: 613-741-1449

Cornerstone Housing for Women

Provides safe and affordable permanent housing and emergency shelter for women in Ottawa

314 Booth Street ☎: 613-254-6584
www.cornerstonewomen.ca

Food Banks

Ottawa Food Bank

Provides free and nutritious food for those in need and advocates to reduce food insecurity

1317 Michael Street ☎: 613-745-7001
www.ottawafoodbank.ca

For a list of food banks in Ottawa, call **211**.

Other

Youth Services Bureau of Ottawa

Serves at-risk youth 12 or older and their families with safe, non-judgmental and accessible support to help youth pursue their life goals and make informed decisions

www.ysb.ca Crisis line (24/7) ☎: 613-260-2360
Toll-free for Eastern Ontario ☎: 1-877-377-7775

Ontario Legal Information Centre

Offers 30 minutes of free, confidential legal support to any person facing any legal situation in Ontario, including family law concerns

85 Albert Street, Suite 1400 ☎: 613-842-7462
www.centreinfojuridique.ca/en/ Toll-free ☎: 1-844-343-7462

Ottawa Rape Crisis Centre

A 24/7 crisis line for survivors of sexual violence, support workers, and their family and friends

www.orcc.net Crisis line (24/7) ☎: 613-562-2333
Office ☎: 613-562-2334

Ottawa Police Services (non-emergency)

www.ottawapolice.ca ☎: 613-236-1222



Montréal, QC

ville.montreal.qc.ca
For city services, call 311
For emergencies, call 911

Inuit-Specific Services/Community Supports

Ivirtivik

Offers six-month employability and skills development services in English, French and Inuktitut for Inuit 18 or older to find work or return to school
4590 De Verdun, no. 200 ☎: 514-564-3051
ivirtivik.org

Chez Doris

A safe place for Inuit women offering: meals; drop-in centre; health services; housing support clothing/hygiene products; legal/income tax services; educational/social services; and recreational activities
1430 Chomedey ☎: 514-937-2341
www.chezdoris.org/en/

Inuit Siqinirmiut Québec Ilaujut/ Southern Québec Inuit Association

Helps Inuit living in southern Québec adapt to their new environment, community development, and advocacy

www.facebook.com/SQIA2017 ☎: 514-545-1885

Native Friendship Centre of Montreal

Works to develop, empower and maintain a strong and integrated urban Indigenous community through exchange, training, discussion, conferences, and social engagements

2001 boul. St. Laurent

nfc.m.org

Toll-free ☎: 1-855-499-1854

☎: 514-499-1854

Health Care

Indigenous Health Centre of Tiohtià:ke

Offers holistic health services focused on quality and continuity of care to First Nations, Métis and Inuit in Montréal

www.centretiohtiake.com

☎: 514-747-2787

Women's Shelters and Services

Native Women's Shelter of Montreal

Provides a safe environment, support and frontline services to First Nations, Inuit and Métis women and children

www.nwsm.info

Toll-free ☎: 1-866-403-4688

☎: 514-933-4688

Crime Victims Assistance Centre

Offers post-traumatic support and access to legal support for the victims or witnesses of a criminal act, regardless of when it occurred, if a complaint was filed, or if the offender has been identified

cavac.qc.ca/en

Toll-free ☎: 1-866-532-2822

For a list of shelters in Montréal,

dial 211, 311/visit www.pauktuutit.ca.

Housing

Face à Face ('face to face')

Offers support including housing resources, accompaniment services, referrals, and advocacy

1857 Maisonneuve West, Suite 100

faceafacemontreal.org

☎: 514-934-4546

Food Banks

Food Banks of Quebec (provincial)

www.banquesalimentaires.org/en

Toll-free ☎: 1-877-478-4040

For a list of the many food banks in Montréal,
dial 211/visit www.211qc.ca/en/food.

Other

The Open Door

A drop-in centre that provides food, clothing, friendship, medical assistance, counselling, and coping assistance for people living with substance use issues

3535 Avenue du Parc

www.opendoortoday.org

☎: 514-939-1970

Service de police de la Ville de Montréal (Montréal Police)

spvm.qc.ca/en

☎: 514-280-2222 (non-emergency)



Winnipeg, MB

www.winnipeg.ca

For city services, call 311

For emergencies, call 911

Inuit-Specific Services/Community Supports

Manitoba Inuit Association

Provides training, employment/education opportunities, health/well-being programs, housing, and facilitates cultural/community connections

177 Lombard Avenue, 7th Floor ☎: 204-77-INUIT (204-774-6848)

www.manitobainuit.ca

Health Care

Klinic Community Health

Provides health services, medical care, confidential counselling (suicide bereavement support, sexual assault, family violence and post-trauma), drop-in services for teens, and a crisis line

klinik.mb.ca

Crisis line (24/7) ☎: 204-786-8686

Toll-free ☎: 1-888-322-3079

Manitoba Health Coverage

Register for Manitoba Health coverage to receive a Manitoba health care card and medical number

www.gov.mb.ca/health/mhsip/index.html

Toll free ☎: 1-800-392-1207

☎: 204-786-7101

Women's Shelters and Services

Ikwe Widdjiitiwin: Women Helping Women

Offers a safe shelter during a crisis for Indigenous women and their children experiencing family violence

www.ikwe.ca

Toll-free provincial crisis line ☎: 1-877-977-0007

Toll-free Ikwe crisis line ☎: 1-800-362-3344

Native Women's Transition Centre

Offers 24/7 residential care to Indigenous women and their children

105 Aikins Street

☎: 204-989-8240

www.nwtc.cc/Native-Womens-Transition-Centre.html

Main Street Project

Offers a variety of programs such as a drop-in shelter, food bank and essentials market

Emergency shelter: 75 Martha Street

☎: 204-982-8229

Admin office: 661 Main Street

www.mainstreetproject.ca

For a list of shelters in Winnipeg,
dial 211/visit www.pauktuutit.ca.

Housing

Winnipeg Housing Rehabilitation Corporation

Provides safe and affordable housing to improve the quality of life of individuals and families in Winnipeg

60 Frances Street

☎: 204-949-2880

www.whrc.ca

Food Banks

Agape Table

Offers free emergency meals and subsidized breakfasts for \$1 on weekday mornings

364 Furby Street

☎: 204-783-6369

agapetable.ca/services

Winnipeg Harvest Inc.

Provides emergency food by appointment to anyone with a Manitoba health care number

1085 Winnipeg Avenue

☎: 204-982-3660

winnipegharvest.org

For a list of food banks in Winnipeg, **dial 211**.

Other

Ndinawemaaganag Endaawaad Inc.

A 24/7 safe house, shelter and transitional home for youth 11-17, offering culturally-informed services/programs

650 Burrows

24/7 safe-house intake ☎: 204-417-7233

ndinawe.ca

Macdonald Youth Services

Indigenous-specific youth initiatives, wellness programs, referrals to healing homes, mobile crisis teams, emergency shelter/youth resource centre for those 21 years and under, mental health/addiction support for 13-24 year olds, life skills, job training and school supports

Emergency shelter/youth resource centre

www.mys.ca

Crisis line ☎: 204-949-4777

Toll-free outside of Winnipeg ☎: 1-888-383-2776

Toll-free ☎: 1-888-477-1804

☎: 204-477-1804

Manitoba Justice Victim Services

Provides victims with information about: counselling referrals; the criminal justice system/court processes; safety/protection planning; financial assistance; impact statements (including preparation); and offender information/services

www.gov.mb.ca/justice/crown/victims/index.html

Toll-free ☎: 1-866-484-2846

☎: 204-945-6851

Winnipeg Police Service (non-emergency)

winnipeg.ca/police

☎: 204-986-6222



Toronto, ON

www.toronto.ca

For city services, call 311

For emergencies, call 911

Inuit-Specific Services/Community Supports

Torontomiutaujugut

Engages Toronto's Inuit youth through projects and relationship building

215 Spadina Avenue, Suite 400

☎: 289-500-4655

www.torontomiut.org

Toronto Inuit Association

Provides services to Inuit and their families (language training, culture awareness, and family, employment, and health services)

www.torontoinuit.com

E: info@torontoinuitassociation.com

Health Care

Sexual Health Ontario

A website that provides information, a listing of sexual health clinics in Ontario, and an eChat service

sexualhealthontario.ca/en/find-clinic

TeleHealth Ontario

Registered nurses offer free and confidential health information and medical advice over the telephone

www.ontario.ca/page/get-medical-advice-telehealth-ontario

Toll-free ☎: 1-866-797-0000

Women's Shelters and Services

Native Child and Family Services of Toronto

Provides services to First Nations, Métis and Inuit families, children, youth, parents, and foster parents; operates the Ndawemo My'iingan Native Women's Transitional House for women and their children; offers a youth drop-in centre and services including counselling, legal, housing, social and employment supports

www.nativechild.org

☎: 416-969-8510

After hours ☎: 416-924-4646

Anduhyaan Emergency Shelter

Culturally-safe space, services, support, counselling and referrals, for any woman fleeing any violence

anduhaun.org/anduhaun-emergency-shelter-1

☎: 416-920-1492

Native Women's Resource Centre of Toronto

Culturally relevant programs, services, housing support, a food bank and resources to support Indigenous women and their families by advocacy, culture, spirit, education, and employment

191 Gerrard Street East

☎: 416-963-9963

nwrct.ca

Assaulted Women's Helpline

A 24/7 telephone and TTY crisis line offering anonymous/confidential counselling, emotional support, information and referrals to women who have experienced abuse

www.awhl.org

Crisis line ☎: 416-863-0511
Toll-free ☎: 1-866-863-0511
Text: SAFE (#7233)

For a list of shelters in Toronto,
dial 211/visit www.pauktuutit.ca.

Housing

Aboriginal Housing Support Centre

Helps Indigenous people meet their housing needs through free counselling and support services

3087 Danforth Ave (Scarborough West office) ☎: 416-260-6011
20 Sewells Road (Scarborough East office) ☎: 416-281-2057
aboriginalhsc.org

Food Banks

Toronto Council Fire Native Cultural Centre

Offers support services for health, education, clothing, food, and meals to children, youth and families

439 Dundas Street East ☎: 416-360-4350
www.councilfire.ca

Covenant House

Offers a crisis shelter, transitional housing, and a food and clothing bank for youth 16 to 24

20 Gerrard Street East
www.covenanthousetoronto.ca/homeless-youth/Home.aspx
Toll-free ☎: 1-800-435-7308
☎: 416-598-4898

For a list of the many food banks in Toronto,
call 211/visit www.pauktuutit.ca.

Other

Distress Centres of Greater Toronto

Offers 24/7 emotional support, crisis intervention, and suicide prevention, intervention and post-intervention 365 days a year

www.torontodistresscentre.com/408-help-line
24/7 help line ☎: 416-408-HELP (4357)

Toronto Police Service (non-emergency)

www.torontopolice.on.ca ☎: 416-808-2222



Edmonton, AB

www.edmonton.ca

For city services, call 311

For emergencies, call 911

Indigenous-Specific Services/ Community Supports

Canadian Native Friendship Centre

Supports Inuit, First Nations, and Métis newcomers to Edmonton with referral, social, and recreational services and programs

11728 - 95 Street

☎: 780-761-1900

www.cnfc.ca

Women's Shelters and Services

Alberta Council of Women's Shelters

A website that provides detailed lists of emergency shelters and second-stage housing in the province

acws.ca/shelters

Toll-free ☎: 1-866-331-3933 and press 1

For a list of shelters in Edmonton,
call 211/visit www.pauktuutit.ca.

Housing

Bent Arrow, Traditional Healing Society

Service all ages including those exiting provincial correctional facilities with: referrals; advocacy; a welcome consultation, housing; childcare, employment, making cultural connections, including mobile services

11648 - 85 Street

Toll free ☎: 1-855-481-3451

newintownedmonton.ca

☎: 780-474-1995

After hours ☎: 780-232-2782

Food Banks

Edmonton Food Bank

11508 120 Street NW

Client services ☎: 780-425-4190

edmontonsfoodbank.com

For a list of food banks in Edmonton,
call 211/visit www.pauktuutit.ca.

Other

Spirit of Our Youth

Offer services, programs and trauma-informed support to Indigenous children and youth 3 to 23, and adults with developmental disabilities and their families

www.spiritofyouth.ca

☎: 780-474-7140

Reach Edmonton

This organization works to mobilize, coordinate and find innovative solutions to community safety issues. They provide youth services, neighbourhood initiatives, and crisis intervention services to those experiencing a medical or mental health urgency where their safety is a concern, including intoxication or impairment.

reachedmonton.ca

24/7 Crisis Diversion Team ☎: 211
then press 3

Crisis Support Centre/24-Hour Distress Line

The Distress Line is available 24/7 if you or someone you know is in crisis.

reachedmonton.ca

Rural distress line ☎: 1-800-232-7288
Outside of the city ☎: 780-482-HELP (4357)

Edmonton Police Service (non-emergency)

www.edmontonpolice.ca

☎: 780-423-4567



St. John's, NL

www.stjohns.ca

For city services, call 311

For emergencies, call 911

Indigenous-Specific Services/ Community Supports

First Light – St. John's Friendship Centre

Provides programming and services, youth and Inuit specific services, for ages 16 or older who require accommodations when travelling for medical appointments, and emergency housing at the Shanawdithit Shelter

716 Water Street

firstlightnl.ca

☎: 709-726-5902

Shanawdithit Shelter ☎: 709-726-5970

Health Care

Aboriginal Patient Navigator

Provides referral, advocacy and support to access appropriate health care and community services; arranges for Inuktitut translation, escorts to medical appointments, recommendations; assists with organizing accommodations, hospital discharge planning, and accessing medical supplies

Women's Health Centre, Health Sciences Centre ☎: 709-777-2199
300 Prince Phillip Drive, St. John's ☎: 709-777-2110
easternhealth.ca/OurServices.aspx?d=1&id=2426&p=74

811 Healthline

Free 24/7 and confidential health information and advice from registered nurses

newintownedmonton.ca ☎: 811
Toll-free ☎: 1-888-709-2929
TTY ☎: 1-888-709-3555

Women's Shelters and Services

Iris Kirby House

Emergency shelter for women and children experiencing domestic violence

www.iriskirbyhouse.ca Toll-free ☎: 1-877-753-1492
☎: 709-753-1492

Jess's Place

Transitional housing program for women 18 or older in recovery from substance use

84 Prescott Street ☎: 709-738-0457
bridgethegapp.ca/adult/service-directory/jesss-place

St. John's Status of Women Council/Women Centre

Offers individual, free drop-in single session, and group counselling, clothing and personal care products, craft sessions, and other programs

170 Cashin Avenue Extension ☎: 709-753-0220
sjwomenscentre.ca

Victim Services

Offers free services and assistance to any victim of any form of violence, harassment, threats and property crimes in the province

4th Floor, East Block, Confederation Building
www.gov.nl.ca/victimservices ☎: 709-729-7970

NL Sexual Assault Crisis & Prevention Centre

Offers a 24/7 crisis support and information line

Suite 223, 31 Peet Street Toll-free ☎: 1-800-726-2743
nlsacpc.com Office ☎: 709-747-7757

For a list of shelters in St. John's,
call 211/311/visit www.pauktuutit.ca.

Housing

Newfoundland and Labrador Housing Corporation

Provides a variety of support services including access to affordable and emergency housing

www.nlhc.nl.ca ☎: 1-833-724-2444

Food Banks

Bridges to Hope

Delivers food aid to anyone in need of support

39 Cookstown Road

www.bridgestohope.ca

☎: 709-722-9225

For a list of food banks in St. John's, call 211/Visit thrivecyn.ca/directory-of-services/health/food-banks-st-johns-mt-pearl/

Other

St. John's Police Force (non-emergency)

www.saintjohn.ca/en/home/cityhall/protectiveservices/police/default.aspx

☎: 709-648-3333



Nation-wide

City information: call 211/ 311

Offers information in any city about how to access emergency/social services, and local government resource information, from recycling to recreational activities

Health Tip

After moving south, your territorial health card number offers coverage for up to three months.

Free Canada-wide help numbers

Kids Help Phone (24/7)

☎: 1-800-668-6868

Mental Health Crisis Line (24/7)

☎: 1-866-996-0991

Hope and Wellness Helpline for

First Nations and Inuit (24/7)

☎: 1-866-996-0991

Inuktitut speakers are available Mon-Fri from 7 am - 3 pm; you may request a male or female counsellor.

Online chat: www.hopeforwellness.ca

Childhelp National Child Abuse Hotline:

☎: 1-800-A-Child (1-800-422-4453)

Red Cross

Each province offers unique programs and services, including:

- emergency and disaster services;
- restoring family links;
- violence, bullying and abuse prevention;
- swimming lessons and water safety; and
- volunteer opportunities.

www.redcross.ca

☎: 1-800-418-1111

Society of Saint Vincent de Paul

Provides a variety of services such as: home visits; food banks and soup kitchens; clothing; furniture; school supplies and scholarships; shelters for those experiencing homelessness, abuse, and single mothers; and emergency supports

www.ssvp.ca

Toll-free ☎: 1-866-997-7787

☎: 613-837-363

Living Safe and Healthy in the City

It is important to know your rights!

Self-advocacy means knowing your strengths and weaknesses, developing personal goals, standing up for yourself and making decisions. You have the right to use your voice and ask questions.

If you are dealing with people from the following services, know your rights!

Police

You have the right to:

- remain silent and ask to speak to a lawyer before you answer;
- ask if you are being arrested, detained or free to go (if you are being arrested or detained, ask WHY); and
- know the officer's name and badge number.

Children Protection Services

You have the right to:

- know where they are taking your child and how to see your child;
- ask for an interpreter if you do not speak English or if you are more comfortable speaking Inuktitut;
- services that consider your identity (in some cases, Inuit/Indigenous children have clear and specific rights);
- ask for the worker's name, how to contact them, and what their role is; and
- ask and know what the next steps are for you and your child(ren).

The Court System

You have the right to:

- have the correct information about the offender's court dates, time and location; and
- be kept up-to-date with information about the proceedings.

Health Care Service Providers

You have the right to:

- ask what a test or a procedure is for;
- ask for more information, an explanation, or ask for a second opinion;
- refuse to give your consent for any procedure for any reason at any time; and
- get an explanation for your treatment (if provided with a prescription for medication, ask what the medication is for, what the side effects are and if there are alternative treatments).

Housing tips and more things to consider when moving south

- Get to know your city's housing guidelines and your rights as a tenant.
- Find out if there are local Inuit or Indigenous housing authorities.
- Some questions to ask when looking at housing:
 - is your first and last month's rent required?;
 - does your rent include the cost of utilities (water, hot water tank rental, gas, hydro, internet)?;
 - does the landlord require a credit check or references?; and
 - has the place been listed with a local registry for bedbugs or other pests?

Health insurance/benefits

As an Inuk, you have an "N-number" or Non-Insured Health Benefits that covers most of your healthcare expenses like prescriptions for medications and medical appointments while living in southern Canada. You can obtain it by calling the First Nations and Inuit Health Branch of the Department of Indigenous Services Canada at 1-866-225-0709.

Safety tips when starting new friendships or relationships

- Keep your personal information private until you trust the person. This includes your address, social media accounts (Facebook or Instagram) and phone number.
- Do not share your financial information (bank account, PIN, etc.).
- Only meet someone for the first time in-person when you are ready and not before.
- When meeting someone for the first time in-person:
 - 1) choose a safe place;
 - 2) tell someone you know and trust the name of the person you are meeting, where you are meeting them, when, and what time the meeting will end; and,
 - 3) check in after to let the person you trust know you are safe.
- *If you are with someone that makes you feel unsafe at any time:*
 - leave if it is safe to do so or text/call someone you trust to come and get you;
 - if you are in a place of business (like a coffee shop or restaurant), tell a staff member that you need help; or
 - if you are threatened or in danger, call 911.
- **Trust your instincts! Always listen to your gut feeling about your safety.**

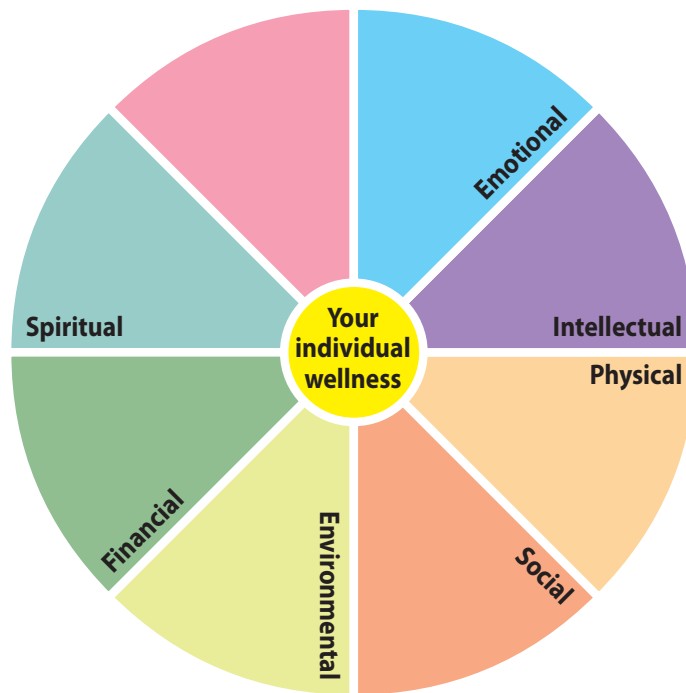
Self-care

Take care of yourself and your well-being

Our overall health and wellness includes and depends on various elements. Take time to write down what you need to feel mentally, physically, emotionally, culturally and financially well, and feel free to add your own wellness element.

Here is a brief description of each element of wellness.¹

- **Emotional** — Coping effectively with life and creating satisfying relationships
- **Environmental** — Being in pleasant, stimulating environments that support well-being
- **Financial** — Satisfaction with current and future financial situations
- **Intellectual** — Recognizing creative abilities and finding ways to expand knowledge and skills
- **Physical** — Recognizing the need for physical activity, healthy foods, and sleep
- **Social** — Developing a sense of connection, belonging, and a helpful support system
- **Spiritual** — Expanding a sense of purpose and meaning in life



¹ Memorial Behavioral Health, retrieved from www.memorialbehavioralhealth.org/Health-and-Wellness

