

LA COMMISSION D'ENQUÊTE SUR LES RELATIONS
ENTRE LES AUTOCHTONES
ET CERTAINS SERVICES PUBLICS

SOUS LA PRÉSIDENCE DE
L'HONORABLE JACQUES VIENS, COMMISSAIRE

AUDIENCE TENUE AU
88 RUE ALLARD,
VAL-D'OR (QUÉBEC)

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1 OUVERTURE DE LA SÉANCE

2 **L'HONORABLE JACQUES VIENS (LE COMMISSAIRE) :**

3 (...) de vous identifier. Ensuite on laisse les
4 autres procureurs s'identifier.

5 **Me CHRISTIAN LEBLANC,**

6 **PROCUREUR GÉNÉRAL EN CHEF POUR LA COMMISSION :**

7 Très bien. Christian Leblanc, procureur en chef de
8 la Commission d'enquête.

9 **Me EDITH-FARAH ELASSAL,**

10 **PROCUREURE POUR LA COMMISSION :**

11 Oui, bonjour. Edith-Farah Elassal pour la
12 Commission.

13 **Me MARIE-PAULE BOUCHER,**

14 **POUR LA PROCUREURE GÉNÉRALE :**

15 Bonjour. Maître Marie-Paule Boucher pour le
16 procureur général. Bonjour.

17 **LE COMMISSAIRE :**

18 Alors bienvenue aux procureurs. Maintenant,
19 Me Leblanc, pour... comme on entreprend une nouvelle
20 période de deux semaines après deux semaines de
21 relâche d'audiences, est-ce que...

22 **Me CHRISTIAN LEBLANC :**

23 Évidemment.

24 **LE COMMISSAIRE :**

25 ... vous pourriez nous tracer le programme?

1 **Me CHRISTIAN LEBLANC :**

2 Oui. Alors Monsieur le Commissaire, nous allons
3 d'abord commencer aujourd'hui avec madame Natasia
4 Mukash, qui est une citoyenne de la communauté crie
5 de Whapmagoostui.

6 Demain nous allons entendre madame Carole
7 Lévesque, de l'Institut National de la Recherche
8 Scientifique, qui viendra nous parler de
9 sécurisation culturelle et d'itinérance Autochtone.

10 Ensuite mercredi, nous entendrons trois (3)
11 témoins, qui sont respectivement Directeurs de la
12 Protection de la jeunesse de l'Abitibi-
13 Témiscamingue, de la Côte-Nord et de l'Outaouais.

14 Ensuite jeudi, monsieur Clive Lee Weighill.
15 Monsieur Weighill est un... il vient tout juste de
16 prendre retraite comme chef de police de la force de
17 police de Saskatoon, qui viendra nous parler d'un
18 événement très particulier qui est en lien avec
19 notre mandat, et de quelle manière ce dossier-là a
20 été traité chez eux. Donc on est, dans ce cas-là,
21 dans une... en matière de bonnes pratiques.

22 Ensuite, le vingt (20), nous aurons trois (3)
23 témoins, qui sont respectivement Présidente,
24 coordonnatrice et aussi une Aînée de l'Association
25 des Femmes Cries.

1 Nous entendrons le Directeur des Services
2 Sociaux Innu Takuaikan Uashat mak Mani-Utenam, ainsi
3 que Me Armand MacKenzie, qui est avocat chez les
4 Innus.

5 Ensuite, la semaine prochaine, Me Anne
6 Fournier, qui est une experte à laquelle on a fait
7 appel, qui est une experte en Protection de la
8 jeunesse, mais l'application en milieu Autochtone.
9 Elle est à l'emploi, entre autres de la Nation
10 Atikamekw.

11 Nous entendrons également une répondante des
12 dossiers autochtones au Centre Intégré de Santé et
13 de Services Sociaux d'Abitibi-Témiscamingue.

14 Nous entendrons ensuite monsieur Lucien
15 Wabanonik, qui est membre du Conseil de bande de la
16 Nation Anishnabe du Lac-Simon.

17 Ensuite la Directrice associée du Collège
18 Kiuna, qui viendra nous parler d'une bonne
19 pratique... mise en place de bonnes pratiques en
20 matière de sécurisation culturelle, dans un contexte
21 d'une institution d'enseignement.

22 Et nous... à la fin de la semaine prochaine,
23 Commissaire à la Déontologie policière, conseiller
24 en santé et services sociaux du Regroupement des
25 Centres d'Amitié Autochtone du Québec, accompagné de

1 la Directrice Générale du Centre d'Amitié Autochtone
2 de Val-d'Or, d'une infirmière de la clinique Acokan
3 du Centre d'Amitié Autochtone de La Tuque, donc.

4 Et également, l'ancien Directeur Général du
5 Centre Intégré de l'Abitibi; cette présentation-là
6 portera sur deux (2) initiatives assez innovantes en
7 matière de cliniques, donc qui s'adressent à une
8 clientèle de citoyens autochtones.

9 Et nous finirons la semaine, donc... - et leur
10 témoignage se fera sur deux (2) jours - et nous
11 finirons ce bloc avec monsieur Romeo Saganash,
12 député de la région fédérale; qui devait témoigner
13 en septembre mais, pour une raison de changement
14 d'horaire là, avait dû annuler, et on l'avait tout
15 de suite... on lui avait réservé une plage en
16 octobre. Alors ça terminera notre bloc de deux (2)
17 semaines.

18 **LE COMMISSAIRE :**

19 Alors merci. Je comprends que vous aviez une
20 pièce...

21 **Me CHRISTIAN LEBLANC :**

22 C'est exact.

23 **LE COMMISSAIRE :**

24 ... que vous vouliez déposer?

25 **Me CHRISTIAN LEBLANC :**

1 Puis il nous fait plaisir de souhaiter... You're
2 welcome Madame Mukash. I will ask the Clerk of the
3 Court to ask you to...

4 -----

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25 1

1 Mme NATASIA MUKASH
2 Solemn affirmation
3 -----

4 **Me CHRISTIAN LEBLANC :**

5 Thank you. So, Madame Mukash, you will testify in
6 English?

7 **MME NATASIA MUKASH :**

8 Yes, I will.

9 **Me CHRISTIAN LEBLANC :**

10 Apart from some parts of your testimony, some
11 phrases that you will refer to in French. Very
12 good. So maybe we'll start with introducing
13 yourself. Where are you from? You... just
14 mentioned you're an artist, so... and you're
15 accompanied by your husband, Mr. Matthew Iserhoff.
16 So would you just say a few words about who you are
17 and where you live?

18 **MME NATASIA MUKASH :**

19 My name is Natasia Mukash and I come from the
20 community of Whapmagoostui. I live there with my
21 husband, Matthew Iserhoff, and we have four (4)
22 children together. And I'm a visual artist and my
23 husband is a musician. And [we work out of our
24 home].

25 **Me CHRISTIAN LEBLANC :**

26

1 Okay. In Whapmagoostui.

2 **MME NATASIA MUKASH :**

3 Yes.

4 **Me CHRISTIAN LEBLANC :**

5 Okay.

6 **LE COMMISSAIRE :**

7 So you're welcome both of you. I'm happy to have
8 you here today.

9 **Me CHRISTIAN LEBLANC :**

10 So, Madame Mukash, I will bring you to, let's say,
11 ten (10) days before May the third (3rd), two
12 thousand sixteen (2016). Would you tell the
13 Commissioner what was your situation as a woman at
14 the time, let's say ten (10) days before the event
15 of May, the third (3rd), and explain the situation
16 that led to your transport to Val-d'Or.

17 **MME NATASIA MUKASH :**

18 My husband and I had just found out that we were...
19 [that we would] welcome our fifth child, and we
20 were... I was pregnant. And, at one point, I
21 started to... I started bleeding, and I went to the
22 clinic in my home community of [Whapmagoostui], and
23 there, I had blood tests and it was... it was said
24 that my pregnancy was [declining], and that we were
25 (seven days)... We were going to lose the

1 pregnancy.

2 **Me CHRISTIAN LEBLANC :**

3 Okay. I'm really sorry. I just noticed that your
4 microphone is going on and off, on and off, so,
5 I'm... and the translator is waving at me that he
6 doesn't hear you, so, I'm really sorry, it's a
7 technical difficulty. We'll just switch
8 microphones.

9 I just want to point out that those
10 microphones are brand new and they're supposed to
11 make our lives better.

12 **LE COMMISSAIRE :**

13 It's a new system we're experiencing today.

14 **Me CHRISTIAN LEBLANC :**

15 No pressure on the technician.

16 **MME NATASIA MUKASH :**

17 No problem.

18 **Me CHRISTIAN LEBLANC :**

19 Okay. I'm sorry.

20 **LE COMMISSAIRE :**

21 I'm sorry you were the one to... who tested...

22 **Me CHRISTIAN LEBLANC :**

23 Yes.

24 **MME NATASIA MUKASH :**

25 Okay. Yes.

1 **Me CHRISTIAN LEBLANC :**

2 You are our first witness of those new microphones,
3 so let's just come back on this to make sure we
4 didn't miss anything and the public as well.

5 So if I understand correctly, in the days at
6 the end of, let's say the end of April and beginning
7 of May, you were pregnant and you were informed by
8 your doctor that, it was not going well and that you
9 would most likely lose the pregnancy. Is that
10 right?

11 **MME NATASIA MUKASH :**

12 Yes.

13 **Me CHRISTIAN LEBLANC :**

14 Okay. So, you... I understand you did lose the
15 pregnancy. You did have a miscarriage?

16 **MME NATASIA MUKASH :**

17 Yes.

18 **Me CHRISTIAN LEBLANC :**

19 Okay. From the miscarriage, it happened, I would
20 say, about nine-ten (9-10) days before May the third
21 (3rd)?

22 **MME NATASIA MUKASH :**

23 Yes.

24 **Me CHRISTIAN LEBLANC :**

25 So what happened after the miscarriage? What's

1 happening with you as a person, as a woman?

2 **MME NATASIA MUKASH :**

3 Um... it was really difficult to accept that I was
4 having a miscarriage and that we were going through
5 this, but I was reassured by my doctor that
6 everything would be okay. I knew that under certain
7 circumstances, that sometimes, loss happens through
8 your body, you know, making a decision, whether it's
9 a good decision or a bad decision on having another
10 baby - I'm sorry.

11 So in the news, when we found out that the
12 pregnancy was in fact declining, I took it really
13 hard because, we had planned on having a fifth
14 child together. We really wanted to have one more
15 child. I was getting older as well, so, we felt
16 that this was, you know... it was effectively a
17 loss for us, yes, to have this miscarriage.

18 **Me CHRISTIAN LEBLANC :**

19 And from the moment it happened at one point, the
20 miscarriage, what happened with you?

21 **MME NATASIA MUKASH :**

22 Um...

23 **Me CHRISTIAN LEBLANC :**

24 I mean physically.

25 **MME NATASIA MUKASH :**

1 I was told that... It was the first time I had
2 experienced a miscarriage, so there were things I
3 didn't know, what was happening to me. But after a
4 week of bleeding, I felt like, something's wrong,
5 like, this is going on too long, the bleeding is
6 happening too long. So I felt it... that I should
7 go to the doctors again, in my hometown clinic, and
8 let them know that this is happening and that the
9 bleeding is not stopping.

10 So I went to the clinic and... This was... I
11 guess, yes, nine (9) days. Nine (9) days after the
12 bleeding, it just continued. So I went to the
13 clinic and I saw the nurses there, and they put me
14 in the emergency room at the clinic in
15 Whapmagoostui, and then I waited for the doctor,
16 and they told me that I needed to be Medivaced,
17 that the bleeding was not stopping, that I needed
18 medical attention, and the possibility of going
19 into surgery if the... the miscarriage hadn't gone
20 well, then I would perhaps have to go into surgery
21 to have everything removed.

22 **Me CHRISTIAN LEBLANC :**

23 Maybe just for the... everyone understanding I
24 (perte d'enregistrement) is very well known and used
25 in the North, but we're... you're referring to a

1 medical evacuation by airplane?

2 **MME NATASIA MUKASH :**

3 Yes. Because my home community is a fly-in fly-out
4 only community. And...

5 **Me CHRISTIAN LEBLANC :**

6 It's situated at the edge of the Northern part of
7 James Bay and the beginning of Hudson Bay.

8 **MME NATASIA MUKASH :**

9 Of Hudson. Yes.

10 **Me CHRISTIAN LEBLANC :**

11 Yes.

12 **MME NATASIA MUKASH :**

13 Yes.

14 **Me CHRISTIAN LEBLANC :**

15 So, you were informed that you would be Medivaced
16 to Val-d'Or?

17 **MME NATASIA MUKASH :**

18 Yes.

19 **Me CHRISTIAN LEBLANC :**

20 Because this is the place where people from your
21 community are Medivaced to, when there's a need for
22 a medical emergency.

23 **MME NATASIA MUKASH :**

24 Yes.

25 **Me CHRISTIAN LEBLANC :**

1 Okay. So, how did it... from there, what happened?

2 **MME NATASIA MUKASH :**

3 I had been at the clinic since one p.m.

4 (13:00 p.m.), it was one p.m. in the afternoon, and

5 it takes a long time for a Medivac to be called in.

6 I believe it's... the wait could be two (2) to four

7 (4) hours for the Medivac plane to arrive at, to...

8 then bring you to a city such as Val-d'Or or

9 Montreal. In my case, I was being sent to Val-

10 d'Or. So I stayed there and they told me, "don't

11 eat and don't drink." So I hadn't eaten or drank,

12 because I may have to go *onto* surgery. And at that

13 point, I was really afraid, because I... it would

14 only be the second time that I go into surgery at

15 all, so I was really really nervous, and I wanted

16 my husband to come with or to have an escort, but I

17 was not granted an escort to come with me.

18 **Me CHRISTIAN LEBLANC :**

19 Okay. So, you did travel alone then.

20 **MME NATASIA MUKASH :**

21 I did. I ended up on the Medivac by myself.

22 **Me CHRISTIAN LEBLANC :**

23 Okay. And it was a small plane, I guess...

24 **MME NATASIA MUKASH :**

25 Yes.

1 **Me CHRISTIAN LEBLANC :**

2 ... a King Air, something...

3 **MME NATASIA MUKASH :**

4 Yes.

5 **Me CHRISTIAN LEBLANC :**

6 ... like that? Okay. So... from one p.m. (13:00
7 p.m.) on the third (3rd) of May, you didn't have
8 anything to drink or to eat. So, you... there's the
9 delay to make the plane arrive, and then pick you
10 up, and then the flight to Val-d'Or. Do you have a
11 rough idea about at what time you arrived in Val-
12 d'Or?

13 **MME NATASIA MUKASH :**

14 It's a two-hour (2) flight, so I must have been in
15 around seven (7) or eight (8).

16 **Me CHRISTIAN LEBLANC :**

17 P.m.

18 **MME NATASIA MUKASH :**

19 Around that time, yes.

20 **Me CHRISTIAN LEBLANC :**

21 Yes. P.m.

22 **MME NATASIA MUKASH :**

23 In the evening.

24 **Me CHRISTIAN LEBLANC :**

25 Very good. So you were transported to the Val-d'Or

1 hospital?

2 **MME NATASIA MUKASH :**

3 Yes, through ambulance.

4 **Me CHRISTIAN LEBLANC :**

5 Ambulance.

6 **MME NATASIA MUKASH :**

7 From the airport.

8 **Me CHRISTIAN LEBLANC :**

9 So, you probably arrived there, what, after landing
10 in Val-d'Or, maybe a half an hour after arriving?

11 **MME NATASIA MUKASH :**

12 Yes.

13 **Me CHRISTIAN LEBLANC :**

14 It would be right? Very good. So you let... tell
15 us, you arrive at the Val-d'Or hospital, you enter
16 with the ambulance I guess, there's a... they carry
17 you. What happened there?

18 **MME NATASIA MUKASH :**

19 The brought me through the ER and I was immediately
20 seen by the triage nurse, and she was really kind
21 to me. She asked me what was going on and how I
22 felt and, in fact, she questioned why I was alone
23 with my miscarriage, why I was going through this
24 by myself, and nobody was granted to come with me,
25 and she just told me that, you know, things would

1 be okay and that I would be seen and,... and not to
2 worry. So after the triage nurse, another nurse
3 came to get me and I ended up in one of the ER
4 rooms, and it was an enclosed room.

5 **Me CHRISTIAN LEBLANC :**

6 Okay. An enclosed room and one of the door, I
7 guess, would be leading to the general area where...

8 **MME NATASIA MUKASH :**

9 Yes.

10 **Me CHRISTIAN LEBLANC :**

11 ... the nurse work from.

12 **MME NATASIA MUKASH :**

13 Yes.

14 **Me CHRISTIAN LEBLANC :**

15 Okay. So, at that triage part with the nurse that
16 you met there, it went well?

17 **MME NATASIA MUKASH :**

18 Yes, it did.

19 **Me CHRISTIAN LEBLANC :**

20 Very good. So, how long did you wait in that room,
21 next to the... within the emergency area?

22 **MME NATASIA MUKASH :**

23 I would say it was a long while before the first
24 nurse that was on call and came to see me. I
25 assume they were just waiting for blood work or

1 whatever. So she came in and she asked me a few
2 questions on how I was doing, but she was in and
3 out of that room.

4 **Me CHRISTIAN LEBLANC :**

5 Okay. So you're talking about a first nurse that
6 you were in contact with after you were brought to
7 that emergency room.

8 **MME NATASIA MUKASH :**

9 Yes.

10 **Me CHRISTIAN LEBLANC :**

11 Okay. Was there any discussion between her and
12 you? Have you had contact with your husband at
13 the... by that time?

14 **MME NATASIA MUKASH :**

15 My husband actually called the hospital to find out
16 what was happening and if I had arrived safely;
17 because I couldn't call out, I don't own a cell
18 phone, we don't have cell phone service in my
19 community and I didn't have anything with me, and I
20 just... So my husband called. I knew that he was
21 worried about me, and the nurse there actually came
22 in and she said, "your husband called, and I spoke
23 to him and I told him your blood work is okay, and
24 everything is okay, and not to worry."

25 **Me CHRISTIAN LEBLANC :**

1 Okay. So that's the first nurse that you're in
2 contact with...

3 **MME NATASIA MUKASH :**

4 Yes.

5 **Me CHRISTIAN LEBLANC :**

6 ... in the emergency room. You were spoken to in
7 English, I would say, at the time?

8 **MME NATASIA MUKASH :**

9 Yes, she spoke to me...

10 **Me CHRISTIAN LEBLANC :**

11 Okay.

12 **MME NATASIA MUKASH :**

13 ... in English.

14 **Me CHRISTIAN LEBLANC :**

15 And what... from there, after telling you that she
16 had spoken with your husband, what did she tell you
17 would happen with you from that moment?

18 **MME NATASIA MUKASH :**

19 No. She didn't... she just told me the same thing,
20 I guess, that she told him; that my blood work was
21 okay and they were just waiting. They were waiting
22 for... In fact, she was waiting for the... my...
23 the doctor to come and see me.

24 **Me CHRISTIAN LEBLANC :**

25 Okay.

1 **MME NATASIA MUKASH :**

2 And she told me... she actually had told me,
3 "you're going to spend the night here", and... she
4 was really reassuring for me, not to worry, I will
5 spend the night there and I will be seen by my
6 doctor. By the doctor.

7 **Me CHRISTIAN LEBLANC :**

8 Okay. So she told you that you would be staying
9 for the night under observation.

10 **MME NATASIA MUKASH :**

11 Yes.

12 **Me CHRISTIAN LEBLANC :**

13 Okay. So, from there, what happened? You waited
14 some more, I guess?

15 **MME NATASIA MUKASH :**

16 I waited for a long time. There was no clock in
17 the room, I had no device to look at. I had no
18 watch. All I know is that, the other time the
19 nurse came in, I asked her, "could you tell me what
20 time it is?", and she said, "it's about midnight."
21 So I waited for a really long time in that room and
22 she had told me, "you know, if you're tired, you
23 can lay down." And that's what I did, I layed down
24 in the little bed that was there.

25 **Me CHRISTIAN LEBLANC :**

1 Okay. So that was the same nurse that you were
2 talking about that had talked to your...

3 **MME NATASIA MUKASH :**

4 Yes.

5 **Me CHRISTIAN LEBLANC :**

6 ... husband.

7 **MME NATASIA MUKASH :**

8 I had only seen one nurse.

9 **Me CHRISTIAN LEBLANC :**

10 One nurse.

11 **MME NATASIA MUKASH :**

12 Right.

13 **Me CHRISTIAN LEBLANC :**

14 Apart from the one from triage.

15 **MME NATASIA MUKASH :**

16 Yes.

17 **Me CHRISTIAN LEBLANC :**

18 Okay. So, up to that point, it's... apart from the
19 waiting, but it's going okay,...

20 **MME NATASIA MUKASH :**

21 Yes.

22 **Me CHRISTIAN LEBLANC :**

23 ... as far as you're concerned. So what happened
24 from there?

25 **MME NATASIA MUKASH :**

1 There was a change at around midnight (24:00), the
2 last time that I spoke to that nurse. I heard
3 another nurse walking, and her footsteps were very
4 heavy. And at that point I was already a little
5 concerned of what was going on. I heard her
6 interact with the nurse that I had been seeing, and
7 I heard their talk and it was all in French, and I
8 do speak French, and I heard her say... I heard the
9 nurse telling the new nurse that, I came in through
10 a Medivac, from my community, and that I had been
11 bleeding for ten (10) days. So at that point, the
12 other nurse said, "oh it's been ten (10) days that
13 she's been bleeding?" And the other nurse said,
14 "yes, it's been ten (10) days", and she said,
15 she... I heard her, I don't know if she hit her
16 hand on the table or... but I heard the sound of
17 [tump!]. "Je sais qu'est-ce qu'on va faire avec
18 elle. On va l'envoyer chez elle." And at that
19 point, in my mind, I could hear them very clearly
20 talking to each other and I thought, "this is not
21 good. This is not going to be a good encounter."
22 So I tried to calm myself at that point. And the
23 other nurse was sort of like, fighting... not
24 fighting with her, but telling her, "yes, but she's
25 been here on a Medivac, she's come a long way" and

1 the other nurse just would not listen, she would
2 not listen to her, she said, "non, je le sais
3 qu'est-ce qu'on va faire avec elle."

4 **Me CHRISTIAN LEBLANC :**

5 Okay. So... and the one you're referring as the...
6 this other nurse is the second nurse.

7 **MME NATASIA MUKASH :**

8 Second nurse.

9 **Me CHRISTIAN LEBLANC :**

10 Yes. Oay. And if I understand you correctly, the
11 first nurse that you were in contact with, that, you
12 know, talked to your husband, she was... let's say,
13 argued with the second nurse that you have... "no,
14 she came from far and..."

15 **MME NATASIA MUKASH :**

16 Uh-hum.

17 **Me CHRISTIAN LEBLANC :**

18 ... she should be...

19 **MME NATASIA MUKASH :**

20 I could tell,...

21 **Me CHRISTIAN LEBLANC :**

22 ... staying here"?

23 **MME NATASIA MUKASH :**

24 ... in their conversation, that she didn't agree
25 with what the nurse was going to do with me.

1 **Me CHRISTIAN LEBLANC :**

2 Which was to send you home.

3 **MME NATASIA MUKASH :**

4 Yes.

5 **Me CHRISTIAN LEBLANC :**

6 Okay. How did you... you just mentioned what sounds
7 like a slap on the table, or maybe a book being
8 closed, or we don't know. How did you feel when...
9 they were talking about your file, they were doing
10 it in French, you could understand French. How did
11 you feel when it happened?

12 **MME NATASIA MUKASH :**

13 I couldn't understand... I couldn't understand
14 what the problem was. I felt like I had caused a
15 burden on the nurses that were there, that I was
16 just... not important enough to have been sent by a
17 Medivac by my doctor, that the nurse was overriding
18 what my doctor had told me, and I was really
19 confused on why the nurse was allowed to make calls
20 without having... me having seen a doctor in Val-
21 d'Or.

22 **Me CHRISTIAN LEBLANC :**

23 Because at that point, when you heard the second
24 nurse mention that she knew what to do with you, she
25 would send you home,...

1 **MME NATASIA MUKASH :**

2 Yes.

3 **Me CHRISTIAN LEBLANC :**

4 ... you had not seen a doctor yet?

5 **MME NATASIA MUKASH :**

6 No, I hadn't seen a doctor since I arrived there,

7 at eight or seven... seven (7) or eight p.m.

8 (08:00 p.m.) that evening.

9 **Me CHRISTIAN LEBLANC :**

10 What was going through your mind at that point?

11 Hearing those, that... let's say "conversation"

12 between the two (2) nurses; one that wanted to keep

13 you, to keep you in, because you were coming from

14 the North, you had been Medivaced, and the

15 miscarriage, and the other one wanted to send you

16 home. What went through your mind?

17 **MME NATASIA MUKASH :**

18 I... (emotion) - sorry.

19 **Me CHRISTIAN LEBLANC :**

20 Take your time.

21 **MME NATASIA MUKASH :**

22 At that point, I told myself, like this is going to

23 be a really tough situation. This is something I'm

24 going to have to face that I'm not ready to face,

25 because of what I'm going through. And I was

1 trying to find all kinds of ways that I could ease
2 the situation, make it better for myself, even
3 though this woman was already angry with me and I
4 hadn't done anything. And I hadn't even seen her
5 yet, she hadn't even looked at me. She hadn't
6 opened the door to look at me. She didn't know who
7 I was. I already felt judged at that point. I
8 felt, like, she was already judging me because I
9 was from Cree Patient Services, that I was Cree,
10 that I was probably drunk or a drug addict, or a
11 bad parent or a bad person, that she had already
12 made that decision about me that... that it's
13 probably well off that I was having a miscarriage,
14 like, this was already going through my mind.

15 **Me CHRISTIAN LEBLANC :**

16 So after you heard that exchange between the two
17 nurses, what happened?

18 **MME NATASIA MUKASH :**

19 (Sobbing) After I heard her make her final
20 decision, I told myself, "do I let her know that I
21 speak French right away?" Like, what do I do to my
22 advantage, in this situation. And to stand my
23 ground, because I know why I'm here. I know why I
24 was Medivaced to the hospital, to Val-d'Or. So,
25 she walked in and she hadn't taken her hand off the

1 doorknob, she just walked in through the door and
2 she had a medical mask on, and I could see were her
3 eyes and her hair. And she was wearing a different
4 color garment from the other nurses. And she came
5 in and she was already angry with me, the moment
6 that she saw me, and she said, "are you... how are
7 you doing?" Or "are you okay?" And, I didn't even
8 have time to finish what I was saying, because I
9 was trying to keep myself calm, and I just said,
10 "I'm okay." And then she just said, you know,
11 "we're sending you out, we're going to send you
12 home." And I said, "home", like, I'm not from
13 here, I said, I came in on a Medivac." And the
14 thing is, I knew that she knew I came in on a
15 Medivac, because she talking about it on the other
16 side of the door, but she acted like she didn't
17 know that I came in on a Medivac. So she said,
18 "did you come in from Nemiskau?" And I said, "no,
19 I said, I came in from Whapmagoostui." She said...
20 No. I didn't tell her I came in from mu community.
21 Sorry. She said, "did you come in from Nemiskau?"
22 And I said no. She goes, "I don't even know where
23 that is." So, I don't know why it mattered where I
24 came from, at that point. So I revealed to her...
25 No, I didn't tell her yet. She said, "what we're

1 going to do... what I'm going to do is that I'm
2 going to... you're going to take a taxi, you're
3 going to go outside. You're going to take a taxi,
4 and you're going to go to a hotel, and Cree Patient
5 Services will pay for it or... bla... whatever, and
6 this is what you're going to do." Like, she was
7 telling me step by step what I had to do.

8 And I refused to leave. I began crying and I
9 could tell she was a little bit upset, because I
10 was crying and... Then I revealed to her that I
11 spoke French and I said, "listen, j'ai entendu
12 toute qu'est-ce que t'as dit de l'autre bord de la
13 porte, puis je... là tu sais que je parle en
14 français, mais, j'ai dit, j'ai entendu toute
15 qu'est-ce que t'as dit." And she removed her mask
16 and you could tell she was shocked, that I spoke
17 French, because at that point, she had been caught
18 that... I couldn't lie about what I heard on the
19 other side of the door, 'cause I heard everything
20 word for word and... and then it made her even...
21 it made her even more upset with me.

22 **Me CHRISTIAN LEBLANC :**

23 How would you describe, at this point, your physical
24 state? You... you've been without food and water
25 since one p.m. (01:00), it was about, I guess,

1 around one a.m. (1:00), if I'm not...

2 **MME NATASIA MUKASH :**

3 Uh-hum.

4 **Me CHRISTIAN LEBLANC :**

5 ... mistaken? How were you feeling physically?

6 **MME NATASIA MUKASH :**

7 I was drained. I was exhausted. I didn't know
8 what was going on. I was just, like, I was crying,
9 I was crying a little... you know... I was crying
10 a lot actually. I had a hard time controlling
11 myself from crying. And all at the same time
12 trying to call myself down, so that the
13 situation... so that I wouldn't make the situation
14 worse than it already was.

15 **Me CHRISTIAN LEBLANC :**

16 And, if I was to ask you on, let's say, emotionally
17 or mentally, you were crying, I guess it speaks by
18 itself?

19 **MME NATASIA MUKASH :**

20 I was really hurt that, not only was I having a
21 miscarriage, but this was going to change a lot of
22 things in my life, but that I had... I mean, I knew
23 it was a loss, but I didn't think that I'd have to
24 ever experience somebody being angry with me for
25 having experiencing loss.

1 **Me CHRISTIAN LEBLANC :**

2 So, from that point where you told her you were
3 speaking French and you said she looked shocked,
4 what did you tell her when she told you that you
5 would leave take a cab, go to a hotel and...?

6 **MME NATASIA MUKASH :**

7 I told her... I had made the decision that there's
8 no way I'm going to leave the hospital. First of
9 all, I was Medivaced, I don't have much money. I'm
10 alone, I'm not going to go venture out after
11 midnight (24h00) in Val-d'Or to begin with. I'm
12 not that type of person, to go, in the middle of
13 the night, anywhere - even in my own community, I
14 don't go out. And I said to myself, "I'm going to
15 stand my ground and, even though she doesn't like
16 it, they're going to keep me here tonight", that's
17 how I felt. And that's what I told her. I said,
18 "I'm not going anywhere. I'm not going anywhere."

19 **Me CHRISTIAN LEBLANC :**

20 So how did she react?

21 **MME NATASIA MUKASH :**

22 At this point, I didn't know... my body language
23 was either I play the victim and I lean back, or I
24 stand my ground and I lean forward. And at this
25 point, I was sitting on the little bed in the room,

1 the medical bed. So I decided to lean forward.
2 And she leaned back, and I told her, "you're going
3 to keep me here tonight, I'm not going anywhere,
4 and I'm going to wait till I see the doctor." And
5 she then proceeded to put her hands out towards me,
6 as if I was going to hurt her physically in any way
7 and she said, "wô là, calme-toi". And at that
8 point, I really didn't know what to do, because I
9 really felt that she was going to call security on
10 me. And I thought, "what do I do if they call
11 security, like, where am I going to be after this?"
12 So, I had made a decision just to calm myself and
13 to not aggravate the situation more.

14 **Me CHRISTIAN LEBLANC :**

15 So from that point, what happened?

16 **MME NATASIA MUKASH :**

17 She said, "okay", she said, "I'll be right back."
18 So she left the room and I waited, I don't know,
19 maybe fifteen (15) minutes. I wasn't too long.
20 She came back in and again, she didn't really come
21 in the room, she just opened the door and kind of
22 peaked through, and she asked me, she said, "do you
23 have... At that time, I didn't know what she was
24 asking. She was asking me if I had a medical
25 condition... I guess, that would have to do with

1 bleeding,...

2 **Me CHRISTIAN LEBLANC :**

3 With the bleeding.

4 **MME NATASIA MUKASH :**

5 ... the bleeding a lot.

6 **Me CHRISTIAN LEBLANC :**

7 Yes.

8 **MME NATASIA MUKASH :**

9 I didn't know what it was at the time. And I
10 just... I did not. I just looked at her and I
11 shook my head, and she closed the door again and
12 she took off. So I didn't see her for another ten
13 (10), fifteen (15) minutes. She came back in and
14 she said, "I'm just waiting for a call from your
15 doctor... we're just waiting." So she left again
16 and then she popped her head back in and she said,
17 "we're going to keep you here tonight under
18 observation."

19 **Me CHRISTIAN LEBLANC :**

20 And from... Did you see the doctor during that
21 night?

22 **MME NATASIA MUKASH :**

23 I didn't see a doctor at all.

24 **Me CHRISTIAN LEBLANC :**

25 So, what happened from that point? You were told,

1 "we're trying to reach your doctor." So I
2 understand, most likely the doctor was not
3 physically present at the time?

4 **MME NATASIA MUKASH :**

5 Yes, I guess he wasn't there, I don't know.

6 **Me CHRISTIAN LEBLANC :**

7 Yes.

8 **MME NATASIA MUKASH :**

9 It just... it became a situation where I felt like
10 I was a burden on the nurses that were on call that
11 night. They put me into one of the beds where it's
12 just... beds with curtains on the side, so I was
13 put in the... I assume it's the main ER room. And
14 I was put into a bed and they just told me that
15 I'll have to go on IV, that I need an IV and that
16 they would do that procedure, and I waited in that
17 bed for a bit, till another nurse came to see me.

18 **Me CHRISTIAN LEBLANC :**

19 Okay.

20 **MME NATASIA MUKASH :**

21 Um...

22 **Me CHRISTIAN LEBLANC :**

23 So, we're talking about transferring you from...

24 **MME NATASIA MUKASH :**

25 Yes.

1 **Me CHRISTIAN LEBLANC :**
2 ... the room...

3 **MME NATASIA MUKASH :**
4 Yes.

5 **Me CHRISTIAN LEBLANC :**
6 ... in which you were from the beginning up to a
7 bed, let's say, protected by curtains...

8 **MME NATASIA MUKASH :**
9 Yes.

10 **Me CHRISTIAN LEBLANC :**
11 ... in the corridor or nearby the emergency room, is
12 that it?

13 **MME NATASIA MUKASH :**
14 Yes.

15 **Me CHRISTIAN LEBLANC :**
16 Okay.

17 **MME NATASIA MUKASH :**
18 Yes.

19 **Me CHRISTIAN LEBLANC :**
20 And the "IV" you're referring to is "intraveineuse",
21 so they put...?

22 **MME NATASIA MUKASH :**
23 Oui.

24 **Me CHRISTIAN LEBLANC :**
25 Yes. Okay. So, then you said you waited until

1 another nurse, or was it...

2 **MME NATASIA MUKASH :**

3 It was...

4 **Me CHRISTIAN LEBLANC :**

5 ... the same nurse?

6 **MME NATASIA MUKASH :**

7 ... the same nurse.

8 **Me CHRISTIAN LEBLANC :**

9 Okay.

10 **MME NATASIA MUKASH :**

11 She came to see me, and she was still a little...
12 she was still angry with me. She just told me
13 something along the lines that there was a big
14 misunderstanding and... I chose not to speak at
15 that point, but I... at one point, like, she was
16 just talking a lot about the misunderstanding and I
17 said... I decided at that point that I was going to
18 apologize for my behaviour.

19 **Me CHRISTIAN LEBLANC :**

20 Why did you do that?

21 **MME NATASIA MUKASH :**

22 I didn't want to be treated any more poorly than I
23 was already being treated. So I felt like I needed
24 to take control of that situation by... I'm taking
25 control of the situation by giving in and being the

1 nice person.

2 **Me CHRISTIAN LEBLANC :**

3 So you were trying to make it better for you as
4 well?

5 **MME NATASIA MUKASH :**

6 Yes.

7 **Me CHRISTIAN LEBLANC :**

8 Yes. Did the nurse respond to your apology?

9 **MME NATASIA MUKASH :**

10 She... no, she didn't say anything, she didn't
11 apologize in any way about her behaviour and I
12 decided I was just going to let it go at that
13 point.

14 **Me CHRISTIAN LEBLANC :**

15 Okay.

16 **MME NATASIA MUKASH :**

17 I didn't ask for an apology.

18 **Me CHRISTIAN LEBLANC :**

19 And she's the one who told you you... they would
20 install an IV, is that it?

21 **MME NATASIA MUKASH :**

22 Yes.

23 **Me CHRISTIAN LEBLANC :**

24 Okay.

25 **MME NATASIA MUKASH :**

1 And she said, "another nurse will come in and they
2 will install your IV."

3 **Me CHRISTIAN LEBLANC :**

4 After she said that and left, have you seen her
5 after that?

6 **MME NATASIA MUKASH :**

7 No.

8 **Me CHRISTIAN LEBLANC :**

9 Okay. So that was the last contact you had with
10 that nurse.

11 **MME NATASIA MUKASH :**

12 Yes.

13 **Me CHRISTIAN LEBLANC :**

14 Okay. So, I guess, after a certain time, another
15 nurse came to put the IV?

16 **MME NATASIA MUKASH :**

17 I waited for a bit and then another nurse showed up
18 with the IV, and she inserted the IV, and she then
19 told me... she also told me that there was a
20 miscommunication and a misunderstanding, and I
21 didn't say anything.

22 **Me CHRISTIAN LEBLANC :**

23 Did they mention what was the misunderstanding
24 about?

25 **MME NATASIA MUKASH :**

1 No.

2 **Me CHRISTIAN LEBLANC :**

3 Okay. How did it go with that... let's call her
4 "third nurse", "nurse number 3"?

5 **MME NATASIA MUKASH :**

6 She... I could tell she was angry with me as well.
7 She didn't... she wasn't very sympathetic towards
8 me at all, she just did what she had to do and then
9 she left.

10 **Me CHRISTIAN LEBLANC :**

11 So, if you were to compare her behaviour with the
12 first two (2) nurses that you met, the one at triage
13 and the first nurse that brought you, how would you
14 describe it?

15 **MME NATASIA MUKASH :**

16 Um...

17 **Me CHRISTIAN LEBLANC :**

18 If you were to compare? You said she was not... she
19 didn't look like she was... - what's the word you
20 used...?

21 **MME NATASIA MUKASH :**

22 She was just kind of cold. She was cold towards
23 me.

24 **Me CHRISTIAN LEBLANC :**

25 Okay. Which was not the case of the first two (2)

1 nurse that you met?

2 **MME NATASIA MUKASH :**

3 Yes.

4 **Me CHRISTIAN LEBLANC :**

5 Yes. So, you got the IV. We're, I guess, close to
6 one (01:00), one thirty (01:30) in the night, a.m.?

7 **MME NATASIA MUKASH :**

8 Yes.

9 **Me CHRISTIAN LEBLANC :**

10 What happened from there?

11 **MME NATASIA MUKASH :**

12 I waited for a long time; I didn't know what time it
13 was. I had no clue what was going on. I was still
14 waiting for a doctor to show up, and then, I guess,
15 when the sun started coming up, I needed to use the
16 bathroom, so I ventured out by myself and I saw the
17 nurses' station, which is in the center of where all
18 the beds are, and... - I'm sorry, I...

19 Prior to that, prior to me getting up to go to
20 the bathroom, there was a conversation happening
21 with the nurses, and I could hear them because the
22 curtains were... they're very thin and the nurses
23 office is not closed. And one of the nurses kind of
24 asked, "c'est qui la fille dans le lit... - je sais
25 pas, I don't know, I had a number to my bed, I don't

1 know... I don't remember what number - dans ce lit-
2 là?" Puis là, l'autre infirmière elle a dit, "ah,
3 elle, elle, elle vient du Nord."

4 And immediately with that tone, I knew... I
5 knew this was bad. I knew it wasn't... they
6 weren't... There was a reason why they were
7 treating me the way I was treated. I thought to
8 myself maybe it was my behaviour, maybe it's because
9 I was crying, you know, I thought all kinds of
10 things, I was trying to blame myself for them
11 treating me the way that I was treated, but there...
12 there was no point in that evening that I was ever
13 cruel or mean or angry towards them for no reason.
14 And I just stayed in my bed, because I said, "do I
15 get up at this point and do I say something?" Do I
16 get up and say, "did I just hear what you said about
17 me, talking about me?" And all the other nurses
18 were laughing when she said, "elle, elle vient du
19 Nord."

20 Nobody came to see me, throughout that night.
21 I felt alone, I felt secluded... and I let it go. I
22 said, "I won't do anything, I will just let it go."
23 And then around when the sun started rising, I...
24 that's when I went to the bathroom, I needed to use
25 the bathroom. So I got up and I... nobody came to

1 me, so I walked to the nurses station and I said,
2 "I need to use the bathroom", and the nurse said,
3 "oh, you can use the bathroom that's here." She
4 pointed me to a bathroom and it was... I walked in,
5 and somebody had vomited in that bathroom and there
6 was a clear sign there that said "contaminated".
7 And I thought, wow, this nurse was, like, standing
8 with me at the front door of this bathroom and
9 telling me to use this bathroom, and I said, "this
10 is not... the treatment is just not... it's not
11 ending." I wanted that treatment to end, on how
12 they were reacting to me and... So I left. I told
13 her, "I can't use this bathroom." And she said,
14 "oh, you can go, there's... these two (2) big doors
15 here, you can go beyond those doors." And it was
16 the exit to the emergency rooms. So I walked there,
17 I said, "well, you know, I have to go." So I got
18 there and it was interesting because this orderly...
19 the people that take care of cleaning the beds and
20 all that, she came up to me and she said, "where are
21 you going?" And I said, "well, they told me to use
22 the bathroom over here." And she said, "oh no, she
23 said, not in your state, she said, go to your bed, I
24 will bring you something to use the bathroom."

25 And that was the first moment in that whole

1 evening, that somebody was kind to me. And I
2 thanked her, and I waited.

3 At that point, the nurse had told me, "oh, by
4 the way, you're allowed to eat now. You can eat
5 and drink." And I thought to myself, it's strange
6 because, I still haven't seen a doctor, to begin
7 with, I don't know if I'm going into surgery, I was
8 told not to drink and to eat, and now they're
9 telling me suddenly that I can eat and drink?
10 Like, who told them this? Who gave them the okay
11 that I could eat and drink? So I figured I won't
12 eat and drink.

13 But what I found strange about the situation
14 is, all through the night, there were other people
15 in that ER and, there was a man beside me and, you
16 know, he was kind of upset and he told the nurse,
17 "I'm hungry... j'ai faim, je peux-tu avoir quelque
18 chose à manger?" Puis là, l'infirmière, là elle a
19 dit, "ah oui, oui, je vas t'emmener des biscuits,
20 je vas t'emmener un petit jus puis je vas t'emmener
21 du Jell-O." Fait que là j'ai dit... I thought to
22 myself, how come this person was treated so well.
23 And me, nobody brought me juice or cookies or Jell-
24 O, when it was time for me to be allowed to eat and
25 drink. So I didn't have anything to eat till seven

1 o'clock (7:00). Even beyond that. At seven a.m.
2 (7:00 a.m.), my doctor finally came to the... to
3 see me.

4 **Me CHRISTIAN LEBLANC :**

5 Okay. And how did it go with the doctor?

6 **MME NATASIA MUKASH :**

7 The doctor, he came in to the room. He brought me
8 to one of the emergency rooms that was enclosed
9 with doors, and he sat down and he said, "how are
10 you?" And I said, "I've been through a really
11 rough night", I said, I... this was really
12 difficult", I told him. And I was crying a little
13 bit and he said... he said, "I know, he said, I'm
14 sorry, there was a miscommunication, there was a
15 misunderstanding." And at this point, I'm still
16 questioning what that miscommunication or
17 misunderstanding was because, I never... nobody
18 told me what it was, you know.

19 **Me CHRISTIAN LEBLANC :**

20 So, without getting into details, you had a meeting
21 with him, a doctor-...

22 **MME NATASIA MUKASH :**

23 Yes.

24 **Me CHRISTIAN LEBLANC :**

25 ... patient meeting?

1 **MME NATASIA MUKASH :**

2 And I asked him, I said, "if everything is okay,
3 can I just please go home? I just want to go
4 home." Because it was seven (7:00) in the morning,
5 I would have had time to catch my flight to go home
6 and he wrote me a little letter and... a little, I
7 guess a discharge, and he said, "everything will be
8 fine and try again in two (2) weeks."

9 **Me CHRISTIAN LEBLANC :**

10 Okay. And so, what did you do from... after meeting
11 the doctor?

12 **MME NATASIA MUKASH :**

13 After meeting the doctor, I went straight to the
14 Cree Patient Services, because I knew their offices
15 were finally open. And I told myself, I'm going to
16 go there and I'm going to tell them everything that
17 has happened to me. I was so tired, I still hadn't
18 eaten or drank or anything. And I went up to their
19 offices and I met with Karine, the doctor... uh,
20 the nurse that works at Cree Patient Services.

21 **Me CHRISTIAN LEBLANC :**

22 Okay. Just to understand, the Cree Patient Services
23 office is within the hospital?

24 **MME NATASIA MUKASH :**

25 Yes, it is.

1 **Me CHRISTIAN LEBLANC :**
2 Okay. So...
3 **MME NATASIA MUKASH :**
4 Yes.
5 **Me CHRISTIAN LEBLANC :**
6 ... you just went there? You know where it was
7 or...?
8 **MME NATASIA MUKASH :**
9 Yes.
10 **Me CHRISTIAN LEBLANC :**
11 Yes. So you talked to the nurse Karine?
12 **MME NATASIA MUKASH :**
13 Yes.
14 **Me CHRISTIAN LEBLANC :**
15 And you told her about what happened.
16 **MME NATASIA MUKASH :**
17 Yes, I told her what happened, and she immediately
18 told me, "just wait, I'm going to go get my boss
19 and you're going to tell us both what happened."
20 So that's what she did.
21 **Me CHRISTIAN LEBLANC :**
22 Okay. And what happened from there?
23 **MME NATASIA MUKASH :**
24 I told my story to them and... I could tell that,
25 what had happened to me... it was like, confirming

1 that it wasn't a good thing, what happened to me,
2 that I... This wasn't right and they gave a paper
3 and pen, and they said, "just write everything
4 right away, don't wait, don't wait to write
5 anything." So, I did. And then they told me, "you
6 can go home." So, I... they booked my flight, I
7 was on Cree Patient Services flight, I went to the
8 airport and I got really, really sick at some point
9 at the airport, and I thought, if I just make it
10 home, I don't want to go back to the hospital, if I
11 just make it home, I'll be okay. But at that point
12 I was almost fainting from bleeding so much. They
13 had to call back the ambulance and I was brought
14 back to the hospital.

15 **Me CHRISTIAN LEBLANC :**

16 You came back to the hospital, you came back to the
17 emergency...

18 **MME NATASIA MUKASH :**

19 In the ER.

20 **Me CHRISTIAN LEBLANC :**

21 ... room I guess. How did it go when you came back?

22 **MME NATASIA MUKASH :**

23 Right away, Karine was there to meet me at the ER,
24 as soon as the ambulance arrived, and she stayed
25 with me, through the whole process. So it was a

1 bit quicker and I was definitely treated better. I
2 could say I was treated more quickly, not
3 necessarily better, but... after that, it's kind of
4 like... it's like a distant memory, um, having to
5 go back there.

6 **Me CHRISTIAN LEBLANC :**

7 Okay. And you stayed, what, one (1) day or two (2)?
8 Two (2) days?

9 **MME NATASIA MUKASH :**

10 I had to be kept under observation for forty-eight
11 (48) hours, and at that point, there was time for
12 my husband to come on the flight and they said to
13 me, "we're going to get your husband here and you
14 won't be alone, and you have to stay for two (2)
15 days in Val-d'Or, under observation." But I didn't
16 have to be in the hospital. So I just had to come
17 back for appointments...

18 **Me CHRISTIAN LEBLANC :**

19 Okay.

20 **MME NATASIA MUKASH :**

21 ... to the hospital.

22 **Me CHRISTIAN LEBLANC :**

23 So then you were released, let's say, for good, from
24 that period of time. Released, I mean, from the
25 hospital.

1 **MME NATASIA MUKASH :**

2 Uh-hum.

3 **Me CHRISTIAN LEBLANC :**

4 Okay.

5 **MME NATASIA MUKASH :**

6 Yes.

7 **Me CHRISTIAN LEBLANC :**

8 Without going into detail about your medical
9 condition, after that event, am I right to say that
10 your medical condition made it so that you would
11 have... you had to have other meetings... other
12 medical appointments, I'm sorry, later on, after May
13 two thousand sixteen (2016)?

14 **MME NATASIA MUKASH :**

15 Yes.

16 **Me CHRISTIAN LEBLANC :**

17 Okay. Am I right to say as well that, the community
18 you're from, Whapmagoostui, the... those medical
19 appointments would normally take place in Val-d'Or?

20 **MME NATASIA MUKASH :**

21 Yes.

22 **Me CHRISTIAN LEBLANC :**

23 Okay. Did you come back to Val-d'Or to have medical
24 services?

25 **MME NATASIA MUKASH :**

1 No, I refused to come back. I couldn't, I was
2 terrified to come to the hospital. Every time they
3 would make an appointment for me I would decline.
4 And at that point, I was told, by Cree Patient
5 Services, that if I continue to cancel my
6 appointments, that they would no longer book any
7 more appointments for me.

8 **Me CHRISTIAN LEBLANC :**

9 Okay. So, what... how would describe the impact
10 this series of events - I'm talking about the night
11 of the third (3rd) to the fourth (4th) of May two
12 thousand sixteen (2016) - how would you describe
13 that series of events, how you were treated during
14 that night, on you?

15 **MME NATASIA MUKASH :**

16 It was very difficult. I went through a pretty deep
17 depression. I couldn't understand why I was treated
18 this way and, at one point, I questioned how I look
19 or my name. I didn't feel comfortable with... with
20 myself. And not only the fact that, that night, I
21 was already judged by just my name, that she hadn't
22 even seen my face, that I didn't even think this was
23 possible, to already be judged before actually
24 meeting somebody.

25 I had a lot of fears, I had a lot of anxiety

1 to go anywhere, to step into any facility. You
2 know, the health facilities are supposed to care
3 for you and take care of you, that's what they're
4 there for, and what I experienced that night was
5 not, in any way, caring or concern for me and my
6 health and my well-being, and I had to go look for
7 treatment. I had to go and look for therapy
8 myself.

9 **Me CHRISTIAN LEBLANC :**

10 Now, is there anything else you would like to add
11 about what happened during that night?

12 **MME NATASIA MUKASH :**

13 So much has gone through my mind in the past year.
14 I have questioned myself, I have questioned the
15 situation, and what I experienced, thinking, for
16 the longest time just blaming myself for... blaming
17 myself for being Indigenous, from... I went through
18 sort of, like, an identity crisis, and I thought to
19 myself, I have four (4) beautiful daughters and I
20 can't sit here with this experience and do nothing.
21 That when my daughters need medical attention, they
22 won't have to go through this. And that's why I
23 chose to come forward and to speak out and to say
24 something, because I don't want them to experience
25 this, not in this time. I hope for a better

1 future, I hope for understanding and guidance
2 through this... through all of this.

3 **Me CHRISTIAN LEBLANC :**

4 Now, in conclusion, I will bring you to a subject we
5 discussed this morning. You, at the time, you...
6 through Cree Patient Services, you made an official
7 complaint about the events that you just described,
8 that's correct?

9 **MME NATASIA MUKASH :**

10 Yes.

11 **Me CHRISTIAN LEBLANC :**

12 Okay. And that complaint was, to your
13 understanding, supposed to be transferred to the
14 Commissioner of complaint to the hospital or...

15 **MME NATASIA MUKASH :**

16 Yes.

17 **Me CHRISTIAN LEBLANC :**

18 ... whatever organization... the Centre Intégré de
19 Santé et de Services Sociaux. So it was, to your
20 understanding, that complaint would follow a
21 certain, let's say trail, up to the proper authority
22 at the hospital.

23 **MME NATASIA MUKASH :**

24 Yes. I had a lot of... I put a lot of faith in...
25 after writing my letter, that the proper

1 procedures... and I really felt that I put my
2 letter in the right hands, and my complaint into
3 the right hands, but... and I have received e-mails
4 saying "we received it and we will forward it to
5 the right people." And then, I just never heard
6 from anybody after that. I just figured... this
7 made me question my experience, I questioned... is
8 this... what happened to me, is it bad? Or it's
9 not bad enough? It definitely make me question
10 myself.

11 **Me CHRISTIAN LEBLANC :**

12 So you, like you mentioned, you didn't hear from
13 anybody, then received any contact.

14 At this point, Monsieur Commissioner, just to
15 inform the Commission, Madame did make an official
16 complaint that she filed with the Cree Patient
17 Services, but our investigation - because we did
18 investigate that process to understand why she had
19 not received any comeback from the hospital, and we
20 discovered, quite recently that... but we discovered
21 that there was a problem in the chain of
22 communication or - I don't know how to say it
23 otherwise - in the transfer of that complaint to the
24 proper authority, and it happened that, we
25 discovered that, the hospital in Val-d'Or, they

1 never received it, okay? So there was a problem of
2 communication between Cree Patient Services and the
3 Commissioner of complaint.

4 So I informed Madame Mukash this morning,
5 during our meeting, that they could not answer
6 because they didn't... actually never received the
7 complaint. So, I thought it was important for
8 Madame Mukash to be informed of that, because it was
9 to my knowledge that she felt like a second... a
10 second discrimination by not receiving any answer
11 from the hospital, and it happened that they were
12 not... they had never received... the official
13 complaint. They were informed that... there could
14 be a complaint. We all... we were also informed
15 that they even tried to obtain it, but they never
16 did.

17 So I won't go any further than that. We might
18 have a witness from the public service involved to
19 explain the process in the future, but I think it
20 was important for the Commissioner to know that that
21 part was... there was a problem of communication of
22 chain... in the chain of communication.

23 It's... after saying that, Madame Mukash, is
24 there anything else you would like to add to your
25 testimony today?

1 **MME NATASIA MUKASH :**

2 No, I'm really glad that somebody contacted me. I
3 mean, I'm... I was asked if I had submitted my
4 complaint for this particular... for this, and I
5 thought about it and, that's when I decided to make
6 my phone call, that I was ready to move forward and
7 to do something.

8 **Me CHRISTIAN LEBLANC :**

9 Well, you did great and...

10 **MME NATASIA MUKASH :**

11 Thank you.

12 **Me CHRISTIAN LEBLANC :**

13 ... we thank you very much for your courage and your
14 involvement in our work.

15 **MME NATASIA MUKASH :**

16 Thank you for listening.

17 **LE COMMISSAIRE :**

18 Did you intend to file the letter written by madame
19 Mukash?

20 **Me CHRISTIAN LEBLANC :**

21 It was not my intention, Your Honor, to...
22 Mr. Commissioner to file it. It could have been my
23 intention at one point, thinking that... because
24 the... let's say the statement, that we worked with
25 to prepare this file, was actually the complaint

1 that she wrote. I would have filed it in...
2 thinking that it had been given to the proper
3 authority. But knowing it wasn't and that element
4 of investigation, we learned only very recently
5 that Val-d'Or hospital actually never got it. So,
6 we didn't disclose it to the parties.

7 Unless my colleague would agree that I file it
8 and give it... give her a copy afterward, but I
9 could file it at another moment, after properly
10 distributing it to the parties.

11 **LE COMMISSAIRE :**

12 As you wish.

13 **Me CHRISTIAN LEBLANC :**

14 Yes. We will do that.

15 **LE COMMISSAIRE :**

16 So, do you have questions, Me Boucher?

17 **Me MARIE-PAULE BOUCHER :**

18 No, I won't have questions.

19 **LE COMMISSAIRE :**

20 No? So, do you have something to add Madame Mukash?

21 **MME NATASIA MUKASH :**

22 Uh.

23 **LE COMMISSAIRE :**

24 Yes? Yes, if you want.

25 **MME NATASIA MUKASH :**

1 Do you want to talk? You want to say something?

2 **M. MATTHEW ISERHOFF :**

3 No, I'm good actually.

4 **LE COMMISSAIRE :**

5 Yes?

6 **M. MATTHEW ISERHOFF :**

7 She covered all the realms.

8 **LE COMMISSAIRE :**

9 Okay. So, at this moment, I would like to thank
10 you for accepting to testify, and following the
11 phone call we had a few months ago. I remember it
12 very well. And if you feel it was bad enough, I
13 had the same feeling. So thank you again, and if
14 there's something else, don't hesitate to
15 communicate with us, with Me Leblanc or Maître...

16 **M. MATTHEW ISERHOFF :**

17 Yes.

18 **LE COMMISSAIRE :**

19 ... Ellassal.

20 **MME NATASIA MUKASH :**

21 Thank you.

22 **LE COMMISSAIRE :**

23 Thank you again. So...

24 **Me CHRISTIAN LEBLANC :**

25 That will close...

1 **LE COMMISSAIRE :**

2 Okay. So, have a good evening.

3 **LA GREFFIÈRE-AUDIENCIÈRE :**

4 Veuillez vous lever. La Commission ajourne pour
5 quelques instants.

6 -----

7
8 Je soussignée, **Ann Montpetit**, sténographe
9 officielle, certifie sous serment d'office que les
10 pages qui précèdent sont et contiennent la
11 transcription exacte et fidèle des notes
12 recueillies au moyen de l'enregistrement mécanique,
13 le tout hors de mon contrôle et au meilleur de la
14 qualité dudit enregistrement, le tout conformément
15 à la loi.

16 Et j'ai signé :

17

18

A handwritten signature in blue ink, consisting of several loops and a long horizontal stroke extending to the right.

19

20

Ann Montpetit s.o.b.