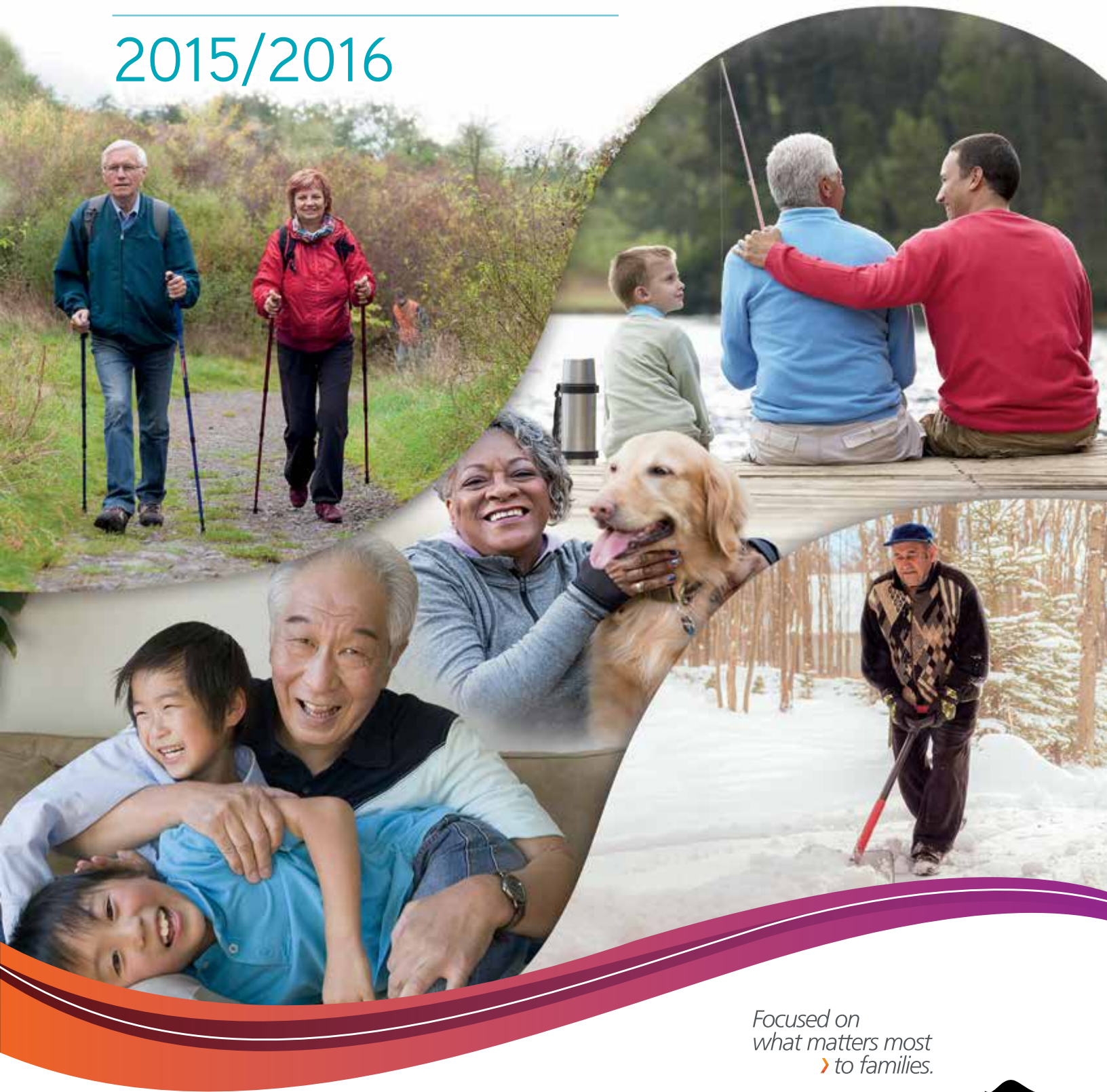


# Seniors' Guide

2015/2016



*Focused on  
what matters most  
> to families.*

**Manitoba** 

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# About This Guide










The Manitoba Seniors' Guide is produced and distributed by the Seniors and Healthy Aging Secretariat and the Manitoba Council on Aging. The Seniors' Guide is available online at [www.gov.mb.ca/shas](http://www.gov.mb.ca/shas). If you have questions or would like to obtain a hard copy of the Seniors' Guide, contact the Seniors Information Line at **204-945-6565, 1-800-665-6565** or [seniors@gov.mb.ca](mailto:seniors@gov.mb.ca). This information is available in alternate formats upon request.

Ce guide est aussi disponible en français : [www.gov.mb.ca/shas/publications/docs/seniors\\_guide\\_fr.pdf](http://www.gov.mb.ca/shas/publications/docs/seniors_guide_fr.pdf)

## How the Guide is Organized

To help you find the information you are looking for, the Seniors' Guide is organized in a variety of ways. Sections are color coded and marked for easy reference. In addition, the table of contents and alphabetical index allow you to quickly search the Guide by organization or program/service names.

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The scissors icon appears on pages that contain important information and key contacts. You can cut these pages out of the Seniors' Guide and post them somewhere easily accessible.



Health Care Directive



Emergency Preparedness



A Checklist to Help You Prevent Falls



Fact Sheet Safety for Seniors



Things You Can do to Keep Safe

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## KEY CONTACTS

### SENIORS INFORMATION LINE

Phone: ..... 204-945-6565

Email: ..... seniors@gov.mb.ca

Toll Free: ..... 1-800-665-6565

Website: ..... www.gov.mb.ca/shas

Information and referral on seniors' programs and services across Manitoba for seniors, families, caregivers, and professionals. Monday - Friday 8:30 a.m. - 4:30 p.m.

### Crisis Numbers and Support Lines

**Emergencies:** ..... 911

#### Non-Emergency Winnipeg Police:

Phone: ..... 204-986-6222

RCMP Non-Emergency, call your local detachment

#### Seniors Abuse Support Line:

Toll Free: ..... 1-888-896-7183

#### Crisis Accommodation and Supports Crisis Line for Persons with Disabilities

Phone: ..... 204-788-8687

#### Klinic Crisis Line

Phone: ..... 204-786-8686

Toll Free: ..... 1-888-322-3019

#### Domestic Violence Crisis and Info Line

Toll Free: ..... 1-877-977-0007

#### Manitoba Farm and Rural Support Line

Toll Free: ..... 1-866-367-3276

#### Manitoba Suicide Line

Toll Free: ..... 1-877-435-7170

#### Problem Gambling Helpline

Toll Free: ..... 1-800-463-1554

#### Smokers' Helpline

Toll Free: ..... 1-877-513-5333

#### Health Links – Info Santé

Phone: ..... 204-788-8200

Toll Free: ..... 1-888-315-9257

### Information and Referral

#### Government of Canada General Inquiry

Toll free: ..... 1-800-622-6232

Website: ..... www.seniors.gc.ca

#### Manitoba Government Inquiry

(Monday to Friday, 8:30 a.m. to 4:30 p.m.)

- Access provincial programs or services
- Bilingual

Phone: ..... 204-945-3744

Toll Free: ..... 1-866-626-4862

TTY: ..... 204-945-4796

Email: ..... mgi@gov.mb.ca

Website: ..... www.gov.mb.ca/contact

Website for Service Link:

..... web22.gov.mb.ca/ServiceLink/

**Manitoba Directory Assistance:** ..... 411

**City of Winnipeg Contact Centre:** ..... 311

- Inquire about or request city services
- Bilingual, 24 hours, 365 days a year

Toll Free: ..... 1-877-311-4974

Website: ..... www.winnipeg.ca

#### Association of Manitoba Municipalities

Phone: ..... 204-857-8666

Email: ..... amm@amm.mb.ca

Website: ..... www.amm.mb.ca

Highlight information important to you



## Information and Referral continued:

### 233-ALLÔ, Centre D'Information

- Information for anyone interested in the Manitoba Francophone community.

Phone:..... 204-233-2556

Toll Free: ..... 1-800-665-4443

Email:..... sfm@sfm.mb.ca

Website:..... www.sfm.mb.ca/centre-info-233-allo

### CONTACT Community Information

- Community referral to social services and programs through health, educational, cultural and recreational resources.

Phone:..... 204-287-8827

Toll Free: ..... 1-866-266-4636

Email:..... www.contactmb.org

## Frequently Called Contacts

### 55 Plus Supplement (MB)

Phone:..... 204-523-5230

Toll Free: ..... 1-800-563-8793

### Canada Revenue Agency Federal Income Tax Inquiries

Toll Free: ..... 1-800-959-8281

### Dial-a-Dietitian

Phone:..... 204-788-8248

Toll Free: ..... 1-877-830-2892

### Geriatric Mental Health Team and Mental Health Services for Seniors

Phone (Winnipeg):..... 204-982-0140

Phone (Rural):..... Contact RHA, page 71

### Home Care Information

Phone (Winnipeg):..... 204-788-8330

Phone (Rural):..... Contact RHA, page 71

### Home Maintenance Program

Phone (Winnipeg):..... 204-806-1303

### Law Phone-In & Referral Line

Phone:..... 204-943-2305 or 204-943-3602

Toll Free: ..... 1-800-262-8800

### Manitoba Housing Authority Inquiries

Phone:..... 204-945-4663

Toll Free: ..... 1-800-661-4633

### Manitoba Identification Card (Manitoba Public Insurance)

Phone:..... 204-985-7000

Toll Free: ..... 1-800-665-2410

### Manitoba Tax Assistance Office (Tax Credit and Subsidy Information)

Phone:..... 204-948-2115

Toll Free: ..... 1-800-782-0771

### Manitoba Tax Assistance Office (Seniors School Tax Credit Program Information)

Phone:..... 204-945-7555

Toll Free: ..... 1-855-893-8266

### Meals on Wheels

Phone (Winnipeg): ..... 204-956-7711

Phone (Brandon):..... 204-727-6641

### Parking Permit Program

Phone:..... 204-975-3257

Toll Free: ..... 1-844-975-3257

### Pharmacare Program

Phone:..... 204-786-7141

Toll Free: ..... 1-800-297-8099

### Rent Assist

Phone:..... 204-945-2197

Toll Free: ..... 1-877-587-6224

### Residential Tenancies Branch

Phone:..... 204-945-2476

Toll Free: ..... 1-800-782-8403

### Service Canada - OAS/GIS/ CPP Information

Toll Free: ..... 1-800-277-9914







## A Message from Deanne Crothers, Minister of Healthy Living and Seniors

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A warm hello to seniors, their families and caregivers throughout our great province. It is my privilege to present you with the 2015/2016 edition of our Seniors' Guide.

The guide provides information on a wide range of government and community resources for senior citizens. You'll find information on health and wellness, active living, lifelong learning, housing, transportation, financial security, legal matters, home safety, caregiving, emergency services and much more. We hope this guide will help connect you with these important programs and services. I encourage you to keep a copy of the guide handy for easy referral.

Our government is working hard to support seniors, addressing issues such as healthy aging, elder abuse, caregiving, and making our communities age-friendly. In the spring of 2015, our government significantly improved benefits to seniors. This included a 10 per cent increase in the primary caregiver tax credit. Primary caregivers can now claim up to three care recipients on their income tax return for a maximum tax credit of \$4,200. Manitoba has doubled the seniors' school tax rebate, which allows seniors to save up to \$1,570 on their annual property taxes.

I would like to give special thanks to the Manitoba Council on Aging and the Caregiver Advisory Committee. The guidance, insight and support you provide to older adults in Manitoba, in your respective roles, is invaluable.

Last, but not least, thank you to Manitoba's seniors, who contribute so much to our province. Your wisdom, experience and tremendous energy help us all to be better people.

I hope you will find this guide to be a helpful resource that leads you to learn about the many excellent services and programs provided by government and community agencies.

If you'd like more information on any issue concerning seniors, please call the Seniors Information Line at 204-945-6565 in Winnipeg, toll free 1-800-665-6565 or visit [www.manitoba.ca/shas](http://www.manitoba.ca/shas).

**Deanne Crothers**  
Minister of Healthy Living and Seniors



## Message from Dave Schellenberg, Chair of the Manitoba Council on Aging

Welcome to all. It is my pleasure to present the 2015-2016 edition of the Manitoba Seniors' Guide.

In the following pages, you'll find a comprehensive list of government and non-government programs and services, designed specifically for older Manitobans. The senior years are exciting and challenging, and our council believes it is important to have access to as much information as possible, to help us better understand and enjoy life.

Whether you're looking for information about active living, health care, financial matters or legal issues, most likely, this guide has the resources you'll need.

If you're not familiar with our council, we are an advisory body to Manitoba's Minister of Healthy Living and Seniors. We share the voices of older Manitobans with government. We are also strong supporters of the Age-Friendly Manitoba Initiative, which is devoted to creating communities that are respectful, inclusive and supportive to people of all ages.

We welcome your feedback on the Seniors' Guide and other seniors' issues. You can reach us at 204-945-6565, toll free 1-800-665-6565, by email at [seniors@gov.mb.ca](mailto:seniors@gov.mb.ca), or online at [www.manitoba.ca/shas/manitobacouncil/](http://www.manitoba.ca/shas/manitobacouncil/)

**Dave Schellenberg, Chair  
Manitoba Council on Aging**

1610 - 155 Carlton Street  
**Winnipeg, MB R3C 3H8**

### **MANITOBA COUNCIL ON AGING RECOGNITION AWARDS**

Each year, it is our honour to present awards to older Manitobans who have made outstanding contributions to their communities. Awards are offered in three categories:

- senior volunteers, ages 65+, who make extraordinary contributions to their communities and individuals of any age
- intergenerational groups, of which one includes those ages 65+, who make extraordinary contributions to communities through collaborative activities
- journalists who make extraordinary contributions promoting positive images of aging

There are people you know deserving of an award. All Manitobans can nominate someone who is making a difference contributing to the positive images of aging.

For information, or to request a nomination package, call 204-945-6565 or toll free at 1-800-665-6565, email at [seniors@gov.mb.ca](mailto:seniors@gov.mb.ca), or download the nomination package online at [www.manitoba.ca/shas/manitobacouncil/awards.html](http://www.manitoba.ca/shas/manitobacouncil/awards.html)

## SENIORS AND HEALTHY AGING SECRETARIAT

- promotes the health, independence and well-being of older Manitobans
- supports the Minister of Healthy Living and Seniors
- provides information and referrals to older adults, family, and professionals
- leads the development/implementation of the Age-Friendly Manitoba Initiative
- works collaboratively to ensure the concerns of older Manitobans are reflected through a comprehensive framework of legislation, policy and programs
- provides support to the Manitoba Council on Aging and Caregiver Advisory Committee

*For more information, contact:*

### Manitoba Health, Healthy Living and Seniors

Seniors and Healthy Aging Secretariat

1610 – 155 Carlton Street

**Winnipeg**, MB R3C 3H8

Phone: 204-945-6565

Toll Free: 1-800-665-6565

Email: [seniors@gov.mb.ca](mailto:seniors@gov.mb.ca)

Website: [www.gov.mb.ca/shas](http://www.gov.mb.ca/shas)

## CONGRATULATORY MESSAGES

Congratulatory messages are available from Federal and Provincial (Manitoba) Dignitaries for Manitobans celebrating a 25<sup>th</sup> wedding anniversary or a 65<sup>th</sup> birthday (and at five year intervals thereafter for either).

*Contact: Province of Manitoba Greetings Branch*

1035 – 405 Broadway

**Winnipeg**, MB R3C 3L6

Phone: 204-945-1657

(French): 204-945-6220

Toll Free: 1-800-282-8069

Website: [www.gov.mb.ca/legislature/greeting/index.html](http://www.gov.mb.ca/legislature/greeting/index.html)

## CELEBRATORY DAYS

### SENIORS' AND ELDERS' DAY

Manitoba celebrates National Seniors' Day and Seniors' and Elders' Month in October. This gives us all a chance to recognize and celebrate the ongoing contributions of older Manitobans. Anyone can participate by hosting an event in their own community that promotes the positive images of aging and supports healthy aging.

*For more information, contact:*

Seniors and Healthy Aging Secretariat,  
204-945-6565/1-800-665-6565.

### CAREGIVER RECOGNITION DAY

On the first Tuesday in April, the Province proclaims the day as Caregiver Recognition Day in Manitoba. This is an opportunity to recognize the valuable contributions of caregivers.

*For more information, contact:*

Seniors and Healthy Aging Secretariat,  
204-945-6565/1-800-665-6565.

### WORLD ELDER ABUSE AWARENESS DAY (WEAAD)

On June 15<sup>th</sup>, Manitoba joins in the global observance of World Elder Abuse Awareness Day. This is a time to share information, discuss the issue of abuse of older adults and become involved. For more information on events and ways in which your community can recognize this day, contact the Seniors and Healthy Aging Secretariat, 204-945-6565/1-800-665-6565 or visit [www.weaadmanitoba.ca](http://www.weaadmanitoba.ca).

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# 1.0

## Seniors Organizations and Supports

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# 1.0

## Seniors Organizations and Supports

### ACTIVE LIVING COALITION FOR OLDER ADULTS IN MANITOBA (ALCOA-MB)

ALCOA-MB is a partnership of organizations and individuals who encourage older Manitobans to maintain and enhance their health and well-being through a lifestyle that embraces daily physical activities. ALCOA-MB encourages all Manitobans 55 years of age or older to become and stay socially engaged in their community. ALCOA-MB:

- promotes provincial events including Active Aging Week, Seniors' and Elders' Month and the annual Manitoba 55 Plus Games
- champions changing the way we age to promote a positive image about healthy aging and to prevent elder abuse
- promotes and supports age-friendly active living through peer-leader training programs such as Steppin' Up and Out – which encourages older adults to get involved as a leader or a participant
- co-ordinates peer-led speakers bureau on a variety of healthy aging topics, including falls prevention, active living, medicine use and misuse, get in the fun and games, and healthy mouth: key to a healthy body
- provides equipment on loan:
  - healthy Lifestyles Bingo
  - sets of pickleball equipment
- co-ordinates demonstrations on a variety of age-friendly activities including Nordic pole walking and 55 Plus Games activities

ALCOA-MB also offers meaningful volunteer opportunities.

*For more information, contact:*

#### ALCOA-MB

c/o The Seven Oaks Wellness Institute  
1075 Leila Avenue

**Winnipeg, MB, R2P 2W7**

Phone: 204-632-3947

Toll Free: 1-866-202-6663

Email: [jevanchuk@sogh.mb.ca](mailto:jevanchuk@sogh.mb.ca)

Web: [www.alcoamb.org](http://www.alcoamb.org)

### A & O: SUPPORT SERVICES FOR OLDER ADULTS

A & O: Support Services for Older Adults is a not-for-profit social service agency that provides programs and services to older adults 55+ that support and enhance the physical, intellectual, emotional, social and spiritual lives of older persons. Specialized services are offered in the following areas:

- Safety and Security: Elder Abuse Prevention Services, Safe Suite, Seniors Abuse Support Line, Older Victim Services, SafetyAid: Crime and Falls Prevention for Older Manitobans and This Full House
- Social Inclusion: Senior Centre Without Walls, Connect, Entry Program for Older Adult Immigrants
- Counselling Services: Information and Referral, Intake, Housing and Legal Clinics

*For more information, contact:*

#### A & O: Support Services for Older Adults Inc.

200–280 Smith Street

**Winnipeg, MB R3C 1K2**

Phone: 204-956-6440

Toll Free: 1-888-333-3121

Email: [info@aosupportservices.ca](mailto:info@aosupportservices.ca)

Web: [www.aosupportservices.ca](http://www.aosupportservices.ca)

## **A & O: SUPPORT SERVICES FOR OLDER ADULTS – CONNECT PROGRAM (FORMERLY FRIENDLY VISITING)**

Agency social workers assist socially isolated older adults living within the community in Winnipeg. They connect them to resources that will facilitate independent living. Clients of the program may be connected to:

- volunteer visitors and callers
- Senior Centre Without Walls
- safety and security programs
- counselling and support services
- community resources

*For more information, contact:*

### **A & O: Support Services for Older Adults Inc.**

200–280 Smith Street

**Winnipeg**, MB R3C 1K2

Phone: 204-956-6440

Toll Free: 1-888-333-3121

Email: [info@aosupportservices.ca](mailto:info@aosupportservices.ca)

Web: [aosupportservices.ca](http://aosupportservices.ca)

## **CREATIVE RETIREMENT MANITOBA (CRM): THE CENTRE FOR LIFELONG LEARNING**

CRM contributes to the well-being of older persons and their communities. They develop and offer innovative, interactive learning opportunities with and for older persons.

Programs include:

- courses on a wide range of subjects including languages, arts, history, fitness and computers
- intergenerational outreach
- public education on seniors and aging
- Seniors Resource Network website ([www.seniors.cimnet.ca](http://www.seniors.cimnet.ca))

*For more information, contact:*

### **Creative Retirement Manitoba**

101–1075 Portage Ave

**Winnipeg**, MB R3G 0R8

Phone: 204-949-2565

Email: [info@crm.mb.ca](mailto:info@crm.mb.ca)

Web: [www.crm.mb.ca](http://www.crm.mb.ca)

## **MENSHEDS MANITOBA**

Mensheds Manitoba is a membership driven grassroots organization, run by experienced men for men. Communal activities enhance positive attitudes and well-being for men individually and in their homes. Activities include:

- short term volunteering in the community
- socialization such as chess or cribbage and coffee
- working on personal hobbies shoulder to shoulder
- Mensheds Cafe monthly cooking experience
- escorted walking tours in Winnipeg
- assisting organizations such as International Hope Canada by repairing walkers to be shipped to communities in need

*For more information, contact:*

### **Mensheds Manitoba Inc.**

Woodhaven Community Club

200 Glendale Boulevard

**Winnipeg**, MB R3J 3J1

Phone: 204-804-5165

Email: [mensheds\\_manitoba@outlook.com](mailto:mensheds_manitoba@outlook.com)

## **TRANSPORTATION OPTIONS NETWORK FOR SENIORS (TONS)**

TONS informs and educates Manitobans on transportation options that enhance quality of life and promote age-friendly communities. TONS offers the following:

- the Changing Seats presentation highlights that self aware older drivers can assess their capacity to drive. It addresses the challenges faced by older adults when making the decision to transition away from driving, adaptations that can be made to continue driving and the options that are available to seniors when they are no longer able to drive.
- the Getting Around: Taxi Usage Guide for Older Adults is available on request.
- information on local volunteer driving programs is provided.
- transit information and orientation programs are provided (ex: Park and Ride).



- a website search tool is provided for senior transportation options in rural Manitoba.
- information on rural Handi-van program meetings and resources for seniors, families and others.

*For more information, contact:*

## TONS

P.O. Box 68030 RPO Osborne Village

**Winnipeg, MB R3L 2V9**

Phone: 204-799-1788

Email: [info@tonsmb.org](mailto:info@tonsmb.org)

Web: [www.tonsmb.org](http://www.tonsmb.org)

## 1.1 Senior Centres

### MANITOBA ASSOCIATION OF SENIOR CENTRES (MASC)

MASC is the tie that binds together senior centres across Manitoba. MASC facilitates communication, networking and planning between and among senior centres, and raises their profiles. It helps develop senior centres. Collaborating with other senior serving organizations is a high priority. Please visit us at [www.manitobaseniorcentres.com](http://www.manitobaseniorcentres.com).

MASC helps in the planning of a safety program of 13 topics for older adults at the community level called Police Academy: Older Adults Division.

The Intergenerational Manitoba website is a central point of contact for information, tools and resources to assist with planning intergenerational programs and initiatives in Manitoba. It includes links to videos, publications and teaching tools. The site also showcases current initiatives in Manitoba and provides an opportunity to connect with others for ideas and information. Please visit us at [www.intergenerationalmanitoba.ca](http://www.intergenerationalmanitoba.ca).

*For more information, contact:*

### Manitoba Association of Senior Centres

19-2825 Ness Avenue

**Winnipeg, MB R3J 1A9**

Phone: 204-792-5838

Email: [info@manitobaseniorcentres.com](mailto:info@manitobaseniorcentres.com)

### A & O: SUPPORT SERVICES FOR OLDER ADULTS – SENIOR CENTRE WITHOUT WALLS

This program offers a unique opportunity for Manitobans, 55 years of age and older, to join educational and interactive programs from the comfort of their own homes. The free programs are accessed through a toll free number and are offered during the day and evenings. Program topics include educational presentations, language classes, book clubs, travelogues and support groups.

*For more information, contact:*

### A & O: Support Services for Older Adults Inc.

200-280 Smith Street

**Winnipeg, MB R3C 1K2**

Phone: 204-956-6440

Toll Free: 1-888-333-3121

Email: [info@aosupportservices.ca](mailto:info@aosupportservices.ca)

Web: [www.aosupportservices.ca](http://www.aosupportservices.ca)

### SENIOR CENTRES BY REGION

Senior centres are community focal points where older people (55+ or retired) come together for services. Programs and activities enhance their dignity, support their independence and encourage their involvement in and with the community. Programs and services may include:

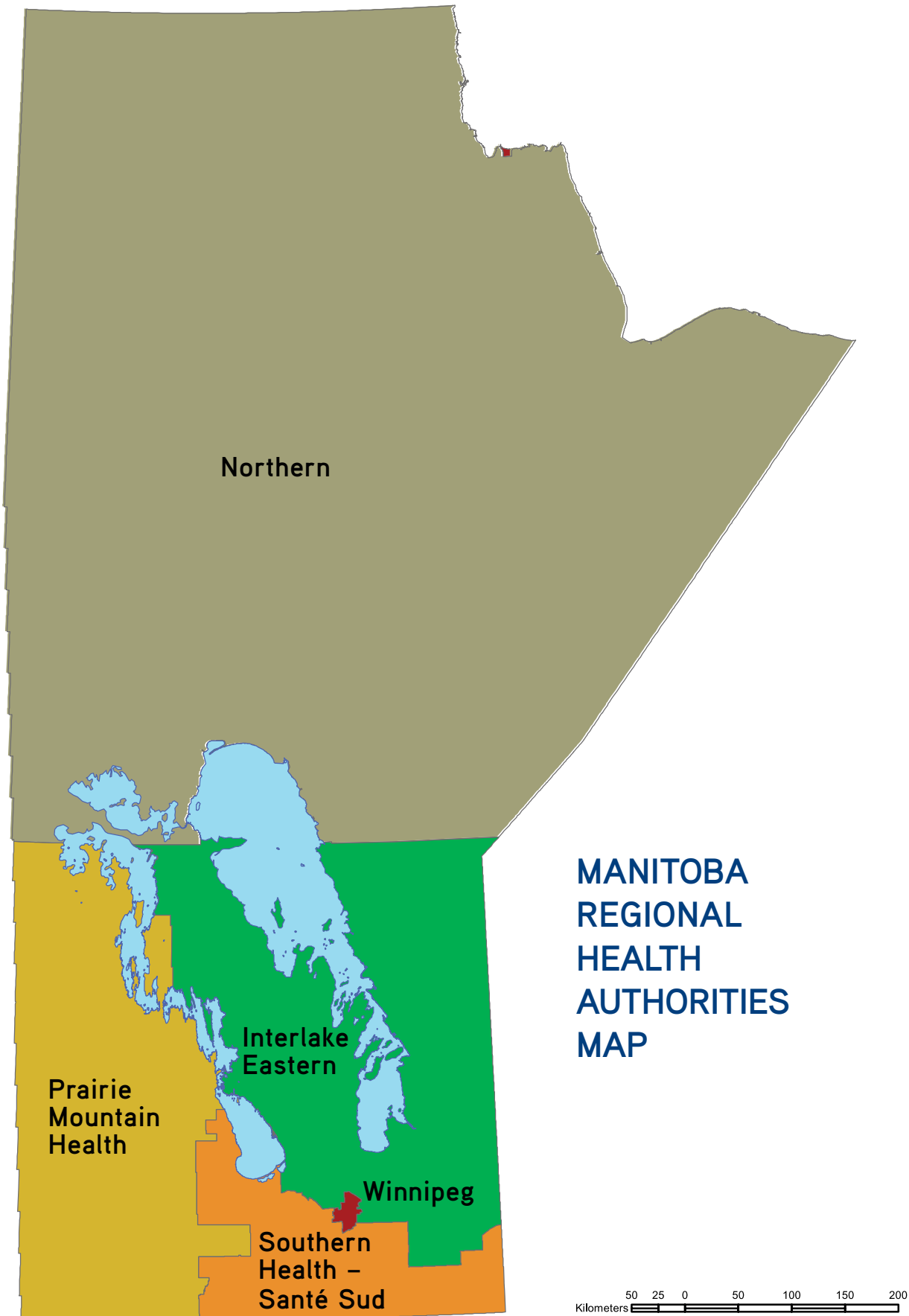
- physical activity opportunities (ex: fitness classes, dancing classes)
- health and wellness programs
- information and referrals

Many communities also have drop-in centres for seniors. They offer a variety of activities and programs. To locate a seniors drop-in centre in your community, contact your local Seniors Community Resource Council (see [pages 9 to 16](#)) or your local community centre.

*This list of multipurpose senior centres in Manitoba is organized in two ways:*

1. The multipurpose senior centres have been grouped together based on the regional health





**MANITOBA  
REGIONAL  
HEALTH  
AUTHORITIES  
MAP**

authority (RHA) area that they are located in. For example, the Senior Centre in Steinbach is located in Southern Health-Santé Sud and is listed under Southern Health-Santé Sud. A map of the regional health authorities can be found on [page 6](#).

- The centres have also been listed alphabetically according to the town/city they are located in.

## INTERLAKE-EASTERN REGIONAL HEALTH AUTHORITY

### Beau-head Senior Centre

645 Park Avenue  
**Beausejour**, MB ROE 0C0  
 Phone: 204-268-2444

### Gimli New Horizons 55+ Centre

17 North Colonization Road  
**Gimli**, MB ROC 1B0  
 Phone: 204-642-7909  
 Email: [gimli55@mymts.net](mailto:gimli55@mymts.net)  
 Web: [www.gimlinewhorizons.com](http://www.gimlinewhorizons.com)

### Support Services to Seniors

384 Eveline Street  
**Selkirk**, MB R1A 1N3  
 Phone: 204-785-2737  
 Email: [executivedirector@gordonhoward.ca](mailto:executivedirector@gordonhoward.ca)

### South Interlake 55+

Box 309, 5 Keith Cosens Drive  
**Stonewall**, MB ROC 2Z0  
 Phone: 204-467-2582  
 Email: [si55plus@mymts.net](mailto:si55plus@mymts.net)  
 Web: [www.si55plus.org](http://www.si55plus.org)

### East Beaches Senior Scene

3 Ateah Road  
**Victoria Beach**, MB ROE 2A0  
 Phone: 204-756-3668  
 Email: [ssinc1@mts.net](mailto:ssinc1@mts.net)  
 Web: [www.ebseniorscene.ca](http://www.ebseniorscene.ca)

## NORTHERN HEALTH REGION

### Jubilee Recreation of Cranberry Portage

Highway #10 (Legion Hall)  
**Cranberry Portage**, MB ROB OHO  
 Phone: 204-472-3031

### Flin Flon Seniors

2 North Avenue  
**Flin Flon**, MB R8A 0T1  
 Phone: 204-687-7081

### Snow Lake Senior Centre

71 Balsam Street  
**Snow Lake**, MB ROB 1M0  
 Phone: 204-358-2151

### The Pas Golden Agers

324 Ross Avenue  
**The Pas**, MB R9A 1L1  
 Phone: 204-623-3663

## PRAIRIE MOUNTAIN HEALTH

### Brandon Seniors for Seniors Co-op

311 Park Avenue East  
**Brandon**, MB R7A 7A4  
 Phone: 204-571-2050  
 Email: [sfors@westman.wave.ca](mailto:sfors@westman.wave.ca)

### Prairie Oasis Senior Centre

241-8<sup>th</sup> Street  
**Brandon**, MB R7A 3X2  
 Phone: 204-727-6641  
 Email: [executivedirector@prairieoasis.ca](mailto:executivedirector@prairieoasis.ca)  
 Web: [www.prairieoasis.ca](http://www.prairieoasis.ca)

### Dauphin Multi-Purpose Senior Centre

55-1<sup>st</sup> Avenue South East  
**Dauphin**, MB R7N 2A2  
 Phone: 204-638-6485  
 Email: [dsc\\_admin@mymts.net](mailto:dsc_admin@mymts.net)

## SOUTHERN HEALTH-SANTÉ SUD

### Carman Active Living Centre

Box 2224, 47 Ed Belfour Drive  
**Carman**, MB ROG 0J0  
 Phone: 204-745-2356  
 Email: [carmanalc@gmail.com](mailto:carmanalc@gmail.com)  
 Web: [www.carmanalc.com](http://www.carmanalc.com)

### Morden Friendship Activity Centre

306 North Railway Street  
**Morden**, MB R6M 1S7  
 Phone: 204-822-3555  
 Email: [mordenseniors@gmail.com](mailto:mordenseniors@gmail.com)  
 Web: [www.mordenseniors.ca](http://www.mordenseniors.ca)

### Herman Prior Senior Services Centre

40 Royal Road North

**Portage la Prairie**, MB R1N 1V1

Phone: 204-857-6951

Email: [hp55plus@mymts.net](mailto:hp55plus@mymts.net)

### Pat Porter Active Living Centre (Serving Seniors)

10 Chrysler Gate

**Steinbach**, MB R5G 2E6

Phone: 204-320-4600

Email: [ed@patporteralc.com](mailto:ed@patporteralc.com)

Web: [www.patporteralc.com](http://www.patporteralc.com)

### Winkler and District Multi-Purpose Senior Centre

Box 653, 262 Main Street

**Winkler**, MB R6W 4A8

Phone: 204-325-8964

Email: [wsc@mymts.net](mailto:wsc@mymts.net)

Web: [winkler55plus.com](http://winkler55plus.com)

## WINNIPEG REGIONAL HEALTH AUTHORITY

### Archwood 55 Plus

565 Guilbault Street

**Winnipeg**, MB R2J 0R2

Phone: 204-416-1067

### Barber House Seniors Centre

99 Euclid Avenue

**Winnipeg**, MB R2W 2W5

Phone: 204-947-0380

Email: [barberhouseoffice@gmail.com](mailto:barberhouseoffice@gmail.com)

Web: [www.pointdouglasseniors.org](http://www.pointdouglasseniors.org)

### Bleak House

1637 Main Street

**Winnipeg**, MB R2V 1Y8

Phone: 204-338-4723

Web: [www.bleakhousecentre.com](http://www.bleakhousecentre.com)

### Brooklands Active Living Centre

1960 William Avenue W

**Winnipeg**, MB R2R 0C3

Phone: 204-632-8367

Email: [bpscc@mymts.net](mailto:bpscc@mymts.net)

### Centro Caboto Centre

1055 Wilkes Avenue

**Winnipeg**, MB R3P 2L7

Phone: 204-487-4597

### Charleswood 55+ Active Living Centre

5006 Roblin Boulevard

**Winnipeg**, MB R3R 0G7

Phone: 204-897-5263

Email: [info@charleswoodseniorcentre.org](mailto:info@charleswoodseniorcentre.org)

Web: [www.charleswoodseniorcentre.org](http://www.charleswoodseniorcentre.org)

### Corydon Community Centre

Crescentwood – 1170 Corydon Avenue

River Heights – 1370 Grosvenor Avenue

Phone: 204-488-7000

Email: [office@corydoncc.com](mailto:office@corydoncc.com)

Web: [www.corydoncc.com](http://www.corydoncc.com)

### Dakota 55+ Lazars

1188 Dakota Street

**Winnipeg**, MB R2N 3H4

Phone: 204-254-1010 ext 206

Email: [bvcsenrs@mymts.net](mailto:bvcsenrs@mymts.net)

Web: [www.dakotacc.com](http://www.dakotacc.com)

### Good Neighbours Active Living Centre

720 Henderson Highway

**Winnipeg**, MB R2K 0Z5

Phone: 204-669-1710

Email: [admin@gnalc.ca](mailto:admin@gnalc.ca)

Web: [www.gnalc.ca](http://www.gnalc.ca)

### Gwen Sectar Creative Living Centre

1588 Main Street

**Winnipeg**, MB R2V 1Y3

Phone: 204-339-1701

Email: [gwensecter@shaw.ca](mailto:gwensecter@shaw.ca)

Web: [www.gwensecter.com](http://www.gwensecter.com)

### Headingley Seniors' Services

5353 Portage Avenue

**Headingley**, MB R4H 1J9

Phone: 204-889-3131 E:3

Email: [hdlyseniorservices@mts.net](mailto:hdlyseniorservices@mts.net)

Web: [www.headingleyseniorservices.ca](http://www.headingleyseniorservices.ca)

**Highsteppers Seniors Club**

980 Winakwa Road

**Winnipeg**, MB R2J 1E7

Phone: 204-619-8477

Email: [highsteppers@winakwacc.ca](mailto:highsteppers@winakwacc.ca)Web: [www.winakwacc.ca](http://www.winakwacc.ca)**McBeth House Centre**

31 McBeth Street

**Winnipeg**, MB R2V 4H2

Phone: 204-953-1536

**Pembina Active Living (55+)**

RPO Box 34056

**Winnipeg**, MB R3T 5T5

Phone: 204-946-0839

Email: [office@pal55.com](mailto:office@pal55.com)Web: [www.pal55plus.com](http://www.pal55plus.com)**Rady Jewish Community Centre (Rady JCC)**

B100-123 Doncaster Street

**Winnipeg**, MB R3N 2B3

Phone: 204-477-7510

Email: [inquiry@radyjcc.com](mailto:inquiry@radyjcc.com)Web: [www.radyjcc.com](http://www.radyjcc.com)**Seine River Seniors**

254 Lakewood Blvd

**Winnipeg**, MB R3J 4A3

Phone: 204-253-4599

Email: [seineriverseniors@gmail.com](mailto:seineriverseniors@gmail.com)Web: [www.seineriverseniors.ca](http://www.seineriverseniors.ca)**St. James/Assiniboia 55+ Centre**

3-203 Duffield Street

**Winnipeg**, MB R3J 0H6

Phone: 204-987-8850

Email: [sean@stjamescentre.com](mailto:sean@stjamescentre.com)Web: [www.stjasc.com](http://www.stjasc.com)**Vital Seniors**

3 St. Vital Road

**Winnipeg**, MB R3M 1Z2

Phone: 204-253-0555

Email: [stmary@mymts.net](mailto:stmary@mymts.net)Web: [www.stmarymagdalenewpg.org](http://www.stmarymagdalenewpg.org)**West End Active Living Centre**

1315 Strathcona Street

**Winnipeg**, MB R3J 3T7

Phone: 204-772-8035

Email: [wealc2014@gmail.com](mailto:wealc2014@gmail.com)**1.2****Seniors Community Resource Councils, by Region**

Seniors Community Resource Councils are non-profit community based organizations located throughout Manitoba. They offer a variety of programs within the community that support the independence of older adults (55+) such as:

- seniors congregate meal programs
- seniors transportation programs
- information and referral
- health and wellness programs
- home maintenance programs
- emergency response information kits and emergency response systems

They have been listed by regional health authority areas and alphabetically by communities. For the council nearest you call the Seniors Information Line: 204-945-6565 or Toll free 1-800-665-6565.

A listing for Winnipeg is here: [www.wrha.mb.ca/community/seniors/files/resCMP.pdf](http://www.wrha.mb.ca/community/seniors/files/resCMP.pdf)

**INTERLAKE-EASTERN REGIONAL HEALTH AUTHORITY****Arborg and District Seniors Resource Council**

Box 935

**Arborg**, MB ROC 0A0

Phone: 204-376-3494

Email: [srprogrm@mymts.net](mailto:srprogrm@mymts.net)**Living Independence For Elders – LIFE**

4-61 Main Street

**Ashern**, MB ROC OEO

Phone: 204-768-2187

Email: [lifeash@mymts.net](mailto:lifeash@mymts.net)**Brokenhead Outreach for Seniors**

Box 1690, 606 James Avenue

**Beausejour**, MB ROE OCO

Phone: 204-268-7300

Email: [seniorservices@mymts.net](mailto:seniorservices@mymts.net)

### Eriksdale Community Resource Council

Box 382

**Eriksdale**, MB ROC OW0

Phone: 204-739-2697

Email: commresources@eriksdale.com

### Fisher Branch Seniors Resource Council

Box 557

**Fisher Branch**, MB ROC OZ0

Phone: 204-372-7315

Email: fbsro@mymts.net

### Gimli Seniors Resource Council

Box 1928

**Gimli**, MB ROC 1B0

Phone: 204-642-7297

Email: gsrc@mymts.net

### Two Rivers Seniors Resource Council

Box 1030

**Lac du Bonnet**, MB ROE 1A0

Phone: 204-345-1227

Email: tworiver@nlis.ca

### Lundar Community Resource Council

Box 430, 35 Main Street

**Lundar**, MB ROC 1Y0

Phone: 204-762-5378

Email: lcrc@mymts.net

### Springfield Services to Seniors

60 024 Hwy. 206

**Oakbank**, MB ROE 1J0

Phone: 204-853-7582

Email: springfieldseniors@mymts.net

### Two Rivers Seniors Resource Council Inc.

P.O. Box 272

**Pinawa**, MB ROE 1L0

Phone: 204-753-2962

Email: debbietworivers@gmail.com  
pinawatworivers@gmail.com

### Winnipeg River Senior Services

Box 1109

**Pine Falls**, MB ROE 1M0

Phone: 204-367-9128

Email: wrss@mymts.net

### Riverton Seniors Resource Council

Box 250

**Riverton**, MB ROC 2R0

Phone: 204-378-3103

Email: bradmel@lakenet.ca

### St. Laurent Senior Resource Council

Box 308

**St. Laurent**, MB ROC 2S0

Phone: 204-646-2504, ext. 4

Email: stlsrc@mymts.net

### Selkirk and District Seniors Resource Council Inc.

310 Christie Avenue

**Selkirk**, MB R1A 2L6

Phone: 204-785-2737

Email: srcoordinator@outlook.com

### South Interlake Seniors Resource Council

Box 36, 5 Keith Cosens Drive

**Stonewall**, MB ROC 2Z0

Phone: 204-467-2719

Email: sisrc@shaw.ca

### Teulon and District Seniors Resource Council

54 Main Street

Box 418

**Teulon**, MB ROC 3B0

Phone: 204-886-2570

Email: tdsrcc@mts.net

### East Beach Resource Centre

Box 2

**Traverse Bay**, MB ROE 2A0

Phone: 204-756-6471

Email: ebresourcec@mymts.net

### Two Rivers Seniors Resource Council

Box 160

**Whitemouth**, MB ROE 2G0

Phone: 204-348-4610

Email: wmrivers@mymts.net

## NORTHERN HEALTH REGION

### Thompson Seniors Resource Council

867 Thompson Drive S

**Thompson**, MB R8N 1Z4

Phone: 204-778-1597

Email: pantila@nrha.ca



## PRAIRIE MOUNTAIN HEALTH

### Seniors Independent Services

Box 97

**Baldur**, MB R0K 0B0

Phone: 204-825-8372

Email: baldur.belmontseniors@outlook.com

### Seniors Independent Services

Box 297

**Belmont**, MB R0K 0C0

Phone: 204-825-8372 or 204-537-2642

Email: baldur.belmontseniors@outlook.com

### Seniors Services of Banner County

Box 131

**Binscarth**, MB R0J 0G0

Phone: 204-532-2134

Email: valjferguson@hotmail.com

### Valley Services for Seniors

Box 238

**Birtle**, MB R0M 0C0

Phone: 204-842-3460

### Senior Services of Turtle Mountain Area

Box 962

**Boissevain**, MB R0K 0E0

Phone: 204-534-6816

Email: sstma@mymts.net

### Prairie Oasis Senior Centre

241-8<sup>th</sup> Street

**Brandon**, MB R7A 3X2

Phone: 204-727-6641

Email: excutivedirector@prairieoasis.ca

Web: www.prairieoasis.ca

### Brandon Seniors for Seniors Co-op

311 Park Avenue East

**Brandon**, MB R7A 7A4

Phone: 204-571-2050

Email: sfors@wgcwave.ca

### Carberry Services for Seniors

Box 597

**Carberry**, MB R0K 0H0

Phone: 204-834-6613

Email: servsen@wgcwave.ca

### Senior Services for Cartwright, Mather and RM of Roblin

Box 275

**Cartwright**, MB R0K 0L0

Phone: 204-529-2590

Email: sscmr@cartwrightroblin.ca

### Dauphin Multi-Purpose Senior Centre

55-1<sup>st</sup> Avenue South East

**Dauphin**, MB R7N 2A2

Phone: 204-638-6485

Email: dsc\_admin@mymts.net

### Seniors Access to Independent Living (SAIL)

Box 70

**Elkhorn**, MB R0M 0N0

Phone: 204-845-2011

Email: elksail@mymts.net

### Services to Seniors Serving Erickson, Onanole, Sandy Lake and Area

Box 97

**Erickson**, MB R0J 0P0

Phone: 204-636-7895

Email: areas@mymts.net

### Support Services to Seniors Foxwarren

Box 212

**Foxwarren**, MB R0J 0R0

Phone: 204-847-2080

Email: foxsen@mymts.net

### Gilbert Plains and District Community Resource Council

Box 567

**Gilbert Plains**, MB R0L 0X0

Phone: 204-548-4131

Email: gpdcrc@mymts.net

### Seniors Independent Services

Box 639

**Glenboro**, MB R0K 0X0

Phone: 204-827-2703

Email: sis@glenboro.com

### Helping Hands for Glenella District

Box 15

**Glenella**, MB R0J 0V0

Phone: 204-352-4281

### Grandview and District Community Resource Council

Box 235

**Grandview**, MB R0L 0Y0

Phone: 204-546-2085

Email: gvdrcc@mymmts.net

### Hamiota Seniors Council

Suite 30-166 Lilac Avenue

**Hamiota**, MB R0M 0T0

Phone: 204-764-2658

Email: 7642658@mymmts.net

### Seniors Organized Services of Souris Valley

Box 428

**Hartney**, MB R0M 0X0

Phone: 204-858-2597

Email: hartneysos@yahoo.ca

### MILES for Seniors

Box 40

**Holland**, MB R0G 0X0

Phone: 204-526-2249

Email: miles@rmofvictoria.com

### Woodworth Seniors Services

Box 64

**Kenton**, MB R0M 0Z0

Phone: 204-838-2169

Email: wss@inetlinkwireless.ca

### Killarney and Area Services for Seniors

Box 838

**Killarney**, MB R0K 1G0

Phone: 204-523-7115

Email: wanderson@killarney.ca

### McCreary/Alonsa Support Services to Seniors

Box 521

**McCreary**, MB R0J 1B0

Phone: 204-835-2782

Email: mssts@mymmts.net

### Senior Services of Antler River

Box 413

**Melita**, MB R0M 1L0

Phone: 204-522-8466

Email: ser2sen@yahoo.com

### Miniota Municipal Services to Seniors

Box 182

**Miniota**, MB R0M 1M0

Phone: 204-567-3625

Email: mms1@mymmts.net

### Minnedosa and District Services to Seniors

Box 1844

**Minnedosa**, MB R0J 1E0

Phone: 204-867-5190

Email: seniors@mymmts.net

### HAND – Neepawa and District

Box 1852

**Neepawa**, MB R0J 1H0

Phone: 204-476-2009

Email: handsup@mymmts.net

### Seniors Access to Independent Living (SAIL)

Box 156

**Oak Lake**, MB R0M 1P0

Phone: 204-855-3150

Email: oaksail@mymmts.net

### Senior Services of Antler River

Box 96

**Pierson**, MB R0M 1S0

Phone: 204-634-2332

Email: ser2sen@yahoo.com

### Seniors Helping Hands of Alstone

Box 384

**Reston**, MB R0M 1X0

Phone: 204-877-3920

Email: shha@mymmts.net

### Senior Services of Rivers – Rapid City and District

Box 809

**Rivers**, MB R0K 1X0

Phone: 204-764-0440

### Roblin and District Community Help Centre

Box 1417

**Roblin**, MB R0L 1P0

Phone: 204-937-8276

Email: rdchc@mymmts.net

### Lawrence Resource Council

Box 144

**Rorketon**, MB R0L 1R0

Phone: 204-732-2862

Email: lrcrorketon@gmail.com

**Rosburn Community Resource Council**

Box 418

**Rosburn**, MB R0J 1V0

Phone: 204-859-3386

Email: rosscomm@mymts.net

**Seniors Services of Banner County**

Box 1073

**Russell**, MB R0J 1W0

Phone: 204-773-2316

Email: rslsrser@mymts.net

**Senior Services of Prairie – Parkland**

Box 543

**Shoal Lake**, MB R0J 1Z0

Phone: 204-759-2195

Email: sspp1@mymts.net

**Souris Seniors Organized Services of  
Souris Valley**

Box 1245

**Souris**, MB R0K 2C0

Phone: 204-483-3106

Email: souris\_sos@live.ca

**St. Lazare – Ellice Services for Seniors**

Box 85

**St. Lazare**, MB R0M 1Y0

Phone: 204-683-2524

Email: clubfortellice@mymts.net

**Ste. Rose and District Community  
Resource Council**

Box 808

**Ste. Rose du Lac**, MB R0L 1S0

Phone: 204-447-2478

Email: srrescu@mymts.net

**Senior Services of Prairie Parkland**

Box 303

**Strathclair**, MB R0J 2C0

Phone: 204-365-2012

Email: sspp2@mymts.net

**Swan River and District Community  
Resource Council**

Box 2641

**Swan River**, MB R0L 1Z0

Phone: 204-734-5707

Email: swandcrc@mymts.net

**Seniors Access to Independent Living  
(SAIL)**

Box 1984

**Virten**, MB R0M 2C0

Phone: 204-748-2323

Email: virdensail@mymts.net

**Seniors Outreach Services of Bren – Win**

Box 104

**Waskada**, MB R0M 2E0

Phone: 204-673-2534

Email: soswask@mymts.net

**Seniors Independent Services (SIS)**Box 413, 112 4<sup>th</sup> Street**Wawanesa**, MB R0K 2G0

Phone: 204-824-2369

Email: siswawanesa@gmail.com

**SOUTHERN HEALTH-SANTÉ SUD****Rhineland C.A.R.E.**

Box 670

**Altona**, MB R0G 0B0

Phone: 204-324-1528

Email: ann\_nikkel@hotmail.com

**Carman Community Seniors  
Resource Council**

Box 2142

**Carman**, MB R0G 0J0

Phone: 204-745-6611

Email: carmanseniors@mymts.net

Web: www.carmanalc.com

**Franklin Senior Services**

Box 222

**Dominion City**, MB R0A 0H0

Phone: 204-427-2869

Email: franklinseniorservices@hotmail.ca

**Cartier Senior Citizens Support**

Box 215

**Elie**, MB R0H 0H0

Phone: 204-353-2470

Email: cscsc@mymts.net

**Gladstone Area Seniors Support Program**

Box 757

**Gladstone**, MB R0J 0T0

Phone: 204-385-3026

Email: gassp@mymts.net

### Headingley Seniors' Services

5353 Portage Avenue

**Headingley**, MB R4H 1J9

Phone: 204-889-3132 ext. 3

Email: [hdlyseniorservices@mymts.net](mailto:hdlyseniorservices@mymts.net)

### Services Rivière Seine Pour Aîné(e)s/ Seine River Services for Seniors

Box 590

**La Broquerie**, MB R0A 0W0

Phone: 204-424-5285

Email: [labseinerss@gmail.com](mailto:labseinerss@gmail.com)

### Services aux Aînés Montcalm

Box 228

**Letellier**, MB R0G 1C0

Phone: 204-304-0551

Email: [jbarnabe@hotmail.ca](mailto:jbarnabe@hotmail.ca)

### MacGregor – Austin Senior Support Program

Box 717

**MacGregor**, MB R0H 0R0

Phone: 204-685-2083

Email: [macss@mymts.net](mailto:macss@mymts.net)

### Pembina Community Resource Council

Box 129

**Manitou**, MB R0G 1G0

Phone: 204-242-2744

Email: [pcrc@mymts.net](mailto:pcrc@mymts.net)

### Morden Services for Seniors

306 North Railway Street

**Morden**, MB R6M 1S7

Phone: 204-822-5663

Email: [sfs2@mymts.net](mailto:sfs2@mymts.net)

### Morris Area Senior Services

Box 997

**Morris**, MB R0G 1K0

Phone: 204-746-6336

Email: [mass@mymts.net](mailto:mass@mymts.net)

### Niverville Senior Services

Box 14

**Niverville**, MB R0A 1E0

Phone: 204-388-9945

Email: [nsts0714@gmail.com](mailto:nsts0714@gmail.com)

### Ensemble Chez Soi

Box 336

55 rue Rodgers

**Notre Dame de Lourdes**, MB R0G 1M0

Phone: 204-248-7291

Email: [ensemble@mymts.net](mailto:ensemble@mymts.net)

### Louise Community Support Services

Box 232

**Pilot Mound**, MB R0G 1P0

Phone: 204-825-2443

Email: [louisecs@mymts.net](mailto:louisecs@mymts.net)

### Plumas Senior Support Services

Box 233

**Plumas**, MB R0J 1P0

Phone: 204-386-2029

Email: [ssplumas@mymts.net](mailto:ssplumas@mymts.net)

### Portage Service for Seniors

165 Saskatchewan Avenue East

**Portage la Prairie**, MB R1N 0L7

Phone: 204-239-6312 or 204-239-1453

Email: [psfsed@shaw.ca](mailto:psfsed@shaw.ca)

### Richot Senior Services

457 Main Street

**St. Adolphe**, MB R5A 1A4

Phone: 204-883-2880

Email: [ritchotseniors@mymts.net](mailto:ritchotseniors@mymts.net)

### Services aux Aînés Montcalm

Box 160

**St. Jean Baptiste**, MB R0G 2B0

Phone: 204-758-3031

Email: [jbarnabe@hotmail.ca](mailto:jbarnabe@hotmail.ca)

### RM of De Salaberry Services to Seniors

Box 187

**St. Malo**, MB R0A 1T0

Phone: 204-347-5652

Email: [crem@mymts.net](mailto:crem@mymts.net)

### Senior Service pour Aîné(e)s

Box 252

**St. Pierre-Jolys**, MB R0A 1V0

Phone: 204-433-3276

Email: [smusick@mymts.net](mailto:smusick@mymts.net)

**LGD of Piney Community Resource Council**

Box 24

**South Junction**, MB R0A 1Y0

Phone: 204-437-2604

Email: lgdseniors@gmail.com

**Macdonald Services to Seniors**

Box 283

**Starbuck**, MB R0G 2P0

Phone: 204-735-3052

Email: mssi@mymts.net

**Serving Seniors Pat Porter Active Living Centre**

10 Chrysler Gate

**Steinbach**, MB R5G 2E6

Phone: 204-320-4604

Email: crc@patporteralc.com

Web: www.patporteralc.com

**Lorne Community Support Services**

Box 40

**Swan Lake**, MB R0G 2S0

Phone: 204-836-2585

**Vita and District Resource Council**

12-132 Drull Avenue

**Vita**, MB R0A 2K0

Phone: 204-425-3701

Email: vdrc@mymts.net

**Winkler Services to Seniors**

Box 653, 262 Main Street

**Winkler**, MB R6W 4A8

Phone: 204-325-8964

Email: wsc@mymts.net

**WINNIPEG REGIONAL HEALTH AUTHORITY  
SENIOR RESOURCE FINDER****Boni-Vital Council for Seniors**

1188 Dakota Street

**Winnipeg**, MB R2N 3H4

Phone: 204-255-2061

Email: bvcsenrs@mymts.net

**Broadway Seniors Resource Council**

319-691 Wolseley Avenue

**Winnipeg**, MB R3G 1C3

Phone: 204-772-3533

Email: bway@mymts.net

**Community Services Program**

280 Balderstone Road

**West St. Paul**, MB R4A 4A6

Phone: 204-336-4126

Email: bev@middlechurchhome.mb.ca

**Conseil des francophones 55+**

400, rue Des Meurons, bureau 123

**Winnipeg**, MB R2H 3H3

Phone: 204-793-1054

Email: conseil55@fafm.mb.ca

**Downtown Seniors Resource Council of Winnipeg**

640 Main Street

**Winnipeg**, MB R2B 4L8

Phone: 204-803-8329

Email: downtown@aosupportservices.ca

**Fort Garry Seniors Resource Council**

200-280 Smith Street

**Winnipeg**, MB R3C 1K2

Phone: 204-792-1913

Email: fortgarry@aosupportservices.ca

**Keewatin/Inkster Neighbourhood Resource Council for Seniors**

1490 Burrows Avenue

**Winnipeg**, MB R2X 0S8

Phone: 204-774-3085

Email: kinrc@mts.net

**North Point Douglas Seniors Association Barber House Seniors Centre**

99 Euclid Avenue

**Winnipeg**, MB R2W 2W5

Phone: 204-947-0380

Web: www.pointdouglasseniors.org

**Point Douglas Seniors Coalition**

200-280 Smith Street

**Winnipeg**, MB R3C 1K2

Phone: 204-792-2920

Email: pdsc@ageopportunity.mb.ca

**River East – Seniors Resource Finder**

720 Henderson Highway

**Winnipeg**, MB R2K 0Z5

Phone: 204-667-6812

Email: recs@mymts.net

### Seven Oaks Seniors' Resource Finder

1588 Main Street  
**Winnipeg**, MB R2V 1Y3  
Phone: 204-612-3888  
Email: [sosl@mymts.net](mailto:sosl@mymts.net)

### South Winnipeg Seniors Resource Council

Room 117-1 Morley Avenue  
**Winnipeg**, MB R3L 2P4  
Phone: 204-478-6169  
Email: [swsrc@mymts.net](mailto:swsrc@mymts.net)

### St. James/Assiniboia 55+ Centre

3-203 Duffield Street  
**Winnipeg**, MB R3J 0H6  
Phone: 204-987-8850 ext. 108  
Email: [adele@stjamescentre.com](mailto:adele@stjamescentre.com)

### Transcona Council for Seniors

845 Regent Avenue West  
**Winnipeg**, MB R2C 3A9  
Phone: 204-222-9879  
Email: [tcs@mts.net](mailto:tcs@mts.net)

## 1.3 Aboriginal Seniors

### ABORIGINAL SENIORS RESOURCE CENTRE OF WINNIPEG

45 Robinson Street  
**Winnipeg**, MB R2W 5H5  
Phone: 204-586-4595  
Email: [thelma@asrcwpg.ca](mailto:thelma@asrcwpg.ca)

### EYAA-KEEN HEALING CENTRE

Eyaa-Keen Healing Centre provides a unique form of Aboriginal traditional based trauma treatment and psychological rehabilitation. They help people start living fully alive, thriving and making good decisions in their own lives. Programs and services are designed to improve the well-being of Aboriginal people by addressing issues and strengthening their abilities to lead their own lives in a good way.

*For more information, contact:*

#### Eyaa-Keen Healing Centre Inc.

547 Notre Dame Avenue  
**Winnipeg**, MB R3B 1S2  
Phone: 204-783-2976

Toll Free: 1-877-423-4648  
Email: [contact@eyaa-keen.org](mailto:contact@eyaa-keen.org)  
Web: [www.eyaa-keen.org](http://www.eyaa-keen.org)

### TURTLE LODGE

The Turtle Lodge offers children, youth, adults and elders the opportunity to come together in a sacred environment for: traditional teachings, ceremony, healing, and the sharing of indigenous perspectives on how to have a good and peaceful life.

*For more information, contact:*

#### Turtle Lodge

Sagkeeng First Nation  
PO Box 1267  
**Pine Falls**, MB ROE 1M0  
Email: [turtlelodge@mts.net](mailto:turtlelodge@mts.net)  
Web: [www.turtlelodge.org](http://www.turtlelodge.org)

There are several aboriginal organizations such as Friendship Centres across Manitoba that offer programs and support services for Aboriginal Seniors. For more information, contact the [Manitoba Association of Friendship Centres](#) at 204-942-6299 or [www.mac.mb.ca](http://www.mac.mb.ca).

## 1.4 Francophone Seniors

### BILINGUAL SERVICE CENTRES (BSC)

The BSCs offer all seniors a range of federal, provincial and municipal initiatives, programs and services on:

- veterans services
- 55+ Income Supplement Program
- Housing and Home Emergency Repairs Program
- Employment and Income Assistance Program
- Vital Statistics forms and documents
- age-friendly initiatives
- fraud protection and personal safety
- Caregiving and Primary Caregiver Tax Credit
- resources for Manitobans with Disabilities and Disability Tax Credit
- healthcare
- pensions



The BSCs offer free public access computers with Internet, printer and scanner. BSCs hosts a variety of seminars and workshops all over the province of Manitoba.

*For more information, contact:*

Toll Free: 1-866-267-6114  
 Email: [csbsc@gov.mb.ca](mailto:csbsc@gov.mb.ca)  
 Web: [www.csbsc.mb.ca](http://www.csbsc.mb.ca)

## **CONSEIL DES FRANCOPHONES 55+**

Le Conseil des francophones 55+ is a community based non-profit organization. Its mandate is to ensure the accessibility and availability of French language services and support programs for the French speaking population 55 years and up, who live in Winnipeg.

*For more information, contact:*

**Conseil des francophones 55+**  
 400, rue Des Meurons, bureau 123  
**Winnipeg**, MB R2H 3H3  
 Phone: 204-793-1054  
 Email: [Conseil55@fafm.mb.ca](mailto:Conseil55@fafm.mb.ca)  
 Web: [www.fafm.mb.ca](http://www.fafm.mb.ca)

## **LA FÉDÉRATION DES AÎNÉS FRANCO-MANITOBAINS (FAFM)**

FAFM represents and protects the interests of francophones aged 55 years and over while contributing to the development of the community. Primary actions are communication, promotion and community development.

*For more information, contact:*

**La Fédération des aînés franco-manitobains**  
 400, rue Des Meurons, bureau 123  
**St. Boniface**, MB R2H 3H3  
 Phone: 204-235-0670  
 Toll Free: 1-855-235-0670  
 Email: [info@fafm.mb.ca](mailto:info@fafm.mb.ca)  
 Web: [www.fafm.mb.ca](http://www.fafm.mb.ca)

## **PLURI-ELLES (MANITOBA)**

Pluri-elles (Manitoba) offers the following services at no cost to francophones living in Manitoba:

- individual and group counselling
- personal development workshops
- seniors' computer and iPad courses
- literacy programs
- job reintegration program/job research
- finance programs

*For more information, contact:*

**Pluri-elles (Manitoba) Inc.**  
 420 Des Meurons Street, unit 114  
**Winnipeg**, MB R2H 2N9  
 Phone: 204-233-1735 ext. 203  
 Toll Free: 1-800-207-5874  
 Email: [pluridg@pluri-elles.mb.ca](mailto:pluridg@pluri-elles.mb.ca)

### **1.5**

## **Multicultural/Ethnic Seniors**

There are several multicultural/ethnic seniors groups located throughout Manitoba. For more information, contact your local multicultural community centre or the Multiculturalism Secretariat at 204-945-5632; or email [multisec@gov.mb.ca](mailto:multisec@gov.mb.ca).

### **1.6**

## **Newcomer Seniors**

### **A & O: SUPPORT SERVICES FOR OLDER ADULTS – ENTRY PROGRAM FOR OLDER ADULT IMMIGRANTS**

The ENTRY program is a 10 week program, held twice a week for newcomers who are 55+ and have not previously attended the program. The program offers settlement and orientation sessions on topics such as healthy living, the law and getting around places in the community.

After completing the program, participants are encouraged to join in English Conversation Circles to continue practising their communication skills and discussing topics of interest with their peers.

*For more information, contact:*

### **A & O: Support Services for Older Adults Inc.**

200–280 Smith Street

**Winnipeg**, MB R3C 1K2

Phone: 204-956-6440

Toll Free: 1-888-333-3121

Email: [entry@aosupportservices.ca](mailto:entry@aosupportservices.ca)

Web: [aosupportservices.ca](http://aosupportservices.ca)

## **IMMIGRANT CENTRE MANITOBA**

Immigrant Centre Manitoba is a service agency providing a comprehensive range of settlement services, including:

- settlement services
- employment services
- Access English Centre
- outreach services
- nutrition services
- volunteer services
- citizenship classes
- language bank (see [page 18](#))
- notary public services

*For more information, contact:*

### **Immigrant Centre Manitoba**

100 Adelaide Street

**Winnipeg**, MB R3A 0W2

Phone: 204-943-9158

Web: [www.icmanitoba.com](http://www.icmanitoba.com)

## **JEWISH CHILD AND FAMILY SERVICES (JCFS)**

JCFS provides Jewish newcomers over the age of 65 with integration services and cultural programming to encourage socializing and becoming familiar with the Jewish community. For more information, see [page 88](#).

## **LANGUAGE BANK**

Immigrant Centre Manitoba offers a language bank that provides interpreters 24 hours a day in over 80 languages and dialects. After regular office hours this is on an emergency basis only. Translators are also provided to the general public to verify or complete translations. For more information, contact Immigrant Centre Manitoba (see [page 18](#)).

## **LIVING IN MANITOBA: A RESOURCE GUIDE FOR IMMIGRANT WOMEN**

The guide helps immigrant women who are new to Manitoba navigate resources and services in our province. It takes into account the unique settlement experiences of immigrant women and offers advice on cultural practices, housing, child care, and legal rights and protections. Printed copies are available by calling the Manitoba Status of Women at 204-945-6281 or toll free at 1-800-263-0234 or visit [www.gov.mb.ca/msw/publications/immigrant\\_guide.pdf](http://www.gov.mb.ca/msw/publications/immigrant_guide.pdf).

### **1.7**

## **Manitoba Interfaith Immigration Council**

The Manitoba Interfaith Immigration Council provides the following services to refugee newcomers (government assisted, privately sponsored refugees, and refugee claimants):

- reception and temporary accommodation
- settlement and orientation
- sponsorship services
- inland refugee claim assistance
- support programs through the volunteer department

*For more information, contact:*

### **Manitoba Interfaith Immigration Council Welcome Place**

521 Bannatyne Avenue

**Winnipeg**, MB R3A 0E4

Phone: 204-977-1000

Email: [barbf@miic.ca](mailto:barbf@miic.ca)

Web: [www.miic.ca](http://www.miic.ca)

## SOCIETY FOR MANITOBANS WITH DISABILITIES (SMD)

Society for Manitobans with Disabilities (SMD) provides services and support to people with disabilities in Manitoba. The Ethno-Cultural Program at SMD provides services specifically for people and families living with disabilities, from ethnic communities, who have little English or English as an additional language. Cultural Resource Facilitators provide direct cultural interpretation and facilitation services to help address language and cultural barriers, and navigate health, rehabilitation and social services. The program provides services in over 25 languages.

*For more information, contact:*

### Society for Manitobans with Disabilities

825 Sherbrook Street

**Winnipeg**, MB R3A 1M5

Phone: 204-975-3121

Email: [troberson@smd.mb.ca](mailto:troberson@smd.mb.ca)

Web: [www.smd.mb.ca/smd-services/ethno-cultural-services](http://www.smd.mb.ca/smd-services/ethno-cultural-services)

## 1.8 Veterans

### BUREAU OF PENSIONS ADVOCATES

The Bureau of Pensions Advocates is an independent federal division of Veterans Affairs Canada. It has qualified lawyers and represents veterans, peacetime military servicemen and/or women, RCMP officers and their widows at appeal board hearings under the *Pension Act* and the *RCMP Superannuation Act*.

*For more information, contact:*

### Bureau of Pensions Advocates

Box 6050

610-234 Donald Street

**Winnipeg**, MB R3C 4G5

Phone: 204-983-5598

Toll Free: 1-877-228-2250

## OPERATIONAL STRESS INJURY SOCIAL SUPPORT (OSISS)

Operational Stress Injury Social Support offers community resource information and referral, education, and peer support to military members, veterans and their families who have been impacted by an operational stress injury (OSI) as a result of operational duties.

*For more information, contact:*

### Veterans Affairs Canada-OSI Clinic

Deer Lodge Hospital

2109 Portage Avenue

**Winnipeg**, MB R3J 0L3

Family members: 204-831-3444

Web: [www.osiss.ca](http://www.osiss.ca)

### Canadian Forces Base Shilo

Building L 106

PO Box 5000 Stn. Main

**Shilo**, MB R0K 2A0

Family members: 204-765-3000 ext. 4031

## ROYAL CANADIAN NAVAL BENEVOLENT FUND (RCNBF)

The RCNBF helps relieve distress and promote the well-being of members and former members of the Naval Forces of Canada and their dependents. The fund provides interest-free loans or grants to veterans and ex-service personnel and/or their spouses. The loans are for such expenses as food, clothing, home repairs, funeral costs, medical, dental, optical, surgical and prosthetic services. One-time scholarships and bursaries of \$2,000 to children and grandchildren of eligible members may also be provided.

*For more information, contact:*

### Royal Canadian Naval Benevolent Fund

Box 505, Station B

**Ottawa**, ON K1P 5P6

Phone: 613-996-5087

Toll Free: 1-888-557-8777

Email: [rcnbf@rcnbf.com](mailto:rcnbf@rcnbf.com)

Web: [www.rcnbf.ca](http://www.rcnbf.ca)

## VETERANS AFFAIRS CANADA (VAC)

VAC offers a wide range of services and benefits to meet the changing needs of qualified veterans, Canadian Forces members, serving and discharged members of the RCMP, and certain civilians and their families. Some of the programs and services include:

- health care benefits
- career change assistance
- mental health services
- group health insurance
- financial benefits
- funeral assistance
- disability pension
- Veterans Independence Program (see [page 20](#))
- War Veterans Allowance

*For more information, contact:*

### **Veterans Affairs Canada**

P.O. Box 6050

610-234 Donald Street

**Winnipeg, MB R3C 4G5**

Toll Free: 1-866-522-2122 (English)

1-866-522-2022 (French)

Web: [www.veterans.gc.ca](http://www.veterans.gc.ca)



## VETERANS INDEPENDENCE PROGRAM (VIP)

VIP is a national home care program offered by Veterans Affairs Canada, that helps eligible veterans to remain healthy and independent in their own homes or communities. The program offers funding through a grant and/or reimbursement for a variety of services to eligible clients based on individual circumstances and health needs, including:

- grounds maintenance
- housekeeping
- personal care
- home adaptations
- access to nutrition
- health and support services
- ambulatory health care
- intermediate care services
- social transportation

For more information, including information on eligibility, contact Veterans Affairs Canada (see [page 20](#)).

## THE POPPY TRUST FUND

Each year, the Poppy Trust Fund is able to offer financial assistance and a number of other services and programs to Veterans and their families, thanks to the money raised during the Poppy Campaign. Through the generous donations of Canadians everywhere, the Poppy Trust Fund continues to help those we acknowledge through Remembrance.

### **The Royal Canadian Legion Dominion Command**

86 Aird Place

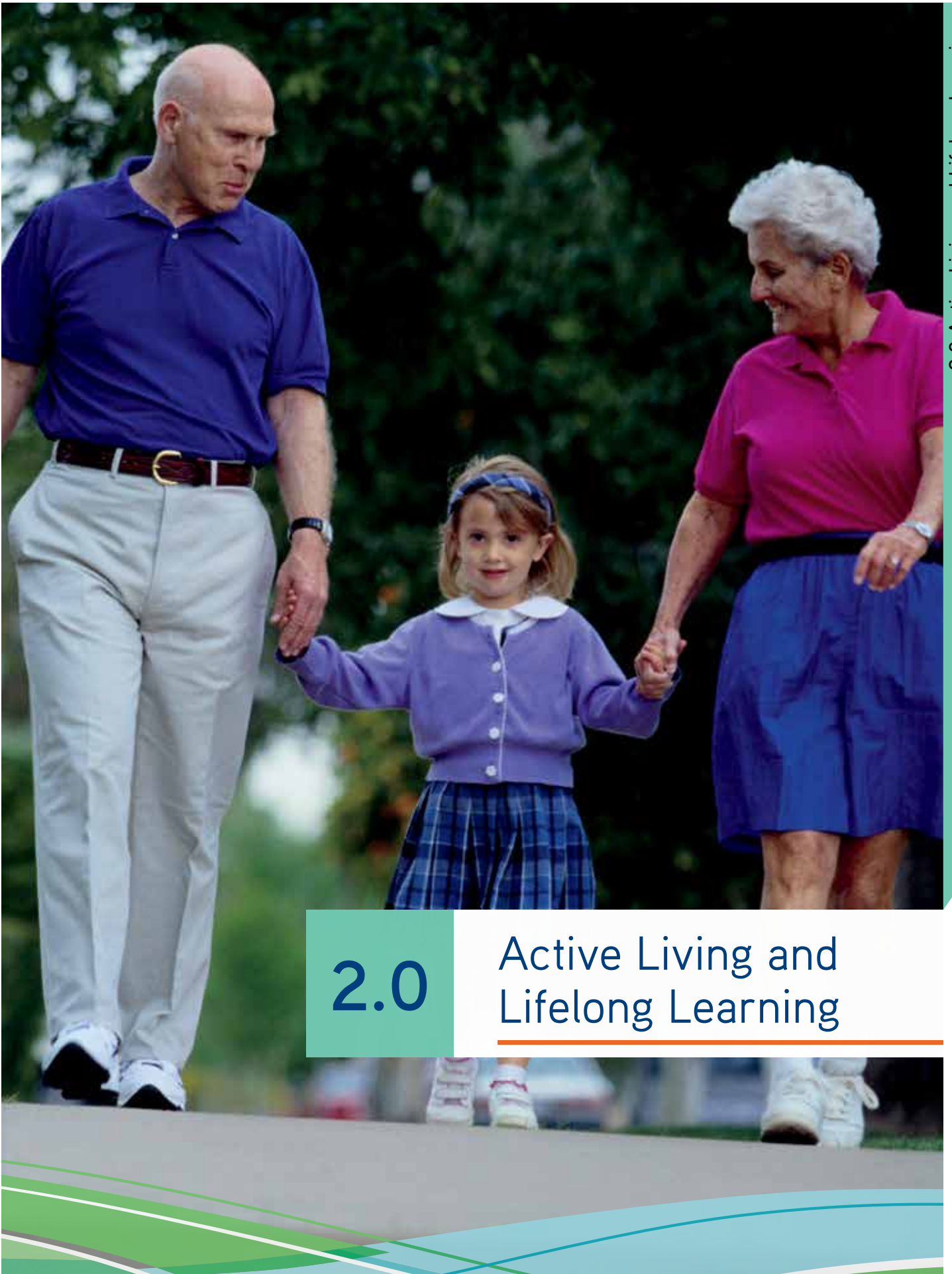
**Ottawa, ON, K2L 0A1**

Phone: 1-613-591-3335

Toll Free: 1-888-556-6222

Fax: 1-613-591-9335





## 2.0

## Active Living and Lifelong Learning

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# 2.0 Active Living and Lifelong Learning

## 2.1 Active Living

### ACTIVE LIVING COALITION FOR OLDER ADULTS – MB

For more information on the Active Living Coalition for Older Adults–MB see [page 3](#).

### MANITOBA IN MOTION

Tools and resources are available to help individuals and community organizations plan ways to get in motion.

*To get more information, contact:*

#### Manitoba Health, Healthy Living and Seniors *in motion*

Phone: 204-945-3648

Toll Free: 1-866-788-3648

Email: [inmotion@gov.mb.ca](mailto:inmotion@gov.mb.ca)

Web: [www.manitobainmotion.ca](http://www.manitobainmotion.ca)

### RECREATION AND REGIONAL SERVICES BRANCH

The Manitoba Children and Youth Opportunities, Recreation and Regional Services Branch supports and strengthens the recreation delivery system at the local, regional and provincial levels to improve individual and community well-being through a decentralized service network. The branch offers advice, assistance and information about recreation funding, programs, planning and how to better meet the recreation needs of Manitoba communities.

*For more information, contact the office nearest you:*

#### Recreation and Regional Services Branch-Provincial Office

310–800 Portage Avenue

**Winnipeg**, MB R3G 0N4

Phone: 204-945-3766

Email: [rrs@gov.mb.ca](mailto:rrs@gov.mb.ca)

Web: [www.gov.mb.ca/cyo/recreation](http://www.gov.mb.ca/cyo/recreation)

#### Regional Offices:

**Beausejour:** 204-268-6018 or 1-800-665-6107

**Brandon:** 204-726-6066 or 1-800-259-6592

**Dauphin:** 204-622-2022

**Gimli:** 204-642-6006 or 1-866-259-5748

**Morden:** 204-822-5418 or 1-866-346-5219

**The Pas:** 204-627-8213

**Thompson:** 204-677-6784

## 2.2 Active Living and Recreation Centres / Programs

### CITY OF WINNIPEG – LEISURE GUIDE

A variety of recreation services and opportunities are available for older adults through the City of Winnipeg Community Services Department. To find out what is offered in your area, check your City of Winnipeg Leisure Guide. Copies are available online or at local libraries.

*For more information, contact:*

#### City of Winnipeg - Leisure Guide

Phone: 311

Toll Free: 1-877-311-4WPG (4974)

Email: [311@winnipeg.ca](mailto:311@winnipeg.ca)

Web: [winnipeg.ca/leisureonline](http://winnipeg.ca/leisureonline)

## **GENERAL COUNCIL OF WINNIPEG COMMUNITY CENTRES**

General Council of City of Winnipeg Community Centres website is a resource for community centre volunteers, as well as for the public. They provide information on all 63 community centres' location, programming information, upcoming events, rental facilities and leadership development.

*For more information, contact:*

### **General Council of Winnipeg Community Centres**

Unit 18-30 Fort Street

**Winnipeg**, MB R3C 4X3

Phone: 204-475-5008

Web: [www.gcwcc.mb.ca/about.cfm](http://www.gcwcc.mb.ca/about.cfm)

## **MANITOBA 55 PLUS GAMES**

The Manitoba 55 Plus Games provides an opportunity for older adults from across the province to participate in age-friendly events and activities, which connect them with friends, neighbours and their community. The Manitoba 55 Plus Games, hosted each year in June by a qualifying Manitoba community, encourages older Manitobans to remain active physically, mentally and socially.

ALCOA-MB introduces age-friendly activities associated with the Manitoba 55 Plus Games to interested older adults groups and organizations throughout Manitoba and throughout the year. The Manitoba 55 Plus Games are truly age-friendly and are designed to create an enjoyable experience for all ages and stages of life from 55 years to the most senior participant.

*For more information, contact:*

### **Active Living Coalition for Older Adults in Manitoba (ALCOA-MB)**

Phone: 204-632-3947

Toll Free: 1-866-202-6663

Email: [manitoba55plusgames@gmail.com](mailto:manitoba55plusgames@gmail.com)

Web: [www.alcoamb.org](http://www.alcoamb.org)

For more information on ALCOA-MB see [page 3](#).

## **MANITOBA PARKS**

Manitoba's parks offer a wide range of services and facilities year-round. No matter what recreational activities you pursue, you are sure to enjoy spectacular natural environments, unique cultural sites, sandy beaches and clear waters. Select a region, choose a park, plan some activities and let Manitoba do the rest. Come for a day or stay for a week... Manitoba's parks are yours to explore. Information is available on the website [Manitobaparks.com](http://Manitobaparks.com).

*For more information, contact:*

### **Manitoba Parks**

Public Information and Inquiries

Box 22-200 Saulteaux Crescent

**Winnipeg**, MB R3J 3W3

Phone: 204-945-6784

Toll Free: 1-800-214-6497

Web: [www.gov.mb.ca/conservation/parks/](http://www.gov.mb.ca/conservation/parks/)

## **NATURE MANITOBA**

A non-profit organization promoting an appreciation and understanding of nature. Nature Manitoba offers a wide variety of indoor and outdoor programs year-round.

*For more information, contact:*

### **Nature Manitoba**

401-63 Albert Street

**Winnipeg**, MB R3B 1G4

Phone: 204-943-9029

Web: [www.naturemanitoba.ca](http://www.naturemanitoba.ca)

## **RADY JEWISH COMMUNITY CENTRE (JCC)**

The Rady JCC is a non-profit, multi-service community organization that provides a broad range of programs and services for all age groups and accessible to people of all abilities. Included are fitness, wellness, active living, aquatic, senior and cultural programs. Our Active Living Program for Older Adults provides individuals with the opportunity to participate in a variety of innovative programs developed to meet the diverse interests of active adults. Participation is open to the general community.

For more information, contact:

### **Rady Jewish Community Centre**

Suite B100-123 Doncaster Street

**Winnipeg**, MB R3N 2B3

Phone: 204-477-7510

Email: [inquiry@radyjcc.com](mailto:inquiry@radyjcc.com)

Web: [www.radyjcc.com](http://www.radyjcc.com)

### **REH-FIT CENTRE**

The Reh-Fit Centre is a non-profit organization working to enhance the health and well-being of its members and the community by providing innovative health and fitness services through assessment, education, and exercise in a supportive environment. Membership is open to the community.

For more information, contact:

#### **Reh-Fit Centre**

1390 Taylor Avenue

**Winnipeg**, MB R3M 3V8

Phone: 204-488-8023

Email: [reh-fit@reh-fit.com](mailto:reh-fit@reh-fit.com)

Web: [www.reh-fit.com](http://www.reh-fit.com)

### **RURAL AND NORTHERN RECREATION OPPORTUNITIES**

Rural and northern recreation directors are employed by local municipalities or governing bodies to provide a wide range of recreation opportunities to people of all ages in their communities or districts. They may also provide information on grants, board development, recreation opportunities, seniors' games and volunteering. To find out if your community has a recreation director, call your municipal office or Manitoba Children and Youth Opportunities, Recreation and Regional Services Regional Office near you (see [page 23](#)).

### **SENIOR CENTRES**

Most senior centres offer fitness programs and active living opportunities for individuals 55+ or retired. See [pages 5 to 9](#) to find a senior centre near you.

### **UNIVERSITY OF MANITOBA – AGING ACTIVELY PROGRAMS**

The University of Manitoba's Recreation Services offers specially designed programs for participants 55+. They include: resistance training, aqua fitness, gentle yoga, personal training and fitness testing. Senior and Senior Spouse membership rates are available which allow members access to all facilities and activities including free group fitness classes. Programs are offered at Frank Kennedy on the Fort Garry Campus.

For more information, contact:

#### **Bison Recreation Services – Frank Kennedy**

145 Frank Kennedy Centre

University of Manitoba

**Winnipeg**, MB R3T 2N2

Phone: 204-474-6100

Email: [rec\\_services@umanitoba.ca](mailto:rec_services@umanitoba.ca)

Web: [uofmactiveliving.ca](http://uofmactiveliving.ca)

#### **Bison Recreation Services – Joe Doupe**

030 Brodie Centre

727 McDermot Avenue

University of Manitoba

**Winnipeg**, MB R3E 3P5

Phone: 204-789-3858

### **UNIVERSITY OF WINNIPEG 55 PLUS PROGRAM**

The University of Winnipeg offers exercise courses for individuals 55+. The courses are intended to increase participants' strength, flexibility, and balance. They help maintain or improve the ability to perform activities of daily living such as climbing stairs and doing errands.

For more information, contact:

#### **University of Winnipeg-Duckworth Centre**

400 Spence Street

**Winnipeg**, MB R3B 2E9

Phone: 204-786-9349

Email: [duckworth@uwinnipeg.ca](mailto:duckworth@uwinnipeg.ca)

Web: [www.uwinnipeg.ca/index/wesmen-members](http://www.uwinnipeg.ca/index/wesmen-members)

## WELLNESS INSTITUTE

The Wellness Institute at the Seven Oaks General Hospital is a fully accessible medical fitness facility for adults of all abilities. Programs include rehabilitation and disease management, health education, fitness and social wellness activities. A Selected Times membership, allowing day time access, is available at a substantial discount.

*For more information, contact:*

### Wellness Institute

Seven Oaks General Hospital  
1075 Leila Avenue

**Winnipeg**, MB R2P 2W7

Phone: 204-632-3900

Email: [info@wellnessinstitute.ca](mailto:info@wellnessinstitute.ca)

Web: [www.wellnessinstitute.ca](http://www.wellnessinstitute.ca)

## YMCA-YWCA OF WINNIPEG, BRANDON YMCA

The YMCA-YWCA of Winnipeg and the Brandon YMCA are charitable organizations whose mission is to foster the growth and development of all people in spirit, mind and body.

Your membership opens the door to healthy living by improving overall well-being – physical, mental and emotional – through a variety of programs and services. From aqua fitness to strength and cardio classes, to pickleball; all are designed to help you achieve your goals and reach your full potential.

*For more information, contact the location nearest you:*

Email: [info@ymcaywca.mb.ca](mailto:info@ymcaywca.mb.ca)

Web: [www.ywinnipeg.ca](http://www.ywinnipeg.ca)

### YMCA-YWCA LOCATIONS:

#### Downtown

301 Vaughan Street

**Winnipeg**, MB R3B 2N7

Phone: 204-947-3044

#### Elmwood-Kildonan

454 Kimberley Avenue

**Winnipeg**, MB R2K 0X8

Phone: 204-668-8140

### South Winnipeg

5 Fermor Avenue

**Winnipeg**, MB R2M 0Y1

Phone: 204-233-3476

### West Portage

3550 Portage Avenue

**Winnipeg**, MB R3K 0Z8

Phone: 204-889-8052

### Brandon YMCA

231-8<sup>th</sup> Street

**Brandon**, MB R7A 3X2

Phone: 204-727-5456

Email: [ywca2@westman.wave.ca](mailto:ywca2@westman.wave.ca)

Web: [www.ymcabrandon.com](http://www.ymcabrandon.com)

### Brandon YWCA

148-11<sup>th</sup> Street

**Brandon**, MB R7A 4J4

Phone: 204-571-3680

## STEPPIN' UP WITH CONFIDENCE PEER VOLUNTEER LEADER PROGRAM

The Steppin' Up with Confidence Peer Volunteer Leader Program prepares older adult peer volunteers to organize and co-lead age-appropriate exercise sessions that encourage older adults to be physically and mentally active to benefit their health.

In this one-day workshop, participants receive a leader manual and related information resources to effectively co-facilitate safe and enjoyable activities for their friends and neighbours.

The Steppin' Up with Confidence Program is free and is being facilitated in many settings throughout Winnipeg and in many rural communities.

Whether you are interested in becoming a peer volunteer leader or you want to join a peer activity group and participate with people your own age and ability, the Steppin' Up with Confidence Program has something for you.

A Resistance Training for Steppin' Up with Confidence Older Adult Peer Volunteer Leaders Workshop is also available as supplement training that covers safe use of light weights and exercise bands.

This older adult peer volunteer leader program has been developed in collaboration with the Active Living Coalition for Older Adults in Manitoba (ALCOA-MB); Manitoba Fitness Council (MFC); and Winnipeg *in motion*.

*For more information on the Steppin' Up with Confidence program please contact:*

Phone: 204-632-3947  
Toll-free: 1-866-202-6663  
Email: [info@alcoamb.org](mailto:info@alcoamb.org)  
Web: [www.alcoamb.org](http://www.alcoamb.org)

## 2.3 Fishing and Hunting

### MANITOBA FISHING LICENCES

Manitoba residents ages 65+ are able to obtain a free conservation fishing license where fishing licenses are sold.

*For more information, contact:*

**Manitoba Conservation and Water Stewardship – Wildlife and Fisheries Branch**  
Box 20–200 Saulteaux Crescent  
**Winnipeg**, MB R3J 3W3  
Phone: 204-945-6640  
Email: [fish@gov.mb.ca](mailto:fish@gov.mb.ca)  
Web: [www.gov.mb.ca/conservation/waterstewardship/fish/index.html](http://www.gov.mb.ca/conservation/waterstewardship/fish/index.html)

### MANITOBA HUNTING LICENCES

Manitoba residents who are 65 years of age or older do not require a provincial Game Bird Licence if they carry proof of age and residency while hunting. Older Manitobans are required to purchase appropriate licences to hunt wild turkey or big game and a Canada Migratory Game Bird Permit and Wildlife Habitat Conservation Stamp to hunt waterfowl, cranes, snipe or coots. Effective January 1, 2012, to buy any licence, all hunters, regardless of residency or age, must have one of the following:

- a valid certificate or card that certifies completion of the Manitoba Hunter Education Course or the previous Hunter and Firearm Safety Training Course

- a valid equivalent Hunter Education certificate or card from any other province, territory or country
- a valid certificate issued to a person who makes a written declaration that he or she has lawfully held a hunting licence in Manitoba or in another province, territory or country before January 1, 1975. Special permits are also available for hunters with disabilities

*For more information, contact:*

### **Manitoba Conservation and Water Stewardship – Wildlife and Fisheries Branch**

Box 24, 200 Saulteaux Crescent

**Winnipeg**, MB R3J 3W3

Phone: 204-945-7775

Toll Free: 1-800-214-6497

Web: [www.gov.mb.ca/conservation/wildlife/hunting/index.html](http://www.gov.mb.ca/conservation/wildlife/hunting/index.html)

## 2.4 Lifelong Learning

### CREATIVE RETIREMENT MANITOBA: THE CENTRE FOR LIFELONG LEARNING (CRM)

For more information on CRM, see [page 4](#).

### UNIVERSITY OF WINNIPEG CONTINUING EDUCATION 55 PLUS PROGRAM

The 55 Plus Program offers non-credit courses at approximately \$95 each (depending on length).

*For more information, contact:*

### **University of Winnipeg Professional, Applied and Continuing Education**

Buhler Centre

460 Portage Avenue

**Winnipeg**, MB R3C 0E8

Phone: 204-982-6633

Web: [www.pace.uwinnipegcourses.ca/55-plus-program](http://www.pace.uwinnipegcourses.ca/55-plus-program)



## MANITOBA ADULT LITERACY PROGRAM

The Manitoba government's Adult Learning and Literacy Branch funds and supports 33 agencies throughout the province. It provides tuition-free literacy programs for adults to improve their reading, writing and numeracy skills and meet education, employment, training and/or personal goals. A complete list of adult literacy programs can be found on the branch website below.

*For more information, contact:*

### Adult Learning and Literacy

350–800 Portage Ave.

**Winnipeg**, MB R3G 0N4

Phone: 204-945-8247

Toll Free: 1-800-282-8069 ext. 8247

Email: [all@gov.mb.ca](mailto:all@gov.mb.ca)

Web: [www.gov.mb.ca/all](http://www.gov.mb.ca/all)

## ADULT LEARNING CENTRES

There are 42 adult learning centres registered in Manitoba under the Manitoba government Adult Learning and Literacy Branch. Adult learning centres provide tuition-free high school courses to help adults:

- attain a high school diploma
- complete high school credits to prepare for secondary education
- improve in employment skills and job opportunities

*For a complete list of adult learning centres, please contact the branch. For more information, contact:*

### Adult Learning and Literacy

350–800 Portage Avenue

**Winnipeg**, MB R3G 0N4

Phone: 204-945-8247

Toll Free: 1-800-282-8069 ext. 8247

Email: [all@gov.mb.ca](mailto:all@gov.mb.ca)

Web: [www.gov.mb.ca/all](http://www.gov.mb.ca/all)

## 2.5

## Library and Archive Services

### ARCHIVES OF MANITOBA

The Archives of Manitoba holds archival records of the Manitoba government, municipalities and schools (since Manitoba became a province in 1870), private records of individuals, organizations and community groups dating from the Red River Settlement days to the present. It also houses the records of the UNESCO designated Hudson's Bay Company Archives (HBCA). HBCA records date from the HBC's inception in 1670, and document the history of the fur trade, exploration and settlement in Western Canada and the development of HBC's retail empire. Selected Manitoba government records may be helpful in establishing proof of age for obtaining social and financial benefits or for researching family history.

*For more information, contact:*

### Archives of Manitoba

130–200 Vaughan Street

**Winnipeg**, MB R3C 1T5

Phone: 204-945-3971

Toll Free: 1-800-617-3588

Email: [archives@gov.mb.ca](mailto:archives@gov.mb.ca)

Web: [www.gov.mb.ca/archives](http://www.gov.mb.ca/archives)

### MANITOBA LEGISLATIVE LIBRARY

The Legislative Library supports public affairs and a well-informed society by providing efficient, effective, confidential and impartial access to its specialized information resources for the Legislature, government, and people of Manitoba. It also ensures current and future access to Manitoba's published heritage. As a heritage institution and Manitoba's oldest library, the library is steward to a comprehensive collection of Manitoba publications. They include rare books, rural newspapers, early Manitoba books and magazines, as well as Manitoba government publications dating back to its establishment.



For more information, or to arrange a tour, contact:

### Main Library

100–200 Vaughan Street

**Winnipeg**, MB R3C 1T5

Phone: 204-945-4330

Email: [legislative\\_library@gov.mb.ca](mailto:legislative_library@gov.mb.ca)

Web: [www.gov.mb.ca/chc/leg-lib/](http://www.gov.mb.ca/chc/leg-lib/)

### Legislative Reading Room

Room 260, Legislative Building

450 Broadway

**Winnipeg**, MB R3C 0V8

Phone: 204-945-4243

## PUBLIC LIBRARY SERVICES

Manitoba's municipal and regional public library systems provide access to invaluable collections, programs and services. Public libraries offer a safe and welcoming social space where expert staff help in the discovery of information and resources to support an individual's learning or leisure pursuit.

Public libraries loan books in every genre, subject and reading level to accommodate the interests of all Manitobans. Library materials are available in multiple formats such as large print, audio books, music and videos — on the shelf and online. Libraries have a variety of magazines and newspapers and licensed products to provide a variety of high quality content and personal tools (ex: language learning or genealogical databases).

Library users are not limited to the local library branches. They can borrow material from all Manitoba libraries through interlibrary loan services. Libraries also source materials in alternate format for persons with disabilities who are unable to read standard print.

Library services are delivered through more than 120 local, mobile and outreach facilities throughout the province. Users unable to access a public library facility are encouraged to inquire about home-based programs and services available through their public library systems.

For more information or to find a public library in your community, contact:

### Public Library Services

Phone: 204-726-6590

Toll Free: 1-800-252-9998

Email: [pls@gov.mb.ca](mailto:pls@gov.mb.ca)

Web: [www.gov.mb.ca/chc/pls/index.html](http://www.gov.mb.ca/chc/pls/index.html)

### Winnipeg Public Library Services

Phone: 204-986-6450

TTY: 204-986-3485

Web: [www.wpl.winnipeg.ca/library](http://www.wpl.winnipeg.ca/library)

## 2.6 Research

### CENTRE ON AGING

The University of Manitoba's Centre on Aging is a university-wide research centre. It serves as the focal point for the integration and dissemination of research on aging in Manitoba. The Centre on Aging:

- conducts, stimulates and promotes research on aging
- provides an interdisciplinary focus for the research activities in aging at universities in Manitoba
- supports the teaching of students in aging
- publishes a newsletter and weekly updates on aging related topics (available online and by subscribing)
- sponsors lectures and seminars on topics related to aging
- hosts the annual spring research symposium to promote dialogue on various aspects of aging

For more information, contact:

### Centre on Aging

338 Isbister Building, University of Manitoba

**Winnipeg**, MB R3T 2N2

Phone: 204-474-8754

Toll Free: 1-800-432-1960 ext. 8754

Email: [coaman@umanitoba.ca](mailto:coaman@umanitoba.ca)

Web: [www.umanitoba.ca/centres/aging](http://www.umanitoba.ca/centres/aging)





# 3.0

## Addictions and Gambling

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## 3.0 Addictions and Gambling

The Manitoba government provides funds to various organizations that offer a wide range of services for individuals and families affected by substance use or gambling problems. Care services include:

- prevention and education
- pre-treatment (ex: withdrawal management)
- community based or residential treatment
- post-treatment

Programs are also available for those affected by another person's substance or gambling problems. For more information: [www.gov.mb.ca/healthyliving/addictions/index.html](http://www.gov.mb.ca/healthyliving/addictions/index.html)

### MANITOBA ADDICTIONS HELPLINE

Callers can speak to a staff person (Monday to Friday 8:30 a.m. to 4:30 p.m.) for information about the various services available. The line also offers help in accessing the most appropriate services to meet their needs.

*For more information, contact:*

#### **Manitoba Addictions Helpline**

Toll Free: 1-855-662-6605

### ADDICTIONS FOUNDATION OF MANITOBA (AFM)

AFM provides public education and treatment services related to problems with alcohol, drugs and gambling. Services and programs include:

- residential and community based treatment programs
- a family program for family members and others who are concerned about someone who is experiencing problems with alcohol, drugs or gambling
- individual and family counselling services

- public education services (ex: workshops for older adults, caregivers, service providers)
- a Problem Gambling Helpline for people who are experiencing problems with their own or with someone else's gambling **(1-800-463-1554)**
- a Knowledge Exchange Centre including an extensive resource collection on addictions-related topics, (ex: books, journals, videos, pamphlets, posters, fact sheets)

*For more information, contact the AFM Office near you:*

#### **AFM Winnipeg Office**

1031 Portage Avenue

**Winnipeg**, MB R3G 0R8

Phone: 204-944-6200

Toll Free: 1-866-638-2561

Email: [execoff@afm.mb.ca](mailto:execoff@afm.mb.ca)

Web: [www.afm.mb.ca](http://www.afm.mb.ca)

[www.getgamblingfacts.ca](http://www.getgamblingfacts.ca)

Box 1118, 736 Park Avenue

**Beausejour**, MB R0E 0C0

Phone: 204-268-6166

#### **Brandon and Surrounding Area**

510 Frederick Street

**Brandon**, MB R7A 6Z4

Phone: 204-729-3838

Toll Free: 1-866-767-3838

Fax: 204-729-3844

Email: [parkwood@afm.mb.ca](mailto:parkwood@afm.mb.ca)

32-1<sup>st</sup> Avenue North West

**Dauphin**, MB R7N 1G7

Phone: 204-622-2021

53 Main Street

**Flin Flon**, MB R8A 1J7

Phone: 204-687-1772



P.O. Box 449  
**Gimli**, MB ROC 1B0  
Phone: 204-642-5162

Box 3000, 203 South Railway Street East  
**Killarney**, MB R0K 1G0  
Phone: 204-523-5070

108-8<sup>th</sup> Street  
**Morden**, MB R6M 1Y7  
Phone: 204-822-1296

2<sup>nd</sup> Floor, 9 Saskatchewan Avenue  
**Portage la Prairie**, MB R1N 3J9  
Phone: 204-857-8353

10 Main Street  
**Rosburn**, MB R0J 1V0  
Phone: 204-859-4000

2<sup>nd</sup> Floor, 250 Manitoba Avenue  
**Selkirk**, MB R1A 0Y5  
Phone: 204-785-2354

Box 2560, 381 Hospital Street  
**Steinbach**, MB R0A 2A0  
Phone: 204-326-7724

518 Main Street  
**Swan River**, MB R0L 1Z0  
Phone: 204-734-2030

Box 490  
**Ste. Rose du Lac**, MB R0L 1S0  
Phone: 204-447-4040  
Toll Free: 1-877-917-4040  
Email: parkland@afm.mb.ca

Box 2039, 168-2<sup>nd</sup> Street  
**The Pas**, MB R9A 1L7  
Phone: 204-627-8140

**AFM North**  
90 Princeton Drive  
**Thompson**, MB R8N 0L3  
Phone: 204-677-7300  
Toll Free: 1-866-291-7774  
Fax: 204-677-7328  
Email: afmnorth@afm.mb.ca

283 Nelson Street West  
**Virden**, MB ROM 2C0  
Phone: 204-748-4720

## GAMBLING HELPLINE

Gambling Helpline is a confidential helpline for people who are experiencing problems with their own or with someone else's gambling. Counsellors can provide free counselling, information and referral services. Interpretation services are available for most languages.

*For more information, contact:*

**Gambling Helpline**  
Toll Free: 1-800-463-1554

## SMOKERS' HELPLINE

Smokers or anyone wanting information on helping a spouse or friend quit smoking can call the Smokers' Helpline or register online and speak directly with a professional smoking cessation counsellor to receive advice and guidance on quitting smoking. The helpline is a free service available to anyone in Manitoba.

*For more information, contact:*

**Smokers' Helpline**  
Toll Free: 1-877-513-5333  
Web: [www.smokershelpline.ca](http://www.smokershelpline.ca)

## PARTNERS SEEKING SOLUTIONS WITH SENIORS (PSSS)

PSSS is a 100+ member network that empowers people in making informed choices that support healthy aging. Its current focus includes mental health, substance use and gambling. Its primary activities include:

- leadership, networking, and partnerships
- community development
- consultation
- resource development
- information dissemination through an e-group list and network meetings



- supporting the age-specific harm reduction support group
- providing links to people in the know
- implementing the Peer Helping Program for Older Adults
- educating and increasing awareness with tools like the Let's Talk video
- influencing system changes

Membership is open to anyone.

*For more information, contact:*

### **Partners Seeking Solutions with Seniors**

Email: [psss1@mts.net](mailto:psss1@mts.net)

Web: [www.solutionsforseniors.cimnet.ca](http://www.solutionsforseniors.cimnet.ca)

## **PEER HELPING PROGRAM FOR OLDER ADULTS**

Partners Seeking Solutions with Seniors (PSSS) offers a peer program, which trains older adults to provide support to other older adults recovery from problems with alcohol, mood-altering medications/drugs, gambling, mental health concerns or abusive relationships. PSSS provides consultation to prepare for a peer helping program, organizes and facilitates training to older adults who wish to become peers, and coordinates ongoing supervision of the peers.

*For more information, contact:*

### **Peer Helping Program for Older Adults**

Phone: 204-237-5918

Email: [psss1@mts.net](mailto:psss1@mts.net)

Web: [www.solutionsforseniors.cimnet.ca](http://www.solutionsforseniors.cimnet.ca)

## **3.1 Addictions Self-Help Groups**

### **ALCOHOLICS ANONYMOUS**

Alcoholics Anonymous is a voluntary, worldwide fellowship of men and women from all walks of life who meet in groups to attain and maintain sobriety. The only requirement for membership is a desire to stop drinking. There are no dues or membership fees.

*For more information, contact:*

### **Alcoholics Anonymous**

208-323 Portage Avenue

**Winnipeg**, MB R3B 2C1

Phone: 204-942-0126

Toll Free: 1-877-942-0126

Email: [aambco@mymts.net](mailto:aambco@mymts.net)

Web: [www.aamanitoba.org](http://www.aamanitoba.org)

### **AL-ANON/ALATEEN CENTRAL SERVICE**

The Al-Anon family groups are a fellowship of relatives and friends of alcoholics who share their experience, strength and hope to solve their common problems.

*For more information, contact:*

### **Al-Anon/Alateen Central Service**

107-2621 Portage Avenue

**Winnipeg**, MB R3J 0P7

Phone: 204-943-6051

Email: [al-anon-enquiries@mymts.net](mailto:al-anon-enquiries@mymts.net)

### **GAMBLERS ANONYMOUS**

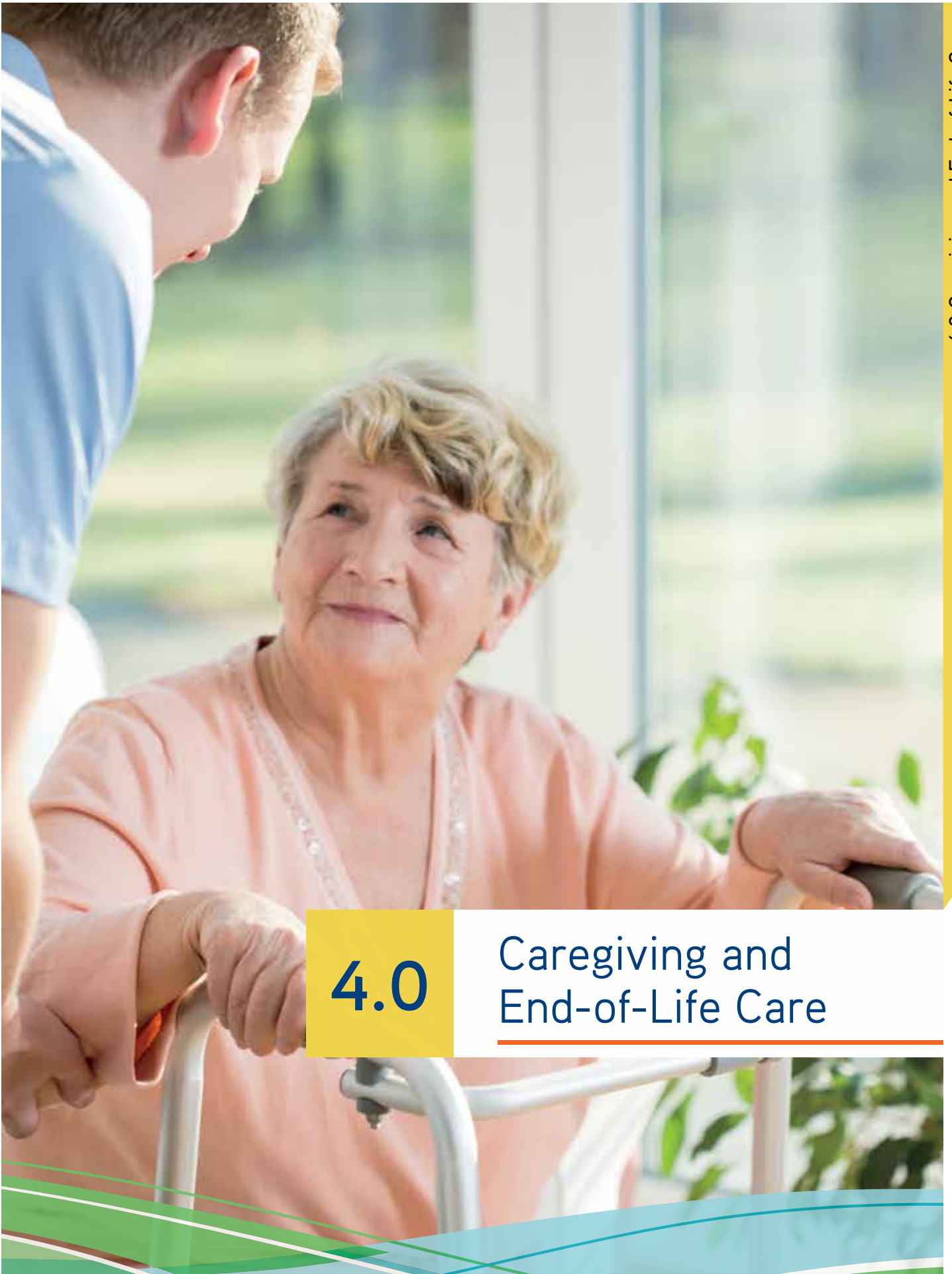
Gamblers Anonymous is a fellowship of men and women who share their experience, strength and hope with each other to solve their common problem and help others to recover from a gambling problem. The only requirement for membership is a desire to stop gambling. There are no dues or fees. Support services for families are available from GamAnon (204-775-3535).

*For more information, contact:*

### **Gamblers Anonymous**

Phone: 204-582-4823 to leave your number so a member can contact you.





# 4.0

## Caregiving and End-of-Life Care

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# 4.0

## Caregiving and End-of-Life Care

### CAREGIVER ADVISORY COMMITTEE

The Caregiver Advisory Committee provides the Minister of Healthy Living and Seniors with information, advice and recommendations about:

- caregivers, caregiver supports, and caregiver awareness and recognition
- programs, services, policies and legislation that relate to caregivers and caregiver supports

*For more information, contact:*

#### Caregiver Advisory Committee

Seniors and Healthy Aging Secretariat

1610-155 Carlton Street

**Winnipeg**, MB R3C 3H8

Phone: 204-945-6565

Toll Free: 1-800-665-6565

Email: [seniors@gov.mb.ca](mailto:seniors@gov.mb.ca)

Web: [www.gov.mb.ca/shas](http://www.gov.mb.ca/shas)

### GUIDE FOR THE CAREGIVER

In consideration of the principles outlined in the *Caregiver Recognition Act* (2011) the Seniors and Healthy Aging Secretariat publishes a Guide for the Caregiver, which contains information and resources for caregivers or those who may become a caregiver.

*For copies of the Caregiver Guide, contact:*

Phone: 204-945-6565 or 1-800-665-6565

Web: [www.gov.mb.ca/shas/publications/docs/caregiver.pdf](http://www.gov.mb.ca/shas/publications/docs/caregiver.pdf)

### MANITOBA CAREGIVER COALITION

The Manitoba Caregiver Coalition is a group of individuals and organizations that join with caregivers, service providers, policy makers and other stakeholders to identify and respond to the needs of caregivers in Manitoba.

*For more information, contact:*

#### Manitoba Caregiver Coalition

Phone: 204-953-3720

Email: [mb.caregivercoalition@yahoo.ca](mailto:mb.caregivercoalition@yahoo.ca)

## 4.1

### Caregiver Support Services and Programs

#### CAREGIVING WITH CONFIDENCE

Caregiving with Confidence offers a range of support services for family caregivers of persons 55+ such as:

- city-wide short-term respite care
- transportation in southwest Winnipeg (area codes R3L, R3M, R3N, R3P and part of R3T)
- support groups
- information and help in problem-solving
- referral to other community services
- telephone support
- conference for caregivers
- community educational presentations and workshops on caregiving and aging
- the Caregivers Page newsletter

*For more information, contact:*

#### Caregiving with Confidence

Rupert's Land Caregiver Services

168 Wilton Street

**Winnipeg**, MB R3M 3C3

Phone: 204-452-9491

Email: [rlcs@mymts.net](mailto:rlcs@mymts.net)

Web: [rlcaregivers.org](http://rlcaregivers.org)



## RESPITE CARE

Respite care provides relief to caregivers of home care clients who require up to 24-hour care and supervision. Respite care reduces caregiver stress and helps to sustain clients in their homes. For more information on respite care options available in your community, contact your Home Care case coordinator or local regional health authority office (see [pages 71 to 78](#)).

## SUPPORT GROUPS

Several organizations across Manitoba offer support groups for caregivers such as disease specific organizations (see [pages 91 to 96](#)), Seniors Community Resource Councils (see [pages 9 to 16](#)) or the Healthy Aging Resource Teams (see [page 79](#)).

### 4.2 Employment Benefits for Caregivers

#### COMPASSIONATE CARE BENEFITS

If you are eligible for Employment Insurance and want to care for a gravely ill or dying family member, you may be eligible for Compassionate Care Benefits. This program provides temporary financial compensation and job security for a certain period of time. For more information or an application package, contact a Service Canada Centre (see [page 54](#)).

### 4.3 End-of-Life Care

#### CANADIAN VIRTUAL HOSPICE

The Canadian Virtual Hospice provides support and personalized information about advanced and life-limiting illness, palliative and end-of life care, loss and grief to patients, family members, health care providers, researchers, educators and volunteers.

This includes:

- online access to palliative care specialists, including physicians, nurses, social workers, spiritual care advisors and ethicists who provide confidential answers to questions
- articles and videos about managing symptoms, accessing financial benefits, and other topics to help navigate the health care system and communicate with local health care providers
- common questions are answered by the Virtual Hospice team
- caregiving videos with easy instructions for common caregiving tasks
- discussion forums where patients and 42 families can connect with others
- latest research findings

*For more information, contact:*

**Canadian Virtual Hospice**

Email: [info@virtualhospice.ca](mailto:info@virtualhospice.ca)

Web: [www.virtualhospice.ca](http://www.virtualhospice.ca)

#### PALLIATIVE MANITOBA (PM)

PM provides community based support, education and companion services at no charge. It supports adults of all ages who have life limiting illnesses, their caregivers and those who are bereaved.

Programs and services include:

- volunteer visitors who can assist with practical matters (ex: shopping, short excursions) through one-to-one matches
- bereavement support services which offer one to-one telephone bereavement support, grief seminars, and support groups for adults and youth
- information and education on a wide range of topics about life-limiting illness, palliative care and bereavement (Compassionate Care Course).

*For more information, contact:*

**Palliative Manitoba**

2109 Portage Avenue

**Winnipeg, MB R3J 0L3**

Phone: 204-889-8525

Email: [info@manitobahospice.mb.ca](mailto:info@manitobahospice.mb.ca)

Web: [palliativemanitoba.ca](http://palliativemanitoba.ca)



## PALLIATIVE CARE PROGRAMS

End-of-life care or palliative care is health care for people (of any age) and their families who are living with a life-limiting illness, usually at an advanced stage. The goal of palliative care programs is to manage physical symptoms and provide social, emotional and spiritual support for individuals and their families throughout the course of the illness, including bereavement support. Each regional health authority in Manitoba offers palliative care. For more information, contact the Palliative Care Program in your regional health authority:

<b>Interlake-Eastern Regional Health Authority:</b>	204-467-3361
<b>Northern Health Region:</b>	
<b>Thompson &amp; area:</b>	204-778-1427
<b>Flin Flon, The Pas &amp; area:</b>	204-687-4870
<b>Prairie Mountain Health:</b>	204-747-1832
<b>Southern Health-Santé Sud:</b>	204-388-2038
<b>Winnipeg Regional Health Authority:</b>	204-237-2400

## PALLIATIVE CARE DRUG ACCESS PROGRAM

This program offered by Manitoba Health, Healthy Living and Seniors is designed for people at the end stages of their illness, when the focus of care is on comfort. By covering the cost of eligible drugs for use in the home or in another residence, a major financial burden is removed for patients and their families.

For more information on applying for this program, contact your physician or the palliative care coordinator in your local regional health authority (see [pages 71 to 72](#)). Or go to [www.gov.mb.ca/health/pcdap/index.html](http://www.gov.mb.ca/health/pcdap/index.html)

## 4.4 Tax Credits

### PRIMARY CAREGIVER TAX CREDIT

For more information, see [page 59](#).

## 4.5 Funeral Arrangements

### EMPLOYMENT AND INCOME ASSISTANCE – FUNERAL COVERAGE

Employment and Income Assistance (EIA) may provide financial support to cover the cost of a person's funeral, even if the person was not a participant of EIA at the time of death. An assessment of the deceased person's financial resources will be completed. Where it is determined that the estate is not able to meet the funeral expenses, EIA will pay for these costs based on service rates that have been agreed to with the Manitoba Funeral Services Association. For more information, contact your nearest EIA office (see [page 57](#)).

### MANITOBA FUNERAL SERVICE ASSOCIATION (MFSA)

The MFSA is a non-profit association. It supports the advancement of funeral service to the public as well as individual members. Their website contains basic information on funeral planning.

*For more information, contact:*

#### **Manitoba Funeral Service Association**

610-55 Garry Street  
**Winnipeg**, MB R3C 4H4  
 Phone: 204-947-0927  
 Email: [info@mfsa.mb.ca](mailto:info@mfsa.mb.ca)  
 Web: [www.mfsa.mb.ca](http://www.mfsa.mb.ca)





## 5.0

## Resources for Seniors with Disabilities

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# 5.0 Resources for Seniors with Disabilities

## INDEPENDENT LIVING RESOURCE CENTRE (ILRC)

The ILRC helps people with disabilities identify their needs and work towards solutions. The ILRC offers several programs and services:

- information and referral services
- peer support
- independent living skills
- Personal Care Assistance Attendant Care Training Program (PACE)
- volunteering
- self and family managed care
- brokerage
- advocacy

*For more information, contact:*

### Independent Living Resource Centre

311A–393 Portage Avenue

**Winnipeg**, MB R3B 3H6

Phone: 204-947-0194 (TTY/TDD)

Toll Free: 1-800-663-3043

Email: [thecentre@ilrc.mb.ca](mailto:thecentre@ilrc.mb.ca)

Web: [www.ilrc.mb.ca](http://www.ilrc.mb.ca)

## LIVING IN MANITOBA: A RESOURCE GUIDE FOR WOMEN WITH DISABILITIES

The resource guide gives Manitoba women who live with disabilities information, resources and contacts that meet a variety of their needs. It was developed in collaboration with the Manitoba Disabilities Issues Office.

*For a printed copy in English or French, contact the Manitoba Status of Women:*

Phone: 204-945-6281

Toll Free: 1-800-263-0234

Web: [www.gov.mb.ca/msw/publications/womens\\_disability\\_guide.pdf](http://www.gov.mb.ca/msw/publications/womens_disability_guide.pdf)

## MANITOBA LEAGUE OF PERSONS WITH DISABILITIES (MLPD)

The MLPD is a membership organization representing the concerns of people with all types of disabilities in Manitoba. It supports Manitobans with disabilities with social policy research and consultation, public education programs, information, referrals and class advocacy.

*For more information, contact:*

### Manitoba League of Persons with Disabilities

105–500 Portage Avenue

**Winnipeg**, MB R3C 3X1

Phone/TTY: 204-943-6099

Toll Free: 1-888-330-1932

Email: [mlpd@shawcable.com](mailto:mlpd@shawcable.com)

Web: [www.mlpd.mb.ca](http://www.mlpd.mb.ca)

## SOCIETY FOR MANITOBANS WITH DISABILITIES (SMD)

The SMD continually develops, maintains and delivers relevant services that help people gain independence and community support. Programs and services offered include:

- wheelchair services (see [page 49](#))
- parking permit program (see [page 134](#))
- travel assistance program
- assistive technology support program and funding guide
- adult services (counselling, employment support, computer training)
- education
- ethno-cultural services (see [page 19](#))



For more information, contact the office nearest you:

### Head Office

825 Sherbrook Street

**Winnipeg**, MB R3A 1M5

Phone: 204-975-3010

Toll Free: 1-866-282-8041

TTY: 204-975-3012

TTY Toll Free: 1-800-225-9108

Web: [www.smd.mb.ca](http://www.smd.mb.ca)

### Westman Regional Office

Room 140, 340-9<sup>th</sup> Street

**Brandon**, MB R7A 6C2

Phone: 204-726-6157

Toll Free: 1-800-813-3325

TTY: 204-726-6157

### Parkland Regional Office

Room 411-27-2<sup>nd</sup> Avenue

**Dauphin**, MB R7N 3E5

Phone: 204-622-2293

Toll Free: 1-800-844-2307

TTY: 204-622-2293

### Central Regional Office

100-30 Stephen Street

**Morden**, MB R6M 2G3

Phone: 204-822-7412

Toll Free: 1-800-269-5451

TTY: 204-822-7412

### Interlake Regional Office

382 Main Street

**Selkirk**, MB R1A 1T8

Phone: 204-785-9338

Toll Free: 1-888-831-4213

TTY: 204-482-5638

### Eastman Regional Office

Unit 5-227 Main Street

**Steinbach**, MB R5G 1Y7

Phone: 204-326-5336

Toll Free: 1-800-497-8196

TTY: 204-346-3998

### Northern Regional Office

303-83 Churchill Drive

**Thompson**, MB R8N 0L6

Phone: 204-778-4277

Toll Free: 1-888-367-0268

TTY: 204-778-4277

## WINNSERV

Winnserv is a non-profit organization that supports adults with intellectual disabilities. It helps them live as valued members of the community. Their focus is on supporting aging individuals with an intellectual disability, including those who also have dementia. Main services include residential supports, exploring later life options, staff training in later life issues and assessment.

For more information, contact:

### Winnserv

101-960 Portage Avenue

**Winnipeg**, MB R3G 0R4

Phone: 204-783-8654

Email: [winnserv@winnserv.com](mailto:winnserv@winnserv.com)

Web: [www.winnserv.ca](http://www.winnserv.ca)

## CONTINUITY CARE

Continuity Care is a non-profit organization that helps Manitoba families plan for the future of family members with an intellectual disability. Services include:

- support groups for older parents and siblings in a caregiving role for a family member with an intellectual disability
- workshops on planning
- individual support, advocacy and assistance with planning
- support network development
- adult sibling opportunities
- quarterly newsletter

For more information, contact:

### Continuity Care Inc.

2-120 Maryland Street

**Winnipeg**, MB R3G 1L1

Phone: 204-779-1679

Email: [info@continuitycare.ca](mailto:info@continuitycare.ca)

Web: [www.continuitycare.ca](http://www.continuitycare.ca)

## 5.1 Visual Impairments

### CANADIAN NATIONAL INSTITUTE FOR THE BLIND (CNIB)

The CNIB helps people with vision loss gain their independence through a broad range of programs and services:

- low vision services - maximizes vision using magnifiers and lighting
- trains people to manage activities of daily living (ex: Braille and keyboarding)
- instructs in orientation and mobility, focusing on how to move safely around the home, community or workplace
- assesses and trains in how to use accessible computer technology
- counsels on how to overcome the emotional and practical challenges of vision loss
- employment preparation and support with current employment
- offers peer support and leisure activities

*For more information, contact the office nearest you:*

#### CNIB

1080 Portage Avenue  
**Winnipeg**, MB R3G 3M3  
 Phone: 204-774-5421  
 Toll Free: 1-800-552-4893  
 Email: manitoba@cnib.ca  
 Web: www.cnib.ca

354-10<sup>th</sup> Street  
**Brandon**, MB R7A 4G1  
 Phone: 204-727-0631

### VISION IMPAIRED RESOURCE NETWORK (VIRN)

The Vision Impaired Resource Network runs a number of programs including:

- peer support group for seniors
- leisure opportunities, including curling
- technology training

- See If You Can, a presentation to make children aware of vision loss and promote conservation of sight.

*For more information, contact:*

#### Vision Impaired Resource Network

PO Box 2454, Station Main  
**Winnipeg**, MB R3C 4A7  
 Phone: 1-888-851-VIRN (8476)  
 Email: info@virn.ca  
 Web: www.virn.ca

### ACCESSIBLE PUBLIC LIBRARY SERVICES

Public libraries are for the benefit of everyone and library users who are unable to read standard print have access to collections, services and programs. Public libraries have extensive collections of material in large print. Users can borrow materials across collections of Manitoba libraries through interlibrary loan services.

Public libraries can accommodate users requiring library materials in alternate formats. Users are encouraged to talk to local staff about individual services needs. For more information, or to locate a library in your community, see [page 29](#).

### SENIORS COMMUNITY RESOURCE COUNCILS

Some Seniors Community Resource Councils lend audio versions of local newspaper, books or large print books. For more information, contact your local Seniors Community Resource Council (see [pages 9 to 16](#)).

## 5.2 Communication Disorders

### HEARING CENTRES AND SERVICES

There are a number of services in Manitoba to help diagnose and treat hearing loss (ex. public health nurses, family doctors, audiologists, hearing instrument practitioners and ear/nose/throat specialists).

Many regional health authorities offer testing for hearing disorders at no charge to the client. For more information, contact your regional health authority (see [pages 71 to 72](#)). For Winnipeg, contact the Audiology Central Intake 204-837-0511.

## **COMMUNICATION AND SWALLOWING PROBLEMS**

Contact your physician for a referral to a speech-language pathologist.

## **HEARING INSTRUMENT PRACTITIONERS**

There are many hearing aid practitioners in Winnipeg who offer discounts to seniors, provide house calls if necessary and provide services to rural Manitoba. Check your Yellow Pages under Hearing Aids for a hearing centre or contact your Seniors Community Resource Council (see [pages 9 to 16](#)) for the one nearest you.

## **PRIVATE PRACTICE AUDIOLOGISTS**

There are many audiologists in private practice in Manitoba. Check your Yellow Pages under Hearing Aids for someone near you.

## **HARD OF HEARING SERVICES**

The Living with Hearing Loss Program at the Society for Manitobans with Disabilities (SMD) offers:

- development of speech reading skills
- coping strategies to adapt in difficult communication situations
- information on available technical devices for hard of hearing people
- ideas to manage hearing loss related stress
- classes for hard of hearing, oral deaf and late deafened adults across Manitoba
- resource library

*For more information, contact:*

### **Society for Manitobans with Disabilities**

Deaf and Hard of Hearing Services  
Phone: 204-975-3107

TTY: 204-975-3083  
Toll Free (TTY): 1-800-225-9108  
Toll Free (voice): 1-866-282-8041  
Web: [www.smd.mb.ca/smd-services/adult-services/aural-services](http://www.smd.mb.ca/smd-services/adult-services/aural-services)

## **CANADIAN HARD OF HEARING ASSOCIATION MANITOBA CHAPTER (CHHA)**

The Canadian Hard of Hearing Association is a non-profit, self-help consumer advocate organization run by and for people who are hard of hearing. They ensure hard of hearing consumers understand how to have their needs met and to promote the integration and full participation in Canadian society. They are a resource for Manitobans with hearing loss and provide information about Meniere's Disease.

*For more information, contact:*

### **Canadian Hard of Hearing Association – Manitoba Chapter**

Phone: 204-975-3037  
Email: [mbchha@mymts.net](mailto:mbchha@mymts.net)  
Web: [www.chha-mb.ca](http://www.chha-mb.ca)

## **DEAF CENTRE MANITOBA**

The Deaf Centre is a multi-use facility which contains three floors of subsidized housing, a personal care home and offices for deaf organizations that serve the Winnipeg deaf community. The building houses the Forrest Nickerson Theatre as well as recreational areas which are available for social events and special occasions. Deaf Centre Manitoba is a recreational, cultural and religious centre for the tenants and residents and for deaf and hard of hearing people throughout the community.

*For more information, contact:*

### **Deaf Centre**

285 Pembina Highway  
**Winnipeg, MB R3L 2E1**  
Phone: 204-284-0802  
TTY: 204-475-0702

## **E-QUALITY COMMUNICATION CENTRE OF EXCELLENCE (ECCOE)**

ECCOE is a professional non-profit corporation that provides a wide range of interpreting and intervention services to meet the diverse needs of the deaf and deaf-blind, hard-of-hearing, and hearing communities.

*For more information, contact:*

### **ECCOE**

200–One Forks Market Road

**Winnipeg**, MB R3C 4L9

Phone: 204-926-3271 ext. 1

Emergency Line: 204-475-6332

TTY: 204-452-0687

Email: [candy.badger@eccoe.ca](mailto:candy.badger@eccoe.ca)

Emergency Email: [emergency@eccoe.ca](mailto:emergency@eccoe.ca)

Web: [www.eccoe.ca](http://www.eccoe.ca)

## **MANITOBA DEAF-BLIND ASSOCIATION (MDBA)**

MDBA is a community-based advocacy group that improves opportunities and resources for Manitobans who have a combination of hearing and vision loss.

*For more information, contact:*

### **MDBA**

285 Pembina Highway

**Winnipeg**, MB R3L 2E1

Email: [association.manitobadeafblind@gmail.com](mailto:association.manitobadeafblind@gmail.com)

## **MANITOBA TELECOM SERVICES (MTS)**

MTS offers a range of special needs equipment at the Portage Place Mall in Winnipeg at 2–393 Portage Avenue, Winnipeg R3B 3H9.

### **MTS-Special Needs**

Phone: 204-941-8557

Toll Free: 1-800-542-8703

TTY: 204-942-4942 or 1-866-238-2539

Email: [mts.special.needs@mts.ca](mailto:mts.special.needs@mts.ca)

Web: [www.mts.ca](http://www.mts.ca)

## **RESOURCE CENTRE FOR MANITOBANS WHO ARE DEAF-BLIND (RCMDB)**

The RCMDB promotes opportunities for independence, dignity and empowerment for adults in Manitoba who have become deaf-blind. Services are provided to adults, and their family members, who are deaf-blind due to accident, trauma, disease or condition.

*For more information, contact:*

### **RCMDB**

228–285 Pembina Highway

**Winnipeg**, MB R3L 2E1

Phone: 204-284-6062

TTY: 204-284-2531

Email: [amayeno@rcmdb.net](mailto:amayeno@rcmdb.net)

Web: [www.rcmdb.mb.ca](http://www.rcmdb.mb.ca)

## **5.3 Medical Equipment and Supplies**

To buy medical equipment and supplies, look for commercial suppliers in the Yellow Pages under Medical Supplies.

## **SOCIETY FOR MANITOBANS WITH DISABILITIES (SMD) – WHEELCHAIR SERVICES**

This program provides long term loans of wheelchairs to people living in the community. An application signed by an occupational therapist or a doctor is required to receive a wheelchair.

*For more information, contact:*

### **SMD Wheelchair Services**

1857 Notre Dame Avenue

**Winnipeg**, MB R3E 3E7

Phone: 204-975-3250

Toll Free: 1-800-836-5551

TTY: 204-975-3239

Web: [www.smd.mb.ca/smd-services/wheelchair-services](http://www.smd.mb.ca/smd-services/wheelchair-services)







# 6.0

# Financial



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# 6.0 Financial

## 6.1 Federal Income Security Programs

### SERVICE CANADA

Service Canada is the one-stop service for federal government programs, including Old Age Security (OAS) and the Canada Pension Plan (CPP). Canada's public pension system provides seniors with a secure, modest base of retirement income. The two main programs are Old Age Security and the Canada Pension Plan. Benefits do not start automatically – you must apply for them. Cost-of-living adjustments are made in January of each year for CPP and quarterly for OAS. For more information, or to receive your application package, contact a Service Canada Centre.

#### **Service Canada**

Toll Free: 1-800-277-9914 (English)

1-800-277-9915 (French)

1-800-255-4786 (TTY)

Web: [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

### **SERVICE CANADA CENTRE LOCATIONS IN WINNIPEG:**

Portage Place Mall,  
393 Portage Avenue, Unit 122, R3B 3H6

2599 Main Street, R2V 4W3

1001 St. Mary's Road, R2M 3S4

140–3393 Portage Avenue, R3K 2G7

100–614 Des Meurons Street, R2H 2P9  
(open Tuesday and Thursday only)

### **SERVICE CANADA CENTRE LOCATIONS IN RURAL MANITOBA:**

100–1039 Princess Avenue, Brandon, R7A 6E2

1 Mantayo Seepee Meskanow St., Churchill

181–1<sup>st</sup> Avenue North East, Dauphin, R7N 1A6

111 Main Street, Flin Flon, R8A 1J9

158 Stephen Street, Morden, R6M 1T3

51 Rodgers St, Notre Dame de Lourdes, R0G 1M0

Unit 2–1016 Saskatchewan Avenue East,  
Portage la Prairie, R1N 3V2

427 Sabourin St, St-Pierre-Jolys, R0A 1V0

51 Main Street, Selkirk, R1A 1P9

321 Main Street, Steinbach, R0A 2A0

355 Kelsey Trail, Unit 1, Swan River

333 Edwards Avenue, The Pas, R9A 1K7

40B Moak Crescent, Thompson, R8N 2B7

To find more centres and to ensure you have the most current addresses, go to [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca) for complete listing.

### OLD AGE SECURITY PENSION (OAS)

OAS provides a monthly support payment to all seniors 65 or older who have lived in Canada for at least 10 years (since the age of 18), regardless of whether they have worked or not.

- You should apply at least six months before you turn 65.
- If you lived in Canada, but now live in another country, you may still be eligible.

- Full or partial pensions are determined by the length of residency in Canada.
- OAS benefits are sent out monthly and are subject to income tax.

For more information or to receive your application package, contact or visit a Service Canada Centre (see [page 54](#)).

## **GUARANTEED INCOME SUPPLEMENT (GIS)**

The GIS is an additional monthly benefit available to seniors who receive an Old Age Security Pension and have a low income.

- GIS is a non-taxable income.
- If you are married or living common-law, your combined income is used to determine eligibility.
- First time applicants must apply. If you file your income tax return every year on time, you will likely not have to reapply.

For more information or to receive your application package, contact or visit a Service Canada Centre (see [page 54](#)).

## **ALLOWANCE**

The Allowance is a monthly benefit for low-income seniors (aged 60 to 64) whose spouse or common-law partner is eligible for, or currently receiving, the Old Age Security Pension and the Guaranteed Income Supplement.

- It is non-taxable income.
- You must reapply each year for this benefit by filling out an income statement or completing an income tax return.
- The Allowance will end when you are eligible to receive the Old Age Security Pension. If you leave Canada for more than six months, have a change in marital status or if your income increases over the cutoff, your allowance will end. For more information or to receive your application package, contact or visit a Service Canada Centre (see [page 54](#)).

## **ALLOWANCE FOR THE SURVIVOR**

If you are between 60 and 64, have a low income, and your spouse or common-law partner has died, you may qualify for the Allowance for the Survivor. It is non-taxable income.

For more information or to receive your application package, contact or visit a Service Canada Centre (see [page 54](#)).

## **CANADA PENSION PLAN (CPP) RETIREMENT PENSION**

Most working Canadians contribute to the CPP. If you have contributed to CPP and are at least 60 years of age, you are likely entitled to receive a monthly pension.

- The amount you receive is based on how much and for how long you contributed to the plan. It is also affected by what age you take your pension. For example, if you take your pension before the age of 65, your benefits will be reduced.
- You must apply for these benefits preferably at least six months before you want to receive them.
- The earnings are taxable.
- Additional benefits may be available when you die.

For more information or to receive your application package, contact or visit a Service Canada Centre (see [page 54](#)).



## **CANADA PENSION PLAN (CPP) SURVIVOR BENEFIT**

The Survivor Benefit is a monthly pension paid to the spouse or common-law partner and dependent children of a deceased CPP contributor, if the eligibility criteria are met. The amount is determined by the amount that was contributed to the plan, the age of the surviving spouse/common-law partner, whether there are dependent children and if the surviving spouse/common-law partner is disabled.

For more information or to receive your application package, contact or visit a Service Canada Centre (see [page 54](#)).

## **CANADA PENSION PLAN (CPP) DEATH BENEFIT**

The Death Benefit is a one-time lump sum payment made to a deceased CPP contributor's estate, if earnings and eligibility requirements are met. If there is no estate, the benefit is given to the person who is responsible for the funeral expenses, the surviving spouse/common-law partner or the next of kin.

For more information or to receive your application package, contact or visit a Service Canada Centre (see [page 54](#)).

## **CANADA PENSION PLAN (CPP) DISABILITY BENEFIT**

CPP Disability Benefit is a monthly benefit for individuals, under the age of 65 who have recently contributed to the CPP while they worked, and then became unable to work at any job on a regular basis because of a disability.

- The earnings are taxable.
- The benefits are converted to retirement pensions at age 65.

For more information or to receive your application package, contact or visit a Service Canada Centre (see [page 54](#)).

## **CANADA PENSION PLAN (CPP) PENSION SHARING**

If you are married or in a common-law relationship, you may be able to save on income tax by sharing your CPP pensions equally. You and your spouse/common-law partner must be 60+ and entitled to receive CPP. This also applies if only one of you contributed to the CPP.

For more information or to receive your application package, contact or visit a Service Canada Centre (see [page 54](#)).

## **CANADA PENSION PLAN (CPP) CREDIT SPLITTING**

If you are separated or divorced, CPP contributions made by you or your spouse/common-law partner can be divided equally. This division applies to contributions you both made during your marriage or common-law relationship. You may be entitled to retirement, disability, or other benefits higher than those for which you would qualify on your own.

For more information or to receive your application package, contact or visit a Service Canada Centre location (see [page 54](#)). You may also apply for benefits online.

## **INTERNATIONAL BENEFITS**

The International Benefits program may provide retirement, disability or survivor benefits to eligible individuals who have lived or worked in another country, or the surviving spouse, common-law partner or children of eligible individuals who have lived or worked in another country with which Canada has a social security agreement.

- Canada has signed social security agreements with a number of other countries.
- Requirements vary by agreement. Check the details of the country that relates to you.

For more information or to receive your application package, contact or visit a Service Canada Centre (see [page 54](#)), or call 1-800-454-8731.

## EMPLOYMENT INSURANCE (EI)

EI provides temporary funds to unemployed Canadians who have lost a job through no fault of their own. It is available while they look for work or upgrade their skills. Canadians who are sick, pregnant, or caring for a newborn or adopted child, caring for a critically ill or injured child, or those who must care for a family member who is seriously ill with a significant risk of death, may also be eligible.

For more information, contact or visit a Service Canada Centre location (see [page 54](#)). You may also apply for benefits online.

## 6.2 Provincial Income Security Programs

### 55 PLUS PROGRAM

The 55 PLUS Program, a Manitoba Income Supplement, provides quarterly benefits to lower-income Manitobans who are 55+ and whose incomes are within certain levels. Eligibility is based on income reported in your tax return from the previous year.

To apply:

- If you **DO NOT RECEIVE** benefits from federal Old Age Security, you must apply for the 55 PLUS Program supplement each benefit year. You can apply any time during the benefit year. Your benefits will start in the quarter in which your completed application is received. If you are married and your spouse is either under 55 or over 65, you may still be eligible for 55 PLUS benefits. An application will be required.
- If you **RECEIVE** benefits from Old Age Security; you are not required to apply. Your eligibility is automatically determined by the amount of benefits you are already receiving from this pension (Old Age Security Pension, Guaranteed Income Supplement, Allowance, and/or Allowance for the Survivor).

*For more information, contact:*

### **55 PLUS Program**

Box 3000, 203 South Railway Street E.

**Killarney, MB R0K 1G0**

Phone: 204-523-5230

Toll Free: 1-800-563-8793

Email: [incsup@gov.mb.ca](mailto:incsup@gov.mb.ca)

Web: [www.gov.mb.ca/jec/eia/55plus/index.html](http://www.gov.mb.ca/jec/eia/55plus/index.html)

### EMPLOYMENT AND INCOME ASSISTANCE (EIA)

EIA provides funds to help Manitobans who have no other way to support themselves or their families. For people who are able to work, EIA will help them go back to work by providing employment support.

In most circumstances, people aged 65 or over no longer require EIA support because they are now eligible for Canada's Old Age Security and/or Guaranteed Income Supplement.

- Some people over the age of 65 who have not lived in Canada long enough to qualify for OAS/GIS benefits may qualify for EIA support if they have no other financial resources to support themselves.
- EIA also provides single grants for medical equipment and supplies and may also provide help to cover the cost of a person's funeral, even if the person is not receiving EIA (see [page 41](#)).

*For more information, contact:*

### **Employment and Income Assistance (EIA)**

1-111 Rorie Street

**Winnipeg, MB R3B 3N1**

Phone: 204-948-4000

Toll Free: 1-877-812-0014

TTY: 1-204-945-4796

Manitoba Relay Service: 1-800-855-0511

## **RENT ASSIST (FORMERLY RENT AID)**

Rent Assist provides direct monthly cash to renters 55+ who are living in privately owned buildings and who meet certain qualifications. The monthly allowance is based on total gross income and on the monthly rent paid. An application must be completed by the tenant. People living in publicly owned seniors housing, rent supplement housing or personal care homes are already benefitting from government subsidies and are not eligible for Rent Assist.

*For more information, contact:*

### **Family Services**

Provincial Services Branch  
102–114 Garry Street

**Winnipeg**, MB R3C 1G1

Phone: 204-945-2197

Toll Free: 1-877-587-6224

Email: [provservice@gov.mb.ca](mailto:provservice@gov.mb.ca)

Web: [www.gov.mb.ca/jec/eia/rentassist](http://www.gov.mb.ca/jec/eia/rentassist)

## **SOCIAL SERVICES APPEAL BOARD**

The Social Services Appeal Board is an independent appeal board for decisions about provincial income assistance and other programs offered by Manitoba Family Services (including 55 Plus – A Manitoba Income Supplement Program).

You may file an appeal if you receive, or are applying for, certain provincial assistance programs and if you have had your benefits denied, suspended or reduced.

### **The Appeal Process**

- send a letter of appeal to the board or complete an appeal form, which is available on the SSAB website.
- your appeal must be filed within 30 days of being notified of the decision to deny, reduce or suspend your benefits.
- once filed, a hearing will be scheduled within 30 days and both parties will be given the opportunity to explain their cases directly to the board.

- board decisions are made in private after the hearing.
- a letter will be sent to you (usually within 15 days of the hearing) telling you the board's decision.

*For more information, contact:*

### **Social Services Appeal Board**

7<sup>th</sup> Floor, 175 Hargrave Street

**Winnipeg**, MB R3C 3R8

Phone: 204-945-3003

Toll Free: 1-800-282-8069

TTY: 204-948-2037

Web: [www.gov.mb.ca/fs/ssab/index.html](http://www.gov.mb.ca/fs/ssab/index.html)

## **6.3 Income Tax**

### **COMMUNITY VOLUNTEER INCOME TAX PROGRAM (CVITP)**

The CVITP is a collaboration between the Canada Revenue Agency (CRA) and community organizations. The organizations host tax preparation clinics and arrange for volunteers to prepare income tax and benefit returns for eligible individuals who have a modest income and a simple tax situation.

*For more information, contact:*

### **Canada Revenue Agency**

Phone: 1-800-959-8281

Web: [www.cra-arc.gc.ca/tx/ndvdl/vlntr](http://www.cra-arc.gc.ca/tx/ndvdl/vlntr)

### **MANITOBA TAX ASSISTANCE OFFICE**

Information is provided at the Manitoba Tax Assistance Office to help complete the provincial section of the income tax return.

*For more information, contact:*

### **Manitoba Tax Assistance Office**

Phone: 204-948-2115

Toll Free: 1-800-782-0771

Email: [tao@gov.mb.ca](mailto:tao@gov.mb.ca)

Web: [www.gov.mb.ca/finance/tao](http://www.gov.mb.ca/finance/tao)

## CANADA REVENUE AGENCY FEDERAL INCOME TAX INQUIRIES

For general inquiries on your federal income tax, contact:

### Canada Revenue Agency

Toll Free: 1-800-959-8281

TTY/Toll Free: 1-800-665-0354

For topics and services specifically for seniors:

Web: [www.cra-arc.gc.ca/tx/ndvdl/sgmnts/snrs/menu-eng.html](http://www.cra-arc.gc.ca/tx/ndvdl/sgmnts/snrs/menu-eng.html)

## 6.4 Tax Credits

The following tax credits can be applied for each year by filling out your income tax form:

### GST/HST CREDIT

The GST/HST credit is a tax free quarterly payment that helps individuals and families with low or modest incomes offset all or part of the GST or HST that they pay.

For more information, contact:

### Canada Revenue Agency

Toll Free: 1-800-959-1953

Web: [www.cra-arc.gc.ca/bnfts/gsthst/fq\\_pymnts-eng.html](http://www.cra-arc.gc.ca/bnfts/gsthst/fq_pymnts-eng.html)

### DISABILITY TAX CREDIT

The Disability Tax Credit is a non refundable tax credit available to individuals who have an impairment in physical or mental functions that is severe and prolonged. A health care provider must complete the Disability Tax Credit Certificate (Form T2201) which must then be approved by the Canada Revenue Agency before you can claim the tax credit on your income tax and benefit return.

- If you qualify for the Federal Disability Tax Credit, you may be eligible to receive the Manitoba Disability Tax Credit.

For more information, contact the Canada Revenue Agency (see [page 59](#)); or go to: [www.cra-arc.gc.ca/tx/ndvdl/sgmnts/dsblts/menu-eng.html](http://www.cra-arc.gc.ca/tx/ndvdl/sgmnts/dsblts/menu-eng.html)

## EDUCATION PROPERTY TAX CREDIT (EPTC)

The basic credit for 2015 is \$700. If your income is below a defined level and you are a senior, you may qualify for an additional amount. The seniors' EPTC maximum increased to \$1,100 in 2015.

For more information, contact the Manitoba Tax Assistance Office (see [page 58](#)).

## MANITOBA FAMILY TAX BENEFIT

The Manitoba Family Tax Benefit reduces the amount of Manitoba tax payable. In addition to the basic credit, taxpayers 65 and over may be eligible to claim an additional amount for themselves and a dependant spouse age 65 and over on form MB428-A.

For more information, contact the Manitoba Tax Assistance Office (see [page 58](#)).

## PERSONAL TAX CREDIT

The Personal Tax Credit is a refundable credit for an individual who lived in Manitoba on the last day of the tax year. She/he may claim the basic credit for self and may be eligible to claim additional amounts for a dependant spouse, age 65 and older, a spouse age 65 and over, and disability amounts on form MB479. For more information, contact the Manitoba Tax Assistance Office (see [page 58](#)).

## PRIMARY CAREGIVER TAX CREDIT

Caregivers may be eligible for Manitoba's Primary Caregiver Tax Credit of \$1,400 per care recipient to a maximum of three. For more information, contact the Manitoba Tax Assistance Office (see [page 58](#)) or Manitoba Health 204-788-6646.

## PUBLIC TRANSIT TAX CREDIT

Individuals can claim the total amount paid for public transit passes, or for the cost of passes for multiple systems on line 364 of the Federal Income Tax Return. This includes the cost of monthly passes or of longer duration such as for travel on public transit. For more information, contact Canada Revenue Agency (see [page 59](#)).

Web: [www.cra-arc.gc.ca/vdglly/wtchds](http://www.cra-arc.gc.ca/vdglly/wtchds)

## SCHOOL TAX ASSISTANCE FOR TENANTS/HOMEOWNERS 55+

School Tax Assistance for Tenants and Homeowners, aged 55+, provides annual funds to offset the school tax portion of municipal taxes or rental costs. School tax assistance benefits are paid to eligible applicants once a year. Tenants must apply by application. Homeowners must apply on Form MB479 of the income tax return.

*For more information or to receive a copy of the application, contact:*

*Tenants should contact:*

### **Family Services Provincial Services Branch**

102-114 Garry Street

**Winnipeg, MB R3C 1G1**

Phone: 204-945-2197

Toll Free: 1-877-587-6224

Email: [csd@gov.mb.ca](mailto:csd@gov.mb.ca)

Web: [www.gov.mb.ca/jec/eia/55plus/stat55.html](http://www.gov.mb.ca/jec/eia/55plus/stat55.html)

*Homeowners should contact:*

Manitoba Tax Assistance Office (see [page 58](#))



## SENIORS SCHOOL TAX REBATE

The school division special levy paid by eligible senior homeowners on qualifying residential properties is being eliminated, starting in 2014. If the basic Education Property Tax Credit (up to \$700) fully offset school taxes, the Rebate will begin to apply once school taxes exceed the property tax credit. Effective in 2015, seniors who are liable for paying the school taxes on their principal residence will be eligible for a rebate. Legal representatives can now apply on behalf of the senior. For more information, contact the Manitoba Tax Assistance Office (see [page 58](#)).

## FEDERAL PENSION TAX CREDIT

Individuals may be able to claim up to \$2,000 of a non refundable tax credit if you reported eligible pension, superannuation, or annuity payments on line 115, line 116, and/or line 129 of the Federal Income Tax Return. For more information, contact Canada Revenue Agency (see [page 59](#)).

Web: [www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/lns300-350/314/menu-eng.html](http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/lns300-350/314/menu-eng.html)

## MANITOBA PENSION INCOME AMOUNT

Manitoba taxpayers are eligible to claim a specified amount on form MB428 if they receive pension or annuity income. For more information, contact the Manitoba Tax Assistance Office (see [page 58](#)).

## FARMLAND SCHOOL TAX REBATE

The Farmland School Tax Rebate (FSTR) provides Manitoba farmland owners with school tax relief. Rebates are for school taxes paid on farmland only, not for school taxes paid on farm residences or buildings. Rebates are capped at \$5,000 and vary in percentage per year but were equal to 80% in 2014.

- Applications for the 2015 rebate will be available in the fall of 2015.

*For more information, contact:*

Email: [FSTR@masc.mb.ca](mailto:FSTR@masc.mb.ca)



## 6.5 Employment and Retirement

### OPPORTUNITIES FOR EMPLOYMENT – MATURE WORKER PROGRAM

The Mature Worker Program provides free employment services to Winnipeg residents age 50+. The goal is to find meaningful full-time, part-time employment through a variety of services, including:

- one-on-one consultations with an employment consultant
- career exploration
- job-seeking support
- networking opportunities
- interview preparation
- resume development
- access to our job resource area
- workshops

*For more information, contact:*

#### **Mature Worker Program Opportunities for Employment**

300–294 Portage Avenue

**Winnipeg**, MB R3C 0B9

Phone: 204-925-3490

Email: [ofe@ofe.ca](mailto:ofe@ofe.ca)

Web: [www.ofe.ca](http://www.ofe.ca)

### THIRDQUARTER

ThirdQuarter is a national non-profit organization, specializing in recruitment services for Canadian job seekers aged 45 and over, who are in the third quarter of their careers. They bridge the gap between talented people looking for work and the businesses that need their expertise.

*For more information, contact:*

#### **ThirdQuarter-Head Office**

1400–191 Lombard Avenue

**Winnipeg**, MB R3B 0X1

Toll Free: 1-855-286-0306

Email: [info@thirdquarter.ca](mailto:info@thirdquarter.ca)

Web: [www.thirdquarter.ca](http://www.thirdquarter.ca)

### WINNIPEG TRANSITION CENTRE

The Winnipeg Transition Centre offers employment counselling and assistance, recruitment, and professional development courses.

*For more information, contact:*

#### **Winnipeg Transition Centre**

1836 Main Street

**Winnipeg**, MB R2V 3H2

Phone: 204-338-3899

### OFFICE OF THE SUPERINTENDENT – PENSION COMMISSION

The Office of the Superintendent-Pension Commission of Manitoba is a regulatory agency responsible for the administration of *The Pension Benefits Act*. The mandate of the Office of the Superintendent is to promote the establishment, extension and improvement of pension plans. If you would like more information about the office's services, employer sponsored pension plans or the act and regulation, contact:

#### **Office of the Superintendent-Pension Commission**

Room 1004–401 York Avenue

**Winnipeg**, MB R3C 0P8

Phone: 204-945-2740

Toll Free: 1-800-282-8069 ext. 2740

TTY: 204-945-4796

Email: [pensions@gov.mb.ca](mailto:pensions@gov.mb.ca)

Web: [www.gov.mb.ca/labour/pension](http://www.gov.mb.ca/labour/pension)

## EMPLOYMENT OPPORTUNITIES WITH THE MANITOBA GOVERNMENT

The Manitoba government is proud to be an age-friendly employer. It encourages people of all age groups, including those wishing to start a second career, to apply for its job opportunities.

Awarded the distinction of being one of Manitoba's Top Employers for 2015, the Manitoba government is one of the largest employers in Manitoba with over 14,000 employees throughout the province.

*For more information, contact:*

### The Manitoba Civil Service Commission

935-155 Carlton Street

**Winnipeg**, MB R3C 3H8

Phone: 204-945-2332

Email: [csc@gov.mb.ca](mailto:csc@gov.mb.ca)

Web: [www.gov.mb.ca/govjobs/](http://www.gov.mb.ca/govjobs/)

## 6.6 Financial Counselling

### COMMUNITY FINANCIAL COUNSELLING SERVICES

Community Financial Counselling Services provides confidential financial assessment, credit counselling and information on money management to individuals and families, in person or by phone. They also offer:

- negotiation with creditors to set up repayment plans
- presentations on consumer credit and financial management
- financial counselling for problem gamblers and affected family members
- free tax preparation services for low/fixed income earners during March/April of each year

*For more information, contact:*

### Community Financial Counselling Services

516-294 Portage Avenue

**Winnipeg**, MB R3C 0B9

Phone: 204-989-1900

Toll Free: 1-888-573-2383

Email: [info@cfcs.mb.ca](mailto:info@cfcs.mb.ca)

Web: [www.debthelpmanitoba.com](http://www.debthelpmanitoba.com)

## 6.7 Trustee Services

### PUBLIC AND GUARDIAN TRUSTEE

The Public and Guardian Trustee is both a person and a branch of Manitoba Justice that provides trustee services, for a fee. It helps Manitobans who are in situations where no one else is capable, suitable or willing to do so. The Public and Guardian Trustee can:

- act as committee or substitute decision maker of last resort for people who are not mentally capable of managing their own affairs, and who do not have anyone willing, able or suitable to manage for them
- accept Powers of Attorney from competent but vulnerable adults who have no one else willing, suitable or able to act as attorney, and who wish the Public and Guardian Trustee to act in that capacity
- administer estates of people who died in Manitoba with no one else capable or willing to act as personal representative
- administer trust money for people under 18 years of age

*For more information, contact the office nearest you:*

The Public and Guardian Trustee

500-155 Carlton Street

**Winnipeg**, MB R3C 5R9

Phone: 204-945-2700

Email: [pgt@gov.mb.ca](mailto:pgt@gov.mb.ca)

Web: [www.gov.mb.ca/publictrustee](http://www.gov.mb.ca/publictrustee)

340-9<sup>th</sup> Street, Room 131

**Brandon**, MB R7A 6C2

Phone: 204-726-7025

Toll Free: 1-800-282-8069

## 6.8 Consumer Information and Protection

### CONSUMER PROTECTION OFFICE

The Consumer Protection Office administers consumer protection legislation for the Province of Manitoba under *The Consumer Protection Act*, *The Business Practices Act*, *The Personal Investigations Act*, *The Hearing Aid Act*, the Bedding and Other Upholstered or Stuffed Articles Regulation under *The Public Health Act*, and Part III Reverse Mortgage Loans of *The Mortgage Act*. They are responsible for:

- licensing and regulating payday lenders
- licensing companies and individuals that direct sell
- licensing collection agents and registering collectors
- certifying hearing aid dealers
- registering manufacturers and renovators of stuffed articles
- hearing, mediating and investigating consumer related complaints
- providing consumer information/education program information on consumer rights and responsibilities (ex: frauds, scams and identify theft)

If you have a question or a complaint about a purchase or lease of goods or services, repair, door-to-door sale, debt collection, charitable fundraiser, hearing aid dealers or any business practice that affects you as a consumer, contact:

#### Consumer Protection Office

302–258 Portage Avenue

**Winnipeg**, MB R3C 0B6

Phone: 204-945-3800

Toll Free: 1-800-782-0067

Email: [consumers@gov.mb.ca](mailto:consumers@gov.mb.ca)

Web: [www.gov.mb.ca/cca/cpo/](http://www.gov.mb.ca/cca/cpo/)

### CONSUMERS' ASSOCIATION OF CANADA (MANITOBA)

The Manitoba Consumers' Association of Canada (CAC Manitoba) branch is a non-profit, volunteer organization that informs consumers and represents consumer interests in Manitoba. CAC Manitoba operates an Info Centre which provides information on:

- product testing and pre-purchase information
- how and where to complain
- how to protect against frauds and scams
- accessing government departments or organizations that will best meet your needs

*For more information, contact:*

#### Consumer INFO Centre

17–222 Osborne Street South

**Winnipeg**, MB R3L 1Z3

Phone: 204-452-2572

Toll Free: 1-888-596-0900

Email: [cacManitoba@mymts.net](mailto:cacManitoba@mymts.net)

### FINANCIAL INSTITUTIONS REGULATION BRANCH (FIRB)

The Financial Institutions Regulation Branch is part of The Manitoba Financial Services Agency Special Operating Agency of the Manitoba Government.

The FIRB regulates financial institutions (credit unions, caisses populaires, insurance companies, trust and loan companies) in Manitoba. The FIRB can:

- advise you if the financial institution you are dealing with is legally registered
- answer questions about financial institutions
- investigate complaints about a financial institution

*For more information, contact:*

#### Financial Institutions Regulation Branch

207–400 St. Mary Ave

**Winnipeg**, MB R3C 4K5

Phone: 204-945-2542

Toll Free: 1-800-282-8069

Email: [insurance@gov.mb.ca](mailto:insurance@gov.mb.ca)

Web: [mbfinancialinstitutions.ca](http://mbfinancialinstitutions.ca)

## **LIQUOR AND GAMING AUTHORITY OF MANITOBA (LGA)**

On April 1, 2014, the Manitoba Gaming Control Commission and the Manitoba Liquor Control Commission's Regulatory Services Division combined to become a single regulatory agency – the Liquor and Gaming Authority of Manitoba (LGA). The LGA licenses liquor sales, service and manufacturing, and licenses gaming employees, products and operations in Manitoba.

The LGA is neither pro- nor anti-liquor or gaming. LGA strives to be neutral about the products and services it regulates and it provides a high standard of service through a balanced and independent approach. LGA provides programming that encourages responsible liquor consumption and responsible gambling, conducts research and obtains public input on liquor and gaming.

If you have a question or concern about a gaming activity or a venue/event with a liquor license in Manitoba, contact:

### **Liquor and Gaming Authority of Manitoba (LGA)**

800–15 Garry Street  
**Winnipeg**, MB R3C 3P3  
Phone: 204-954-9400  
Toll Free: 1-800-782-0363  
Web: [www.LGAm Manitoba.ca](http://www.LGAm Manitoba.ca)

## **MANITOBA SECURITIES COMMISSION**

The Manitoba Securities Commission (MSC) is part of The Manitoba Financial Services Agency a Special Operating Agency of the Manitoba Government. The MSC regulates the securities (investment) industry in the province. The commission:

- requires anyone selling securities in Manitoba to register with the commission
- provides a list of the people registered to sell securities
- investigates complaints of unfair treatment by investment advisors

- delivers presentations to seniors on how to avoid investment scams
- offers free, brochures on financial abuse of seniors including:
  - *Identifying and Preventing Financial Abuse: A Guide for Older Manitobans*
  - *The ABC's of Senior Investment Fraud*
  - *Financial Concerns Checklist*
  - *Protecting Your Money: Avoiding Frauds and Scams*

For more information or to discuss a concern, contact:

### **Manitoba Securities Commission**

500–400 St. Mary Avenue  
**Winnipeg**, MB R3C 4K5  
Phone: 204-945-2548  
Email: [securities@gov.mb.ca](mailto:securities@gov.mb.ca)  
Web: [www.mbsecurities.ca](http://www.mbsecurities.ca)

## **THE CANADIAN ANTI-FRAUD CENTRE**

The CAFC is jointly managed by the RCMP, Competition Bureau, and the Ontario Provincial Police. The CAFC is Canada's central repository for data, intelligence and resource material as it relates to fraud. The CAFC commits to providing timely, accurate and useful information to assist citizens, businesses, law enforcement and governments in Canada and around the world. The CAFC's primary goals are prevention through education and awareness, disruption of criminal activities, dissemination of intelligence, support to law enforcement and strengthening partnerships between the private and public sectors with the aim of maintaining Canada's strong economic integrity. The CAFC is comprised of three units: the Call Centre and Intake Unit, the Operational Support Unit, and the Senior Support Unit. The Senior Support Unit (SSU) – provides support and MMF (mass marketing fraud) education to senior victims of MMF by senior volunteers at the CAFC. All victims of fraud should also file a local police report.

For more information, or to report a fraud, contact (Monday-Friday 8:30 a.m. to 4:30 p.m.):

### The Canadian Anti-Fraud Centre

Box 686

North Bay, ON P1B 8J8

Toll Free: 1-888-495-8501

Web: [www.antifraudcentre-centreantifraude.ca/](http://www.antifraudcentre-centreantifraude.ca/)

### THE CANADIAN ANTI-FRAUD CENTRE: SENIOR SUPPORT UNIT

The Senior Support Unit (SSU) – offers Support, Prevention and Education of MMF and ID Theft by Senior Volunteers.

Seniors are targeted by mass marketing fraud for many reasons: loneliness, lack of family support, perceived to have savings, age vulnerability and for health-related reasons. Seniors are particularly susceptible to fraud schemes because their generation tends to be more trusting and less likely to end conversations. Fraudulent telemarketers build relationships with seniors and gain their trust before victimizing them. Ruined family lives, great financial losses and suicides have resulted from this brutal crime against older adults.

The CAFC has volunteer seniors who help with the battle against mass marketing and identity fraud. The volunteers call back senior victims of fraud to relate personal experiences, provide support and establish rapport with elderly victims. The “seniors helping seniors” program has grown to a group of approximately 40 active volunteers that call back Canadian senior victims of fraud, from coast to coast. They come from diverse backgrounds and bring many different skills to the CAFC and its attempt to reduce the level of mass marketing fraud and identity theft. This is clearly a successful and effective long-term strategy in reducing the number of seniors victimized by fraud.

The CAFC’s senior support volunteers helps fraud victims by:

- relating personal experiences, wisdom and expertise
- providing emotional and moral support
- being sensitive to the needs of seniors

- contacting victims by phone as often as needed
- educating and re-educating seniors
- obtaining any new suspect company information
- referring victims to other appropriate agencies
- ensuring that seniors have a place to turn to when they need assistance
- helping victimized seniors regain personal dignity

## 6.9 Affordable Energy Program

### MANITOBA HYDRO POWER SMART AFFORDABLE ENERGY PROGRAM

The Affordable Energy Program makes it easy to save energy, improve the comfort of your home, and save money. Qualifying homeowners or home renters with a lower income may be eligible to receive:

- free in-home review
- free basic energy efficiency, such as LED bulbs, low-flow showerheads, and faucet aerators
- free insulation, including the cost of materials and installation
- free drain water heat recovery system for electric water tanks
- a new high efficiency natural gas furnace for only \$9.50/month for 5 years (a total of only \$570) or a \$3000 rebate towards the purchase of a qualifying high efficiency natural gas boiler

By upgrading your insulation you will save on your energy bill for years to come. Replacing your furnace can reduce your heating bill and will give you peace of mind knowing your furnace won’t break down during winter.

Phone: 1-855-360-3643

Web: [hydro.mb.ca/affordableenergy](http://hydro.mb.ca/affordableenergy)







**7.0**

**Health and  
Wellness**

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# 7.0 Health and Wellness

## EMERGENCY RESPONSE INFORMATION KITS (E.R.I.K.)

E.R.I.K. was developed in response to community concerns about the availability of enough information in emergency situations. E.R.I.K includes the following:

- a health information form, which a health care professional, a pharmacist or your family may assist you with
- a place to insert your Health Care Directive or Living Will, if you have one
- a sticker to place on your front entrance to notify first responders that you have an E.R.I.K.
- a plastic folder with a magnet to hold the information on the front of your fridge. The kit is for seniors, chronically ill people, those who live alone, who have caregivers, who have speech difficulties or communication issues. Once completed, kits must be placed on your refrigerator. You may also want to take a copy of E.R.I.K. with you when you travel. It is important to keep your E.R.I.K up-to-date. To receive an E.R.I.K. or for more information, contact your local Seniors Community Resource Council (see [pages 9 to 16](#)).

## FAMILY DOCTOR FINDER

The Family Doctor Finder helps to connect Manitobans to a family doctor or nurse practitioner. If you live in Manitoba and need a regular primary care provider, you can register with the program online or by calling the program directly. When you register, you will be asked for basic information, including where you live and your preferences for the type of provider (ex: gender, location, language). Your health region will then work with you to find a provider or clinic that is accepting new patients in a location that works for you. This service is available in both English and French.

*For more information:*

### Family Doctor Finder

Web: [www.manitoba.ca/familydoctorfinder](http://www.manitoba.ca/familydoctorfinder)

Phone: 204-786-7111

Toll Free: 1-866-690-8260

TDD: 204-774-8618

TDD/TTY Relay Service: 711 or 1-800-855-0511

Email: [fdf@gov.mb.ca](mailto:fdf@gov.mb.ca)

## HEALTH LINKS – INFO SANTÉ

Health Links – Info Santé is a province-wide program that offers triage services, health information and referral, and nurse advice to callers 24 hours a day, seven days a week in over 100 languages. Services include:

- symptom assessment and triage
- referral to the most appropriate level of care
- general health information
- assistance finding health resources in local communities

*For more information, contact:*

### Health Links – Info Santé

Phone: 204-788-8200

Toll Free: 1-888-315-9257

## DIAL-A-DIETITIAN

Dial-a-Dietitian connects callers to a Registered Dietitian, a licensed health professional who can put the science of nutrition into everyday practical advice. A dietitian will listen and offer advice, answer questions or make suggestions over the telephone and provide print material by mail. This service is free and available to all Manitobans.

*For more information, contact:*

(Monday to Friday, 8 a.m. to 6 p.m.):

### Dial-a-Dietitian

Phone: 204-788-8248

Toll Free: 1-877-830-2892



## TELECARE / TÉLÉSOINS MANITOBA

TeleCARE / TélÉSOINS Manitoba is a telephone or telehealth based self-management program for people diagnosed with heart failure or Type 2 diabetes or those at risk for developing Type 2 diabetes. Health professionals assess your health, monitor any symptoms you may have and provide education, tools and support to help you self manage your condition from home. You will learn about nutrition, exercise, medications, self-monitoring and how to manage any complications that may arise.

*For more information, contact:*

(Monday to Friday 8 a.m. to 8 p.m.):

**TeleCARE/ TélÉSOINS Manitoba**

Phone: 204-788-8688

Toll Free: 1-866-204-3737

## 7.1 Health Services and Supports

### REGIONAL HEALTH AUTHORITIES (RHA)

RHAs are health boards responsible for the delivery of health care services to Manitobans. They provide an organized, sustainable health system that balances health promotion, disease prevention and institutional and community-based services. They have community offices and health centres across the province where you can access public health, home care, community mental health and in some cases receive primary care services. For more information, contact the RHA or health centre in your community. A map of the RHAs can be found on [page 6](#):

#### INTERLAKE EASTERN REGIONAL HEALTH AUTHORITY

233A Main Street

**Selkirk**, MB R1A 1S1

Phone: 204-785-4700

Toll Free: 1-855-347-8500

Email: [info@ierha.ca](mailto:info@ierha.ca)

Web: [www.ierha.ca](http://www.ierha.ca)

#### NORTHERN HEALTH REGION

Web: [www.northernhealthregion.ca](http://www.northernhealthregion.ca)

##### Regional Offices:

84 Church Street

**Flin Flon**, MB R8A 1L8

Phone: 204-687-1300

Toll Free: 1-888-340-6742

Box 240

163 Edwards Avenue

**The Pas**, MB R9A 1K4

Phone: 204-627-6800

Toll Free: 1-888-340-6742

867 Thompson Drive South

**Thompson**, MB R8N 1Z4

Phone: 204-677-5350

Toll Free: 1-888-340-6742

#### PRAIRIE MOUNTAIN HEALTH

Email: [pmh@pmh.mb.ca](mailto:pmh@pmh.mb.ca)

Web: [www.prairiemountainhealth.ca](http://www.prairiemountainhealth.ca)

##### Regional Offices:

B-150 7<sup>th</sup> Street

**Brandon**, MB R7A 7M2

Phone: 204-578-2325

Box 579

192 First Avenue West

**Souris**, MB R0K 2C0

Phone: 204-483-5000

Toll Free: 1-888-682-2253

625-3<sup>rd</sup> Street S.W.

**Dauphin**, MB R7N 1R7

Phone: 204-638-2118

Toll Free: 1-800-259-7541

#### SOUTHERN HEALTH-SANTÉ SUD

Email: [info@southernhealth.ca](mailto:info@southernhealth.ca)

Web: [www.southernhealth.ca](http://www.southernhealth.ca)

##### Regional Office-Southport

180 Centenaire Drive

**Southport**, MB R0H 1N1

Phone: 204-428-2720

Toll Free: 1-800-742-6509

### Regional Office-La Broquerie

Box 470  
94 Principale  
**La Broquerie**, MB R0A 0W0  
Phone: 204-424-5880  
Toll Free: 1-800-742-6509

### Regional Office-Morden

3-30 Stephen Street  
**Morden**, MB R6M 2G3  
Phone: 204-822-2650  
Toll Free: 1-800-742-6509

### Regional Office-Notre Dame de Lourdes

Box 190  
40 Rogers Street  
**Notre Dame de Lourdes**, MB R0G 1M0  
Phone: 204-248-7250  
Toll Free: 1-800-742-6509

## WINNIPEG REGIONAL HEALTH AUTHORITY (INCLUDING CHURCHILL)

Email: [info@wrha.mb.ca](mailto:info@wrha.mb.ca)  
Web: [www.wrha.mb.ca](http://www.wrha.mb.ca)

### Head Office

4<sup>th</sup> Floor, 650 Main Street  
**Winnipeg**, MB R3B 1E2  
Phone: 204-926-7000

### Health Services on Elgin

425 Elgin Avenue  
**Winnipeg**, MB R3A 1P2  
Phone: 204-940-1637

### ACCESS River East

975 Henderson Highway  
**Winnipeg**, MB R2K 4L7  
Phone: 204-938-5000

### ACCESS Downtown, Health Action Centre

640 Main Street  
**Winnipeg**, MB R3B 1E2  
Phone: 204-940-3638

### WRHA Fort Garry Community Office

2735 Pembina Highway  
**Winnipeg**, MB R3T 2H5  
Phone: 204-940-2015

### ACCESS NorWest

785 Keewatin Street  
**Winnipeg**, MB R2X 3B9  
Phone: 204-938-5900

### WRHA Point Douglas Community Office

601 Aikins Street  
**Winnipeg**, MB R2W 4J5  
Phone: 204-940-2025

### WRHA River Heights Primary Care Clinic

1001 Corydon Avenue  
**Winnipeg**, MB R3M 0B6  
Phone: 204-940-2000

### WRHA River Heights Health and Social Services

6-667 Stafford Street  
**Winnipeg**, MB R3M 2X7  
Phone: 204-938-5500

### WRHA Seven Oaks Health and Social Services

Unit 3-1050 Leila Avenue  
**Winnipeg**, MB R2P 1W6  
Phone: 204-938-5600

### WRHA St. Boniface Community Office

240-614 Rue Des Meurons  
**Winnipeg**, MB R2H 2P9  
Phone: 204-940-2035

### ACCESS Winnipeg West

280 Booth Drive  
**Winnipeg**, MB R3J 3R5  
Phone: 204-940-2040

### WRHA St. Vital Community Office

6-845 Dakota Street  
**Winnipeg**, MB R2M 5M3  
Phone: 204-940-2045

### ACCESS Transcona

845 Regent Avenue West  
**Winnipeg**, MB R2C 3A9  
Phone: 204-938-5555

### Churchill Health Centre

Box 2500  
**Churchill**, MB R0B 0E0  
Phone: 204-675-8881  
Web: [www.churchillrha.com](http://www.churchillrha.com)

## MOBILE CLINICS

Mobile Clinics are buses specifically designed to be primary care clinics. Staffed by nurse practitioners and registered nurses, they provide on the spot primary care for people living in some of Manitoba's smaller, underserved communities. The clinics on wheels provide the full range of primary care services, such as physical exams, diagnostic tests, immunizations, referrals, and well baby care.

Nurse practitioners can order medications and diagnostic tests, refer patients to specialists when needed and perform minor procedures. Registered nurses can assess your health status, manage many health care issues, and work with you to manage your health or medical conditions.

People living in or near a community served by one of Manitoba's Mobile Clinics can use the clinic as their 'home clinic' - the place where they receive most of their health care, or just access it for some of their every day health care needs.

*Mobile Clinics are visiting communities in:*

### PRAIRIE MOUNTAIN HEALTH

The Prairie Mountain Health Mobile Clinic services the communities of San Clara, Binscarth, Birdtail Sioux First Nation, Tootinaowaziibeeng First Nation, Keeseekoowenin Ojibway First Nation, and McAuley (RM of Archie). The route will soon be expanded to visit more communities. To find out more about this Mobile Clinic community visit schedule visit the website at: [www.prairiemountainhealth.ca](http://www.prairiemountainhealth.ca) or to book an appointment call the toll free line at 1-877-378-3077.

### SOUTHERN HEALTH-SANTÉ SUD

The Southern Health-Santé Sud Mobile Clinic provides service to the communities of Dominion City, Woodbridge, Plumas, Langruth and St. Ambroise. To find out more about this Mobile Clinic, the community visit schedule or to book an appointment, visit the website at: [www.southernhealth.ca](http://www.southernhealth.ca) or call toll free 1-855-644-3515.

## QUICKCARE CLINICS

QuickCare Clinics provide drop-in and phone access to health care services when regular primary care services may not be available. Clinics are staffed by registered nurses and nurse practitioners, who diagnose and treat minor health issues that do not require emergency care. They are not a replacement for regular visits with your health care provider. However, they are designed to help you access the health care you need, when your regular provider isn't available. Information about your visit to a QuickCare clinic can be shared (if you like) with your regular health care provider to keep your medical records accurate and up-to-date. If you don't have a regular health care provider when you visit one of these clinics, staff can also help you look for one.

*For more information, visit or contact a Quick Care location:*

**Winnipeg**, 363 McGregor Avenue  
Phone: 204-940-1963

**Winnipeg**, Unit 3, 620 Dakota Street  
Phone: 204-940-2211

**Winnipeg**, 17 St. Mary's Road  
Phone: 204-940-4332

**Steinbach**, Clearspring Mall  
Phone: 204-326-7569

**Selkirk**, 1020 Manitoba Avenue  
Phone: 204-482-4399

Web: [www.gov.mb.ca/health/primarycare/quickcare.html](http://www.gov.mb.ca/health/primarycare/quickcare.html)

## HOME CARE PROGRAM

Each regional health authority operates a Home Care Program which provides home health care services and support to individuals so they can remain independent and at home for as long as safely possible. Services provided may include:

- personal care
- home support

- nursing, respite/caregiver relief
- occupational and physical therapy assessments
- light housekeeping
- referrals to other agencies
- referrals to adult day programs
- service coordination and assessments for long-term care and specialty services. Services can be requested by the individual, the family or by a doctor. Once Home Care receives a request for service, a Home Care case coordinator will meet with the individual and any other caregivers at home to discuss care needs. Based on the information gathered, the coordinator will develop a care plan to help the individual manage at home.

If other services are needed (ex: long-term care or alternative housing options), they can be accessed any time by requesting this information from your Home Care case coordinator.

If the individual becomes ill and is admitted to hospital, the hospital will inform the Home Care Program and a new plan will be made for when the person returns home. If the individual cannot return home, the case coordinator can help access appropriate housing and care options (ex: supportive housing, personal care homes).

For a copy of the Home Care Guidebook, go to: [www.gov.mb.ca/health/homecare/guide](http://www.gov.mb.ca/health/homecare/guide)

For more information, call the Home Care office nearest you. Below is a list of all the offices in Manitoba according to regional health authority.

## INTERLAKE-EASTERN REGIONAL HEALTH AUTHORITY

### Arborg Community Health Office

Box 423, 317 River Road  
**Arborg**, MB ROC 0A0  
 Phone: 204-376-5559

### Ashern-Community Health and Family Services

Box 310, 43 Railway Avenue  
**Ashern**, MB ROC 0E0  
 Phone: 204-768-2585

### Beausejour Primary Health Care Centre

Box 550, 151-1<sup>st</sup> Street  
**Beausejour**, MB ROE 0C0  
 Phone: 204-268-7471 or 204-268-7474

### Eriksdale Community Health Office

Eriksdale Wellness Centre  
 Box 503, 35 Railway Avenue  
**Eriksdale**, MB ROC 0W0  
 Phone: 204-739-4452

### Fisher Branch Community Health Office

Fisher Branch Personal Care Home  
 Box 119, 7 Chalet Drive  
**Fisher Branch**, MB ROC 0Z0  
 Phone: 204-372-7306

### Gimli Community Health Office

Johnson Memorial Hospital  
 Box 250, 120 6<sup>th</sup> Avenue  
**Gimli**, MB ROC 1B0  
 Phone: 204-642-4596 or 204-643-4581

### Lac du Bonnet/Pinawa District Health Centre

Home Care Office  
 Box 1030, 89 McIntosh Street  
**Lac du Bonnet**, MB ROE 1A0  
 Phone: 204-345-1217 or 204-345-1235

### Lundar Community Health Office

Lundar Personal Care Home  
 Box 296, 97-1<sup>st</sup> Street South  
**Lundar**, MB ROC 1Y0  
 Phone: 204-762-6504

### Kin Place Health Centre

Springfield/Oakbank Home Care Office  
 Box 28, 689 Main Street  
**Oakbank**, MB ROE 1J0  
 Phone: 204-444-6119 or 204-444-6139

### Pine Falls Health Complex

Pine Falls/Powerview and Area Home Care Office  
 Box 548, 37 Maple Street  
**Powerview-Pine Falls**, MB ROE 1M0  
 Phone: 204-367-5403

### Selkirk Community Health Office

201-237 Manitoba Avenue  
**Selkirk**, MB R1A 0Y4  
 Phone: 204-785-7703

### Stonewall and District Community Health Office

Box 280, 589-3<sup>rd</sup> Avenue South  
**Stonewall**, MB ROC 2Z0  
 Phone: 204-467-4400

### St. Laurent Community Health Office

1 Parish Lane  
**St. Laurent**, MB ROC 2S0  
 Phone: 204-646-2504

### Teulon Community Health Office

Box 89, 162-3<sup>rd</sup> Avenue  
**Teulon**, MB ROC 3B0  
 Phone: 204-886-4066

### Whitemouth District Health Centre

Box 160, 75 Hospital Street  
**Whitemouth**, MB ROE 2G0  
 Phone: 204-348-4609 or 204-348-4608

## NORTHERN HEALTH REGION

### Home Care Program

50 Church Street  
**Flin Flon**, MB R8A 1K5  
 Phone: 204-687-9333

### Gillam Hospital

Box 2000  
**Gillam**, MB ROB 0L0  
 Phone: 204-652-2600 ext. 201

### Ilford Community Centre

53 First Street  
**Ilford**, MB ROB OSO  
 Phone: 204-288-4348

### Leaf Rapids Health Centre

Box 370  
**Leaf Rapids**, MB ROB OW0  
 Phone: 204-473-2441

### Lynn Lake Hospital and Clinic

Box 2030  
**Lynn Lake**, MB ROB 1W0  
 Phone: 204-356-2474

### Pikwitonei Health Centre

**Pikwitonei**, MB ROB 1E0  
 Phone: 204-458-2402

### Snow Lake Home Care

Box 453, 100 Lake Shore Drive East  
**Snow Lake**, MB ROB 1M0  
 Phone: 204-358-2637

### Primary Health Care Centre

Box 240, 111 Cook Avenue  
**The Pas**, MB R8A IK4  
 Phone: 204-623 9690

### Home Care Program

867 Thompson Drive South  
**Thompson**, MB R8N 1Z4  
 Phone: 204-778-1427

### Thicket Portage Community Health Centre

398 Evens Avenue  
**Thicket Portage**, MB ROB 1R0  
 Phone: 204-286-3254

### Wabowden Community Health Centre

Box 179  
**Wabowden**, MB ROB 1S0  
 Phone: 204-689-2600

### Non-First Nation community members in Cross Lake, Norway House and South Indian Lake

can contact the Thompson office at 204-778-1427.

## PRAIRIE MOUNTAIN HEALTH

### Baldur Health Unit

Box 38  
**Baldur**, MB ROK OB0  
 Phone: 204-535-2927

### Benito Community Health Services

Box 490, 200-1<sup>st</sup> Street East  
**Benito**, MB ROL 1Z0  
 Phone: 204-539-2075

### Birtle Health Unit

c/o Birtle Health Centre  
 Box 2000  
**Birtle**, MB ROM OC0  
 Phone: 204-842-3399

### Boissevain Health Unit

Box 899  
**Boissevain**, MB ROK OE0  
 Phone: 204-534-3343



### Brandon Home Care Program

B-150-7<sup>th</sup> Street  
**Brandon**, MB R7A 7M2  
Phone: 204-578-2325

### Cartwright Health Unit

Box 118  
**Cartwright**, MB ROK 0L0  
Phone: 204-529-2483

### Carberry Health Unit

c/o Carberry Health Centre  
Box 332  
**Carberry**, MB ROK 0H0  
Phone: 204-834-2565

### Dauphin Community Health Services

625-3<sup>rd</sup> Street SW  
**Dauphin**, MB R7N 1R7  
Phone: 204-638-2118

### Deloraine Health Unit

Box 547  
**Deloraine**, MB ROM 0M0  
Phone: 204-747-1822

### Erickson Health Unit

Box 98  
**Erickson**, MB ROJ 0P0  
Phone: 204-636-6803

### Glenboro Health Unit

Box 310  
**Glenboro**, MB ROK 0X0  
Phone: 204-827-5310

### Grandview Community Health Services

Box 339, 644 Mill Street  
**Grandview**, MB ROL 0Y0  
Phone: 204-546-5150

### Hamiota Health Unit

c/o Hamiota Health Centre  
177 Birch Avenue East  
**Hamiota**, MB ROM 0T0  
Phone: 204-764-4206

### Killarney Health Unit

Box 940  
**Killarney**, MB ROK 1G0  
Phone: 204-523-3205

### McCreary Community Health Services

Box 208, 613 PTH 50  
**McCreary**, MB ROJ 1B0  
Phone: 204-835-5010

### Melita Health Unit

Box 459  
**Melita**, MB ROM 1L0  
Phone: 204-522-4311

### Minnedosa Health Unit

c/o Minnedosa Health Centre  
Box 960  
**Minnedosa**, MB ROJ 1E0  
Phone: 204-867-8716

### Neepawa Health Unit

Box 1240  
**Neepawa**, MB ROJ 1H0  
Phone: 204-476-2341

### Reston Health Unit

Box 250  
**Reston**, MB ROM 1X0  
Phone: 204-877-3925

### Rivers Health Unit

Box 428  
c/o Rivers Health Centre  
**Rivers**, MB ROK 1X0  
Phone: 204-328-5321

### Roblin Community Health Services

Box 880, 115 Hospital Street  
**Roblin**, MB ROL 1P0  
Phone: 204-937-2151

### Rosburn Health Unit

c/o Rosburn Health Centre  
Box 443  
**Rosburn**, MB ROJ 1V0  
Phone: 204-859-5302

### Russell Health Unit

c/o Russell Health Centre  
**Russell**, MB ROJ 1W0  
Phone: 204-773-7562

### Shoal Lake Health Unit

c/o Shoal Lake/Strathclair Health Centre  
Box 490  
**Shoal Lake**, MB ROJ 1Z0  
Phone: 204-759-2686

**Souris Health Unit**

Box 790

**Souris**, MB R0K 2C0

Phone: 204-483-6221

**Ste. Rose Community Health Services**Box 149, 603-1<sup>st</sup> Avenue East**Ste. Rose du Lac**, MB R0L 1S0

Phone: 204-447-4080

**Swan River Community Health Services**Box 1028, 205-5<sup>th</sup> Avenue North**Swan River**, MB R0L 1Z0

Phone: 204-734-6602

**Treherne Health Unit**

Box 63

**Treherne**, MB R0G 2V0

Phone: 204-723-3401

**Virden Health Unit**

Box 10

**Virden**, MB R0M 2C0

Phone: 204-748-4339

**Wawanesa Health Unit**

Box 309

**Wawanesa**, MB R0K 2G0

Phone: 204-824-2821

**Winnipegosis Community Health Services**

Box 340, 230 Bridge Street

**Winnipegosis**, MB R0L 2G0

Phone: 204-656-4721

**SOUTHERN HEALTH-SANTÉ SUD****Altona Home Care**Box 670, 238-5<sup>th</sup> Avenue North East**Altona**, MB R0G 0B0

Phone: 204-324-6458

**Carman Home Care**

c/o Carman Memorial

Box 807, 40-2<sup>nd</sup> St. NE**Carman**, MB R0G 0J0

Phone: 204-745-5573

**Crystal City Home Care**

Box 123, 135 Machray Street

**Crystal City**, MB R0K 0N0

Phone: 204-873-3030

**Gladstone Home Care**

c/o Seven Regions Health Centre

Box 1000, 24 Mill Street

**Gladstone**, MB R0J 0T0

Phone: 204-385-3050

**MacGregor Home Care**

Box 123

**MacGregor**, MB R0H 0R0

Phone: 204-685-5706

**Manitou Home Care**

c/o Pembina Manitou Health Centre

Box 329, 232 Carrie Street

**Manitou**, MB R0G 1G0

Phone: 204-242-2914

**Morris Home Care**

Box 189, 215 Railroad Avenue East

**Morris**, MB R0G 1K0

Phone: 204-746-7351

**Niverville Primary Health Care Centre**

Box 538

**Niverville**, MB R0A 1E0

Phone: 204-388-2039

**Notre Dame Home Care**

Box 130, 44 Rogers Street

**Notre Dame**, MB R0G 1M0

Phone: 204-248-2121

**Portage Home Care**

25 Tupper Street North

**Portage la Prairie**, MB R1N 3K1

Phone: 204-239-2410

**East Borderland Primary Health Care Centre**

Box 11

**Sprague**, MB R0A 1Z0

Phone: 204-437-7212

**Starbuck Home Care**

Box 182, 3 Railway Street

**Starbuck**, MB R0G 2P0

Phone: 204-735-3193

### Steinbach Home Care

Box 2560

**Steinbach**, MB R0A 2A0

Phone: 204-346-7004

### Ste. Anne Home Care

Unit A-30 Dawson Road

**Ste. Anne**, MB R5H 1B5

Phone: 204-422-7068

### St. Claude Home Care

Box 400, 33 Roy Street

**St. Claude**, MB R0G 1Z0

Phone: 204-379-2585, ext. 257

### Centre de Santé Montcalm Health Centre Home Care

Box 383, 218 Caron Street

**St. Jean Baptiste**, MB R0G 2B0

Phone: 204-758-3031 ext. 2

### St. Pierre Home Care

c/o DeSalaberry District Health Centre

Box 88

**St. Pierre-Jolys**, MB R0A 1V0

Phone: 204-433-7636 ext. 4404

### Vita Home Care

Box 119

**Vita**, MB R0A 2K0

Phone: 204-425-3859 ext. 6205

### Boundary Trails Health Centre Home Care

Box 2000

**Winkler**, MB R6W 4B8

Phone: 204-331-8841

## WINNIPEG REGIONAL HEALTH AUTHORITY

### Winnipeg Home Care Central Intake

Phone: 204-788-8330

### Churchill Home Care

**Churchill**, MB R0B 0E0

Phone: 204-675-8881

If you have concerns about your home care service, contact the Manitoba Health Appeal Board (see [page 78](#)).

## SELF AND FAMILY MANAGED HOME CARE PROGRAM (SFMCP)

Manitobans may be eligible to manage/co-ordinate the non-professional home care services required by themselves or a family member through the SFMCP.

Eligibility of a Home Care client for the SFMCP and eligibility of family member for payment is determined by the regional health authority (RHA) and is based on an established assessment process.

For more information on the program and the eligibility requirements, go to [www.gov.mb.ca/health/homecare/nonprof.html](http://www.gov.mb.ca/health/homecare/nonprof.html); or contact your RHA Home Care office (see [pages 74 to 78](#)).

## MANITOBA HEALTH APPEAL BOARD (MHAB)

If you have concerns about your home care service or you disagree with a decision made by an assessment panel about your application for placement in a personal care home, you should first talk to your case co-ordinator or his/her supervisor to try and resolve your concerns. If you are still not satisfied, you may file a Notice of Appeal with the Manitoba Health Appeal Board but only for the following issues:

- your eligibility to receive home care services
- the level and/or type of home care services to be provided
- an assessment panel's decision regarding your placement in a personal care home

For more information on MHAB and the hearing process, filing an appeal and/or to receive a copy of the Notice of Appeal and Representative Authorization forms (available in English and French), see [page 115](#) for MHAB insert in Section 9.

## GERIATRIC PROGRAM ASSESSMENT TEAM (GPAT)

The GPAT program assesses frail people over the age of 65 years, living in Winnipeg. Anyone can refer to this service. Clients are seen by a geriatric clinician in their homes or a hospital for an assessment of the following problems:

- mobility impaired function/activities of daily living
- confusion/dementia
- incontinence (toileting)
- depression
- inadequate social supports
- medication issues (poly pharmacy)

*For more information, contact:*

### Geriatric Program Assessment Team

**Winnipeg, MB**

Phone: 204-982-0140

## HEALTHY AGING RESOURCE TEAM

Healthy Aging Resource Teams are each made up of two community health care professionals in Winnipeg. They work in the community to promote health, increase awareness about injury and illness prevention, provide primary care and manage chronic diseases for adults ages 55+. The Healthy Aging Resource Teams are committed to:

- promote health
- manage chronic disease
- prevent injury and illness
- provide health programs
- promote independent living
- work with communities

*For more information, contact the team in your community:*

### River East/Transcona Healthy Aging Resource Team

720 Henderson Highway

**Winnipeg, MB R2K 0Z5**

Phone: 204-940-2114

### St. James / Assiniboia / Assiniboine South Healthy Aging Resource Team

3-203 Duffield Street

**Winnipeg, MB R3J 0L3**

Phone: 204-940-3261

### Downtown / Pt. Douglas Healthy Aging Resource Team

640 Main Street

**Winnipeg, MB R3B 0L8**

Phone: 204-940-8140

## GERIATRIC DAY HOSPITALS

The geriatric day hospitals provide frail seniors over the age of 65 years with outpatient assessment and rehabilitation. The assessment may include two or more of the following disciplines: nursing, physiotherapy, occupational therapy, geriatrician, geriatric psychiatrist, social worker, pharmacist, dietitian, speech language pathology and spiritual care. Those attending day hospitals require assessment and rehabilitation, health promotion and support to remain in the community. Individuals usually attend once or twice weekly for half or full days. Transportation services are available within Winnipeg. Services extend to the surrounding area of Winnipeg. Referral must be received from the individual's primary care provider, home care co-ordinator or the hospital after an inpatient or emergency room stay.

For more information, contact your regional health authority in your area (see [pages 71 to 72](#)).



## MATURE WOMEN'S CENTRE

The Mature Women's Centre located at the Victoria General Hospital provides a range of services using a nurse managed, interdisciplinary team approach with an emphasis on health promotion and disease prevention. Services include management of menopause, osteoporosis, hysterectomy alternatives and urogenital health.

*For more information, contact:*

### Mature Women's Centre

Victoria General Hospital, 3 North

2340 Pembina Highway

**Winnipeg**, MB R3T 2E8

Phone: 204-477-3505

Email: [info@maturewomenscentre.ca](mailto:info@maturewomenscentre.ca)

## PUBLIC HEALTH NURSING SERVICES

Public health nursing services are available throughout Manitoba to all individuals, families and groups in a variety of settings such as homes, community clinics and community centres. They focus on health promotion and the prevention of disease and injuries. Services include:

- assessment of health needs
- health teaching and counselling
- immunizations
- referrals
- advocacy

For more information, contact your local regional health authority or community health office (see [pages 71 to 72](#)).



## 7.2

## Manitoba Health Insurance Plan and Benefits

All insured residents of Manitoba are covered by the health insurance plan administered by Manitoba Health, Healthy Living and Seniors. Each Manitoban is given a Manitoba Health Card with a nine-digit lifetime identification number.

Manitoba Health, Healthy Living and Seniors will cover the following medical and practitioners' services under the provincial health plan:

- physician services that are medically required for you or your dependants (Manitoba Health, Healthy Living and Seniors pays physicians directly)
- surgery / anaesthesia
- x-ray and laboratory services in approved facilities when ordered by a physician or nurse practitioner
- eye exams and certain tests provided by optometrists (see further details under Eye Exams for Seniors on [page 81](#))
- chiropractic services to a maximum of 12 visits per Manitoba resident per calendar year
- dental surgeons for certain dental procedures when hospitalization is required

Manitoba Health, Healthy Living and Seniors will also cover the following hospital services:

- accommodation and meals at the standard level
- necessary nursing services
- laboratory, x-ray and diagnostic procedures
- medications administered in a hospital
- use of the operating room, care room and anesthetic facilities
- routine surgical supplies
- occupational, speech and physiotherapy
- dietetic counselling

If you do not agree with a decision you may appeal to the Manitoba Health Appeal Board (see [page 78](#)) by completing a notice of appeal within 30 days of receiving the Manitoba Health, Healthy Living and



Seniors decision letter or within such further time as the Board permits.

*For more information (English or French), contact:*  
**Manitoba Health, Healthy Living and Seniors**  
 Registration/Client Services  
 300 Carlton Street  
**Winnipeg, MB R3B 3M9**  
 Phone: 204-786-7101  
 Toll Free: 1-800-392-1207  
 TDD: 204-774-8618  
 Toll Free: 1-800-855-0511  
 Email: [insuredben@gov.mb.ca](mailto:insuredben@gov.mb.ca)  
 Web: [www.gov.mb.ca/health/mhsip/index](http://www.gov.mb.ca/health/mhsip/index)

## **MANITOBA HEALTH CARD**

Manitoba Health, Healthy Living and Seniors issues a card (or Registration Certificate) to Manitoba residents who are eligible and meet the residency requirements as set out under *The Health Services Insurance Act*.

The Health Card includes a nine-digit lifetime identification number for each family member and entitles the family members named on the certificate to health benefits insured under the provincial health plan.

The card is white with purple and red print, and includes the previous six-digit family registration number (or single person's registration number), names, address, sex/gender, birthdate, effective date of coverage, and nine-digit Personal Health Identification Number (PHIN).

To obtain a replacement card or to report any changes (ex: address, marital status, birth, adoption or death) please contact Registration/Client Services (see [page 81](#) for contact information).

## **EYE EXAMS FOR SENIORS**

Manitoba Health, Healthy Living and Seniors provides coverage under the provincial health plan for one routine complete eye exam provided in a 2-year benefit period for patients under the age of 19 years and 65 years of age and over. All residents, regardless of age, are entitled to coverage of an eye exam when warranted by medical conditions as

determined by the eye care provider. Unless the patient falls into one of the above categories, eye exams are not insured through Manitoba Health, Healthy Living and Seniors. The provincial health plan also includes coverage for certain tests provided by optometrists including the Full Threshold Visual Fields Test, the Tonometry Test and the Dilated Fundus Examination. For more information on coverage for Optometry services, please contact Manitoba Health, Healthy Living and Seniors (see [page 81](#)).

## **SENIOR EYEGLASS PROGRAM**

The Manitoba Health, Healthy Living and Senior Eyeglass Program provides limited financial assistance to Manitoba residents 65+ toward the purchase of eyeglasses (one pair of eyeglasses every three year period – or more often if there is a change in vision).

- benefits are based on a fixed fee schedule for dispensing, frames and lenses. Rebates are never calculated according to the cost of the glasses.
- the total allowable amount, based on this fee schedule, is subject to a \$50 deductible. Once the deductible has been applied, Manitoba Health, Healthy Living and Seniors will reimburse 80 per cent of the remainder of the allowable total.
- the \$50 deductible applies once a year (April 1 to March 31) per family. If additional glasses are required within the 12 month period, you do not have to pay the deductible again.
- claim forms are available from optometrists and opticians.

*For more information, contact:*

**Manitoba Health, Healthy Living and Seniors – Insured Benefits**

Senior Eyeglass Program  
 300 Carlton Street  
**Winnipeg, MB R3B 3M9**  
 Phone: 204-786-7365  
 Toll Free: 1-800-297-8099 ext. 7365  
 Email: [insuredben@gov.mb.ca](mailto:insuredben@gov.mb.ca)  
 Web: [www.gov.mb.ca/health/mhsip/eyeglasses.html](http://www.gov.mb.ca/health/mhsip/eyeglasses.html)

## 7.3 Adult Day Program

### ADULT DAY PROGRAMS (ADP)

Day programs provide recreational, social and health services to adults who may be socially isolated, physically frail or living with a chronic condition. They also provide respite for caregivers.

- Most regional health authorities have ADPs running throughout their areas. Applications for the Adult Day Program are completed and managed by a Home Care case coordinator
- Transportation to and from the program, mid-day meals, refreshments, recreational/social activities are geared to program clients' needs and abilities

For more information, contact your regional health authority (see [pages 71 to 72](#)) or contact your home care case coordinator.

## 7.4 Pharmacare Program

Pharmacare is a drug benefit program for all Manitobans whose income is seriously affected by high prescription drug costs. Pharmacare coverage is based on total family income and the amount you pay for eligible prescription drugs.

Each year you are required to pay a portion of the cost of your eligible prescription drugs. This portion is referred to as the pharmacare deductible. Your deductible is based on your total family income.

There are two ways to apply to the Manitoba Pharmacare Program. The pharmacare benefit year is April 1 to March 31. You may apply anytime for either option during the benefit year.

### OPTION A: ONE-TIME ENROLLMENT

- Fill out, sign and send the following forms to the pharmacare office: pharmacare application and consent authorization form.

- The Canada Revenue Agency will send the required income tax information electronically to Manitoba Health, Healthy Living and Seniors.
- If you choose this option, you do not need to re-apply every year. Pharmacare will automatically re-calculate your annual deductible and send that information to you by mail. The annual deductible is calculated on April 1 of each benefit year. Shortly after the beginning of each benefit year, Manitobans who selected this option will receive a letter from Manitoba Health, Healthy Living and Seniors confirming their enrollment in the program and their deductible level for the benefit year.
- To withdraw from the one-time enrollment, send your request in writing to the pharmacare office.

### OPTION B: ANNUAL APPLICATION

(deadline for filing your pharmacare application is March 31 of each year)

- Fill out, sign and send the following forms to the pharmacare office: pharmacare application and consent authorization form.
- You must also include a copy of the Revenue Canada Notice of Assessment from the taxation year, two years before the beginning of the benefit year with your application.
- Please note: if you chose to split pension income with your partner, you are required to submit copies of your Canada Revenue Agency Option C Summary Reports instead of the Notice of Assessments. You can request an Option C Summary Report from the Canada Revenue Agency by contacting them toll free at 1-800-959-8281.
- If you choose this option, you must re-apply each year. Pharmacare program applications are available at all Manitoba pharmacies, on the Manitoba Health, Healthy Living and Seniors website or by contacting the office. To listen to a pre-recorded message that contains basic information on the pharmacare program, contact 204-788-2506 (English) or 204-788-2520 (French).

To speak with a representative from the program, contact:

### Manitoba Health, Healthy Living and Seniors -Provincial Drug Programs

300 Carlton Street

**Winnipeg, MB R3B 3M9**

Phone: 204-786-7141

Toll Free: 1-800-297-8099

TTY-TTD: 204-774-8618 or

Relay Service: 711 or 1-800-432-4444

Web: [www.gov.mb.ca/health/pharmacare](http://www.gov.mb.ca/health/pharmacare)

### PHARMACARE DEDUCTIBLE INSTALLMENT PAYMENT PROGRAM

Sometimes a single prescription can be as much or sometimes more than a family's annual pharmacare deductible amount. The deductible installment payment allows eligible Manitobans to pay their annual pharmacare deductible in interest free monthly installments through their monthly Manitoba Hydro energy bill. To be considered for the payment program, applicants must:

- Be enrolled in the Manitoba pharmacare program
- Have eligible Manitoba pharmacare drug costs over a 30 day period that are equal to or above 20 per cent of their average monthly adjusted family income
- Have reached or gone above their benefit limit for specified prescription drug coverage through another drug insurance or benefit plan in which they are enrolled\* as of the application date for enrollment in the payment program
- Pre-authorize Manitoba Hydro to make automated monthly withdrawals from their bank or credit union account to pay for their Manitoba Pharmacare annual deductible by way of monthly installments. After you have filled out your portion of the application form, your pharmacy will estimate your monthly drug costs and send the completed form to Manitoba Health, Healthy Living and Seniors for processing.

*\* Participation in the payment program could complicate and/or delay the reimbursement of those other benefits. You may be eligible to apply, once all other benefits have been exhausted.*

For more information or to receive an application form (forms are also available at all pharmacies), contact:

### Pharmacare Deductible Installment Payment Program

Phone: 204-945-1733

Toll Free: 1-888-519-3492

Web: [www.gov.mb.ca/health/pharmacare](http://www.gov.mb.ca/health/pharmacare)

### HOME CANCER DRUG (HDC) PROGRAM

The HCD Program allows Manitobans who are diagnosed with cancer to access eligible outpatient oral cancer and specific supportive drugs (listed in the HCD Program formulary) at no cost to a patient who is covered by the program. The HCD Program covers only eligible medications that are used to treat cancer and/or support the treatment of cancer. If you have questions about whether a medication that has been prescribed for you is eligible for coverage through the HCD Program, ask your CancerCare Manitoba (CCMB) care provider or pharmacist. To be eligible, patients must be both:

- identified by CCMB as receiving or being scheduled to receive eligible outpatient oral cancer and specific supportive drugs
- registered with Manitoba Health, Healthy Living and Seniors' pharmacare program, including:
  - being eligible for Manitoba Health coverage
  - your prescriptions for eligible outpatient oral cancer and specific supportive drugs are not being covered by other provincial or federal programs

To enroll in the HCD Program, fill in a HCD Program Application Form through CCMB and register with the Manitoba Pharmacare Program. If you are not already registered with pharmacare, CCMB will help you to complete a pharmacare application and consent authorization form (available from Manitoba Health, Healthy Living and Seniors or CCMB).

Once you are registered with the HCD Program, your prescriptions for eligible outpatient oral cancer and specific supportive drugs can be filled at the Manitoba pharmacy of your choice at no cost.

*For general information, contact:*

### **CancerCare Manitoba Pharmacy**

Phone: 204-787-4591

To find out if you are currently enrolled in the HCD Program and/or the Manitoba Pharmacare Program, contact Provincial Drug Programs at 204-786-7141 or toll free at 1-800-297-8099.

## **7.5 Therapy and Medical Services**

### **COMMUNITY THERAPY SERVICES (CTS)**

CTS is a private non-profit agency that provides the services of occupational therapists, physiotherapists and other allied health professionals to help individuals live safely and independently in their own homes. Many of the agency's services are funded directly by Manitoba Health, Healthy Living and Seniors through the regional health authorities and are provided at no cost to eligible clients.

*For more information, contact:*

#### **Community Therapy Services**

201-1555 St. James Street

**Winnipeg**, MB R3H 1B5

Phone: 204-949-0533

Email: [cts@ctsinc.mb.ca](mailto:cts@ctsinc.mb.ca)

Web: [www.ctsinc.mb.ca](http://www.ctsinc.mb.ca)

## **7.6 Dental Services**

### **CENTRE FOR COMMUNITY ORAL HEALTH (CCOH)-DENTAL CLINICS**

The CCOH provides a full range of dental services in underserved communities across Manitoba through dental clinics. Appointments are recommended but walk-ins and emergencies are welcome.

*For more information, contact the dental clinic nearest you:*

#### **Access Downtown Dental Clinic**

640 Main Street

**Winnipeg**, MB R3B 0L8

Phone: 204-940-3816

#### **Deer Lodge Clinic**

2109 Portage Avenue

**Winnipeg**, MB R3J 0L3

Phone: 204-831-2157

#### **Churchill Dental Clinic**

162 LaVerendrye Avenue

**Churchill**, MB R0B 0E0

Phone: 204-675-8302/2419

### **CCOH-HOME DENTAL CARE PROGRAM**

This outreach program operated by the Centre for Community Oral Health (CCOH) provides a full range of dental services to patients who are unable or have difficulty visiting a regular clinic. Faculty dentists and dental hygienists using a mobile van with portable dental equipment, provide care in personal care homes, senior citizens' residences, hospitals and private homes. Dental services are offered on a fee-for-service basis.

*For more information, contact:*

#### **Home Dental Care Program**

Deer Lodge Centre

2<sup>nd</sup> Floor-2109 Portage Avenue

**Winnipeg**, MB R3J 0L3

Phone: 204-831-3456

Web: [www.umanitoba.ca/faculties/dentistry/ccoh/ccoh\\_current\\_programs.html](http://www.umanitoba.ca/faculties/dentistry/ccoh/ccoh_current_programs.html)

### **MOUNT CARMEL CLINIC**

Mount Carmel Clinic offers dental services where the costs are based on the client's ability to pay.

*For more information, contact:*

#### **Mount Carmel Clinic**

886 Main Street

**Winnipeg**, MB R2W 5L4

Phone: 204-582-2311

Web: [www.mountcarmel.ca](http://www.mountcarmel.ca)

# Health Care Directive

Please type or print legibly



## This is the Health Care Directive of:

Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_

Province \_\_\_\_\_ Postal Code \_\_\_\_\_ Telephone (      ) \_\_\_\_\_

### Part 1 – Designation of a Health Care Proxy

You may name one or more persons who will have the power to make decisions about your medical treatment when you lack the ability to make those decisions yourself. If you do not wish to name a proxy, you may skip this part.

I hereby designate the following person(s) as my Health Care Proxy:

#### Proxy 1

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

Province \_\_\_\_\_ Postal Code \_\_\_\_\_

Telephone (      ) \_\_\_\_\_

#### Proxy 2

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

Province \_\_\_\_\_ Postal Code \_\_\_\_\_

Telephone (      ) \_\_\_\_\_

(Check  one choice **only**.) For an explanation of “consecutively” and “jointly” please see the reverse side of this form).

#### If I have named more than one proxy,

I wish them to act:

consecutively    OR     jointly

My Health Care Proxy may make medical decisions on my behalf when I lack the capacity to do so for myself (check  one choice **only**):

With **no restrictions**

With **restrictions as follows:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Part 2 – Treatment Instructions

In this part, you may set out your instructions concerning medical treatment that you do or do not wish to receive and the circumstances in which you do or do not wish to receive that treatment. REMEMBER – your instructions can only be carried out if they are set out clearly and precisely. If you do not wish to provide any treatment instructions, you may skip this part.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Part 3 – Signature and Date

You must sign and date this Health Care Directive. No witness is required.

Signature \_\_\_\_\_

Date \_\_\_\_\_

If you are unable to sign yourself, a substitute may sign on your behalf. The substitute must sign in your presence and in the presence of a witness. The proxy or the proxy's spouse cannot be the substitute or witness.

Name of substitute: \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Name of witness: \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_





# Health Care Directives in Manitoba

## What is the purpose of a Health Care Directive?

As a Manitoba citizen you have the right to accept or refuse medical treatment at any time. The *Health Care Directives Act* allows you to express your wishes about the amount and type of health care and treatment you want to receive should you become unable to speak or otherwise communicate this yourself. It also allows you to give another person the power to make medical decisions for you should you ever be unable to make them yourself.

## Why should I fill out a form?

Due to accident or illness, you may become unable to say or show what treatment you would like, and under what conditions. If you have signed a directive, those close to you and the health care professionals treating you are relieved of the burden of guessing what your wishes might be.

## How do I make a Health Care Directive?

The Manitoba government has prepared a form for your convenience (see reverse). The form serves as a guide for providing the appropriate information. However, **any paper that is signed, dated and provides the same information may be used.** A directive may be made by anyone capable of making a health care decision and understanding the consequences of that decision.

## Who do I talk to about these decisions?

It is strongly recommended you talk to your doctor before completing the directive. This will ensure your instructions are clear and easily understood by those who provide treatment. Your choices should then be clearly typed or printed.

## What is a proxy?

A proxy is someone you choose and name in your directive to act for you in the event you are not able to make such judgments and speak on your own behalf. Because it is not possible to anticipate every set of circumstances, your proxy has the power to make health care decisions for you based on what you have told your proxy about your wishes and the information in your directive.

## Who do I choose as my proxy?

The choices you make in a directive are very personal. The person(s) you choose to represent you should be close friends or relatives who are willing to accept this responsibility. You should discuss your wishes openly and in detail with them. It is wise to name more than one proxy in case one is not available when needed.

If you designate two proxies, you must decide how you want them to work, either independently or together as a team. If you decide the two proxies should act **jointly**, they will act together on your behalf. If you decide they should work **consecutively**, the second proxy will be contacted if the first is not available or is unwilling to make the required decision at the required time.

It is important to make sure that your proxy (or proxies) understand(s) what is expected and is willing to speak and act for you.

## Can I change my mind about my directive?

A Health Care Directive should be a record of your current wishes. If at any time you wish to change the content or the proxies you have listed, all copies of your old directive should be destroyed and a new directive written.

## What is the effect of a Health Care Directive?

The wishes you express in your directive are binding on your friends, relatives and health care professionals (unless they are not consistent with accepted health care practices) and will be honoured by the courts. However, health care professionals treating you are not obliged to search for or ask about a signed directive. It is important to be sure that family, friends, your doctor and your proxy know you have a directive and know where it can be found.

For more information contact:  
**your regional health authority**



# Emergency Preparedness

## DEVELOP AN EMERGENCY PLAN

Each individual has unique needs and abilities. Evaluate your needs and develop an emergency plan to ensure you are better prepared for emergencies.

## PERSONAL SUPPORT NETWORK

You might need assistance during an emergency. Speak with family, friends, neighbours and others and ask them to be your support network.

- Discuss/provide a copy of your emergency plan to each member of your network.
- Teach them how to assist with your specific needs (ex: use lifesaving equipment, administer medicine, etc.).
- Ensure your network knows where you keep emergency supplies.
- Ensure someone in your network has an extra key to your home.
- Decide how you will contact each other during an emergency.
- Practice your plan with those who have agreed to be part of your support network.

## STAY AT HOME OR EVACUATE

Depending on the emergency, you may need to stay at home without access to outside services, or evacuate from your community for a period of time. It is important to be prepared for both. Follow directions provided by local officials.

Make sure you have the necessary supplies to sustain you and your family for a minimum of 72 hours. Compile some of your essentials in a kit that you can grab if you need to leave quickly. Arrange in advance to stay with family or friends outside your area in case your community is evacuated during an emergency.

Identify a plan for communicating with family if separated during an emergency.

## FAMILY COMMUNICATIONS PLAN

Select an out-of-town contact that each family member can call or email to check in. Ensure your contact is aware and agrees to your plan. Provide contact information to your family members.

## MEETING PLACES

Pre-select two emergency meeting places – one near your home and one outside your neighbourhood, in case your community is evacuated. Ask if it is possible to stay for a period of time in the event of an emergency.

## EMERGENCY KIT

Some of the supplies you should have on hand in case of emergency are:

**Basic Items:** bottled water, non-perishable food, manual can opener, candles with holders, matches, flashlight, battery-powered or crank radio, batteries, first aid kit, whistle, extra keys, cash, personal hygiene items, suitable clothing, and your emergency plan.

**Health Supplies:** medications, medical supplies and devices, health records/prescriptions.

**Important Documents:** copies of family records, health information, identification, wills, insurance, financial/banking information, etc.

## CONSIDER YOUR PETS

Compile supplies for your pets in case of emergency: kennel, food, water, health and vaccination records, ID tags, collar, and leash. Check to see if your pets can stay with you at the home of family or friends. If not, make other arrangements with a kennel or veterinarian.



# Emergency Plan

## PERSONAL SUPPORT NETWORK — CONTACTS:

- 1) Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
Address: \_\_\_\_\_
- 2) Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
Address: \_\_\_\_\_
- 3) Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
Address: \_\_\_\_\_

## HEALTH INFORMATION:

*(list of medications, health equipment, where stored and special notes on usage.)*

\_\_\_\_\_

## FAMILY COMMUNICATIONS PLAN — OUT-OF-TOWN CONTACT:

Name: \_\_\_\_\_ Email: \_\_\_\_\_  
Phone (H): \_\_\_\_\_ Phone (W): \_\_\_\_\_ Other: \_\_\_\_\_

## EMERGENCY CONTACTS:

Police: \_\_\_\_\_ Family Doctor: \_\_\_\_\_  
Fire: \_\_\_\_\_ Pharmacy: \_\_\_\_\_  
Ambulance: \_\_\_\_\_ Dentist: \_\_\_\_\_  
Health Links - Info Santé: \_\_\_\_\_ Insurance: \_\_\_\_\_  
204-788-8200/1-888-315-9257 Vet/Kennel: \_\_\_\_\_  
Gas/Hydro: 1-888-624-9376 Other: \_\_\_\_\_  
Provincial Highway Info: 511

## EVACUATION PLAN — ESCAPE ROUTES:

Identify emergency exits from your home. \_\_\_\_\_  
Identify alternate escape routes from your neighbourhood. \_\_\_\_\_

## MEETING PLACES:

- 1) Near Home: \_\_\_\_\_  
2) Outside Neighbourhood: \_\_\_\_\_

## EMERGENCY KIT:

Location and Date Completed: \_\_\_\_\_



# A Checklist to Help You Prevent Falls



While anyone can have a fall, if you are 65 years of age or older you are at greater risk of falling. A fall can result in serious injuries that affect your mobility, independence and lifestyle.

- One in three Canadians age 65 years and over fall at least once per year
- Falling is **not** a normal part of aging
- Most falls can be prevented

The following checklist can help you identify the things that put you at risk of falling.

Answer the questions below to help you stay on your feet and prevent falls.

Check if Yes

**Have you had a fall in the last year?**

If you have previously fallen, your chance of falling again is higher. This makes it especially important that you take action to prevent falls. Completing this checklist is a good start.

**Do you have trouble with your balance, are you unsteady on your feet or do you have difficulty getting up from sitting?**

Do balance and strength exercises 15 minutes each day, such as Tai Chi, or a specific balance exercise program. Visit [www.preventfalls.ca](http://www.preventfalls.ca) for a series of home balance exercises or to find a balance exercise program in your community.

**Do you spend less than 30 minutes each day being physically active?**

Many falls are the result of weak muscles and/or poor balance. Stay strong and healthy by walking, swimming, cycling, exercising in a group or doing other activities that you enjoy.

**Do you take three or more medications a day?**

**Do you take medications for sleeping, blood pressure, mental health, or pain, or any medications that make you drowsy or light headed?**

Some side effects and combinations of medications can increase your risk of a fall. Have your medications, over-the-counter drugs and herbal supplements reviewed by your doctor, pharmacist or nurse once per year and whenever new medications are started.

**Do you take less than 1000 IU of vitamin D each day?**

**Do you eat less than three nutritious meals every day?**

For good health, take a 1000 IU vitamin D supplement each day and eat nutritious foods from all four food groups. Limit your alcohol intake.

continued on reverse



**Do your shoes have high heels, slippery soles or fit poorly?**

**Do you wear slippers or socks or stockings without shoes?**

Proper footwear is a key to preventing falls. Wear shoes that fit well and provide good support. Wear shoes, not socks or slippers in your home.

**Have you had a stroke? Do you have arthritis, diabetes, Parkinson's Disease, or problems with your heart, blood pressure or bladder?**

Many health conditions can increase your risk of falling. If your health changes, see your doctor as soon as possible.

**Has it been more than two years since your eyes were tested or one year since your glasses were checked?**

Have your eyes checked every two years by your eye doctor and have your eyewear checked for fit each year. Your vision may have changed without you noticing.

**Do you do activities that put you at risk of falling such as climbing a ladder?**

**Are there hazards in your home that could cause you to fall such as scatter rugs, clutter on the floor or stairs, or poor lighting?**

Always give your full attention to what you are doing and ask for help with activities that could put you at risk of a fall. Visit [www.preventfalls.ca](http://www.preventfalls.ca) for more information on home safety. A safe home can help you maintain an independent lifestyle.

**If you answered "yes" to one or more of these questions you have identified your personal risk factors for falling.**

Share this checklist with your family, close friends, or healthcare providers so they can help support your efforts to prevent falls.

To learn more, visit [www.PreventFalls.ca](http://www.PreventFalls.ca)

## Most falls are preventable!

**Take action TODAY to prevent falls and maintain your mobility and independence.**

Information in this checklist is based on "Stay On Your Feet Western Australia" and has been adapted by the Winnipeg Regional Health Authority.





# FACT SHEET Safety for Seniors

## WHAT YOU SHOULD KNOW

### **What is Abuse of Older Adults?**

Abuse of older adults is any action or inaction by a person in a position of trust that harms the health or well-being of an older person. It can happen at home, in the community and in health care facilities. Abuse exists in many different forms. It can be physical, psychological, or sexual. Sometimes it is neglect and financial exploitation.

Research shows that the person who abuses a senior is often a family member and dependent on the older person for financial support, a place to live or emotional support.

### **Help is Available**

Nobody deserves to be abused or neglected. If you or someone you know is being abused, you're not alone.

Many abused older adults are reluctant to identify themselves. They often feel embarrassed and ashamed, and decide not to take action against the people who mistreat them because they are afraid of being rejected by loved ones and forced to leave their homes. If you are being abused, help is available. There are ways to make you safer and work towards building a more respectful relationship.

Keep in mind, both older women and men can experience abuse. Older people can be abused and neglected regardless of their cultural background. Abuse is a complex matter and there are many factors involved.

### **What can I do?**

#### **Where can I go for help?**

If you or anyone you know is experiencing abuse, contact the Seniors Abuse Support Line.

#### **Seniors Abuse Support Line**

The 24-hour, toll free Seniors Abuse Support Line is a confidential service for older adults who are experiencing abuse. It provides information, support and counselling. Abuse line staff can also help connect people to resources and support services available in the community.

#### **Call toll free: 1-888-896-7183**

If you are worried about your immediate safety or the immediate safety of another person, call 911 or your local police service.

#### **The Protection for Persons in Care Office**

If you are concerned that someone living in a personal care home, hospital or any other health care facility is experiencing abuse, contact the Protection for Persons in Care Office:

In Winnipeg: **204-788-6366**

Toll free: **1-800-855-0511**

Deaf Access Line TTY/TDD: **204-786-7132**,

Toll free: **1-800-855-0511**

**AGE FRIENDLY**  
Manitoba



# Things you can do to keep safe

- Understand your rights as an older person. You have the right to live free from all types of abuse and to make your own decisions.
- Stay sociable by participating in community activities that you enjoy. Ask trusted friends to visit often.
- Develop a buddy system with a friend outside the home. Plan for at least weekly contact and communicate openly with this person. Choose a person who respects and supports your decisions.
- Keep track of your finances by sending and opening your own mail. Review your bank statements regularly.
- Arrange to have your pension cheques or other income deposited directly into your bank account. You can also have your bills paid directly from your bank account.
- Discuss future plans with your attorney, physician, elder, clergy or trusted family members.
- Get legal advice about arrangements you can make now in case something happens and you are no longer able to make decisions. This may include a power of attorney and a health care directive.
- If someone is making you feel uncomfortable, anxious or afraid, document the things they are doing to make you feel this way. Write down the dates, times and what was done or said.
- Keep a list of emergency services close by. Keep an extra list in your purse or wallet.
- Keep accurate records, accounts and lists of property and assets. Only allow this list to be examined by someone you trust.
- Review your will and do not make changes to it without discussing it with a trusted family member or friend.
- Only give up control of your property or assets when you decide you want to make this change.
- Ask for help or information when you need it. Professionals are available to help.



June 15<sup>th</sup> is World Elder Abuse Awareness Day. For more information or to get involved, go to: [www.weaadmanitoba.ca](http://www.weaadmanitoba.ca)



## UNIVERSITY OF MANITOBA FACULTY OF DENTISTRY

The Faculty of Dentistry at the University of Manitoba operates a clinic for teaching. If you require dental services, call the clinic to see if your needs can be met, as the availability of services changes throughout the year. Reduced fees are charged and there may be a waiting period before the first appointment.

*For more information, contact:*

### University of Manitoba Faculty of Dentistry

790 Bannatyne Avenue

**Winnipeg**, MB R3E 0W2

Phone: 204-789-3505

Web: [www.umanitoba.ca/dentistry](http://www.umanitoba.ca/dentistry)

## 7.7 Seniors Foot Care Services

### NORWEST FOOT CARE PROGRAM

Specialized nursing foot care provided to seniors and others who can no longer safely care for their feet at no cost. The service is offered at 14 different locations in Winnipeg. Other services include educational presentations. For residents of Winnipeg only.

*For more information, contact:*

### NorWest Foot Care Program

**Winnipeg**, MB

Phone: 204-938-5905

### FOOT CARE SERVICES FOR SENIORS

Many Senior Centres and Seniors Community Resource Councils across Manitoba offer foot care services for seniors. For more information, contact your local Senior Centre or Seniors Community Resource Council (see [pages 9 to 16](#)).

## 7.8 Other Health Services

### MANITOBA BLUE CROSS

Manitoba Blue Cross offers a variety of health care plans to Manitobans to help supplement provincial government health care services. Coverage is available for:

- ambulance fees
- semi-private hospital rooms
- dental care
- prescriptions
- travel for outside Manitoba or Canada

*For more information, contact*

(Monday to Friday 9 a.m. to 5:30 p.m.):

### Manitoba BLUE CROSS

599 Empress Street

PO Box 1046 Stn Main

**Winnipeg**, MB R3C 2X7

Phone: 204-775-0151

Toll Free: 1-800-873-2583

Email: [info@mb.bluecross.ca](mailto:info@mb.bluecross.ca)

Web: [www.mb.bluecross.ca](http://www.mb.bluecross.ca)

Please see the Yellow Pages in your phone book for additional private insurers that will help meet medical costs.

### WISH CLINIC

The WISH Clinic provides non-judgmental, socially responsible, holistic health care to a population that struggles with poorer health than the rest of the city. Health care will be provided by post-secondary students and licensed professional mentors from a broad range of disciplines that includes, but is not limited to, Dental Hygiene, Dentistry, Dietetics, Medical Rehabilitation, Medicine, Nursing, Pharmacy, Psychology, Social Work, and Spiritual Care. The WISH Clinic is located at Mount Carmel Clinic, open Sunday afternoons only.

### Mount Carmel Clinic

886 Main Street

**Winnipeg**, MB R2W 5L4

Email: [wishclinic.cochairs@gmail.com](mailto:wishclinic.cochairs@gmail.com) and Clinic Manager [wishclinic@gmail.com](mailto:wishclinic@gmail.com)

Phone: 204-956-6440  
 Toll Free: 1-888-333-3121  
 Email: info@aosupportservices.ca  
 Web: aosupportservices.ca

### MENTAL HEALTH CRISIS CENTRE

The Crisis Response Centre is open 24 hours a day, seven days a week, and is located at 817 Bannatyne Avenue in Winnipeg. The centre offers walk-in assessment and treatment for those in mental crisis, along with referrals to other mental health services. The Crisis Response Centre is designed for adults who are experiencing:

- personal distress and who are at risk of harm associated with the immediate crisis, including suicide
- symptoms of a mental health condition that requires assessment and treatment
- circumstances which require de-escalation to prevent relapses
- mental health problems that, if dealt with, may prevent hospitalization
- emotional trauma, where assessment, crisis intervention and links to longer-term services can be made
- difficulty obtaining ongoing services after a crisis
- difficulty obtaining help during hours when mental health service providers are unavailable

The centre is also home to the Mobile Crisis Service for adults. To reach this team, call 204-940-1781.

### A & O: SUPPORT SERVICES FOR OLDER ADULTS – COUNSELLING SERVICES

A & O: Support Services for Older Adults offers counselling services that identify, inform and help older adults and their families. Assistance is available to help older adults cope with the many transitions associated with aging, including caregiving, grief, retirement, housing, financial, depression, isolation, loneliness, and family relationships.

*For more information, contact:*

**A & O: Support Services for Older Adults Inc.**  
 200–280 Smith Street  
**Winnipeg, MB R3C 1K2**

### GERIATRIC MENTAL HEALTH TEAMS

Geriatric mental health teams assess individuals aged 65 years or older, living in Winnipeg. Anyone can refer to this service. Clients are seen by a geriatric mental health clinician in their home or in personal care homes for an assessment of mental health issues that may include:

- dementia with behavioural or psychological symptoms
- mood disorders
- anxiety
- psychotic disorders
- personality disorders
- emotional, behavioural and cognitive complications of brain diseases

In order to visit older adults in the community, the person's name, address, phone number and Manitoba Health Registration Number are required.

*For more information, contact:*

#### **Geriatric Mental Health Teams Intake Coordinator**

**Winnipeg, MB**

Phone: 204-982-0140

### MENTAL HEALTH SERVICES FOR SENIORS IN RURAL & NORTHERN MANITOBA

Mental health services for the elderly in rural and northern Manitoba provide assessment and short term intervention to people over the age of 65 who are experiencing mental health problems. The service will also help people under 65 years old whose cognitive impairment is related to a disease associated with aging. The team may provide consultation, supportive counselling for the person and/or family and monitor the impact of recommended interventions. Referrals can be made by anyone.

For more information, contact

### INTERLAKE-EASTERN RHA:

#### URGENT 24 hour Crisis Line:

204-482-5419 or 1-866-427-8628

#### URGENT Mobile Crisis Services:

204-482-5376 or 1-877-499-8770

#### URGENT Crisis Stabilization Unit:

204-482-5361 or 1-888-482-5361

Non-Urgent Community Mental Health:

204-785-7752 or 1-866-757-6205

Web: [www.ierha.ca](http://www.ierha.ca)

### NORTHERN HEALTH REGION:

**URGENT:** please contact the nearest emergency department in case of crisis

Non-Urgent Monday to Friday 8:30 a.m. - 4:30 p.m.

**Thompson Community Mental Health:** 204-677-5358

**Flin Flon Community Mental Health:** 204-687-1350

**The Pas Community Mental Health:** 204-623-9650

Web: [www.northernhealthregion.ca](http://www.northernhealthregion.ca)

### PRAIRIE MOUNTAIN HEALTH SOUTH DISTRICT (FORMER BRANDON, ASSINIBOINE):

**URGENT Adult crisis line, 24/7:** 1-888-379-7699

#### URGENT Crisis Stabilization Unit:

1-855-222-6011 or 204-727-2555

**Urgent Mobile Crisis Unit:** 204-725-4411

Non-Urgent Adult Mental Health Intake

Monday-Friday 8:30 a.m. - 4:30 p.m.,

call 204-578-2400

### PRAIRIE MOUNTAIN HEALTH NORTH DISTRICT (FORMER PARKLAND):

**URGENT Crisis Line, 24/7:** 1-866-332-3030

Non-Urgent Mental Health Intake (all ages)

**Roblin:** 204-937-2151

**Ste. Rose du Lac:** 204-447-4080

**Swan River:** 204-734-6601

**Dauphin:** 204-638-2118

Web: [www.prairiemountainhealth.ca/index.php/mental-health](http://www.prairiemountainhealth.ca/index.php/mental-health)

### SOUTHERN HEALTH-SANTÉ SUD:

**URGENT East of Red River – Crisis Response Services/ Warm Call line, 24/7:**

204-326-9276 or 1-888-617-7715

**URGENT West of Red River – Crisis Response Line, 24/7:** 1-866-588-1697

**URGENT Crisis Stabilization Unit, 450 Main, Steinbach:** 204-320-1096 or 1-855-320-1096

Non-Urgent

**East-Mental Health Access:** 1-866-762-0309

**West-Mental Health Access:** 1-888-310-7715

#### Karen Devine Safe House:

204-239-5332 office

204-239-5307 home

Web: [www.southernhealth.ca](http://www.southernhealth.ca)

### SELKIRK MENTAL HEALTH CENTRE GERIATRIC PROGRAM

The Geriatric Program at Selkirk Mental Health Centre provides specialized geriatric mental health services to seniors who experience persistent mental illness, dementia, or progressive cognitive impairment. The program focus is to maximize independence and quality of life through the empowerment of patients. The goal is to provide innovative recovery oriented services to assist seniors to safely integrate into the community of their choice. Access to services is by referral.

*For additional information, contact:*

#### Selkirk Mental Health Centre-Geriatric Program

Box 9600, 825 Manitoba Avenue

**Selkirk,** MB R1A 2B5

Phone: 204-482-1619

Toll Free: 1-800-881-3073 ext. 619

Web: [www.gov.mb.ca/health/smhc/geriatric.html](http://www.gov.mb.ca/health/smhc/geriatric.html)



## **JEWISH CHILD AND FAMILY SERVICES TO JEWISH OLDER ADULTS (JCFS)**

JCFS provides older adults with the support necessary to maintain themselves in an independent living situation in the community at an optimal level of psychological, social and health functioning. Programs and services include:

- counselling – this includes individual and family counselling, links to support services and follow up contact
- supports to Holocaust Survivors and their families
- community mental health services for individuals and their families
- newcomer resettlement and integration for people from other countries moving to Manitoba
- volunteer program for support to seniors
- support groups for individuals dealing with challenging circumstances
- chaplaincy services to Jewish people in health facilities seeking spiritual support
- financial assistance initiatives to support Jewish individuals dealing with difficult financial circumstances in their lives

*Services are available in English, Yiddish, Russian, Hebrew and Spanish. For more information, contact:*

### **Jewish Child and Family Service**

C200–123 Doncaster Street

**Winnipeg**, MB R3N 2B2

Phone: 204-477-7430

Email: [jcfs@jcfswinnipeg.org](mailto:jcfs@jcfswinnipeg.org)

Web: [www.jcfswinnipeg.org](http://www.jcfswinnipeg.org)

## **KLINIC COMMUNITY HEALTH CENTRE**

Klinik Community Health Centre provides a full range of health services from medical care to counselling (drop-in available) to education.

*For more information, contact:*

### **Klinik Community Health Centre**

870 Portage Avenue

**Winnipeg**, MB R3G 0P1

Phone: 204-784-4090

Crisis Line: 204-786-8686 or 1-888-322-3019

Email: [klinik@klinik.mb.ca](mailto:klinik@klinik.mb.ca)

Web: [www.klinik.mb.ca](http://www.klinik.mb.ca)

## **MANITOBA FARM AND RURAL SUPPORT SERVICES**

The Manitoba Farm and Rural Stress Line provides support, counselling, information and referrals over the phone to farm families and other rural Manitobans.

*For more information, contact:*

### **Manitoba Farm and Rural Support Services**

Toll Free: 1-866-367-3276

Email: [help@ruralsupport.ca](mailto:help@ruralsupport.ca)

Web: [www.ruralsupport.ca](http://www.ruralsupport.ca)

## **MANITOBA SUICIDE LINE**

The Manitoba Suicide Line provides confidential crisis counselling, support, information and referrals for people who are feeling suicidal; concerned friends and family; and survivors of a suicide loss, 24 hours a day. If you or someone you know is thinking about suicide or dealing with a suicide loss, contact:

### **Manitoba Suicide Line**

Toll Free: 1-877-435-7170

Web: [www.reasonstolive.ca](http://www.reasonstolive.ca)

## **MEN'S RESOURCE CENTRE**

The Men's Resource Centre provides counselling services and a range of support services to men who have experienced trauma and stressors in their lives and want to resolve related issues. The Drop in Counselling Program on Mondays from 1 p.m. to 9 p.m. is the first access point for all our counselling programs.

*For more information, contact:*

### **Men's Resource Centre**

115 Pulford Street

**Winnipeg**, MB R3L 1X7

Phone: 204-415-6797 ext. 250

Toll Free: 1-855-MRC-MRCS (1-855-672-6727)

Email: [mrc@mens-resource-centre.ca](mailto:mrc@mens-resource-centre.ca)

Web: [www.mens-resource-centre.ca](http://www.mens-resource-centre.ca)

## MOOD DISORDERS ASSOCIATION OF MANITOBA

The Mood Disorders Association provides support and information for individuals and families in the community and in hospital. The association helps to identify symptoms, educate and encourage clients to seek the treatment they need.

*For more information, contact:*

### Mood Disorders Association of Manitoba

Suite 100, 4 Fort Street

**Winnipeg**, MB R3C 1C4

Phone: 204-786-0987

Toll Free: 1-800-263-1460

Email: [info@mooddisordersmanitoba.ca](mailto:info@mooddisordersmanitoba.ca)

Web: [www.mooddisordersmanitoba.ca](http://www.mooddisordersmanitoba.ca)

## 7.10 Sexual Health and Lesbian, Gay, Bisexual, Transgender and Two-Spirit (LGBTT)

### RAINBOW RESOURCE CENTRE (RRC)

The RRC represents and supports lesbian, gay, bisexual, transgender, two-spirit, intersex, queer, questioning and ally (LGBTTQ) individuals, communities and families. It provides comprehensive education and outreach services, accessible counselling and other social and support programs and services. These include:

- educational workshops and presentations
- information on community resources
- free drop-in counselling every Monday (4 p.m. to 7 p.m.) and short-term counselling
- access to a large LGBTTQ lending library
- space for community social and or support groups
- online resources and information for LGBTTQ 55+ at [www.rainbowresourcecentre.org/positivespace](http://www.rainbowresourcecentre.org/positivespace).

*For more information, contact:*

### Rainbow Resource Centre

170 Scott Street

**Winnipeg**, MB R3L 0L3

Administrative Line: 204-474-0212 ext. 201

Web: [www.rainbowresourcecentre.org](http://www.rainbowresourcecentre.org)

### SEXUALITY EDUCATION RESOURCE CENTRE (SERC)

SERC is a community based, non-profit, pro choice organization that promotes sexual health through education. Programs and services include:

- immigrant / refugee health program which provides sexual health information and education, orientation to Manitoba Health Services, and referral to other services
- the Facts of Life Program
- lending library
- education and training
- research
- translation services
- resources
- the LGBT Program (available in Brandon) works to increase the visibility of and for gay, lesbian, bisexual, two-spirited, transgender or questioning individuals.
  - education and training
  - outreach and support
  - counselling services

*For more information, contact:*

### Sexuality Education Resource Centre

200-226 Osborne Street N

**Winnipeg**, MB R3C 1V4

Phone: 204-982-7800

Email: [info@serc.mb.ca](mailto:info@serc.mb.ca)

Web: [www.serc.mb.ca](http://www.serc.mb.ca)

161 8<sup>th</sup> Street

**Brandon**, MB R7A 3W9

Phone: 204-727-0417

Email: [brandon@serc.mb.ca](mailto:brandon@serc.mb.ca)

## 7.11 Patient Safety

### MANITOBA INSTITUTE FOR PATIENT SAFETY (MIPS)

MIPS is a non-profit agency that works with health care organizations to promote patient safety in Manitoba. The following resources are available to order or print online, or by calling our office:

- medication card (bilingual)
- videos on how to complete the medication card and why it is important
- safe use of medications information sheet (bilingual)
- posters and brochures in 15 languages with three key questions to ask to be involved in their care
- patient advocate form
- Self-Advocacy for Everyone (S.A.F.E.) Toolkit
- five animated safety videos

*For more information, including patient safety tips, contact:*

#### Manitoba Institute for Patient Safety

102–175 Carlton Street

**Winnipeg**, MB R3C 3H9

Phone: 204-927-6477

Toll Free: 1-866-927-6477

Email: [admin@mips.ca](mailto:admin@mips.ca)

Web: [www.safetoask.ca](http://www.safetoask.ca) and [www.mips.ca](http://www.mips.ca)

## 7.12 Nutrition

### FOOD BANKS

Anyone in Manitoba is eligible to receive food when they are in need. A valid ID is required to receive food from food banks in an emergency. There are several food banks located across Manitoba.

*For more information on locating a food bank in your community, contact:*

#### Winnipeg Harvest

Phone: 204-982-3660

Toll Free: 1-800-970-5559

Email: [appointments@winnipegharvest.org](mailto:appointments@winnipegharvest.org)

Web: [www.winnipegharvest.org](http://www.winnipegharvest.org)

### MEALS ON WHEELS WINNIPEG

Meals on Wheels is a charitable, non-profit organization that delivers hot meals to the homes of people who are unable to shop or prepare their own. Hot meals, bag suppers, frozen meals, kosher meals and special diets are also available. Meals are delivered city-wide by volunteers within Winnipeg, and St. Norbert. There is a cost for the meals.

*For more information, contact:*

#### Meals on Wheels Winnipeg

174 Hargrave Street

**Winnipeg**, MB R3C 3N2

Phone: 204-956-7711

Email: [info@mealswinnipeg.com](mailto:info@mealswinnipeg.com)

Web: [www.mealswinnipeg.com](http://www.mealswinnipeg.com)

(Delivery between 11 a.m. and 1 p.m.)

### MEALS ON WHEELS BRANDON

Prairie Oasis Senior Centre is a non-profit organization that provides heart-healthy nutritious meals including diabetic, Celiac, minced and puréed to residents in Brandon, directly from the Prairie Oasis kitchen. The meals consist of a dinner bun, salad, meat, potatoes, rice or pasta, vegetables and dessert delivered Monday through Friday with extra meals provided for the weekend. Price is \$8.00 per meal and clients are invoiced the following month.

#### (operated by Prairie Oasis)

241–8<sup>th</sup> Street

**Brandon**, MB R7A 3X2

Phone: 204-727-6641

(Delivery between 11:15 a.m. and 12:00 p.m.)

### SENIORS CONGREGATE MEAL PROGRAMS

Seniors Congregate Meal Programs (meals served to a group of seniors) are available at many locations throughout the province. In some communities volunteers are available to deliver meals to seniors who are unable to leave their homes. For more information, contact the Seniors Community Resource Council or Senior Centre in your community (see [pages 5 to 16](#)).

Some grocery stores deliver food to individuals in their homes at a charge. For more information, contact your local Seniors Community Resource Council (see pages 9 to 16), grocery store; or look in the Yellow Pages in your phone book.

## 7.13 Programs and Services When Living with Chronic Conditions

### GET BETTER TOGETHER

Get Better Together is a free six-week workshop designed to help Manitobans with ongoing health conditions take control of their health. This program, led by others living with chronic conditions, can help people develop a plan to deal with the challenges of an ongoing health concern or disability. Programs are available throughout Manitoba and are offered in-person and online.

*For more information, contact:*

#### Wellness Institute at Seven Oaks General Hospital

1075 Leila Avenue

**Winnipeg**, MB R2P 2W7

Phone: 204-632-3927

Email: [gbt@wellnessinstitute.ca](mailto:gbt@wellnessinstitute.ca)

Web: [www.getbettertogether.ca](http://www.getbettertogether.ca)

### DIABETES AND CHRONIC DISEASE PROGRAM

The regional health authorities (RHA) co-ordinate prevention, self-management education, care and support services for Manitobans with and at risk for diabetes and other chronic diseases. A physician, health professional or the person requiring services can make a referral to the program. For more information, contact your RHA (see pages 71 to 72).

The following organizations are excellent sources of information. Most provide a variety of services to meet the needs of persons affected by disease and their loved ones. To locate other organizations that help people coping with chronic diseases, contact the Seniors Information Line at 204-945-6565; or toll free 1-800-665-6565.

#### Alzheimer Society of Manitoba

2A-1717 Dublin Avenue

**Winnipeg**, MB R3H 0H2

Phone: 204-831-1510

Toll Free: 866-718-1642

Fax: 204-837-9023

E-mail: [HOPE@alsmb.ca](mailto:HOPE@alsmb.ca)

### ALZHEIMER SOCIETY OF MANITOBA

The Alzheimer Society of Manitoba provides information, support, education and advocacy for people with dementia, their caregivers and the general public. The society provides:

- supportive counselling
- family and public education
- professional education
- support groups MedicAlert® Safely Home® Minds in Motion®
- advocacy
- research funding

*For more information, contact:*

#### Alzheimer Society Provincial Office

Unit 10-120 Donald Street

**Winnipeg**, MB R3C 4G2

Phone: 204-943-6622

Toll Free: 1-800-378-6699

Email: [alzmb@alzheimer.mb.ca](mailto:alzmb@alzheimer.mb.ca)

Web: [www.alzheimer.mb.ca](http://www.alzheimer.mb.ca)

#### Interlake/Eastman Region Office

Box 1786, Unit 6, 31-1<sup>st</sup> Street

**Beausejour**, MB R0E 0C0

Phone: 204-268-4752

Email: [alzne@alzheimer.mb.ca](mailto:alzne@alzheimer.mb.ca)

## Westman Region Office

4B-457-9<sup>th</sup> Street

**Brandon**, MB R7A 1K2

Phone: 204-729-8320

Email: [alzwm@alzheimer.mb.ca](mailto:alzwm@alzheimer.mb.ca)

## Parkland Region Office

214 Main Street North

**Dauphin**, MB R7N 1C4

Phone: 204-638-4483

Email: [alzprk@alzheimer.mb.ca](mailto:alzprk@alzheimer.mb.ca)

## North Central Region Office

108 B Saskatchewan Ave East

**Portage la Prairie**, MB R1N 0L1

Phone: 204-239-4898

Email: [alznc@alzheimer.mb.ca](mailto:alznc@alzheimer.mb.ca)

## South Central Region Office

Box 119, 204 Main Street

**Winkler**, MB R6W 4A4

Phone: 204-325-5634

Email: [alzsc@alzheimer.mb.ca](mailto:alzsc@alzheimer.mb.ca)

## South Eastman Region Office

9A-90 Brandt Street

**Steinbach**, MB R5G 0T3

Phone: 204-326-5771

Email: [alzse@alzheimer.mb.ca](mailto:alzse@alzheimer.mb.ca)

## ANXIETY DISORDERS ASSOCIATION OF MANITOBA

The Anxiety Disorders Association of Manitoba (ADAM) is a peer-led organization; the staff has personally experienced and overcome the disabling effects of anxiety, and is now sharing that knowledge and hope with others. Branch offices are available throughout Manitoba.

*For more information, contact:*

### ADAM Head Office (Winnipeg)

100-4 Fort Street

**Winnipeg**, MB R3C 1C4

Phone: 204-925-0600

Fax: 204-925-0609

Toll Free: 1-800-805-8885

Email: [adam@adam.mb.ca](mailto:adam@adam.mb.ca)

Web: [www.adam.mb.ca](http://www.adam.mb.ca)

## ARTHRITIS SOCIETY MANITOBA DIVISION

The Manitoba & Nunavut Division of the Arthritis Society provides programs and services for people with arthritis throughout Manitoba and raises funds for arthritis research. The services and programs include:

- chronic pain/painbusters forums and workshops ease the pain: take charge of arthritis, referrals to water/land exercise programs and support groups
- arthritis information phone line
- education resources
- speaker's bureau and presentations
- volunteer opportunities

*For more information, contact:*

### The Arthritis Society Manitoba & Nunavut Division Office

Suite 105, 386 Broadway

**Winnipeg**, MB R3C 3R6

Phone: 204-942-4892

Toll Free: 1-800-321-1433

Email: [info@mb.arthritis.ca](mailto:info@mb.arthritis.ca)

Web: [www.arthritis.ca/mb](http://www.arthritis.ca/mb)

## CANADIAN CANCER SOCIETY

The Canadian Cancer Society is a national community-based organization of volunteers whose mission is the eradication of cancer and the enhancement of the quality of life of people with cancer. Services include:

- peer support
- support and information packages
- transportation services in Winnipeg (204-789-0883); outside of Winnipeg toll free: 1-888-532-6982 extension 239
- wig lending program and post-surgery breast prosthesis
- financial support
- Smokers' Helpline (1-888-577-3333)
- cancer information service (1-888-939-3333)
- community services locator
- Cancer Connection-Peer Support Line (204-786-0616 or toll free 1-800-263-6750)



For more information, contact:

### Canadian Cancer Society – Manitoba Division

193 Sherbrook Street  
**Winnipeg**, MB R3C 2B7  
 Phone: 204-774-7483  
 Toll Free: 1-888-532-6982  
 Email: [info@mb.cancer.ca](mailto:info@mb.cancer.ca)  
 Web: [www.cancer.ca](http://www.cancer.ca)

### Western Region Office

Lions Manor, 415–1<sup>st</sup> Street  
**Brandon**, MB R7A 2W8  
 Phone: 204-571-2800  
 Toll Free: 1-888-857-6658  
 Email: [info.brandon@mb.cancer.ca](mailto:info.brandon@mb.cancer.ca)

### CANCERCARE MANITOBA

CancerCare Manitoba contributes to the prevention of cancer and helps improve the outcomes and quality of life for Manitobans with cancer and blood disorders. Services include:

- early detection and cancer screening programs
- patient and family support services (including support groups, nutrition services and resource centre)
- research
- education
- public outreach

For more information, contact:

### CancerCare Manitoba

Web: [www.cancercare.mb.ca/home](http://www.cancercare.mb.ca/home)  
 Western Manitoba Cancer Centre  
 300 McTavish Avenue East  
**Brandon**, MB R7A 2B3  
 Phone: 204-578-2222

### Breast Cancer Centre of Hope

691 Wolseley Avenue  
**Winnipeg**, MB R3G 1C3  
 Phone: 204-788-8080  
 Toll Free: 1-888-660-4866

### MacCharles Unit

675 McDermot Avenue  
**Winnipeg**, MB R3E 0V9  
 Phone: 204-787-2197  
 Toll Free: 1-866-561-1026

### St. Boniface Unit

O Block–409 Tache Avenue  
**Winnipeg**, MB R2H 2A6  
 Phone: 204-237-2559

### CANADIAN DIABETES ASSOCIATION

The Canadian Diabetes Association promotes the health of Canadians through diabetes research, education, programs, services and advocacy. We offer programs and information for diabetes prevention and management.

For more information, contact:

### Canadian Diabetes Association Manitoba/ Nunavut Region

200–310 Broadway  
**Winnipeg**, MB R3C 0S6  
 Phone: 204-925-3800  
 Toll Free: 1-800-226-8464  
 Web: [www.diabetes.ca](http://www.diabetes.ca)

### Westman Branch

A1-800 Rosser Avenue  
**Brandon**, MB R7A 6N5  
 Phone: 204-728-2382

### Parklands Branch

118 Main Street North  
**Dauphin**, MB R7N 1C2  
 Phone: 204-638-6248

### THE CANADIAN MENTAL HEALTH ASSOCIATION

The Canadian Mental Health Association, Winnipeg Region is part of a nation-wide, charitable organization that promotes mental health of all and supports the resilience and recovery. They provide a wide range of services for mental health.

For more information, contact:

### 930 Portage Avenue

**Winnipeg**, MB R3G 0P8  
 Phone: 204-982-6100  
 Email: [office@cmhawpg.mb.ca](mailto:office@cmhawpg.mb.ca)  
 Web: <https://Winnipeg.cmha.ca>

## **DYSTONIA MEDICAL RESEARCH FOUNDATION CANADA**

Does your neck pull to one side or the other? Hand cramp up when you write? Speech become strangled? Eyes blink constantly? Dystonia is a neurological disorder that causes the muscles in the body to pull or spasm. It can affect different parts of the body.

*For more information on the disease and the Manitoba Support Group monthly meetings contact:*  
Diane at 204-586-2572

### **Dystonia Medical Research Foundation Canada**

Phone: 204-255-2633

Toll Free: 1-800-361-8061

Web: [www.dystoniacanada.org](http://www.dystoniacanada.org)

## **HEART AND STROKE FOUNDATION**

The Heart and Stroke Foundation, a volunteer health charity, leads in eliminating heart disease and stroke by preventing disease, saving lives and promoting recovery. Funds raised through public donations, bequests and in-memoriam gifts are the principal support for all research and advocacy. Public services and programs include:

- CPR instructor training
- information about healthy eating, physical activity, and management of heart disease and stroke
- resources on how to prevent and cope with heart disease and stroke
- resources to help with estate planning, wills and bequests

*For more information, contact:*

### **Heart and Stroke Foundation**

6 Donald Street

**Winnipeg**, MB R3L 0K6

Phone: 204-949-2000

Toll Free: 1-888-473-4636

Email: [ask@heartandstroke.mb.ca](mailto:ask@heartandstroke.mb.ca)

Web: [www.heartandstroke.mb.ca](http://www.heartandstroke.mb.ca)

### **Brandon Office**

3-824 18<sup>th</sup> Street

**Brandon**, MB R7A 5B7

Phone: 204-571-4080

## **HUNTINGTON DISEASE RESOURCE CENTRE**

The Manitoba Huntington Disease Resource Centre helps families and professionals with the many different needs and concerns dealing with Huntington Disease. Services include the following:

- information and education
- short-term counselling
- referral to community resources
- mutual support
- education and consultation for professionals

*For more information, contact:*

### **Huntington Disease Resource Centre**

200 Woodlawn Street

**Winnipeg**, MB R3J 2H7

Phone: 204-772-4617

Email: [sfunk@huntingtonsociety.ca](mailto:sfunk@huntingtonsociety.ca)

Web: [www.huntingtonsociety.ca](http://www.huntingtonsociety.ca)

## **MANITOBA LUNG ASSOCIATION**

The Manitoba Lung Association is a non-profit health, non-governmental organization dedicated to the prevention and management of lung disease and the promotion of lung health in Manitoba. Services and programs include:

- community program and service delivery across Manitoba
- education and support for smoking cessation
- education and support for individuals with respiratory diseases such as: COPD, asthma, lung cancer and pulmonary fibrosis
- educational resources and programs for public and professionals
- support groups in Winnipeg and Brandon
- support for ongoing research of respiratory disease(s)
- environmental issues and workplace health and safety

For more information, contact:

### Manitoba Lung Association Head Office

1 Wesley Avenue, Unit 301

**Winnipeg**, MB R3C 4C6

Phone: 204-774-5501

Toll Free: 1-888-566-5864

Email: [info@mb.lung.ca](mailto:info@mb.lung.ca)

Web: [www.mb.lung.ca](http://www.mb.lung.ca)

### Westman Office

P.O. Box 20029

**Brandon**, MB R7A 6Y8

Phone: 204-725-4230

Email: [westman@mb.lung.ca](mailto:westman@mb.lung.ca)

## MANITOBA SCHIZOPHRENIA SOCIETY

The Manitoba Schizophrenia Society, Inc. is a consumer-focused, family sensitive mental health self-help organization for those affected by schizophrenia and psychosis. Assistance provided through education, peer support programs, one-on-one consultations, public policy and research.

For more information, contact:

### Manitoba Schizophrenia Society

100-4 Fort Street

**Winnipeg**, MB R3C 1C4

Phone: 204-786-1616

Email: [info@mss.mb.ca](mailto:info@mss.mb.ca)

Web: [www.mss.mb.ca](http://www.mss.mb.ca)

## MULTIPLE SCLEROSIS (MS) SOCIETY OF CANADA

The Multiple Sclerosis Society is a leader in finding a cure for multiple sclerosis and enabling people affected by MS to enhance their quality of life. The society provides:

- support services
- education programs
- wellness programs

For more information, contact:

### Multiple Sclerosis Society of Canada – Manitoba Division

Suite 100-1465 Buffalo Place

**Winnipeg**, MB R3T 1L8

Phone: 204-943-9595

Toll Free: 1-800-268-7582

Email: [info.manitoba@mssociety.ca](mailto:info.manitoba@mssociety.ca)

Web: [www.mssociety.ca](http://www.mssociety.ca)

The MS society has chapter offices in Brandon and Dauphin.

## OBSESSIVE COMPULSIVE DISORDERS CENTRE (OCD) MANITOBA INC.

OCD Centre Manitoba provides support, services, and information about obsessive compulsive disorder (OCD). Peer counselling, support groups, and education programs are available.

For more information, contact:

### Obsessive Compulsive Disorders Centre Manitoba

100-4 Fort Street

**Winnipeg**, MB R3C 1C4

Phone: 204-942-3331

Email: [Education@ocdmanitoba.ca](mailto:Education@ocdmanitoba.ca)

Web: [www.ocdmanitoba.ca](http://www.ocdmanitoba.ca)

## OSTEOPOROSIS CANADA – MANITOBA CHAPTER

The Manitoba Chapter of Osteoporosis Canada is a non-profit health charity that educates, empowers and supports individuals and communities. It helps people build and maintain bone health, assess fracture risk, provide post-fracture care and prevent falls. Services and programs include:

- information and resource materials (lending library)
- peer support groups
- speakers bureau
- professional education
- community awareness education, presentations and outreach

*For more information, contact:*

### **Manitoba Chapter - Osteoporosis Canada**

123 St. Anne's Road

**Winnipeg**, MB R2M 2Z1

Phone: 204-772-3498

Email: manitoba@osteoporosis.ca

Web: www.osteoporosis.ca/manitoba

There is also a branch in Brandon,  
for more information call 204-727-8951.

### **PARKINSON SOCIETY MANITOBA**

Parkinson Society Manitoba provides programs and services to individuals living with Parkinson's disease and their families. Services and programs include:

- support groups
- exercise sessions
- annual conference
- special events to help support programs and research

*For more information, contact:*

### **Parkinson Society Manitoba**

7-414 Westmount Drive

**Winnipeg**, MB R2J 1P2

Phone: 204-786-2637

Email: howard.koks@parkinson.ca

Web: www.parkinsonmanitoba.ca

### **STROKE RECOVERY ASSOCIATION OF MANITOBA (SAM)**

SAM offers services to the survivors of stroke and their families at its centre and in the community:

- peer support groups
- adapted exercises for stroke survivors
- communication/speech works
- visitation and outreach program
- family and caregiver support
- information packages
- volunteer opportunities

*For more information, contact:*

### **Stroke Recovery Association of Manitoba**

Unit B-247 Provencher Boulevard

**Winnipeg**, MB R2H 0G6

Phone: 204-942-2880

Email: director@strokerecovery.ca

Web: www.strokerecovery.ca

### **WINNIPEG OSTOMY ASSOCIATION (WOA)**

The WOA is a volunteer-based organization providing emotional support, practical help, education and information to all people in Manitoba living with an ostomy, and their families, through:

- support groups
- certified Visitor Program
- newsletter
- website
- social networking
- biennial National Conference
- youth camp
- awareness events

*For more information, contact:*

### **Winnipeg Ostomy Association**

204-825 Sherbrook St.

**Winnipeg**, MB R3A 1M5

Phone: 204-237-2022

Email: woainfo@mts.net

Web: www.ostomy-winnipeg.ca



# 8.0

## Housing

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# 8.0 Housing

## 8.1 Housing Options

### CONDOMINIUMS (CONDOS)

Condominiums are a form of shared ownership in which each owner holds title to his/her individual unit, and has a share of the common elements (ex: roof, parking garage, lobby), as well as any common assets (ex: personal property). Each owner pays taxes on his/her property and can sell their unit at any time. Owners may rent out their unit, but may have to pay a leasing levy to the condominium corporation. The Residential Tenancies Branch administers tenant related issues under *The Condominium Act*. Visit [www.gov.mb.ca/condo/index.html](http://www.gov.mb.ca/condo/index.html) for information about condominium ownership. For more information on this type of housing, see the Seniors Housing Directory on [page 104](#).

### CO-OPERATIVE HOUSING (CO-OPS)

Co-operative housing is owned by members who live in the building. Co-op members buy equity shares in the project and collectively become owners of the building. The monthly housing charges are set by the members to cover the costs of running the co-op. Co-operatives may have subsidies available. Those wanting to become members in an existing project must buy a share in the co-op.

*For more information regarding making an application contact a housing co-operative directly. If you are interested in new co-operative development, contact:*

#### **Housing and Community Development Co-operative Development Services**

400–352 Donald Street

**Winnipeg, MB R3B 2H8**

Phone: 204-945-3379

Toll Free: 1-866-479-6155

Email: [co-ops@gov.mb.ca](mailto:co-ops@gov.mb.ca)

Web: [www.gov.mb.ca/housing/coop](http://www.gov.mb.ca/housing/coop)

### INDEPENDENT LIVING WITH TENANT SERVICES (ASSISTED LIVING)

This type of housing (also called retirement residences) is a private arrangement between the landlord and the individual which combines independent apartment living with services that can be purchased from the landlord. Services may include meals, laundry and housekeeping. On-site assistance and supervision may or may not be provided, depending on the site. The individual pays the rent and services. No referral or assessment is required. Individuals have access to professional and non-professional regional health authority services. For more information on this type of housing, see the Seniors Housing Directory on [page 104](#).

### LIFE LEASE RENTAL HOUSING

A life lease is a form of rental housing usually for tenants who are 55+. A life lease is a written tenancy agreement. A life lease can be for the life of the tenant or for a specific term (ex: 50 years). Under a life lease, a tenant pays an entrance fee for a rental unit. The tenant also pays rent each month to cover maintenance and other expenses. Individuals considering this type of housing should review the financial health of the project and talk to a lawyer to fully understand the terms of the life lease agreement. The Manitoba Residential Tenancies Branch administers *The Life Leases Act*. For more information, contact the Residential Tenancies Branch near you. (see [page 105](#)).

## PRIVATE NON-PROFIT HOUSING

This is affordable housing that is provided or managed by incorporated housing associations. Restrictions on tenant eligibility, rent levels and available subsidies differ, depending on the project. For more information on this type of housing, see the Seniors Housing Directory on [page 104](#).

## RESIDENTIAL CARE

Residential care is a community housing option that provides congregate living accommodations with care and supervision at levels defined by Manitoba Family Services.

- Residential care facilities are licensed through Manitoba Family Services. Facilities may be profit or non-profit and operated by professional or non-professional staff. Access to these facilities is through the regional health authority.
- The Manitoba government does not subsidize residential care. However, you may qualify for financial assistance under the Rent Assist Program (see [page 58/100](#)).

*For more information, contact:*

### **Manitoba Family Services**

Residential Care Licensing

**Winnipeg, MB**

Phone: 204-945-5311

Web: [www.gov.mb.ca/fs](http://www.gov.mb.ca/fs)

## SUBSIDIZED RENTAL HOUSING

### **Rent Assist (Formerly RentAid)**

Low-income seniors renting in the private market may be eligible for financial assistance under Rent Assist (formerly RentAid).

*For more information, contact:*

### **Manitoba Family Services**

Provincial Services Branch

102-114 Garry Street

**Winnipeg, MB R3C 1G1**

Phone: 204-945-2197

Toll Free: 1-877-587-6224

Email: [provsvic@gov.mb.ca](mailto:provsvic@gov.mb.ca)

Web: [www.gov.mb.ca/jec/eia/rentassist/index.html](http://www.gov.mb.ca/jec/eia/rentassist/index.html)

## HOUSING AND COMMUNITY DEVELOPMENT (HCD)

Manitoba Housing provides social and affordable rental housing units for seniors who are living on low to moderate incomes in urban, rural and remote areas of the Province.

You may be eligible for assistance under one of the following programs:

- Social Housing and Affordable Housing Rental Programs provide subsidized rental housing to seniors' households. These properties are owned and operated by Manitoba Housing or managed through an agreement with property management agencies and organizations in the private market.
- Rent Supplement – Manitoba Housing provides rental assistance by entering into agreements with landlords in the private market.

Some seniors' housing buildings offer tenants additional services. Please ask the Housing and Community Development Manitoba Housing office in your community if these services are available:

- medical alarm switches provide 24-hour service for emergency alert purposes only
- congregate meal programs can be located on-site
- support services can include seniors' programs
- tenant services staff provide support
- onsite building superintendents provide support

*For more information and application forms for social housing, contact the Manitoba Housing Office in your community or contact:*

### **Housing and Community**

Development Head Office

2<sup>nd</sup> Floor-352 Donald Street

**Winnipeg, MB R3B 2H8**

Phone: 204-945-4663

Toll Free: 1-800-661-4663

Email: [housing@gov.mb.ca](mailto:housing@gov.mb.ca)

Web: [www.gov.mb.ca/housing/mh/progs/renters.html](http://www.gov.mb.ca/housing/mh/progs/renters.html)

## WINNIPEG HOUSING OFFICES BY NEIGHBOURHOOD

### Brooklands

1C-330 Blake Street, R3E 2Z4  
Phone: 204-945-5570

### Downtown South

100-185 Smith Street, R3C 3G4  
Phone: 204-945-3884

### Fort Rouge/Fort Garry/St.Vital

D-1026 St. Mary's Road, R2M 3S6  
Phone: 204-945-4899

### Gilbert Park

1-71 Gilbert Avenue, R2X 0T4  
Phone: 204-945-1078

### Lord Selkirk

100-269 Dufferin Avenue, R2W 2X8  
Phone: 204-945-3431

### North East

600 Panet Road, R2L 2B1  
Phone: 204-945-3555

### North End

400A Logan Avenue, R3A 0R1  
Phone: 204-945-7823

### St. Boniface

101 Marion Street, R2H 3C5  
Phone: 204-945-4427

### St. James

15-659 Cavalier Drive, R2Y 1Y1  
Phone: 204-945-1078

### St. Vital

D-1026 St. Mary's Road, R2M 3S6  
Phone: 204-945-4899

## RURAL MANITOBA HOUSING OFFICES

Box 1570, \*67-2<sup>nd</sup> Street North East  
**Altona**, MB ROG 0B0  
Phone: 204-324-5308  
Toll Free: 1-800-440-4663

Box 88, \*11-2<sup>nd</sup> Avenue North  
**Ashern**, MB ROC 0C0  
Phone: 204-768-5690  
Toll Free: 1-866-440-4663

253-9<sup>th</sup> Street  
**Brandon**, MB R7A 6X1  
Phone: 204-726-6455  
Toll Free: 1-800-651-8217

Box 448  
31 Hudson Square  
**Churchill**, MB ROB 0E0  
Phone: 204-675-8838

Room 120, 27-2<sup>nd</sup> Avenue South West  
**Dauphin**, MB R7N 3E5  
Phone: 1-866-950-9925

Box 1680, \*122-5<sup>th</sup> Avenue  
**Gimli**, MB ROC 1B0  
Phone: 204-642-6060  
Toll Free: 1-888-441-5514

## BILINGUAL SERVICE CENTRE

### Mountain Region Bilingual Service Centre

PO Box 336, \*51-55 Rodgers Street  
**Notre Dame de Lourdes**, MB ROG 1M0  
Phone: 204-248-7270  
Toll Free: 1-866-440-4663

B18-25 Tupper Street North  
**Portage la Prairie**, MB R1N 3K1  
Phone: 204-239-3680  
Toll Free: 1-866-440-4663

Box 1028, 117-2<sup>nd</sup> Avenue North West  
**Roblin**, MB ROL 1P0  
Phone: 204-937-6474  
Toll Free: 1-888-567-8125

102-235 Eaton Avenue  
**Selkirk**, MB R1A 0W7  
Phone: 204-785-5228  
Toll Free: 1-800-441-5514

## BILINGUAL SERVICE CENTRE

Box 98, \*427 Sabourin Street  
**St. Pierre Jolys**, MB R0A 1V0  
Phone: 204-433-2578  
Toll Free: 1-800-441-5514

Box 250, 1-514 Main Street  
**Swan River**, MB R0L 1Z0  
Phone: 204-734-4297  
Toll Free: 1-866-950-9924

Box 2550, 79-3<sup>rd</sup> Street West  
**The Pas**, MB R9A 1M4  
Phone: 204-627-8355  
Toll Free: 1-800-778-4311

118-3 Station Road  
**Thompson**, MB R8N 0N3  
Phone: 204-677-0611  
Toll Free: 1-855-821-0141

\*13-132 Drull Avenue East  
**Vita**, MB R0A 2K0  
Phone: 204-425-5010  
Toll Free: 1-866-440-4663

\*Call ahead when dropping off applications for the places marked with an asterisk.

## SUPPORTS TO SENIORS IN GROUP LIVING (SSGL)

The SSGL model is a housing option with enhanced supports, within some designated seniors housing, to help seniors live independently in the community. These supports may range from help arranging appointments or transportation to social activities or expanded meal programs. Check with the property manager before choosing a group living facility. For more information on this type of housing, see the Seniors Housing Directory on [page 104](#).

## SUPPORTIVE HOUSING

Supportive housing is a community-based alternative to a personal care home for seniors who need 24-hour support and supervision in a secure environment. Tenants pay rent for services (meals, laundry, light housekeeping) while the regional health authority funds the personal care at no cost to the tenant. For more information on this type of housing, see a Seniors Housing Directory on [page 104](#).

## PERSONAL CARE HOMES

For more information on personal care homes and placement, see the Long Term Care Section.

## 8.2 Long Term Care

### LONG TERM AND CONTINUING CARE ASSOCIATION OF MANITOBA

The Long Term and Continuing Care Association of Manitoba is a provincial, membership-based, non-profit organization that works to advance the delivery of quality long term and continuing care, services and resources, with advocacy, education and networking. Membership represents long term and continuing care beds/suites representing non-profit (49 per cent), and private (51 per cent) retirement, independent living, as well as supportive housing and personal care home residences across Manitoba. The website offers a *Where do I Start* navigation section that will guide you through the options when you or a loved one needs services, assistance or care.

*For more information, contact:*

#### Long Term and Continuing Care Association of Manitoba

103-1483 Pembina Highway

**Winnipeg**, MB R3T 2C6

Phone: 204-477-9888

Toll Free: 1-855-477-9888

Web: [www.ltcam.mb.ca](http://www.ltcam.mb.ca)



## PERSONAL CARE HOMES AND PLACEMENT

A personal care home may be the most appropriate care setting when you can no longer manage within your home or an alternative community setting.

### Eligibility:

- Canadian citizens (previous five consecutive years) and permanent residents of Manitoba are eligible for insured personal care home services.
- If you are a new Canadian citizen or a new resident to Manitoba, you should discuss your eligibility with a home care case coordinator as restrictions may apply (see [pages 74 to 78](#) for a list of Home Care Offices).

### Assessment:

Applications are reviewed by an assessment panel to decide on the most appropriate environment where care needs can be met.

- If your application is denied, you may reapply and be reassessed at a later date. You may also request a review/appeal of the refusal by contacting the Manitoba Health Appeal Board (see [page 78](#)) or speaking with your home care case coordinator.
- There may be a waiting period before you are admitted to the personal care home of your choice. During this time, home care services may be provided to you as necessary.
- If you require admission immediately, or are in hospital awaiting placement, you may be asked to accept placement in a different care facility until you can be admitted to the personal care home of your choice.

*For more information about personal care homes or placement, contact your home care case coordinator or:*

In Winnipeg:

**Winnipeg Regional Health Authority Long Term Care Access Centre**

Phone: 204-833-1760

**In Rural MB:** Contact your local Regional Health Authority Office (see [pages 71 to 72](#)).

## PERSONAL CARE HOME RESIDENTIAL CHARGES

The cost of personal care home services is shared by Manitoba Health, Healthy Living and Seniors, and the client who needs the services. Manitoba Health, Healthy Living and Seniors, pays the majority of the cost through the regional health authorities and the client pays a residential charge.

- The residential charge paid by a client is based on income. The rate structure ensures that all clients have a reasonable amount of spending money for personal expenses after paying the charge.
- The initial charge assessed for each client is the maximum daily rate. You may apply for a reduction to the maximum rate and have the charge based on income by completing a tax information release form, or by completing an application for reduced residential charges and providing a copy of your previous year's Canada Revenue Agency Notice of Assessment. Facility staff will give you the correct forms.
- If you are unable to pay the charge because of special circumstances, you may request a review within 30 days of the effective date of the charge by completing a request for review form.
- Manitoba Health, Healthy Living and Seniors will review your request and notify the facility of its decision. If you do not agree with this decision you may appeal to the Manitoba Health Appeal Board (see [page 78](#)) by completing a notice of appeal within 30 days of being notified of the result of the review decision.
- The Manitoba Health Appeal Board will hold a hearing and advise you of its decision. Facility staff will advise you of the review/appeal process and provide you with the required forms. For more information, contact your personal care home representative.

## 8.3 Locating Housing

These resources may help you locate housing information. You may also wish to contact your local Seniors Community Resource Council (see [pages 9 to 16](#)) for additional information.

### **A & O: SUPPORT SERVICES FOR OLDER ADULTS – HOUSING PROGRAM WINNIPEG HOUSING DIRECTORY FOR OLDER ADULTS**

A & O: Support Services for Older Adults publishes the Winnipeg Housing Directory for Older Adults. The A & O Winnipeg Housing Directory contains information on housing options such as independent living, life leasing, assisted living, companion care, supportive housing, intermediate personal care homes and personal care homes for older adults in Winnipeg. The directory is available online for free, or in print at a cost of \$7 (extra cost for shipping and handling if mailed out).

*For more information, or to order a copy, contact:*

#### **A & O: Support Services for Older Adults Inc.**

200–280 Smith Street

**Winnipeg**, MB R3C 1K2

Phone: 204-956-6440

Toll Free: 1-888-333-3121

Email: [info@aosupportservices.ca](mailto:info@aosupportservices.ca)

Web: [aosupportservices.ca](http://aosupportservices.ca)

### **SENIORS AND HEALTHY AGING SECRETARIAT RURAL HOUSING DIRECTORY**

The Seniors and Healthy Aging Secretariat maintains a list of seniors' housing for rural Manitoba (communities outside of Winnipeg).

*For more information, contact:*

#### **Seniors Information Line**

Phone: 204-945-6565

Toll Free: 1-800-665-6565

Web: [www.gov.mb.ca/shas](http://www.gov.mb.ca/shas)

### **WINNIPEG RENTAL NETWORK (WRN) HOUSING LISTING SERVICE**

The WRN is a non-profit initiative providing an on-line listing service that makes it easier for people to find affordable rental housing. The site is also a one-stop-shop for agencies that provide supports to people in the low to medium income range. WRN is not a housing provider. It is a network of public, private and community based organizations that work to improve accessibility to affordable rental accommodation.

The WRN listing service is free.

*For more information, contact:*

#### **Winnipeg Rental Network**

c/o 509 Selkirk Avenue

**Winnipeg**, MB R2W 2M6

Email: [contact@winnipegrentnet.ca](mailto:contact@winnipegrentnet.ca)

Web: [www.winnipegrentnet.ca](http://www.winnipegrentnet.ca)

### **A & O: SUPPORT SERVICES FOR OLDER ADULTS (A & O) – HOUSING PROGRAM**

A & O: Support Services for Older Adults' Housing Program provides older adults and families with one-on-one consultations (by appointment) and information to help with the selection of appropriate housing options. Housing presentations are also available to the general public or groups of older adults.

*For more information, contact:*

#### **A & O: Support Services for Older Adults Inc.**

200–280 Smith Street

**Winnipeg**, MB R3C 1K2

Phone: 204-956-6440

Toll Free: 1-888-333-3121

Email: [info@aosupportservices.ca](mailto:info@aosupportservices.ca)

Web: [aosupportservices.ca](http://aosupportservices.ca)

## 8.4 Landlord and Tenant Relations

### RESIDENTIAL TENANCIES BRANCH (RTB)

RTB deals with landlord and tenant issues and related problems, including rent increases of any amount, the allowable rent charges for housing and general rent regulation. In addition to *The Residential Tenancies Act*, the RTB administers *The Life Leases Act* and tenancy related matters under *The Condominium Act*.

*For more information, contact the office closest to you:*

#### **Residential Tenancies Branch**

302–254 Edmonton Street

**Winnipeg**, MB R3C 3Y4

Phone: 204-945-2476

Toll Free: 1-800-782-8403

Email: [rtb@gov.mb.ca](mailto:rtb@gov.mb.ca)

Web: [www.gov.mb.ca/rtb](http://www.gov.mb.ca/rtb)

143–340 9<sup>th</sup> Street

**Brandon**, MB R7A 6C2

Phone: 204-726-6230

Toll Free: 1-800-656-8481

Email: [rtbbrandon@gov.mb.ca](mailto:rtbbrandon@gov.mb.ca)

113–59 Elizabeth Drive

**Thompson**, MB R8N 1X4

Phone: 204-677-6496

Toll Free: 1-800-229-0639

Email: [rtbthompson@gov.mb.ca](mailto:rtbthompson@gov.mb.ca)

### INDEPENDENT ADVISOR PROGRAM

Sometimes, when there are problems with a tenancy, tenants and landlords both need to use the Residential Tenancies Branch (RTB) to resolve the issues. Some find this dispute resolution process hard to manage and may need some help. The Independent Advisor Office provides staff from Legal Aid Manitoba to help landlords and tenants get important information and advice, file claims and get ready for hearings.

*For more information, contact:*

#### **Independent Advisor Office**

302–254 Edmonton Street

**Winnipeg**, MB R3C 3Y4

Phone: 204-505-0720 (Landlords)

Phone: 204-881-1714 (Tenants)

Email: [landlord@legalaid.mb.ca](mailto:landlord@legalaid.mb.ca) (Landlords)

Email: [tenant@legalaid.mb.ca](mailto:tenant@legalaid.mb.ca) (Tenants)

## 8.5 Home Improvement Assistance

### MANITOBA EMERGENCY REPAIR PROGRAM FOR HOMEOWNERS (MERPH)

Homeowners with low income may be eligible for financial assistance for emergency repairs to their home. Homeowners may be eligible if the home that is being resided in is:

- in need of emergency repair
- your primary residence
- located in Manitoba outside of First Nations communities
- total gross household income is at or below the income limit set by Housing and Community Development for your community

Up to \$5,000 for eligible emergency repairs may be available to qualified homeowners. If your home is located in a northern or remote community, up to \$9,000 may be available.

*For more information, contact:*

#### **Housing and Community Development**

2<sup>nd</sup> Floor–352 Donald Street

**Winnipeg**, MB R3B 2H8

Phone: 204-945-5566

Toll Free: 1-866-689-5566

Email: [housing@gov.mb.ca](mailto:housing@gov.mb.ca)

Web: [www.gov.mb.ca/housing/mh/progs/repair.html](http://www.gov.mb.ca/housing/mh/progs/repair.html)

MERPH replaces the former Emergency Repair Program and is provided with financial support from the federal government.

## RESIDENTIAL ADAPTATIONS FOR DISABILITIES (RAD)

Homeowners with low income, and landlords with tenants who have low incomes, may apply for financial assistance to make adaptations to homes and housing units. These adaptations will help increase mobility, safety and independence for a person who finds it difficult to do everyday tasks in their home. Up to \$16,000 for eligible adaptations may be available to qualified homeowners or landlords. If the property is located in a northern or remote community, up to \$19,000 may be available to qualified homeowners or landlords. If the adaptations exceed \$3,500, a medical certificate is required.

*For more information, contact:*

### Housing and Community Development

2<sup>nd</sup> Floor–352 Donald Street

**Winnipeg**, MB R3B 2H8

Phone: 204-945-5566

Toll Free: 1-866-689-5566

Email: [housing@gov.mb.ca](mailto:housing@gov.mb.ca)

Web: [www.gov.mb.ca/housing/mh/progs/repair.html](http://www.gov.mb.ca/housing/mh/progs/repair.html)

RAD replaces the former Home Adaptations for Senior's Independence (HASI) program and is provided with financial support from the federal government.

## HOMEOWNER RENOVATION ASSISTANCE PROGRAM (HRAP)

Homeowners with low income may be eligible for financial help to repair or restore their homes to a minimum level of health and safety. Homeowners may be eligible if the home you are making an application for is:

- in need of major repair
- your primary residence
- located in Manitoba outside of First Nations communities
- at least five years old
- assessed at a value no higher than the current program limit
- your total gross household income is at or below

the income limit set by Housing and Community Development. Up to \$20,000 for eligible repairs may be available to qualified homeowners. If your home is located in a northern or remote community, up to \$23,000 may be available to qualified homeowners.

*For more information, contact:*

### Housing and Community Development

2<sup>nd</sup> Floor–352 Donald Street

**Winnipeg**, MB R3B 2H8

Phone: 204-945-5566

Toll Free: 1-866-689-5566

Email: [housing@gov.mb.ca](mailto:housing@gov.mb.ca)

Web: [www.gov.mb.ca/housing/mh/progs/repair.html](http://www.gov.mb.ca/housing/mh/progs/repair.html)

HRAP replaces the former Homeowner RRAP program and is provided with financial support from the federal government.

## SECONDARY SUITES PROGRAM

The Secondary Suites Program provides financial help to eligible homeowners to build a secondary suite. The funds are a forgivable loan for 50 per cent of the total construction/renovation costs, to a maximum of \$35,000 per suite.

- The secondary suite must be a private, self-contained residential unit that meets all national, provincial and municipal bylaws, codes and standards.
- A secondary suite can be in the basement or an above ground addition to the main dwelling; a garden suite which is a self contained unit that is not attached to the principal dwelling, but built on the same property; or a carriage suite or garage suite which is a self contained unit located above or attached to the side or rear of a garage.

*For more information contact:*

### Housing and Community Development (HCD)

2<sup>nd</sup> Floor–352 Donald Street

**Winnipeg**, MB R3B 2H8

Phone: 204-945-5566

Toll Free: 1-866-689-5566

Email: [housing@gov.mb.ca](mailto:housing@gov.mb.ca)

Web: [www.gov.mb.ca/housing/mh/progs/ssp.html](http://www.gov.mb.ca/housing/mh/progs/ssp.html)

## 8.6 Home Maintenance Assistance

### COMMUNITY HOME SERVICES PROGRAM (CHSP)

The CHSP provides free community services such as light house cleaning, yard work, snow removal and occasional heavy duty cleaning to low income seniors (60+) and persons with a disability who have home care in place living independently within Winnipeg. Applicants for CHSP services must meet eligibility criteria.

*For more information, contact:*

#### Community Home Services Program

294 Portage Avenue  
**Winnipeg**, MB R3C 0B9  
 Phone: 204-927-1720

### GOOD NEIGHBOURS ACTIVE LIVING CENTRE – HOME MAINTENANCE PROGRAM FOR SENIORS

The Home Maintenance Program is designed to help older adults complete tasks at home. The program provides you with names of individuals within your community, who are able to do various jobs at reasonable rates. All service providers are screened with a criminal reference check, interview and references to ensure your safety. To be eligible for the program you must be 55 years of age or older; able to make arrangements with service providers; and living within Winnipeg. Types of services offered include: housekeeping, meal preparation, painting, carpentry, yard work, minor plumbing and minor electrical.

*For more information, contact:*

#### Good Neighbours Active Living Centre-Home Maintenance Program

720 Henderson Highway  
**Winnipeg**, MB R2K 0Z5  
 Phone: 204-806-1303  
 Email: hmprogram@gnalc.ca

### SELF-STARTING CREATIVE OPPORTUNITIES FOR PEOPLE IN EMPLOYMENT (SSCOPE)

SSCOPE is a non-profit casual, Winnipeg employment organization supporting members that suffer with mental health issues. We provide services such as snow shoveling; lawn maintenance; light moving; pickup and deliveries; building cleaning; and other services at reasonable rates.

*For more information, contact:*

#### SSCOPE

1466 Arlington Street  
**Winnipeg**, MB R2X 1T8  
 Phone: 204-987-6300  
 Email: sscope.inc@gmail.com  
 Web: www.sscope.org

### SENIORS COMMUNITY MAINTENANCE PROGRAMS

Many Seniors Community Resource Councils and senior centres have lists of people who can do house cleaning, yard work and snow shovelling for a reasonable cost. For information, contact the Seniors Community Resource Council or senior centre nearest you (see [pages 5 to 16](#)).

### SNOW CLEARING

- **LOCAL SENIORS RESOURCE COUNCIL** (see [pages 9 to 16](#))
- **GOOD NEIGHBOURS ACTIVE LIVING CENTRE – HOME MAINTENANCE PROGRAM.** The Home Maintenance program can provide you with names of individuals within your community who are able to do various jobs at reasonable rates. See [page 107](#).  
 Phone: 204-806-1303



- **COMMUNITY HOME SERVICES PROJECT (HSP)**

Assistance for low-income seniors and physically disabled persons throughout the city. Will do yard work, home cleaning, window and wall washing, snow removal, and heavy house keeping. Apply by phone.

Phone: 204-927-1720

- **SSCOPE INC. (SELF-STARTING CREATIVE OPPORTUNITIES FOR PEOPLE IN EMPLOYMENT)**

Yard work, light moving and hauling, snow removal, spring and fall clean-up, and other odd jobs. Call for a list of hourly rates.

Phone: 204-987-6300

- **WORKFORCE VENTURE**

A workforce of McDonald Youth Services. Provides work training for young people aged 14–18. Supervision is provided for yard work and snow removal.

Phone: 204-949-3563

- **HANDICAPPED ACCESS TO PRIVATE PROPERTY-CITY OF WINNIPEG**

The City of Winnipeg will clear private crosswalks between the sidewalk and the curb, to a width of 0.7 metres, after the street clearing operations are completed, for property owners/occupants who sign a declaration on an annual basis to the effect that:

- the property-owner/occupant is physically incapable of shovelling snow (copy of medical certificate required), no other able-bodied person resides in the property owner's/occupant's house
- the property owner/occupant is unable to arrange having this work done by others due to financial circumstances.

Phone: City of Winnipeg / 311

## 8.7

## Housing Supports and Other Resources

### **A & O: SUPPORT SERVICES FOR OLDER ADULTS (A & O) – THIS FULL HOUSE SENIOR HOARDING PROGRAM**

This Full House Program works with Winnipeggers 55+ whose belongings fill their home and limit their lives. Clients receive counselling and access to de-cluttering and cleaning services. The main goal of the project is to help clients remain in their homes and improve their quality of life.

*For more information, contact:*

#### **A & O: Support Services for Older Adults Inc.**

200–280 Smith Street

**Winnipeg**, MB R3C 1K2

Phone: 204-956-6440

Toll Free: 1-888-333-3121

Email: [info@aosupportservices.ca](mailto:info@aosupportservices.ca)

Web: [aosupportservices.ca](http://aosupportservices.ca)

### **BED BUG PUBLIC INQUIRY AND INFORMATION LINE/EMAIL**

The toll free Bed Bug Public Inquiry and Information Line/Email provides information and answers to questions about bed bugs. The bed bug website provides relevant and current bed bug information for all Manitobans including: bed bug fact sheets in 18 languages, links to grants, low-cost and Bug N Scrub programs, and resources for tenants/landlords.

*For more information, contact:*

#### **Bed Bug Public Inquiry and Information Line/Email**

Toll Free: 1-855-362-2847

Email: [bedbugs@gov.mb.ca](mailto:bedbugs@gov.mb.ca)

Web: [www.gov.mb.ca/bedbugs](http://www.gov.mb.ca/bedbugs)

## **BED BUG-BUG N SCRUB PROGRAM**

The success of any bed bug treatment program increases with proper preparation of a home or apartment. For vulnerable persons who need help preparing their homes, the Bug N Scrub program provides a variety of preparation services such as moving furniture, general cleaning, laundry service, and reducing and removing clutter. The Bug N Scrub team also returns to the home or apartment after treatment is complete to put things back in order.

- vulnerable persons who need service must be referred by qualified organization or individuals that have first-hand knowledge of the needs of the applicant
- services are free for approved referrals
- services will only be provided when bed bugs are present on site and not for preventive treatments

*For more information or to make a referral, contact:*

### **Bed Bug Hotline**

Phone: 1-855-3MB-BUGS (1-855-362-2847)

Email: [bedbugs@gov.mb.ca](mailto:bedbugs@gov.mb.ca)

Web: [www.gov.mb.ca/bedbugs](http://www.gov.mb.ca/bedbugs)

## **AFFORDABLE ENERGY PROGRAM – MANITOBA HYDRO**

The Affordable Energy Program makes it easy to save energy, improve the comfort of your home, and save money. For more information see [page 65](#).

## **A PORT IN THE STORM**

A Port in the Storm offers short term apartment-type rental units for rural and northern Manitobans seeking medical treatment, as well as their families. It is located at Villa Aulneau, 601 Aulneau Street, in St Boniface. The location is close to St. Boniface Hospital and the Health Sciences Centre. It is a charitable, non-profit organization and supported entirely by donations. It first opened in October 2012.

Suite 10–601 Rue Aulneau

**Winnipeg, MB R2H 2V5**

Phone: 204-231-0720

Web: [www.aportinthestorm.ca](http://www.aportinthestorm.ca)

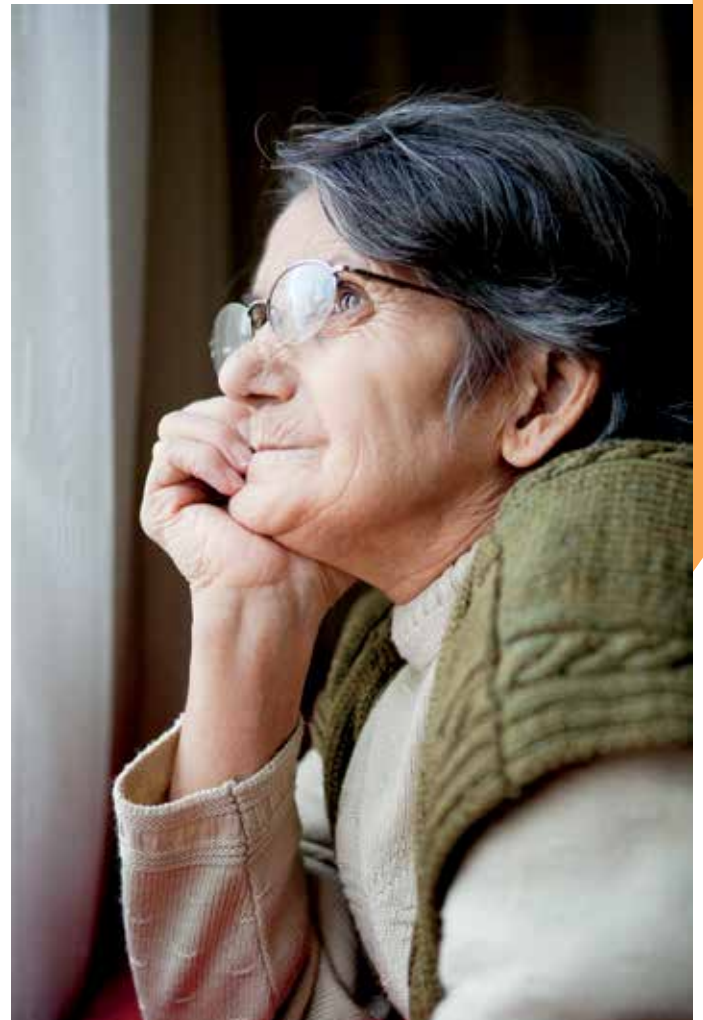
## **HEALTH SCIENCES CENTRE LENNOX BELL LODGE**

Lennox Bell Lodge

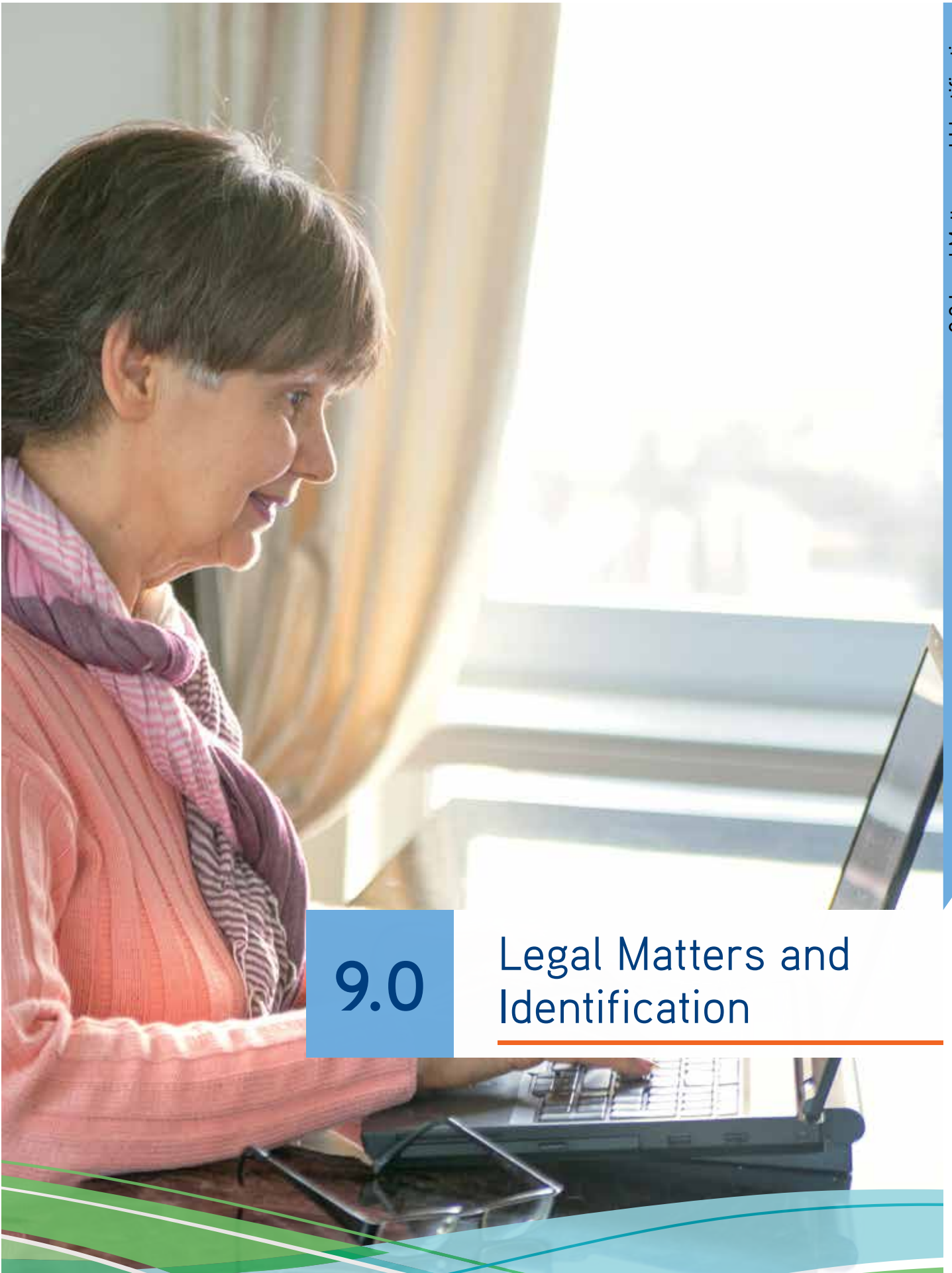
60 Pearl Street

**Winnipeg, MB**

Web: [www.hsc.mb.ca/servicesPlacesToStay.html](http://www.hsc.mb.ca/servicesPlacesToStay.html)







# 9.0

## Legal Matters and Identification

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## **AUTOMOBILE INJURY COMPENSATION APPEAL COMMISSION**

An independent, specialist tribunal that hears appeals of Internal Review Decisions concerning benefits under the Personal Injury Protection Plan (PIPP) of the Manitoba Public Insurance Corporation (MPIC).

If a claimant is not satisfied with the Internal Review Decision issued by MPIC regarding their entitlement to personal injury benefits under PIPP, the claimant may file an appeal to the Automobile Injury Compensation Appeal Commission.

Notice of Appeal Form and information regarding the appeal process, including the option of mediation, is available online at: [www.gov.mb.ca/ccca/auto/forms](http://www.gov.mb.ca/ccca/auto/forms) or by contacting the Commission at:

301-428 Portage Avenue  
**Winnipeg**, MB R3C 0E2  
 Phone: 204-945-4155  
 Toll Free direct in Manitoba: 1-855-548-7443

## **COMMUNITY LEGAL EDUCATION ASSOCIATION (CLEA)**

CLEA is a non-profit organization with a mandate to increase access to justice by increasing knowledge of the law and the legal system. CLEA offers:

- Law Phone-in and Lawyer Referral Program (see [page 113](#))
- speakers' bureau and legal information publications
- Community Legal Intermediary Training Course and an annual law conference

*For more information, contact:*

**Community Legal Education Association**  
 205-414 Graham Avenue  
**Winnipeg**, MB R3C 0L8  
 Phone: 204-943-2382  
 Toll Free: 1-800-262-8800  
 Email: [info@communitylegal.mb.ca](mailto:info@communitylegal.mb.ca)  
 Web: [www.communitylegal.mb.ca](http://www.communitylegal.mb.ca)

## **GRANDPARENT AND FAMILY ACCESS**

The Grand Relations Strategy was developed to facilitate relationships between grandparents and grandchildren when it is in a child's best interest and there are problems within the family on the issue. Services include support groups, information and help.

*For more information, contact:*

**Family Conciliation**  
 2<sup>nd</sup> Floor-379 Broadway  
**Winnipeg**, MB R3C 0T9  
 Phone: 204-945-3277  
 Toll Free: 1-800-282-8069 ext. 7236

## **LAW PHONE-IN AND LAWYER REFERRAL PROGRAM**

The Law Phone-In Line provides legal information over the phone on many types of legal problems and can refer you to a lawyer if necessary.

- a lawyer on the referral panel will not charge for the first half-hour of consultation.
- lawyers for shut-ins will visit ill, disabled or older adults in hospital or at home.
- you will be asked to leave your name and number on the answering machine and a lawyer on staff will return your call at a time convenient for you. Calls are returned between 9 a.m. to 4 p.m. Monday to Friday.

For more information, contact:

### Law Phone-In and Lawyer Referral Program

Phone: 204-943-2305

204-943-3602

Toll Free: 1-800-262-8800

Email: [info@communitylegal.mb.ca](mailto:info@communitylegal.mb.ca)

## LEGAL AID MANITOBA

Legal Aid Manitoba provides legal help to people with low incomes (bilingual services available).

They can help:

- family cases
- criminal cases
- poverty law cases involving welfare
- workers compensation or disability benefits
- public interest law cases for groups and individuals with test cases in the areas of consumer, poverty, environmental, Aboriginal and Charter of Rights and Freedom challenges

They do not help with real estate transactions; wills and estates; adoptions; corporate and commercial matters; or civil litigation matters. To apply for Legal Aid in Winnipeg, go to the Winnipeg Application Centre—1<sup>st</sup> floor—287 Broadway. Monday & Tuesday—12:30 to 4 p.m. and Wednesday and Thursday—1:30 to 4 p.m. Applications are also accepted at their rural offices.

For more information, contact the office nearest you:

### Administration Office

4<sup>th</sup> Floor—287 Broadway Avenue

**Winnipeg**, MB R3C 0R9

Phone: 204-985-8500

Toll Free: 1-800-261-2960

Web: [www.legalaid.mb.ca](http://www.legalaid.mb.ca)

### Brandon Area Office

236—11<sup>th</sup> Street

**Brandon**, MB R7A 4J6

Phone: 204-729-3492

Toll Free: 1-800-766-2148

### Parklands Area Office

202 Main Street South

**Dauphin**, MB R7N 1K6

Phone: 204-622-4666

Toll Free: 1-877-622-4660

### Northern Area Office-The Pas

Box 4062, 1—236 Edwards Avenue

**The Pas**, MB R9A 1S6

Phone: 204-627-4837

Toll Free: 1-855-787-0694

### Northern Area Office-Thompson

2<sup>nd</sup> Floor—3 Station Road

**Thompson**, MB R8N 0N3

Phone: 204-677-1224

Toll Free: 1-800-665-0656

## LEGAL CLINICS FOR OLDER ADULTS

In co-operation with Legal Aid Manitoba, professional lawyers provide services on issues such as wills, powers of attorney and other concerns that require legal consultation. Services cost \$50 each and are available to Winnipeggers 55+, regardless of income.

For more information or to make an appointment, contact:

### A & O: Support Services for Older Adults Inc.-Legal Clinic

200—280 Smith Street

**Winnipeg**, MB R3C 1K2

Phone: 204-956-6440

Email: [info@aosupportservices.ca](mailto:info@aosupportservices.ca)

Web: [www.aosupportservices.ca](http://www.aosupportservices.ca)

## LEGAL HELP CENTRE

The Legal Help Centre is a non-profit community organization helping disadvantaged members of our community access and exercise their legal and social rights. Services include:

- information about the law and legal processes in Manitoba
- help finding and accessing services you need from organizations and agencies
- legal help from law students working under the supervision of a lawyer (for those who qualify)
- legal information is available through the Legal Help Centre's Drop-in Clinics and the Legal Advice Clinic (open 1 p.m. to 4:30 p.m. Tuesday and Friday, except holidays).

We also hold outreach clinics at various locations throughout the community. Please call our office for more information.

*For more information, contact:*

### **Legal Help Centre**

202–393 Portage Avenue

**Winnipeg**, MB R3B 3H6

Phone: 204-258-3096

Web: [www.legalhelpcentre.ca](http://www.legalhelpcentre.ca)

## **LEGAL INFORMATION GUIDE FOR SENIORS**

The Seniors and Healthy Aging Secretariat (SHAS) publishes a Legal Information Guide for Seniors. It has information on wills, power of attorney and health care directives. For a copy, contact SHAS (see [page v](#)) or visit their website [www.gov.mb.ca/shas](http://www.gov.mb.ca/shas).

## **MANITOBA ASSOCIATION FOR RIGHTS AND LIBERTIES (MARL)**

MARL is a non-profit organization that promotes respect for and observance of fundamental human rights and civil liberties. MARL examines all new government legislation for possible human rights infringements and presents briefs on its concerns and recommendations when applicable.

*For more information, contact:*

### **Manitoba Association for Rights and Liberties**

507–294 Portage Avenue

**Winnipeg**, MB R3C 0B9

Phone: 204-947-0213

Email: [ed@marl.mb.ca](mailto:ed@marl.mb.ca)

Web: [www.marl.mb.ca](http://www.marl.mb.ca)

## **MANITOBA HEALTH APPEAL BOARD**

The Manitoba Health Appeal Board (the Board) is an independent body established by *The Health Services Insurance Act*. The Board has been established to ensure that residents of Manitoba have access to an independent arms-length appeal process. If a person is not satisfied with certain decisions involving a financial or operational matter in the health care system, he or she may appeal some of those decisions to the Board.

An appeal can be opened by completing a Notice of Appeal form within 30 days of receiving the decision letter or within such further time as the Board permits.

If you have concerns about your home care service, you disagree with a decision made by an assessment panel about your application for placement in a personal care home, you disagree with the residential charge established for a personal care home, or you disagree with a Manitoba Health decision related to an insured benefit, you may file a Notice of Appeal with the Manitoba Health Appeal Board.

*For more information on the Board and the hearing process, filing an appeal and/or to receive a copy of the Notice of Appeal and Representative Authorization forms (available in English and French), contact:*

### **Manitoba Health Appeal Board**

Room 102–500 Portage Avenue

**Winnipeg**, MB R3C 3X1

Phone: 204-945-5408

Toll Free: 1-800-744-3257

Email: [appeals@gov.mb.ca](mailto:appeals@gov.mb.ca)

Web: [www.gov.mb.ca/health/appealboard](http://www.gov.mb.ca/health/appealboard)

## **MANITOBA HUMAN RIGHTS COMMISSION**

The Manitoba Human Rights Commission is an independent agency of the Manitoba government that administers *The Manitoba Human Rights Code*. The principles of equality of opportunity, and freedom from unreasonable discrimination in the areas of employment, housing and services extend to all ages under the code.

The Commission conciliates, mediates and investigates complaints alleging discrimination, or failure to accommodate special needs, based on the following grounds: ancestry, ethnic or national origin, religion or creed, age, sex (including pregnancy); gender-determined characteristics, sexual orientation, marital/family status, source of income, political belief, physical or mental disability.

- Unresolved complaints may be referred to an independent human rights adjudicator, who is

appointed by the Manitoba Government attorney general, for a hearing.

- Public education programs and workshops on human rights topics are available.
- The Commission publishes the Manitoba Human Rights Connections Bulletin monthly.

*For more information, contact the office nearest you:*

7<sup>th</sup> Floor–175 Hargrave Street

**Winnipeg**, MB R3C 3R8

Phone: 204-945-3007

Toll Free: 1-888-884-8681

TTY: 1-888-897-2811

Email: [hrc@gov.mb.ca](mailto:hrc@gov.mb.ca)

Web: [www.gov.mb.ca/hrc](http://www.gov.mb.ca/hrc)

340–9<sup>th</sup> Street

**Brandon**, MB R7A 6C2

Phone: 204-726-6261

Box 2550, 2<sup>nd</sup> Floor–Otineka Mall

**The Pas**, MB R9A 1M4

Phone: 204-627-8270

## **OMBUDSMAN**

The Ombudsman will investigate complaints about administrative actions and decisions by departments and agencies of the Manitoba and municipal governments under *The Ombudsman Act*. The Ombudsman will review compliance with access to information and protection of privacy rights under *The Freedom of Information and Protection of Privacy Act* and *The Personal Health Information Act*. The Ombudsman will also investigate disclosures of wrongdoing in the Manitoba government under *The Public Interest Disclosure (Whistleblower Protection) Act*.

*For more information, contact the office nearest you:*

**Manitoba Ombudsman**

750–500 Portage Avenue

**Winnipeg**, MB R3C 3X1

Phone: 204-982-9130

Toll Free: 1-800-665-0531

Email: [ombudsman@ombudsman.mb.ca](mailto:ombudsman@ombudsman.mb.ca)

Web: [www.ombudsman.mb.ca](http://www.ombudsman.mb.ca)

202–1011 Rosser Avenue

**Brandon**, MB R7A 0L5

Phone: 204-571-5151

Toll Free: 1-888-543-8230

Email: [bran@ombudsman.mb.ca](mailto:bran@ombudsman.mb.ca)

## **TRANSITION OR SUCCESSION PLANNING FOR THE FARM OR AGRIBUSINESS**

Manitoba Agriculture, Food and Rural Development (MAFRD) offers transition planning guides to help position the farm or agribusiness for a successful intergenerational transition.

- **Transition Planning Guide** takes you step by step through the process of creating a transition plan for your agribusiness. Successful transition planning involves looking ahead and planning for the future. Leaving behind a healthy business is important to keep it viable and profitable for the long term.
- **A Legal Guide to Farm Estate Planning** prepares families for the successful sale or transfer of the farm business, either within or outside the family. The guide explains the considerations of transferring property during your lifetime, transferring property at death and the basics of trusts, insurance and family law.
- **Family Farm Flowchart** shows the many considerations involved in transition planning, and how all of these decisions ultimately support family goals.

*For more information, contact your local MAFRD Office.*

Web: [www.gov.mb.ca/agriculture/contact/](http://www.gov.mb.ca/agriculture/contact/)

## **WOMEN'S LEGAL EDUCATION AND ACTION FUND (LEAF) MANITOBA**

LEAF Manitoba, a provincial branch of a national voluntary sector non-profit organization, advances the equality of women and girls in Canada. It focuses on strategic litigation, law reform and education, based on the *Canadian Charter of Rights and Freedoms*.

For more information:

### Women's Legal Education and Action Fund Manitoba

301-960 Portage Avenue

**Winnipeg**, MB R3G 0R4

Phone: 204-453-1379

Email: leafmb@mymts.net

Web: www.leafmb.ca

## 9.1 Mediation Services

Mediation Services promotes peace and restorative justice within the community. Services include:

- education on how to resolve conflict using non-violent conflict resolution, including workshops
- mediation by an experienced, impartial person who helps people in defining the issues in the dispute and uses a problem-solving process to arrive at an acceptable outcome for all parties

For more information, contact:

### Mediation Services

302-1200 Portage Avenue

**Winnipeg**, MB R3G 0T5

Phone: 204-925-3410

Toll Free: 1-866-925-3410

Email: info@mediationserviceswpg.ca

Web: www.mediationserviceswpg.ca

## FAMILY MEDIATION CANADA

Family Mediation Canada provides Certified Elder Mediator referrals to the general public. Elder mediators are trained mediators who possess expert, up-to-date knowledge about the kinds of issues that are particularly likely to be associated with older adults. Elder Mediation is the mediation of any conflict or disagreement involving an older adult including the following:

- retirement
- driving
- housing and living arrangements
- health care (at home, in the hospital, or in continuing care and long-term care communities)

- medical decisions
- nursing home decisions
- safety and environment
- abuse and neglect
- care for the caregiver as well as caregiver burden
- relationship concerns (this includes intergenerational relationships as well as new marriages and stepfamily situations)
- religious issues
- holiday schedules
- financial concerns
- estate planning
- family business
- guardianship
- end of life issues

For more information, contact:

### Family Mediation Canada Médiation Familiale Canada

55 Northfield Dr. E, Suite 180

**Waterloo**, Ontario N2K 3T6

Phone: 1-877-FMC-2005 / 519-585-3118

Fax: 416-849-0643

E-mail: fmc@fmc.ca

## 9.2 Identification

### PROOF OF AGE

To get seniors' reductions and benefits, you are often expected to prove your age. This is especially important when you are applying for government pensions and benefits. There is no need to provide proof of birth if your Social Insurance Number is provided on the application. However, Canada Pension Plan has the right to request proof of birth at any time. Other documents are often accepted.

Usually, two or more of the following are also acceptable documents:

- family bibles, prayer books or diaries provided the complete original book or document is submitted



- marriage records
- education documents (ex: school registers, diplomas, teacher's certificates)
- insurance record or government annuity contract
- hospital or medical records, vaccination records
- pension or superannuation records
- employment records
- newspaper clippings
- public records such as assessment rolls, voter and jury lists
- membership records in lodges, clubs, associations
- military records
- court records
- census records and national registration records
- naturalization documents, citizenship certificate, immigration records, or passport

## BAPTISM CERTIFICATES

The church where you were baptized can supply you with a baptism certificate. If you do not know the specific church, write the central office of your religious denomination in that city. They may have duplicate records.

## PASSPORT CANADA

A passport is often required for travel outside of Canada. For more information, contact Passport Canada (Monday to Friday, 8 a.m. to 4:30 p.m.). Some Service Canada locations may accept passport applications, see [page 54](#) for these locations.

*For more information, contact:*

### **Passport Canada**

Suite 400  
433 Main Street

**Winnipeg, MB**

Toll Free: 1-800-567-6868

TTY: 1-866-255-7655

Web: [www.passportcanada.gc.ca](http://www.passportcanada.gc.ca)

## SOCIAL INSURANCE NUMBER

Social insurance numbers or cards can be obtained from Service Canada. Social Insurance Numbers

are required if you work and many government applications ask for a social insurance number. Applications are done in-person at Service Canada Centres across Manitoba (see [page 54](#)) or by mail for those who live in remote regions. Paper applications can be downloaded from the Service Canada website in these situations. Effective April 1, 2014, plastic cards will no longer be produced.

## VITAL STATISTICS – BIRTH, MARRIAGE AND DEATH CERTIFICATES

Manitoba Vital Statistics Agency issues certificates only for births, deaths and marriages that occurred in Manitoba. All application forms are at: [www.vitalstats.gov.mb.ca](http://www.vitalstats.gov.mb.ca). These forms can be downloaded, printed, completed and sent with the prescribed fee to:

### **Vital Statistics**

254 Portage Avenue

**Winnipeg, MB R3C 0B6**

Phone: 204-945-3701

Toll Free: 1-866-949-9296

Email: [vitalstats@gov.mb.ca](mailto:vitalstats@gov.mb.ca)

Web: <http://vitalstats.gov.mb.ca>

Questions about births, deaths or marriages that occurred outside of Manitoba should be directed to that province, state or country.

## OTHER OPTIONS FOR PHOTO IDENTIFICATION

Please note: the Old Age Security Blue Card is no longer available. Photo identification is required for many purposes. For travel out of Canada a passport is the preferred form of identification. However, for other purposes any government issued photo identification may be accepted.

Some examples include:

- valid driver's licence and the Manitoba Identification Card (contact Manitoba Public Insurance at [www.mpi.mb.ca](http://www.mpi.mb.ca) or your local Autopac agent).
- Winnipeg Transit Cards (contact Winnipeg Transit for more information, see [page 135](#)).



**10.0**

**Safety and Security**

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# 10.0 Safety and Security

## EMERGENCY RESPONSE INFORMATION KIT (E.R.I.K)

E.R.I.K. is an emergency response information kit developed in response to community concerns about the availability of enough information in emergency situations. For more information, see [page 70](#).

### 10.1 Personal Emergency Response Systems

A personal emergency response system is an electronic device designed to let an individual call for help in an emergency. If the person needs help, he/she pushes a button or pendant and a trained professional will contact him/her immediately to see what help is needed. If there is no answer, help is sent at once.

- These are intended for individuals who live independently and because of their mobility, are considered at risk. They are also for people who feel unsafe in their homes for a variety of reasons.
- There is usually a monthly monitoring fee, depending on the service, and there may be a one-time set up fee. You can buy the service through some hospitals, community agencies or the companies themselves. Before buying, investigate all the options available for this service and who will respond to your call.

## VICTORIA LIFELINE

Victoria Lifeline helps seniors remain safe and independent in the comfort of their own home. At the touch of a button, clients can access help at any time and speak to the Response Centre through a two-way communicator Lifeline installs in the home. Lifeline will then call a neighbour, family member or EMS depending on the situation. Lifeline

also offers fall detection technology with the AutoAlert button. If a fall is detected, the button will automatically place a call for help. Victoria Lifeline is a service of the Victoria General Hospital Foundation with all proceeds going to enhance patient care.

*For more information, contact:*

### Victoria Lifeline

4-1875 Pembina Highway

**Winnipeg**, MB R3T 2G7

Phone: 204-956-6777

Toll Free: 1-888-722-5222

Email: [victorialifeline@vgh.mb.ca](mailto:victorialifeline@vgh.mb.ca)

Web: [www.victorialifeline.ca](http://www.victorialifeline.ca)

For more information on medical alarms or personal safety systems, consult the Yellow Pages under MEDICAL ALARMS or contact your Seniors Community Resource Council (see [pages 9 to 16](#)).

### 10.2 Personal Safety and Security

For information on consumer protection, see [page 63](#).

## A & O SUPPORT SERVICES FOR OLDER ADULTS – OLDER VICTIM SERVICES

Older Victim Services provides assistance and information to older victims of crime in Winnipeg. This service is provided in cooperation with the Winnipeg Police Service and includes:

- help during a police investigation
- help preparing a Victim Impact Statement
- help with insurance, home safety, and replacing lost IDs



- information on financial compensation for personal injuries
- emotional support and court accompaniment
- crime prevention education

*For more information, contact:*

### **A & O: Support Services for Older Adults Inc.**

200–280 Smith Street

**Winnipeg**, MB R3C 1K2

Phone: 204-956-6440

Toll Free: 1-888-333-3121

Email: [info@aosupportservices.ca](mailto:info@aosupportservices.ca)

Web: [aosupportservices.ca](http://aosupportservices.ca)

### **A & O: SUPPORT SERVICES FOR OLDER ADULTS – SAFETYAID CRIME AND FALLS PREVENTION PROGRAM**

SafetyAid is a crime and falls prevention program that helps prevent break ins and gives older adults a better sense of safety and security in their homes.

The program offers:

- free home safety and falls prevention audits to individuals and couples who are 65+
- free installation of safety devices and falls prevention items for eligible clients such as deadbolts, peepholes, swing bars, nonskid bath mats, flashlights, nightlights, ice-grip tips for canes and ice melt
- first priority for victims of a break in or home invasion

SafetyAid program is currently available in Winnipeg and a number of communities across Manitoba. For more information, contact:

### **A & O: Support Services for Older Adults Inc.**

200–280 Smith Street

**Winnipeg**, MB R3C 1K2

Phone: 204-956-6440

Toll Free: 1-888-333-1808

Email: [info@ageopportunity.mb.ca](mailto:info@ageopportunity.mb.ca)

Web: [www.ageopportunity.mb.ca](http://www.ageopportunity.mb.ca)

### **BLOCK PARENT® PROGRAM OF WINNIPEG/MANITOBA**

The Block Parent® Program is a network of police-screened, easily recognizable, safe homes that members of the community (older and younger) can go to in the case of an emergency. Each home will be marked with a Block Parent program sign.

*For more information, contact:*

#### **Block Parent® Program of Winnipeg**

466 Gertrude Avenue

**Winnipeg**, MB R3L 0M8

Phone: 204-284-7562

Email: [bppw@mymts.net](mailto:bppw@mymts.net)

Web: [www.winnipegblockparents.mb.ca](http://www.winnipegblockparents.mb.ca)

#### **Block Parent Program of Manitoba**

Phone: 204-467-9752

Web: [www.blockparent.ca](http://www.blockparent.ca)

### **MANITOBA JUSTICE VICTIM SERVICES**

Manitoba Justice's Victim Services Branch helps people access their rights, understand their responsibilities and connects them to other services or agencies. Services are free and are available in person, by phone, fax or Internet. As cases move through the criminal justice system, Victim Services provides:

- court and criminal justice system information
- counselling referrals
- information about what to expect if subpoenaed to court
- court preparation, as required
- court support, when possible
- safety and protection planning
- information on possible financial help that may be available to victims of crime
- information about Victim Impact Statements and guidance on how to prepare them
- information on the offender's sentence once she/he is convicted, and how to contact the correctional facility if the offender receives a jail sentence
- information on how to find out about the offender's release from a provincial jail



- information on how to register with the Parole Board of Canada, if the offender is sentenced to a federal institution

Services are available to:

- victims of the most serious crimes under The Victim's Bill of Rights
- victims of domestic violence
- child victims and witnesses

In Winnipeg, services are divided into specialty units. The type of crime will determine which unit will provide services to the victim. In rural Manitoba, crime victim services workers provide a range of services to victims in each category of crime.

*For more information, contact the main office or office nearest you:*

### **Victim Services-Main Office**

1410-405 Broadway

**Winnipeg, MB R3C 3L6**

Phone: 204-945-6851

Toll Free: 1-866-635-1111

Web: [www.gov.mb.ca/justice/victims/services.html](http://www.gov.mb.ca/justice/victims/services.html)

<b>Brandon:</b>	204-726-6515
<b>Dauphin:</b>	204-622-5080
<b>Morris:</b>	204-746-8249
<b>Portage la Prairie:</b>	204-239-3378
<b>Selkirk:</b>	204-785-5213
<b>The Pas:</b>	204-627-8483
<b>Thompson:</b>	204-677-6368

## **COMPENSATION FOR VICTIMS OF CRIME PROGRAM**

The Compensation for Victims of Crime Program provided by Manitoba Justice Victim Services Branch, offers compensation to victims who suffer personal injury, hardships or expenses as a result of certain crimes. (see *Victims' Rights Regulation of The Victims' Bill of Rights Act* for a list). The program is also available to specific relatives and dependants of victims of homicide. To apply for compensation, the offender does not need to have been caught, but a formal report must be made to the police. For a copy of the act, go to [www.gov.mb.ca/justice/victims/services/compensation.html](http://www.gov.mb.ca/justice/victims/services/compensation.html).

You may receive compensation for:

- medical expenses (prescription drug costs, ambulance bills)
- damaged clothing or items seized by police as evidence
- dental treatment, replacement or repair of dentures
- replacement or repair of prescription eyeglasses
- grief therapy or other counselling services
- lost wages for victims who have been disabled or for dependants of a victim who were fatally injured
- support payments for dependents
- rehabilitation or retraining
- compensation for permanent disability
- funeral expenses

*For more information, contact:*

### **Victim Services-Compensation for Victims of Crime Program**

Phone: 204-945-0899

Toll Free: 1-800-262-9344

Web: [www.gov.mb.ca/justice/victims/services/compensation](http://www.gov.mb.ca/justice/victims/services/compensation)

## **VICTIM WITNESS ASSISTANCE PROGRAM**

This program offered by Manitoba Justice, Victim Services Branch offers support services to victims and witnesses of crime who are subpoenaed to appear in Winnipeg in either Provincial Court or Court of Queen's Bench. Services offered include:

- written correspondence with the crown attorney about their specific case concerns
- information and guidance on how to prepare victim impact statements
- court preparation
- accompaniment to court
- court cancellation notifications
- reimbursement of expense claims

For more information, contact:

### **Victim Services-Victim Witness Assistance Program**

Phone: 204-945-3594

Toll Free: 1-866-635-1111

Web: [www.gov.mb.ca/justice/victims/services/witness\\_assistance.html](http://www.gov.mb.ca/justice/victims/services/witness_assistance.html)

### **PREVENTFALLS.CA WEBSITE**

This website focuses on preventing falls in older adults, who are most at risk of serious injury from a fall. Preventfalls.ca provides information to older adults, caregivers, parents, families and professionals on topics such as balance and exercise, medications, nutrition, vision and home safety. Preventfalls.ca has an interactive checklist to help older adults and their families identify personal falls risk factors and provide information to help reduce these risks. It also includes a list of exercise programs in Winnipeg that are available for helping prevent falls. A new addition to the site will be an interactive, comprehensive home safety checklist.

For more information, go to

[www.preventfalls.ca](http://www.preventfalls.ca) or contact:

### **IMPACT, Injury Prevention Program**

Winnipeg Regional Health Authority

Phone: 204-940-8300

Email: [injuryinfo@wrha.mb.ca](mailto:injuryinfo@wrha.mb.ca)

## **10.3 Senior/Elder Abuse**

### **SENIORS ABUSE SUPPORT LINE**

The Seniors Abuse Support Line is a 24 hour resource for information and counselling. The line is supported by trained counsellors who can discuss concerns and respond to questions about elder abuse. Calls are free and confidential.

For more information, contact:

### **Seniors Abuse Support Line**

Toll Free: 1-888-896-7183

Web: [www.seniorsabusesupport.ca](http://www.seniorsabusesupport.ca)

### **ADULT ABUSE REGISTRY**

The Adult Abuse Registry (AAR) is a database which records the identity of individuals who have been found to have abused or neglected vulnerable adults (as defined under *The Vulnerable Persons Living with a Mental Disability Act*) or patients (as defined under *The Protection for Persons in Care Act*). Employers use the AAR as a screening tool for potential employees and volunteers.

If you witness an at-risk individual being abused or neglected, you should immediately report the abuse to the police. If you believe a participant of the Community Living disABILITY Services program is being abused or neglected, you must report the abuse or neglect to the nearest Manitoba Family Services office. If you believe a patient (which includes persons receiving care in hospitals and personal care homes) is being abused or neglected, you must report your concerns to the Protection for Persons in Care Office of Manitoba Health (toll free 1-866-440-6366). See [page 126](#).

### **A & O: SUPPORT SERVICES FOR OLDER ADULTS – ELDER ABUSE PREVENTION SERVICES**

A & O: Support Services for Older Adults provides confidential consultation, assessment and counselling services to older adults who are experiencing emotional, physical, sexual, financial abuse or neglect. Information can be provided to family, friends or community members who may have concerns about an older adult. Help accessing crisis accommodations, legal services (including protection orders) can also be provided.

For more information, contact:

### **A & O: Support Services for Older Adults Inc.**

200-280 Smith Street

**Winnipeg**, MB R3C 1K2

Phone: 204-956-6440

Toll Free: 1-888-333-3121

Email: [info@aosupportservices.ca](mailto:info@aosupportservices.ca)

Web: [www.aosupportservices.ca](http://www.aosupportservices.ca)

## **A & O: SUPPORT SERVICES FOR OLDER ADULTS SAFE SUITE PROGRAM**

The Safe Suite Program provides temporary housing for men and women, 55+ who need a safe place to stay because of abuse or neglect and whose needs cannot be effectively met by existing abuse/crisis services. Abuse may be physical, emotional, sexual, financial, or neglect.

*For more information, contact:*

### **A & O: Support Services for Older Adults Inc.**

200–280 Smith Street

**Winnipeg**, MB R3C 1K2

Phone: 204-956-6440

Email: [info@aosupportservices.ca](mailto:info@aosupportservices.ca)

Web: [www.aosupportservices.ca](http://www.aosupportservices.ca)

## **A WOMAN'S PLACE**

A Woman's Place provides free services for women abused by intimate partners who have left or are leaving an abusive relationship. It offers practical support to women including: advocacy, legal advice/information, legal representation, Legal Aid applications assistance, presentations on family law, information/help with protective orders and accompaniment to court or appointments.

*For more information, contact:*

### **A Woman's Place**

200-323 Portage Avenue

**Winnipeg**, MB R1N 0X4

Phone: 204-940-6624

Web: [www.norwestcoop.ca/mind-spirit/a-womans-place/](http://www.norwestcoop.ca/mind-spirit/a-womans-place/)

## **CELLPHONE EMERGENCY LIMITED LINK-UP PROGRAM (CELL)**

The CELL program provided by Manitoba Justice Victim Services Branch, loans free cellphones to people who are involved in high risk relationships or stalking. Victims who also have their own cellphones may also register for the program using their personal cellphone. The program is a co-operative effort between MTS™, Huawei, social service agencies, police services and Manitoba Justice. It is available in several Manitoba communities.

- cellphones are issued to social service agencies for eligible clients
- clients are shown how to use the cellphone and are required to sign an agreement that explains their responsibilities
- clients must also meet certain conditions of Manitoba Justice to qualify for the program, such as having a protection plan in place

For more information, contact Manitoba Justice Victim Services Branch (see [page 122](#)).

## **DOMESTIC VIOLENCE SUPPORT SERVICES (DVSS)**

DVSS offered by Manitoba Justice Victim Services Branch helps victims of domestic violence when criminal charges have been laid, and helps those who have received police services for domestic violence incidents even if there are no charges or arrests. The DVSS offers:

- a safe, supportive environment to talk about the situation
- information about the criminal charges and court process
- information on the roles of those involved in the criminal justice system
- safety planning
- information on protective relief orders
- on-going emotional support and short-term counselling
- information on the cycle of violence and how it can be broken
- support throughout the court process
- court preparation and attendance in court with victims, when possible
- advising the Crown attorney of concerns victims may have about court cases
- information and referrals to community resources
- information about the Cellphone Emergency Limited Link-up/Short Term Program

For more information or to be connected with a victim service worker in your area, contact Manitoba Justice Victim Services Branch (see [page 122](#)).

## **PROTECTION FOR PERSONS IN CARE OFFICE (PPCO)**

If you are concerned that someone living in a personal care home, hospital or other health facility is experiencing abuse, contact the Protection for Persons in Care Office:

### **Protection for Persons in Care Office**

300 Carlton Street

**Winnipeg**, MB R3B 3M9

Phone: 204-788-6366

Toll Free: 1-866-440-6366

TTY Winnipeg: 204-774-8618

TTY Toll Free: 1-800-855-0511

Email: [protection@gov.mb.ca](mailto:protection@gov.mb.ca)

Web: [www.gov.mb.ca/health/protection](http://www.gov.mb.ca/health/protection)

## **PREVENT ELDER ABUSE MANITOBA (PEAM)**

Prevent Elder Abuse Manitoba (PEAM) in partnership with other Manitoba organizations, acts as a central point of contact for provincial efforts, support regional and community prevention initiatives; and raise public awareness of elder abuse throughout the province.

*For more information, contact:*

### **Prevent Elder Abuse Manitoba (PEAM)**

c/o Good Neighbours Active Living Centre

720 Henderson Highway

**Winnipeg**, MB R2K 0Z5

Phone: 204-669-7531

Email: [coordinator@peam.ca](mailto:coordinator@peam.ca)

Web: [www.peam.ca](http://www.peam.ca)

## **CRISIS ACCOMMODATIONS AND SUPPORTS CRISIS LINE FOR PERSONS WITH DISABILITIES OR MENTAL HEALTH ISSUES**

Adults with disabilities or mental health issues who have experienced abuse, or are at risk of abuse and whose needs cannot be appropriately or effectively met by the protocols of existing crisis lines, can be referred here.

*For more information, contact:*

### **Crisis Accommodation and Supports Crisis Line**

Phone: 204-788-8687

## **DOMESTIC VIOLENCE CRISIS AND INFORMATION LINE**

The Domestic Violence Crisis and Information Line provides information on how you can get help to protect yourself and anyone affected by abuse. The crisis line is toll free, province-wide, and available 24 hours, seven days a week for calls.

*For more information, contact:*

### **Domestic Violence Crisis and Information Line**

Toll Free: 1-877-977-0007

## **FAIR PRACTICES OFFICE (FPO)**

Established in 2012, the FPO provides confidential and neutral assistance to Manitobans applying for, or receiving services, under select Manitoba Family Services and Manitoba Jobs and the Economy programs who feel they have not received fair treatment. In addition to providing information, referrals and recommendations to resolve these issues, the FPO may make recommendations for systemic changes designed to improve service delivery and enhance fairness within the programs covered by the FPO.

Currently, the Fair Practices Office is handling complaints from people applying for, or receiving services under, the Employment and Income Assistance Program (EIA). In the fall of 2015 the Fair Practices Office will expand its services to include the following programs, in addition to EIA:

- The Market *Abilities* Program
- Community Living DisABILITY Services
- Children's DisABILITIES Services
- Early Learning and Childcare (Subsidies)

Contact:

### Fair Practices Office

Phone: 204-945-1047  
Toll free: 1-800-282-8069 ext. 1047  
Fax: 204-945-5668  
Email: fairpractices@gov.mb.ca  
Web: www.gov.mb.ca/fs/fpo

### MEN'S SHELTER

There is one men's shelter located in Winnipeg that provides short-term emergency shelter for men of all ages and their children who have experienced family violence.

For more information, contact the Domestic Violence Crisis and Information Line at 1-877-977-0007 or:

#### The Men's Resource Centre of Manitoba

115 Pulford Street  
**Winnipeg**, MB R3L 1X8  
Admin Line: 204-415-6797  
Toll Free: 1-855-672-6727

### WOMEN'S SHELTERS

There are 10 women's shelters located throughout Manitoba that provide short-term emergency shelter for women of all ages and their children who have experienced family violence.

For more information, contact the Domestic Violence Crisis and Information Line at 1-877-977-0007 or the shelter nearest you:

#### YWCA Westman Women's Shelter

148 11<sup>th</sup> Street  
**Brandon**, MB R7A 4J4  
Admin Line: 204-727-3644  
Local Crisis Line: 204-727-3644

#### Parkland Crisis Centre & Women's Centre

Box 651  
**Dauphin**, MB R7N 2V4  
Admin Line: 204-622-4626  
Local Crisis Line: 204-638-9484  
Email: pkndcris@mymts.net

#### Portage Family Abuse Prevention Centre

Box 1541  
**Portage la Prairie**, MB R1N 3P1  
Admin Line: 204-239-5234  
Local Crisis Line: 204-239-5233  
Web: www.abuseprevention.ca

#### Nova House

Box 337  
**Selkirk**, MB R1A 2B3  
Admin Line: 204-482-7882  
Local Crisis Line: 204-482-1200  
Email: anna@novahouse.ca  
Web: www.novahouse.ca

#### Agape House (Eastman Crisis Centre)

Box 3130  
**Steinbach**, MB R5G 1P5  
Admin Line: 204-326-6062  
Local Crisis Line: 204-346-0028  
Web: www.agapehouse.ca

#### The Pas Committee for Women in Crisis (Aurora House)

Box 3779  
**The Pas**, MB R9A 1S4  
Admin Line: 204-623-7427  
Local Crisis Line: 204-623-5497  
Email: auroratp@mts.net  
Web: www.aurorahouse-sharethecare.com

#### Thompson Crisis Centre

Box 1226  
**Thompson**, MB R8N 1P1  
Admin Line: 204-677-9668  
Local Crisis Line: 204-778-7273  
Toll Free Crisis Line: 1-800-442-0613  
Web: www.thompsoncrisiscentre.org

#### South Central Committee on Family Violence (Genesis House)

Box 389  
**Winkler**, MB R6W 4A6  
Admin Line: 204-325-9957  
Local Crisis Line: 204-325-9800  
Email: sccfv@genesis-house.ca  
Web: www.geneshouseshelter.ca



### **Willow Place Inc.**

PO Box 1786

**Winnipeg, MB R3C 2Z9**

Crisis Line: 204-615-0311

Admin Line: 204-615-0313

No TTY number in place yet

### **Ikwe-Widdjitiwin**

Box 1056

**Winnipeg, MB R3C 2X4**

Admin Line: 204-987-2780

Local Crisis Line: 204-987-2780

Toll Free Crisis Line: 1-800-362-3344

Web: [www.ikwe.ca](http://www.ikwe.ca)

## **10.4 Community Emergency Assistance**

### **MANITOBA EMERGENCY MEASURES ORGANIZATION**

Extreme weather, forest fires, chemical spills and other unpredictable events can happen at any time and are a reminder of the importance of being prepared. The Manitoba Emergency Measures Organization works closely with your municipality and other Manitoba government departments, the federal government and external agencies. They maintain a comprehensive all-hazards approach to emergency management in Manitoba. Your municipality has an emergency plan at the municipal office and should be your first point of contact for emergency preparedness and in case of emergency or disaster.

This local focus is important, but even more valuable is the need for individuals to recognize their role in emergency preparedness and to be ready for the unexpected. The response to an emergency or disaster of any scale begins with you, the prepared individual. It is recommended that you know the risks to your community, have a plan that will help you and your family in the event of an emergency and maintain a basic emergency kit that enables you to be self-sufficient for up to 72 hours.

You will find a wealth of information on the Manitoba Emergency Measures Organization website [www.gov.mb.ca/emo](http://www.gov.mb.ca/emo). It covers what you can do to prepare for emergencies, including a brochure on emergency information for seniors. For details go to: [www.gov.mb.ca/emo/resources/downloads.html](http://www.gov.mb.ca/emo/resources/downloads.html).

*For more information:*

### **Manitoba Emergency Measures Organization**

General Office

1525-405 Broadway

**Winnipeg, MB R3C 3L6**

Phone: 204-945-3050

Toll Free: 1-888-267-8298

Email: [emo@gov.mb.ca](mailto:emo@gov.mb.ca)

### **AGAPE TABLE**

Agape Table sells low cost groceries, provides hot meals and a meeting place for those in need. Agape Table is open for emergency and subsidized breakfast Monday to Friday mornings from 8 a.m. to 10:30 a.m. Low Cost Grocery is open Tuesday, Wednesday and Thursdays 12 p.m. to 2 p.m. No registration required, just stop by.

*For more information, contact:*

### **Agape Table (located at the All Saints' Church)**

175 Colony Street

**Winnipeg, MB R3C 1W2**

Phone: 204-783-6369

Email: [general@agapetable.ca](mailto:general@agapetable.ca)

Web: [www.agapetable.ca](http://www.agapetable.ca)

## CANADIAN RED CROSS SOCIETY – MANITOBA REGION

The Canadian Red Cross offers a number of programs and services at local offices throughout the province. Services include:

- disaster assistance-emergency food, shelter, clothing and personal services
- inquiries and registration of evacuees, reception and information for evacuees
- injury prevention courses (first aid, CPR, swimming and water safety training programs) and Smart Start-injury prevention training for newcomers
- violence, abuse and bullying prevention programs

*For more information, contact the office nearest you:*

1111 Portage Avenue  
**Winnipeg**, MB R3G 0S8  
Phone: 204-982-7330  
Toll Free: 1-866-685-4250  
Web: [www.redcross.ca](http://www.redcross.ca)

Unit 1-817 Rosser Avenue  
**Brandon**, MB R7A 0L1  
Phone: 204-729-4970

## SALVATION ARMY

The Salvation Army provides a variety of supports to individuals including social supports and shelter services.

*For more information, contact:*

### Divisional Headquarters

204-290 Vaughan Street

**Winnipeg**, MB R3B 2N8

Phone: 204-975-1033

Web: [www.salvationarmy.ca/prairie/services/](http://www.salvationarmy.ca/prairie/services/)







**11.0**

Transportation

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# 11.0 Transportation

## TRANSPORTATION OPTIONS NETWORK FOR SENIORS (TONS)

TONS informs and educates Manitobans on transportation options that enhance quality of life and promote age-friendly communities. For more information on their programs, see [page 4](#).

## HANDI-TRANSIT

Handi-Transit is the part of Winnipeg's public transit system that provides door-to-door transportation for people who are unable to use regular transit because they are legally blind or have a physical disability that significantly impairs their mobility.

- Handi-Transit is a pre-booked, shared ride service
- registrants must meet eligibility requirements and be approved to ride
- eligibility is determined by the transit department a functional assessment may be required to determine eligibility

*For more information or to receive an application, contact:*

### Handi-Transit

Unit B-414 Osborne Street

**Winnipeg, MB R3L 2A1**

Phone: 204-986-5722

TTY: 204-986-5828

Web: [www.winnipegtransit.com/en/handi-transit/](http://www.winnipegtransit.com/en/handi-transit/)

## BRANDON HANDI-TRANSIT

All applicants must fill out the Brandon Transit registration form and be approved before using the system. All trip requests must be made in advance through Handi-Dispatch.

*For more information, contact:*

### Brandon Handi-Transit

**Brandon, MB**

Phone: 204-729-2437

Web: [www.brandontransit.ca/handi-transit-info](http://www.brandontransit.ca/handi-transit-info)

## HANDIVAN SERVICES-MOBILITY DISADVANTAGED TRANSPORTATION PROGRAM (MDTP)

The Manitoba government, through the MDTP, provides funding support to communities (outside the City of Winnipeg) who have established and operate locally initiated handi-transit services for mobility disadvantaged residents, including seniors. Provincial funding includes an annual operating grant and a one-time capital grant to assist in the purchase of a handivan. To qualify for funding, local municipalities must sponsor the program and demonstrate a commitment to keep the service in operation once it is established. For additional information on the MDTP, contact your local Seniors Community Resource Council, or:

### Manitoba Municipal Government

Municipal Finance and Advisory Services

508-800 Portage Avenue

**Winnipeg, MB R3G 0N4**

Phone: 204-945-2572

Web: [www.gov.mb.ca/ia/bldgcomm/mdtp.html](http://www.gov.mb.ca/ia/bldgcomm/mdtp.html)

## **PARKING PERMIT PROGRAM**

If you, a friend or family member has difficulty walking more than 50 metres, you can apply for a parking permit that allows you to park in specially designated spots at a close distance from the entrance.

*For applications or questions, contact:*

### **Society for Manitobans with Disabilities – Parking Permit Program Office**

1857 Notre Dame Avenue

**Winnipeg**, MB R3E 3E7

Phone: 204-975-3257

Toll Free: 1-844-975-3257

TTY: 1-800-856-7934

Web: [www.smd.mb.ca/smd-services/parking-permit-program](http://www.smd.mb.ca/smd-services/parking-permit-program)

## **MANITOBA PUBLIC INSURANCE (MPI) – MEDICAL CONDITIONS AND DRIVING**

Getting behind the wheel of a vehicle gives us a sense of independence and allows us to be connected to our family, friends and community. Unfortunately, our ability to drive safely can be negatively affected by a variety of factors beyond a person's control. Driving safely requires excellent physical and mental skills. If you develop a medical condition or experience a change in an existing condition, you need to have an open conversation with your doctor. Depending on the issue, a medical or vision report may be requested. Drivers, including seniors, may be required to go for a comprehensive assessment of their driving ability. MPI's Driver Fitness Department reviews recommendations and information on medical fitness to drive and makes decisions according to the Medical Standards for Driving published by the Canadian Council of Motor Transport Administrators.

*For more information, contact:*

### **Manitoba Public Insurance Driver Fitness**

Box 6300

**Winnipeg**, MB R3C 4A4

Phone: 204-985-1900

Toll Free: 1-866-617-6676

Web: [www.mpi.mb.ca](http://www.mpi.mb.ca)

## **SAFETY SERVICES MANITOBA (SSM) MATURE DRIVING PROGRAM**

The Free Mature Driver Workshop is a perfect way for motorists to refresh their driving skills. Held monthly at SSM, as well as custom group sessions. There is also the option to do an in-car assessment with instructor evaluation.

*For more information, contact:*

### **Safety Services Manitoba**

3-1680 Notre Dame

**Winnipeg**, MB R3H 1H6

Phone: 204-949-1085

Toll Free: 1-800-661-3321

Email: [registrar@safetyservicesmanitoba.ca](mailto:registrar@safetyservicesmanitoba.ca)

Web: [www.safetyservicesmanitoba.ca](http://www.safetyservicesmanitoba.ca)

## **SENIORS TRANSPORTATION PROGRAMS**

Many Seniors Community Resource Councils provide transportation programs in their communities for seniors who need transportation. This could include rides for shopping or medical appointments. A small fee may be charged. For more information, contact the Seniors Community Resource Council in your community (see [pages 9 to 16](#)).

## **CANADIAN CANCER SOCIETY DRIVER PROGRAM**

The Canadian Cancer Society co-ordinates a driver program that matches volunteer drivers with ambulatory patients who are receiving treatment and need rides to get to appointments. A small daily user fee is charged. Driver programs are available in Winnipeg, Brandon and some rural areas. Three business days' notice is needed for all bookings.

*For more information, contact:*

### **Canadian Cancer Society Driver Program**

675 McDermot Avenue

**Winnipeg**, MB R3E 0V9

Phone: 204-787-4121 or 204-789-0883  
for booking or registering

## **WINNIPEG TRANSIT**

Winnipeg Transit regularly operates a fleet of 570 buses, 536 of which are low floor easy access buses. Easy access buses offer kneeling features, priority seating for seniors and those travelling with mobility devices and strollers. All new buses are equipped with wheelchair ramps to allow wheelchair and scooter access.

- eligible seniors (age 65 +) can get a reduced fare when using Winnipeg Transit. A Transit ID or proof of age is required.
- transit users who buy monthly passes should keep their passes and receipts to claim the Transit Tax Credit on their income taxes.

*To find out what time your bus comes, or to look up low floor easy access service, contact:*

### **Winnipeg Transit**

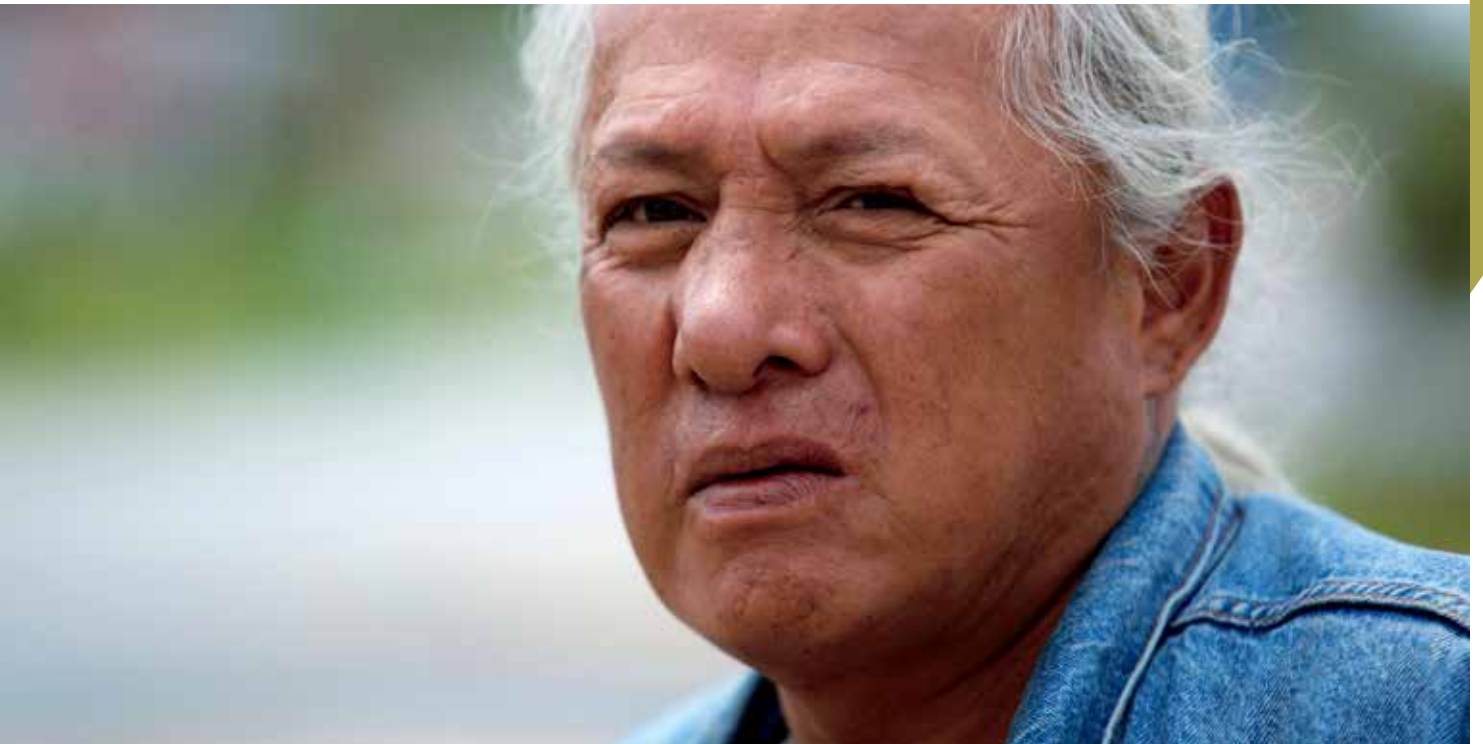
Transit Info: 311

Telebus: 204-287-7433

BUSxt: 287898

Web: [www.winnipegtransit.com](http://www.winnipegtransit.com)

*For information on transit services in Brandon, call 204-729-2300.*





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# AGE FRIENDLY Manitoba

**R**ecognizes the diversity among older Manitobans

**E**ncourages healthy, active aging

**S**upports the contributions of older Manitobans

**P**romotes the participation of seniors in all aspects of our community

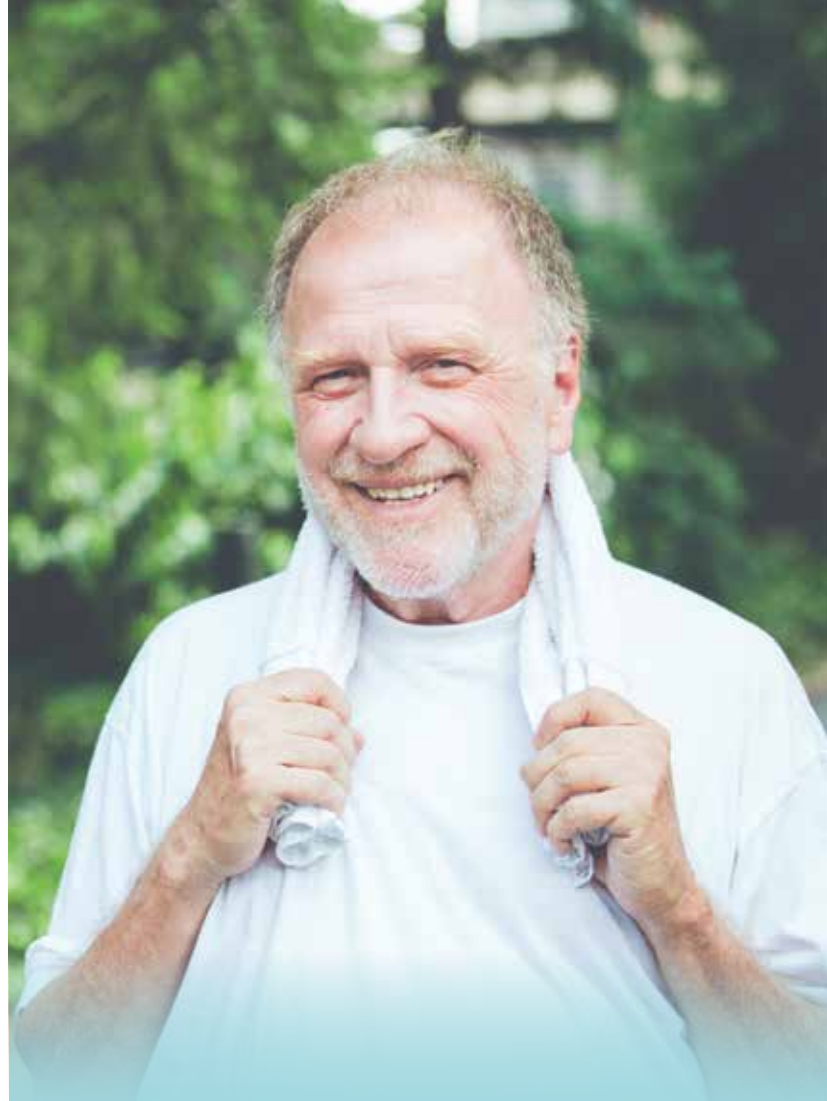
**E**ngages stakeholders in building age-friendly communities

**C**reates accessible, safe environments for older adults

**T**reats people of all ages with respect

## **Age-Friendly Manitoba Initiative**

helps seniors lead active, socially engaged, independent lives that contribute to healthy aging. Manitoba, led by the Seniors and Healthy Aging Secretariat, provides many programs and services that benefit seniors and make us the most Age-Friendly province in Canada.



## **Sign up your community today!**

Contact the Seniors and Healthy Aging Secretariat

Visit: [www.manitoba.ca/shas](http://www.manitoba.ca/shas)

Phone: Winnipeg 204-945-6565;

Toll-Free 1-800-665-6565

To learn about other Age-Friendly Communities

Visit: [www.agefriendlymanitoba.ca](http://www.agefriendlymanitoba.ca)