



# Inclusion and Exclusion Policy for 211 Manitoba

The following guidelines indicate the criteria for the inclusion of an agency, group, program or service in the 211 Manitoba database. The agencies or programs that do not meet these guidelines may be considered for inclusion on a case-by-case basis.

- Non-profit agencies, which provide a community, social, or government service. All agencies that provide basic needs such as food, shelter, and utilities will be listed.
- Self-help support groups with open membership.
- Professional associations (especially those related to the social service field) that offer direct services to the general public such as training or complaints. Associations that provide services to their membership only (e.g. networking opportunities) will not be listed.
- Hospitals, community health clinics, personal care homes that are wholly owned and operated by the local Regional Health Authority (RHA). While for-profit agencies are not listed, individual programs receiving government funding, such as day programming or foot care clinics, are listed. Clients will be referred to the central intake number of their RHA.
- Counselling agencies, which are governed by a community board and offer a sliding fee scale, which is accessible to those who cannot afford private sector fees, or counselling services affiliated with a university or hospital. Private counselling agencies or services are not included.
- Government departments which offer information or direct services to the public.
- Private organizations are considered on an individual basis and inclusion is based on uniqueness of service (i.e. not available in the non-profit sector), degree of need for the particular service and whether negotiable fees are available.
- Agencies or programs that have been in existence for at least six months - or who can show that a new program will continue for at least one year - and who update their information on a regular basis when requested by 211 Manitoba.

## EXCLUSION

Not included in this list are the following:

- Day Cares Centres, unless they offer additional community services (e.g. toy libraries; parenting classes); they will be listed as site and agency records only.
- Museums
- Places of Worship, unless they offer additional community services; they will be listed as site records only.
- Chambers of Commerce.
- Municipality or City offices, other than any additional services offered.
- Trade Associations unless they offer additional services to the public, such as training, certification, or public complaints line. Associations that only offer networking opportunities for their members will not be listed.
- Closed membership based groups (e.g. CAA) that only offer services to paying members.
- Social Enterprises; directory will list non-profit programmes of agency only.
- Elected representatives at the band, municipal, provincial and federal levels.
- International Development Agencies that do not provide direct services to local community. Non-specialised summer camps (e.g. Museum or Zoo Camps)

Guidelines are not limited to these criteria.

211 Manitoba reserves the right to edit submissions to meet format, space and guideline requirements.