

# MANITOBA SENIORS GUIDE

## NORTHERN REGION



United Way  
Winnipeg



Manitoba<sup>®</sup>

Manitoba 

## **Land Acknowledgment**

We recognize that Manitoba is on the treaty territories and ancestral lands of the Anishinaabe, Anishinewuk, Dakota Oyate, Denesuline and Nehethowuk peoples.

We acknowledge Manitoba is located on the Homeland of the Red River Métis.

We acknowledge northern Manitoba includes lands that were and are the ancestral lands of the Inuit.

We respect the spirit and intent of Treaties and Treaty Making and remain committed to working in partnership with First Nations, Inuit and Métis people in the spirit of truth, reconciliation and collaboration.

Developed by United Way Winnipeg's 211 Manitoba Program

With funding from the Province of Manitoba

**Pour obtenir le service en français, composez le 211**

Last Updated: May 2023

# Introduction

## A Message from Government

As the Minister of Seniors and Long-Term Care, I am pleased to introduce the Manitoba Seniors Guide, a comprehensive resource designed to empower older adults, caregivers, and families in navigating the programs, services and supports available to them. This guide supports our government's commitment to improving access to system navigation tools, a priority area outlined in the Provincial seniors strategy "Manitoba, A Great Place to Age: Provincial Seniors Strategy" ([manitoba.ca/seniors](http://manitoba.ca/seniors)).

The Manitoba Seniors Guide is an important tool that provides brief descriptions and contact information on a range of resources and supports relevant to seniors, families, and caregivers. Enclosed, you will find information on healthcare, housing, community programs, transportation, personal safety and security, and other topics important to older Manitobans.

The creation of the Manitoba Seniors Guide was a result of extensive public engagement and feedback from Manitobans. We received valuable insight from seniors, caregivers, families, and community organizations across the province.

As your Minister, I will continue to advocate on behalf of all seniors in Manitoba.

I would like to acknowledge and extend our gratitude to United Way Winnipeg, 211 Manitoba and partners in developing this guide. The Manitoba Seniors Guide is a testament to how working together, we can create a better future for all Manitobans. I hope you find the information helpful as you navigate the supports and services in our province.

**Honourable Scott Johnston**

Minister of Seniors and Long-Term Care

## About This Guide

211 Manitoba is pleased to partner with the Department of Seniors and Long-Term Care in the development of the Manitoba Seniors Guide. This guide lists a wide range of community, health, and government programs in place to assist older adults.

This guide is printer friendly. A limited number of printed guides will be available throughout the province including from Senior and Community Resource Coordinators, Senior-Serving agencies and at other local hubs. To print a guide or learn about where to find a printed guide, visit [mb.211.ca](http://mb.211.ca) or call 211.

In addition to the guide, Manitobans looking for help can:

- **CALL 211**

Manitobans can dial “2-1-1” from anywhere in the province to access free, confidential service available 24 hours a day, seven days a week in more than 150 languages. A trained and friendly Service Navigator will provide personalized support to help callers connect with the appropriate information and services.

A toll-free number is available for those calling from outside Manitoba or for phone systems that do not support 3-digit numbers: Toll-free: 1-855-275-1197

- **VISIT 211 ONLINE** at [mb.211.ca](http://mb.211.ca)

The 211 MB website includes information on over 5000 organizations, programs, and services throughout Manitoba.

- **LIVE CHAT** is available on the website Monday to Friday from 6 a.m. to 8 p.m. and Saturday and Sunday from 8 a.m. to 4 p.m. CST. The chat can also be used for text-based help.

- **EMAIL** [211mb@findhelp.ca](mailto:211mb@findhelp.ca)

211 MB makes the pathway to resources a guided and trusted one. Thank you to United Way donors and the Province of Manitoba for making this vital service to Manitobans possible.



## Note to Agencies and Programs

If you are from an agency or program and would like to be listed or have your information updated with 211 Manitoba, please contact us at [info@mb.211.ca](mailto:info@mb.211.ca).

## Disclaimers

The information in this guide is accurate at the time of publication. Because the hours or availability of the social services and programs listed here may change at any time, it is a good idea to call ahead and make sure that a service is still offered and that the address is correct. For a complete, up-to-date listing of services and programs available, please dial 211.

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## Important Numbers and Contacts

### 911: In case of emergency or crime in progress

If your community does not have 911 service, it is important to keep your local RCMP office number easily accessible. For a list of RCMP numbers in different locations please visit: [www.rcmp-grc.gc.ca/detach/en/find/MB](http://www.rcmp-grc.gc.ca/detach/en/find/MB)

Distress Numbers (24/7)

- **Klinic Crisis Line:** 204-786-8686, Toll-free: 1-888-322-3019
- **Manitoba Suicide Prevention & Support Line:** 1-877-435-7170
- **Manitoba Farm, Rural & Northern Support Services:** 1-866-367-3276
- **MKO Mobile Crisis Response Team:** 1-844-927-LIFE (5433)
- **Gambling Helpline:** 1-800-463-1554
- **The National Indian Residential School Crisis Line:** 1-866-925-4419
- **Seniors Abuse Support Line:** 1-888-896-7183  
(9 a.m. to 5 p.m. CST, Monday to Friday)

### Other 24/7 Support Lines:

- **211:** To talk with someone to help provide you with resource and referral information for community, health, social, and government services.
- **Health Links:** A bilingual phone line staffed by registered nurses who can assist in triaging the appropriate health care pathway in response to an issue or providing advice for care at home. Contact them at **204-788-8200** or **1-888-315-9257**.

To find your local municipal number, call 211 or visit [www.amm.mb.ca/members/municipal-directory](http://www.amm.mb.ca/members/municipal-directory)

## Benefits Finder

**Service Canada** is the one-stop service for federal government programs, including Old Age Security (OAS), Canada Pension Plan (CPP), Employment Insurance, and Guaranteed Income Supplements (GIS). For more information on applying and accessing these benefits, contact 211 or Service Canada at:

### SERVICE CANADA

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

1-800-277-9915 (French)

1-800-255-4786 (TTY)

Website: [www.canada.ca/en/services/benefits.html](http://www.canada.ca/en/services/benefits.html)

To find what benefits you may be eligible for through the Federal Government you may also visit: [benefitsfinder.services.gc.ca](http://benefitsfinder.services.gc.ca)





## Community Resource Coordinators

Community Resource Coordinators (CRCs) are an invaluable resource to help link and refer older adults to community supports, programs and services. Whether it's recreational, volunteer opportunities, exercise programs, or support to help you meet your needs in daily life, it can be hard to know where to go. Community Resource Coordinators can talk to you about your needs and interests and connect you to the resources in your community. Here are a few examples of the types of resources they can connect you to:

- E.R.I.K. (Emergency Response Information Kit) – provides important medical information about you, should a first responder arrive at your home during an emergency.
- Escorted transportation and other transportation options
- Yard and home maintenance referral program
- Networking and community outreach
- Congregate meal programs
- Educational materials and community presentations
- Health Services

### Community Resource Coordinator in the Northern Region:

**Penny Byer – Community Resource Coordinator**

Phone: 204-677-0987

Email: [thompsonsensors55@gmail.com](mailto:thompsonsensors55@gmail.com)

Website: [thompsonsensors.ca](http://thompsonsensors.ca)

The following represent frequently accessed resources. It is not an exhaustive list of every resource in Manitoba. If the resource or support you are looking for is not here, please dial 211 for more information or referral options.

## Active Living, Recreation, and Social Connections

### Active Living/Senior Centres

Senior Centres, sometimes called Active Living Centres, serve as community focal points or hubs where older adults can come together to access services and recreational programs and to connect socially with other community members. For a complete list of Senior Centres in your community, visit the Manitoba Association of Senior Communities: (MASC) at [manitobaseniorcommunities.ca](http://manitobaseniorcommunities.ca) or call 211. Additionally, a listing of local Senior Centres can be found in your regional guide at [mb.211.ca](http://mb.211.ca).

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

Provides extensive programming for older adults in Winnipeg and throughout Manitoba in the areas of safety/security, social engagement, and counselling. Their Senior Centre Without Walls (SCWW) provides educational and recreational programming to individuals 55+ living anywhere in Manitoba in a fun and interactive atmosphere where all programming is provided over the phone. Additionally, the Connect Program is an organized companionship and socialization program that seeks to match community volunteers with isolated older adults 55+. For more information about all A&O programs contact them at the information below.

200 – 207 Donald St., Winnipeg, MB R3C 1M5

Phone: 204-956-6440

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

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

**CRANBERRY PORTAGE****Jubilee Recreation of Cranberry Portage**

Royal Canadian Legion Hall Branch 137  
 217 – 2 Ave. S, Cranberry Portage, MB, R0B 0H0  
 Phone: 204-472-3031

**FLIN FLON****Flin Flon Seniors**

Provides health and wellness programs, education programming, social events, and food programs including congregate meals and special lunches.

2 North Ave., Flin Flon, MB R8A 0T1  
 Phone: 204-687-7301

**SNOW LAKE****Snow Lake Senior Centre**

131 Balsam St., Snow Lake, MB, R0B 1M0  
 Phone: 204-358-7141  
 Email: [snowsrs@mymts.net](mailto:snowsrs@mymts.net)  
 Website: [www.snowlakefrc.com](http://www.snowlakefrc.com)

**THE PAS****The Pas Golden Agers**

324 Ross Ave., The Pas, MB, R9A 1L1  
 Phone: 204-623-3663 or 204-623-1264

**THOMPSON****Thompson Seniors Community Resource Council Inc.**

4 Nelson Rd., Thompson, MB, R8N 0B4  
 Phone: 204-677-0987  
 Email: [thompsonsensors55@gmail.com](mailto:thompsonsensors55@gmail.com)  
 Website: [thompsonsensors.ca](http://thompsonsensors.ca)

## Other Active Living and Social Connection Resources

### ACTIVE AGING IN MANITOBA

Dedicated to the promotion of active aging opportunities and inspiring active lifestyles for all older Manitobans. With active aging, older adults can enhance their health and mobility and participate in their community. Active Aging is also responsible for the planning and implementation of the annual Manitoba 55+ Games and Active Aging Week embedded into October's Seniors and Elders Month.

Phone: 204-632-3912 or Toll-free: 1-866-202-6663

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

Website: [activeagingmb.ca](http://activeagingmb.ca)

### CANADIAN RED CROSS

The Friendly Calls program pairs a Red Cross volunteer with an adult who feels isolated or lonely and may have limited social and family connections or feels they could benefit from more social interaction. Provides wellness checks and weekly phone calls.

Phone: 204-583-6285

Email: [friendlycallingmb@redcross.ca](mailto:friendlycallingmb@redcross.ca)

Website: [www.redcross.ca/in-your-community/manitoba/friendly-calls](http://www.redcross.ca/in-your-community/manitoba/friendly-calls)

### CREATIVE RETIREMENT MANITOBA

Provides online and in-person educational classes to promote lifelong learning for Seniors.

Phone: 204-481-5030

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

Website: [www.createretirementmanitoba.ca](http://www.createretirementmanitoba.ca)



## Libraries

Library services can support successful aging and contribute to a sense of belonging. They offer free resources and services to community members, create learning opportunities, and support literacy and education. To find the library closest to your community, please call 211, and our Navigators will assist you. For a complete listing of libraries throughout the province, please visit [mb.211.ca](http://mb.211.ca) or call 211.

## Volunteer Opportunities

Volunteering is a great opportunity for older adults to get out and give back to the community. In addition to Volunteer Manitoba, you may also wish to contact your local Senior Centre or Community Resource Coordinator for volunteer opportunities.

## Volunteer Manitoba

Supports groups and individuals in the voluntary sector to develop and enhance their capacity to anticipate, understand, celebrate, and meet community needs in Manitoba while connecting people with volunteer opportunities, promoting volunteerism, and providing leadership and counsel in the nonprofit and voluntary sectors. Volunteer Manitoba provides information and a database of available volunteer opportunities.

Suite 511 – 428 Portage Ave., Winnipeg, MB, R3C 0E2

Phone: 204-284-5200

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

Website: [www.volunteermanitoba.ca](http://www.volunteermanitoba.ca)

## Financial Supports

### Government Benefits

A one-stop service for federal government programs, including Old Age Security (OAS), Canada Pension Plan (CPP), Employment Insurance, and Guaranteed Income Supplements (GIS). For more information on applying and accessing these benefits, contact 211 or Service Canada at:

#### SERVICE CANADA

Toll-free: 1-800-277-9914 (English)  
1-800-277-9915 (French)  
1-800-255-4786 (TTY)

Website: [www.canada.ca/en/services/benefits.html](http://www.canada.ca/en/services/benefits.html)

To find what benefits you may be eligible for through the Federal Government, you may also visit: [benefitsfinder.services.gc.ca](http://benefitsfinder.services.gc.ca)

### MANITOBA EMPLOYMENT AND INCOME ASSISTANCE (EIA)

A Provincial program for people who need help meeting basic personal and family income needs.

Offices are located throughout Manitoba, where you can apply to EIA or get more information. To find your local office visit their website or call.

Drop in: 111 Rorie St or 128 Market Ave. Winnipeg, MB  
Phone: 204-948-400; Rural and North: 1-855-944-8111  
Website: [www.manitoba.ca/fs/eia/index.html](http://www.manitoba.ca/fs/eia/index.html)

#### Flin Flon

102 – 143 Main St., Flin Flon, MB, R8A 1K2  
Phone: 204-687-1700  
Toll-free: 1-866-443-2291



**The Pas**

Box 2550 3rd St & Ross Ave., The Pas, MB, R9A 1M4

Phone: 204-627-8311

Toll-free: 1-866-443-2291

**Thompson**

Box 5 – 59 Elizabeth Dr., Thompson, MB, R8N 1X4

Phone: 204-677-6570

Toll-free: 1-866-677-6713

**PHARMA CARE PROGRAM**

A drug benefit program for eligible Manitobans, regardless of disease or age, whose income is seriously affected by high prescription drug costs. Pharmacare coverage is based on total family income and the amount paid for eligible prescription drugs. The total family income is adjusted to include a spouse and the number of dependents, if applicable. Each year you are required to pay a portion of the cost of your eligible prescription drugs. This amount is your annual Pharmacare deductible. Pharmacare sets your deductible based on your adjusted family income.

You qualify for the Manitoba Pharmacare program if you meet all the following criteria:

- You are eligible for Manitoba Health coverage.
- Your prescriptions are not covered by other provincial or federal programs.

**Manitoba Health Non-Insured Benefits**

300 Carlton Street, Winnipeg, Manitoba R3B 3M9

Phone: 204-786-7141 or Toll-free: 1-800-297-8099

TTY/TDD Relay Service: 204-774-8618 outside Winnipeg: 711 or 1-800-855-0511

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

Website: [www.manitoba.ca/health/pharmacare/index.html](http://www.manitoba.ca/health/pharmacare/index.html)

**MANITOBA TAX ASSISTANCE OFFICE**

Provides information and assistance to Manitobans with enquiries about Manitoba income tax, tax credit programs and program applications.

Phone: Winnipeg: 204-948-2115; Toll-Free: 1-800-782-0771 (within Manitoba)

Website: [www.manitoba.ca/finance/tao/index.html](http://www.manitoba.ca/finance/tao/index.html)



Manitoba®

**HELP STARTS HERE:** Call 211 for More Information on Programs and Services Available to You

## Other Government Benefits

### 55 PLUS PROGRAM

A Manitoba Income Supplement program that provides quarterly benefits to lower-income Manitobans 55 years of age and over whose incomes are within certain levels.

100 – 114 Garry St., Winnipeg, MB, R3C 4V4

Phone: 204-948-7368 Toll-free: 1-877-587-6224

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

Website: [www.manitoba.ca/fs/eia/55plus.html](http://www.manitoba.ca/fs/eia/55plus.html)

### CANADA CAREGIVER CREDIT

A non-refundable tax credit available for those supporting a spouse or common-law partner or dependent with a physical or mental impairment.

Website: [www.canada.ca/caregiver-credit](http://www.canada.ca/caregiver-credit)

### CANADA PENSION PLAN (CPP) DISABILITY BENEFITS

A monthly payment if you contributed to the CPP, are under 65, and have a mental or physical disability that regularly stops you from doing any substantially gainful work or have a disability that is long term and of indefinite duration or is likely to result in death. To apply to download the application kit or apply online, visit the website below.

Phone: 1-800-277-9914

Website: [www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-disability-benefit.html](http://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-disability-benefit.html)

### COMPASSIONATE CARE BENEFITS (CCB)

Employment Insurance (EI) benefits paid to people who must be away from work temporarily to provide care or support to a family member who is ill and who has a significant risk of death within 26 weeks (6 months).

Phone: 204-945-3352 or Toll-free: 1-800-821-4307

Website: [www.manitoba.ca/labour/standards/doc,compassionate-leave,factsheet.html](http://www.manitoba.ca/labour/standards/doc,compassionate-leave,factsheet.html)





## **DISABILITY TAX CREDIT**

A non-refundable tax credit that helps persons with disabilities or their supporting persons reduce the income tax they may have to pay. The Canada Revenue Agency (CRA) must approve the credit before you can make a claim.

Website: [www.canada.ca/en/revenue-agency/services/tax/individuals/segments/tax-credits-deductions-persons-disabilities/disability-tax-credit.html](http://www.canada.ca/en/revenue-agency/services/tax/individuals/segments/tax-credits-deductions-persons-disabilities/disability-tax-credit.html)

## **EDUCATION PROPERTY TAX CREDIT**

If you own your home and pay property taxes, you could be eligible to save up to \$437.50 for the 2022 tax year with the Manitoba government's Education Property Tax Credit (EPTC). The credit helps to cover the school taxes you pay, either directly on your municipal property tax statement or through your income tax return. Seniors may be eligible for additional savings.

Website: [www.manitoba.ca/finance/tao/eptc.html](http://www.manitoba.ca/finance/tao/eptc.html)

## **PRIMARY CAREGIVER TAX CREDIT**

For eligible people who provide ongoing voluntary care and support to family members, friends or neighbours who require help in their home.

Website: [www.manitoba.ca/finance/tao/caregiver.html](http://www.manitoba.ca/finance/tao/caregiver.html)

## **PROVINCIAL (MB) INCOME TAX CREDITS: PERSONAL TAX CREDIT**

The CRA administers the personal income tax on behalf of the Province. The CRA can answer your personal income tax questions for both federal and provincial income systems.

Website: [www.manitoba.ca/finance/personal/pcredits.html](http://www.manitoba.ca/finance/personal/pcredits.html)

## **RENT ASSIST**

A monthly shelter-related financial benefit to help low-income Manitobans who pay rent in the private market. It is available to households on EIA with shelter costs and low-income Manitobans renting in the private market who are not on EIA.

Website: [www.manitoba.ca/fs/eia/rent\\_assist.html](http://www.manitoba.ca/fs/eia/rent_assist.html)

## **RESIDENTIAL RENTERS TAX CREDIT**

Provides savings of up to \$525 a year to Manitobans who rent their principal residence. Individuals renting a residential property in Manitoba may claim up to \$43.75 per month for each month they rented their home in a given year. This includes individuals renting a social housing property and those claiming non-EIA rent assistance benefits.

Website: [www.manitoba.ca/finance/personal/pcredits.html#hsta](http://www.manitoba.ca/finance/personal/pcredits.html#hsta)

## **SENIORS SCHOOL TAX REBATE**

Eligible seniors below the \$40,000 income-tested threshold may be eligible for a full rebate depending on the amount of school tax. Senior households with a net family income of \$63,500 or higher are not eligible for the Rebate.

Website: [www.manitoba.ca/finance/tao/sstrebate.html](http://www.manitoba.ca/finance/tao/sstrebate.html)

## **PENSION**

Service Canada is the one-stop service for federal government programs, including Old Age Security (OAS), Canada Pension Plan (CPP), and Guaranteed Income Supplements (GIS). For more information on applying and accessing these benefits, contact 211 or Service Canada at:

Toll-free: 1-800-277-9914 (English) 1-800-277-9915 (French) 1-800-255-4786 (TTY)

Website: [www.canada.ca/en/services/benefits.html](http://www.canada.ca/en/services/benefits.html)

## **VETERANS AFFAIRS CANADA**

Provides a disability pension program for eligible veterans and RCMP members.

3rd Floor, 400 Ellice Avenue Winnipeg, MB, R3B 3M3

Toll-free: [1-866-522-2122](tel:1-866-522-2122)

Email: [information@vac-acc.gc.ca](mailto:information@vac-acc.gc.ca)

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



## Community Financial Information and Support

### COMMUNITY FINANCIAL COUNSELLING SERVICES (CFCS)

A free, nonprofit counselling, education, and advice organization offering access to resources, income and debt management, and help to navigate the financial systems that affect your daily life.

Phone: In Winnipeg: 204-989-1900 or

Toll-free: 1-888-573-2383

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

### TAX CLINICS

Many Tax Clinics offer free or subsidized support to eligible individuals. For a complete listing of local tax clinics, visit the website at the resource below or call 211.

### COMMUNITY VOLUNTEER INCOME TAX PROGRAM (CVITP)

An outreach program where volunteers prepare basic income tax returns for low-income individuals unable to do so themselves. This enables low-income individuals to file for benefits they otherwise would not receive. Many senior centres across the province also offer special clinics for income tax preparation. The website will allow you to find a free local tax clinic close to you:

Website: [www.canada.ca/en/revenue-agency/campaigns/free-tax-help.html](http://www.canada.ca/en/revenue-agency/campaigns/free-tax-help.html)

## Transportation Options

Transportation is essential for older adults to maintain their independence and quality of life. Older adults' transportation options include shared ride services, public transportation, or volunteer programs. Many Community Resource Coordinators offer or know of local volunteer-based senior transportation programs. These programs are often dependent on the availability of volunteers, and it is important to contact them for updated information on eligibility and availability.

For a complete listing of local transit options, please phone 211.

### **MANITOBA POSSIBLE**

Works to eliminate barriers to full and equal participation through a variety of programs and services for people with disabilities, including a Parking Permit Program, a Wheelchair Program to loan a wheelchair or access maintenance and repair services. Offices are located in Winnipeg, Steinbach, Brandon, Selkirk, Morden, Dauphin, and Thompson.

303 – 83 Churchill Dr., Thompson, Manitoba R8N 0L6

Phone: 204-778-4277, Toll-free: 1-888-367-0268

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

Website: [/www.manitobapossible.ca](http://www.manitobapossible.ca)

### **NORTHERN PATIENT TRANSPORTATION PROGRAM (NPTP)**

A provincial government program of Manitoba Health and administered by the Northern Health Region which subsidizes the travel costs of Northern residents to attend required medical appointments. See the full listing under Health or visit the website for more information.

Website: [northernhealthregion.com/programs-and-services/northern-patient-transportation-program-nptp](http://northernhealthregion.com/programs-and-services/northern-patient-transportation-program-nptp)

## **SAFETY SERVICES MANITOBA**

Provides courses for older adults to refresh driving skills and build confidence in driving ability.

3 – 1680 Notre Dame, Winnipeg, MB, R3H 1H6

Phone: 204-949-1085

Email: [registrar@safetyservicesmanitoba.ca](mailto:registrar@safetyservicesmanitoba.ca)

Website: [www.safetyservicesmanitoba.ca](http://www.safetyservicesmanitoba.ca)

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

Informs and educates Manitobans on transportation options that enhance quality of life and promote age-friendly communities.

P.O. Box 68030 RPO, Winnipeg, MB, R3L 2V9

Phone: 204-799-1788

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

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

## **Local Volunteer Transportation Options**

In addition to contacting your local Senior Centres or Community Resource Coordinator, the following listings are available in the Northern Region.

### **FLIN FLON**

**Flin Flon Lions Club Handivan**

Phone: 204-271-1360

### **THE PAS**

**The Pas Handi-Van Inc.**

Provides transportation for seniors living in The Pas, R.M. of Kelsey, and Opaskwayak Cree Nation to medical, education, employment, recreation, and shopping appointments.

Rm 326 – 81 Edwards Ave., The Pas, MB, R9A 1R7

Phone: 204-620-2584

Email: [van.office.manager@gmail.com](mailto:van.office.manager@gmail.com)

## Housing

Placement in a personal care home is not the only option to meet the changing needs of older adults. There are many different housing and support options available—whether you are staying in your current home or considering a future move.

### Staying in your own home or aging in place

Most older adults prefer to remain in their own homes as long as possible. This is often called “aging in place.” It is important to consider what supports are needed for this to be a safe and health option. Don’t just think about your current needs but also your future needs.

Supports could include community-based programs and services such as home care, emergency alert systems, rent subsidies, meal delivery, home modifications, transportation options, and social or recreational activities.

For more information on community and home supports, call 211.

### Home Care Services

Manitoba’s Regional Health Authorities (RHAs) offer home care services. These services are available to people of any age who need medical attention or support with daily activities. Home care assistance enables people to remain in their homes for as long as it is safe to do so. An assessment is used to determine what services you may qualify for. Services may include:

- Personal Care
- Nursing
- Counselling/Problem Solving
- Household assistance
- Respite/Family Relief
- Occupational Therapy Assessment
- Physiotherapy Assessment

- Referrals and Coordination
- Assessment for long-term care and specialty services, e.g., Adult Day programs, Companion Care program, and Supportive Housing.

Referrals to Home Care can be made by a nurse, family member or doctor. For a complete listing of Home Care services, please visit the Northern Health Authority website at: [northernhealthregion.com/our-locations/#1540668509106-d9d2c9b8-cb84](http://northernhealthregion.com/our-locations/#1540668509106-d9d2c9b8-cb84)

## Adult Day Programs

Adult day programs help reduce social exclusion and loneliness, making it easier to maintain wellness and continue living at home.

Day programs encourage seniors to engage in enjoyable social activities away from home. There is a cost for these services, which are available through home care services.

For more information on day programs, contact the home care program in your region.

## Self- and Family-Managed Home Care

Self-managed or family-managed home care is an alternative to traditional home care provided by the Regional Health Authority.

- Funds are provided to you and your family to arrange for your own home care.
- If home care is already being provided, speak with your case coordinator.
- If not already receiving home care, you will need to have an assessment to see if you are eligible.

For more information on self and family-managed home care, contact the home care program in your region.

## Housing Types

There are many types of housing available in Manitoba. Becoming familiar with the types of housing will help you identify which type would meet your needs and preferences, as well as available supports. This section includes information on commonly requested housing for older adults.

## **SUBSIDIZED RENTAL HOUSING**

Manitoba Housing provides subsidized rental housing in both properties that Manitoba Housing owns and operates and in properties that are owned and operated by private and nonprofit housing partners. For more information, please visit [www.gov.mb.ca/housing/progs/renters.html](http://www.gov.mb.ca/housing/progs/renters.html).

## **SUPPORTS FOR SENIORS IN GROUP LIVING (SSGL)**

The Supports for Seniors in Group Living model developed through Manitoba's Aging in Place Initiative provides enhanced supports within some designated existing seniors' housing at no charge to tenants.

Supports range from one-on-one help arranging appointments or transportation, to social activities and expanded meal programs.

Your local Community Resource Coordinator may also be able to provide you with this information. See please contact information below:

### **Regional Manager of Homecare Seniors Supports**

#### **Northern Health Region**

Telephone: 204-623-9563

Fax: 204-627-6805

## **SUPPORTIVE HOUSING**

As part of the aging-in-place initiative, Supportive Housing can help delay or avoid moving into a personal care home. Some features of Supportive Housing include:

- accommodation in a safe apartment within a community setting
- personal support services
- 24-hour support and supervision

In Supportive Housing the tenant pays the rent and a service package. This could include things like meals, laundry, housekeeping, etc. And the Regional Health Authority pays for the personal care provided through home care (no cost to the tenant).

Eligibility for supportive housing is assessed through the Regional Health Authority's Home Care Program.





For more information on Supportive Housing, please contact:

### **Regional Manager of Homecare Senior Supports**

#### **Northern Health Region**

Telephone: 204-623-9563

Fax: 204-627-6805

## **Personal Care Homes**

Personal care homes provide 24-hour nursing care. When a person experiences a serious physical or mental decline, a personal care home may be a good option. Personal care homes are designed for those who can no longer live comfortably or safely at home or in a supportive housing setting.

View the links below for more information about personal care homes and how to access them:

- **Manitoba Health** – [Personal Care Homes in Manitoba](#)
- **Long Term & Continuing Care Association of Manitoba** – [FAQs about Personal Care Homes](#)

For more information on personal care homes, please contact:

### **Primary Health Care Centre – Case Coordinator**

Telephone: 204-623-9563

Fax: 204-627-8285

## **Rental Supports**

There are supports available to older adults who are renting and want to age in place:

### **RENT ASSIST:**

- provides financial help to low-income seniors who rent their accommodations
- helps make your rent more affordable by paying you a benefit
- Bases the amount on your income and the cost of rent in the market for your family size

For more information, visit the [Rent Assist](#).

## LANDLORD RESPONSIBILITIES:

Did you know your landlord has obligations under the provincial Human Rights Code to make a reasonable accommodation to a request from a tenant based on a protected characteristic such as having a disability?

Reasonable accommodation often involves a simple change to how something is done that takes into account a special need a person or group has based on a protected characteristic. An example is a landlord installing a flashing smoke detector in the apartment of a tenant who is deaf. Please contact the [Manitoba Human Rights Commission](#) for more information.

## RESIDENTIAL TENANCIES BRANCH:

The Residential Tenancies Branch can help you by providing information on rent increases, ensuring landlords follow rent increase [guidelines](#), repairs and deposits, mediating disputes between tenants and landlords, and more. For more information, visit the [Residential Tenancies Branch](#).

## MOVING CONSIDERATIONS:

You will need to consider your current and future housing and support needs. Careful planning may assist you in making a move that is right for you and avoiding a move that does not meet your needs.

Before considering a move and signing an agreement, find out as much information as possible about the services provided (if any), the housing provider or landlord, and possible rent and service charges and increases.

## WHAT LEGISLATION PROTECTS YOU?

- **Renters:** The Residential Tenancies Branch administers [The Residential Tenancies Act](#)
- **Condo Owners:** The Life Leases Act and tenancy-related matters fall under [The Condominium Act](#).
- **First-Time Renters:** find more [resources and information](#) on moving in, forms, policies, fees, and fact sheets

## Other Housing Resources

### **A & O SUPPORT SERVICES FOR OLDER ADULTS HOUSING DIRECTORY**

Provides information about a variety of housing options in each community area.

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

Phone: 204-956-6440

Website: [www.aosupportservices.ca/our-three-pillars/counselling-services/housing/housing-directory](http://www.aosupportservices.ca/our-three-pillars/counselling-services/housing/housing-directory)

### **BUG N' SCRUB PROGRAM**

For vulnerable persons who need help due to limitations that prevent them from preparing their homes, the Bug N Scrub bed bug program provides a variety of preparation services such as moving furniture, general cleaning, laundry service, and reducing and removing clutter. Vulnerable persons who need service must be referred by qualified organizations or individuals who have first-hand knowledge of the needs of the applicant.

Phone: 1-855-362-2847

Website: [www.manitoba.ca/bedbugs/program.html](http://www.manitoba.ca/bedbugs/program.html)

### **END HOMELESSNESS WINNIPEG**

Provides a monthly benefit of up to \$250 that helps address affordability gaps in housing costs. Other supports include shelter benefits and the Canada-Manitoba Housing Benefit (CMHB) Homelessness Stream in partnership with Manitoba Housing.

Suite 209 – A, 1075 Portage Ave., Winnipeg, MB, R3G 0R8

Phone: 204-915-6940

Email: [mford@endhomelessnesswinnipeg.ca](mailto:mford@endhomelessnesswinnipeg.ca)

Website: [endhomelessnesswinnipeg.ca/cmhb](http://endhomelessnesswinnipeg.ca/cmhb)

## **LONG TERM & CONTINUING CARE ASSOCIATION OF MANITOBA**

Provides information on care options for seniors and their families, including home care, aging-in-place communities, safety and support, transportation, socialization, and financial resources. Also provides information on housing choices for seniors and their caregivers, including retirement living options, independent housing, supportive housing, and personal care homes.

Suite 202 – 135 McGregor St., Winnipeg, MB, R2W 4V7

Phone: 204-477-9888

Toll-free: 1-855-477-9888

Email: [jhiebert@ltcam.mb.ca](mailto:jhiebert@ltcam.mb.ca)

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

## **MANITOBA NON-PROFIT HOUSING ASSOCIATION**

The Manitoba Rent Relief Fund provides interest-free loans to eligible tenants behind in their rent, utilities, or who need to move into more suitable housing.

Suite 310 – 63 Albert St., Winnipeg, MB, R3B 1G4

Phone: Call or text 431-813-4357 (431-813-HELP)

Toll-free 1-855-955-4234 (1-855-955-4CFH)

Email: [communityfinancialhelpline@seedwinnipeg.ca](mailto:communityfinancialhelpline@seedwinnipeg.ca)

Website: [manitobahelps.com](http://manitobahelps.com) and [mnpha.com](http://mnpha.com)

## **Hoarding Disorder Supports**

### **A & O: SUPPORT SERVICES FOR OLDER ADULTS INC.**

Provides a voluntary program that helps individuals 55+ experiencing hoarding behaviours to live safely in their homes.

200 – 207 Donald St., Winnipeg, MB, R3C 1M5

Phone: 204-956-6440 – ask for Intake

Toll-free: 1-888-333-3121 – ask for Intake

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

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



**OCD CENTRE MANITOBA INC.**

Provides support, education, and information to people with obsessive-compulsive disorder (OCD), hoarding disorder, and problems with excessive clutter, as well as their families and health professionals. Offers support groups for individuals struggling with OCD and hoarding disorder.

930 Portage Ave., Winnipeg, MB, R3G 0P8

Phone: 204-775-6442

Email: [education@ocdmanitoba.ca](mailto:education@ocdmanitoba.ca)

Website: [mbwpg.cmha.ca/programs-services/the-ocd-centre-manitoba](http://mbwpg.cmha.ca/programs-services/the-ocd-centre-manitoba)

**Housing Maintenance**

Community Resource Coordinators can help find supports for housing maintenance including snow shoveling, grass cutting, cleaning, and general repair. Contact information for your local Community Resource Coordinators can be found at the front of this guide or by calling 211.

## Food and Basic Needs

There are many different types of programs and supports related to food assistance, including emergency food, food hampers, delivery options, community kitchens, and others. Please contact 211 to find the most appropriate options for you.

### Congregate Meals

Congregate Meal Programs offer the opportunity to enjoy well-balanced affordable meals in a social setting for older adults 55+. To find a Congregate Meal Program near you, contact 211 or your local Community Resource Coordinator.

### Food Banks

Many Food Banks require registration with Harvest Manitoba before accessing resources. If you need a food bank, your best option is to begin by contacting Harvest Manitoba or calling 211. To find a food bank or register with Harvest Manitoba, please contact Harvest Manitoba at the listing below.

#### HARVEST MANITOBA

Assists individuals in finding appropriate food assistance through the Food Support Assistance Line. Harvest will review your needs and arrange for your food hamper to be distributed to a location near you for pick up. Harvest food banks are in communities across Manitoba. Please have your Manitoba Health card ready.

#### IN WINNIPEG:

**New to Harvest?** Call 204-982-3671 or [register online](#).

**Returning Client?** Call 204-982-3660 or email [appointments@harvestmanitoba.ca](mailto:appointments@harvestmanitoba.ca)



**OUTSIDE WINNIPEG:**

Call 1-800-970-5559 or email [kellym@harvestmanitoba.ca](mailto:kellym@harvestmanitoba.ca)

**CALL CENTRE HOURS:**

Monday to Friday: 9:15 am to 3:15 pm

Saturday: 9:15 am to 12:15 pm

Website: [www.harvestmanitoba.ca](http://www.harvestmanitoba.ca)

**MANITOBA KEEWATINOWI OKIMAKANAK INC. FOOD BANK**

Provides food packages to MKO citizens living in Thompson. Food delivery is available for older adults, and people with mobility issues.

31 Nelson R., Thompson, MB, R8N 0B3

Phone: 204-677-1637

Website: [www.mkonation.com](http://www.mkonation.com)

**Meal and Food Delivery**

Some grocery stores offer food delivery for a fee. You may wish to contact your local grocery store for details and availability.

**Other Food Resources****FOOD MATTERS MANITOBA**

Supports partners with resources such as equipment and materials so that they can get out on the land to harvest (hunt, fish, trap, and gather) and feed their communities. Supports community members with resources such as equipment and materials so that they can pick and process Medicine from water and land.

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

Website: [foodmattersmanitoba.ca/northern-partnerships/#](http://foodmattersmanitoba.ca/northern-partnerships/#)

## **Nutrition**

### **DIAL-A-DIETITIAN**

A free telephone service available in 200 languages for all Manitobans to connect with a registered dietitian to support them in making informed decisions around nutritional health.

#### **Misericordia Health Centre**

99 Cornish Ave., Winnipeg, MB. R3C 1A2

Phone: 204-788-8248 in Winnipeg or 1-877-830-2892

Website: [misericordia.mb.ca/programs/PHCC/dial-a-dietitian](http://misericordia.mb.ca/programs/PHCC/dial-a-dietitian)





## Health

### Finding a Doctor

The Family Doctor Finder connects individuals and families in Manitoba to a family doctor or nurse practitioner. Family Doctor Finder is designed to connect you and your family with a home clinic, providing a home base for all your health care needs. 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, provincial registration staff will ask you to provide information about yourself and basic preferences regarding care.

Every health region has staff who focus on connecting people to a home clinic. Outside Winnipeg, these staff are known as primary care connectors. Once registered with the program, regional staff will contact you, work with you to find a home clinic, and be available to discuss your needs. These services are available in both English and French.

#### TO REGISTER:

Online: [forms.gov.mb.ca/family-doctor-finder](https://forms.gov.mb.ca/family-doctor-finder)

Phone: 204-786-7111 (in Winnipeg) OR Toll-free at 1-866-690-8260

TTY/TDD call 204-774-8618 or Manitoba Relay Services

Toll-Free at 1-800-855-0511

### Health Links

Health Links is a bilingual province-wide, 24/7, 365 days of the year, phone-based program offering triage services, health information and advice provided by registered nurses. Service in more than 100 languages is available through over-the-phone interpreters. Nurses provide support related to:

- symptom assessment and triage
- referral to the most appropriate level of care

- general health information
- assistance finding health resources in local communities

Phone: 204-788-8200 or 1-888-315-9257

Website: [misericordia.mb.ca/programs/phcc/health-links-info-sante](http://misericordia.mb.ca/programs/phcc/health-links-info-sante)

## **MB Telehealth**

Provides Manitobans with access to health services through technologies to overcome the barriers of distance, time, and expense, connecting people to the information and services they require to manage their health and well-being closer to home.

Phone: 204-940-8500

Toll-free: 1-866-999-9698

## **Northern Patient Transportation Program (NPTP)**

NPTP is the Northern Patient Transportation Program, a provincial government program of Manitoba Health and administered by the Northern Health Region, which subsidizes the travel costs of Northern residents to attend required medical appointments. The NPTP program subsidizes medical transportation costs for eligible insured services not available in your home community. These include:

- Elective medical transportation via bus, car, train or air as determined by a physician based on the patient's medical condition
- Transportation costs for essential patient escorts for children and disabled adults may also be authorized (one escort per trip)

Contact any of the NHR offices listed below regarding questions or comments about the program and whether you qualify for a travel subsidy.

### **Flin Flon Office**

Phone: 204-687-9638 or 1-800-290-1098 Option # 3

### **The Pas Office**

Phone: 204-623-9212 or 1-800-290-1098 Option # 2

### **Thompson Office**

Phone: 204-677-5337 or 1-800-290-1098 Option # 1



OR

**April Hopkins**

NPTP Regional Manager

Phone: 204-778-1512.

**INDIGENOUS HEALTH SERVICES & INTERPRETATION**

Indigenous Liaisons and interpretation services are available in Flin Flon, The Pas and Thompson hospitals to assist with addressing cultural and language barriers. They can also help deal with the impact of illness and hospitalization, provide cultural, spiritual, and emotional support as well as help make connections with family members, elders and community organizations. Please speak to your healthcare provider to access these services.

Website: [northernhealthregion.com/programs-and-services/indigenous-liaison-interpreter-services](http://northernhealthregion.com/programs-and-services/indigenous-liaison-interpreter-services)

**Community Health Centres**

The services of community health agencies are focused on the delivery of primary care. Mental health services are typically embedded in primary care services. Specialty services include pre- and post-natal care, HIV treatment, crisis intervention, occupational therapy, rehabilitation services, diabetes education and sexuality education.

For a complete listing of primary care clinics, hospitals, or nursing stations in the Northern Regional Health Region, please visit: [northernhealthregion.com/our-locations/#1540668509106-d9d2c9b8-cb84](http://northernhealthregion.com/our-locations/#1540668509106-d9d2c9b8-cb84)

**Health Cards**

Manitoba Health cards (registration certificate) are issued by the Insured Benefits Branch and allow you to access your health benefits. Your registration is affected by any change in location or family status. You should report a new address, a marriage, birth, adoption, death, divorce, or legal separation to the Insured Benefits Branch. If you lose your registration certificate, be sure to write or phone the Insured Benefits Branch for a replacement. For more information on health benefits, please visit Manitoba Health [www.manitoba.ca/health/mhsip/index.html](http://www.manitoba.ca/health/mhsip/index.html)

**Insured Benefits Branch Manitoba Health**

300 Carlton St., Winnipeg, MB, R3B 3M9

204-786-7101 Toll-free: 1-800-392-1207 TTY/TDD: 204-774-8618

**Emergency Response Information Kit (E.R.I.K.)**

Provides important medical information about you should a first responder arrive at your home during an emergency. The kits are bilingual and ideal for older adults, people living with chronic illnesses, those who live alone or who have caregivers, and others who have difficulty communicating. The E.R.I.K is maintained by Senior Resource Coordinators. Senior Resource Coordinators help connect and refer older adults 55+ to community supports, programs and services. Contact information for Senior Resource Coordinators can be found at the front of this guide or by calling 211.

**Hearing and Vision****SENIORS EYEGGLASS PROGRAM**

This program offered through Manitoba Health provides financial assistance to Manitoba residents 65+ towards the purchase of eyeglasses. Benefits are based on a fixed fee schedule, not the actual amount paid for dispensing fees, frames, or lenses. One pair of eyeglasses may be claimed every three years- or more often if recommended by a medical professional. For more information, please visit:

**Manitoba Health Ancillary Programs**

300 Carlton St., Winnipeg, MB, R3B 3M9

Phone: 204-786-7365 or 204-786-7366

Toll-free: 1-800-297-8099 Ext. 7365 or 7366

Email: [pharmacare@gov.mb.ca](mailto:pharmacare@gov.mb.ca)Website: [www.manitoba.ca/health/mhsip/eyeglasses.html](http://www.manitoba.ca/health/mhsip/eyeglasses.html)

## **CNIB**

Delivers programs for people impacted by blindness and advocates on their behalf. Offices are in Brandon and Winnipeg.

1080 Portage Ave., Winnipeg, MB, R3G 3M3

Phone: 204-774-5421; Toll-free: 1-800-563-2642

Email: [manitoba@cnib.ca](mailto:manitoba@cnib.ca)

Website: [www.cnib.ca/en?region=mb](http://www.cnib.ca/en?region=mb)

## **DEAF CENTRE MANITOBA**

An information clearinghouse that responds to inquiries about topics related to Deaf, Deaf-Blind, and Hard of Hearing persons. Has four public access computers available for the Deaf community.

285 Pembina Hwy., Winnipeg, MB, R3L 2E1

Phone: 204-284-9373

Email: [deafmb@shawbiz.ca](mailto:deafmb@shawbiz.ca)

Website: [www.deafmanitoba.org](http://www.deafmanitoba.org)

## **HEARING AID GRANT PROGRAM**

The Manitoba government announced a hearing aid grant program will roll out in June 2023. The hearing aid grant of up to \$2,000 is available to all Manitobans who meet the following eligibility criteria:

- age 65 or over
- family income below \$80,000 in the previous year
- have documented hearing loss, and
- have been prescribed hearing aids by a licensed hearing aid dealer.

To learn more about this program, visit: [www.manitoba.ca/seniors](http://www.manitoba.ca/seniors)

## Accessibility

### CONTINUITY CARE INC.

Helps families and others plan for the future of their family member with an intellectual disability. Offers workshops on topics related to Will and Estate Planning, an Introduction to the Vulnerable Persons Act, and Topics in Tax for a person with a disability.

Suite 2 – 120 Maryland St., Winnipeg, MB, R3G 1L1

Phone: 204-779-1679

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

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

### MANITOBA LEAGUE OF PERSONS WITH DISABILITIES

Offers Manitoba-based accessibility consulting services, including staff training, policy drafting and auditing to organizations seeking to comply with the Accessibility for Manitobans Act (AMA).

Ste 909 – 294 Portage Ave, Winnipeg R3C 0B9

Phone: 204-943-6099; Toll-free: 1-888-330-1932

Email: [contact@mlpd.mb.ca](mailto:contact@mlpd.mb.ca)

Website: [mlpd.mb.ca](http://mlpd.mb.ca)

### MANITOBA POSSIBLE

A nonprofit providing programs and services to Manitobans with disabilities and their families and communities. Office locations exist in Winnipeg, Steinbach, Brandon, Selkirk, Morden, Dauphin, and Thompson.

303-83 Churchill Drive. Thompson, Manitoba R8N 0L6

Phone: (204) 778-4277, Toll-Free: 1-888-367-0268

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

Website: [www.manitobapossible.ca](http://www.manitobapossible.ca)

## Foot Care Services

To find foot care services near you, contact 211 or your local Community Resource Coordinator.



## Palliative & Advance Care Planning

### PALLIATIVE CARE

Palliative or end-of-life care is an approach that improves the quality of living and dying for the patient and their families. The palliative approach provides:

- exceptional care to alleviate suffering
- important physical and practical supports
- psychological, social, and spiritual supports

Palliative or end-of-life care is for any individual or family with a life-threatening illness regardless of age. Palliative care can be part of an enhanced therapy for a disease, or it may become the total focus of care.

Find more resources at Manitoba Health: [Palliative Care — Frequently Asked Questions](#).

### ADVANCE CARE PLANNING (ACP)

Advanced care planning is a reflective process. It's a way to consider your values, beliefs and wishes for care. ACP may include:

- conversations with family and friends
- sharing your wishes for health and personal care in the event you become sick
- writing down your wishes
- completing a health care directive
- talking with healthcare providers, like your doctor
- getting advice from financial or legal professionals

In the event of a health crisis where you become unable to speak for yourself, it's important your family and friends know your wishes.

#### LEARN MORE:

- **Advance Care Planning Canada** — provides [resources and an interactive planning tool](#)
- **Winnipeg Regional Health Authority** — provides [resource links and a planning workbook](#)

## HEALTH CARE DIRECTIVES

A health care directive is also known as a living will. Filling out and signing a health care directive is part of the advanced care planning process.

As a Manitoban you are protected under the Health Care Directives Act. You have the rights:

- to accept or refuse medical treatment at any time
- 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 communicate your wishes
- to allow you to give another person the power to make medical decisions for you should you ever be unable to make those decisions for yourself.

To learn more about the purpose of health care directives, forms, and proxies, visit: [www.manitoba.ca/health/livingwill.html](http://www.manitoba.ca/health/livingwill.html)



## Mental Health

There are many types of mental health services, including crisis counselling, drop-in counselling, phone lines, specialized services for those experiencing grief, anxiety, depression, elder abuse, isolation, survivors of Residential Schools, and more. To find the appropriate service, or for a more extensive list of resources, call 211.

### Crisis Support

#### **MANITOBA SUICIDE PREVENTION HOTLINE**

A 24-hour, non-judgemental and confidential service. Our caring and compassionate counsellors will listen and support you.

Phone: 1-877-435-7170

Website: [reasontolive.ca](http://reasontolive.ca)

#### **KLINIC COMMUNITY HEALTH**

Operates a 24-hour telephone crisis line, providing counselling, crisis intervention, support, information, and referrals.

Phone: 204-786-8686, Toll-free: 1-888-322-3019

Website: [klinik.mb.ca](http://klinik.mb.ca)

### **Mental Health Supports – Regional Health Authority**

#### **NORTHERN HEALTH**

Community Mental Health Services will assess, provide counselling, education and referral services to adults, children, seniors, and adolescents. Following an assessment, psychiatry and psychology consultations are available, when necessary, with services provided in many communities in the Northern Health Region.

To access Community Mental Health services, please call:

**The Pas Primary Health Care Centre** at 1-204-623-9650 or  
204-623-6431 (after hours)

**Flin Flon Primary Health Care Centre** at 1-204-687-1350 or  
204-687-7591 (after hours)

**Thompson Public Health** (Thompson Regional Office) at 1-204-677-5350  
or call your local health centre or nursing station.

## General Mental Health Support

### CANADIAN MENTAL HEALTH ASSOCIATION (CMHA)

As with any health issue, navigating Manitoba's complex system of care can be overwhelming. At CMHA, specialists are available to help all Manitobans find the best type of care or service to match their mental health needs. Offices are in Winnipeg, Selkirk, Portage la Prairie, Dauphin, The Pas, and Thompson.

Phone: 204-775-6442 (Service Navigation Hub)

#### CMHA Swan Valley Branch – Parkland & The Pas Region (Dauphin office)

123 – 1st Ave. SW, Dauphin, MB, R7N 1S1

Phone: 204-734-2734

Email: [reception@cmhaswanvalley.ca](mailto:reception@cmhaswanvalley.ca)

#### CMHA Swan Valley Branch – Parkland and The Pas Region (The Pas Office)

The Pas, MB, R9A 1K6

Phone: 431-355-0932

Email: [reception@cmhaswanvalley.ca](mailto:reception@cmhaswanvalley.ca)

Phone: 204-775-6442

Email [hub@cmhawpg.mb.ca](mailto:hub@cmhawpg.mb.ca)

Website: [mbwpg.cmha.ca/cmha-service-navigation-hub](http://mbwpg.cmha.ca/cmha-service-navigation-hub)



## Counselling

### **ANXIETY DISORDERS ASSOCIATION OF MANITOBA (ADAM)**

Provides resources, programming, and a support line for individuals suffering from anxiety. Callers leave their name and contact information so an ADAM representative can contact them.

Website: [adam.mb.ca](http://adam.mb.ca)

#### **Swan River/Flin Flon/The Pas**

Toll-free: 1-800-805-8885

Phone: 204-614-0113

Email: [swanriver@adam.mb.ca](mailto:swanriver@adam.mb.ca)

#### **Burntwood (Thompson)**

Phone: 204-670-2551

Toll-free: 1-800-805-8885

Email: [burntwood@adam.mb.ca](mailto:burntwood@adam.mb.ca)

#### **Churchill**

Toll-free: 1-800-805-8885

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

## Addictions Support

### **ADDICTIONS FOUNDATION OF MANITOBA**

Provides a safe, sober, structured setting and includes individual and group counselling, discussion groups, lectures, and videos. Call to inquire about the application process.

146 Magnus Ave., Winnipeg, MB, R2W 2B4

Phone: 204-944-6209 Toll-free: 1-866-638-2561

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

Website: [afm.mb.ca/](http://afm.mb.ca/)

#### **AFM Thompson**

90 Princeton Dr., Thompson, MB, R8N 0L3

Phone: 204-677-7300

Toll-free: 1-866-291-7774

## **RAPID ACCESS TO ADDICTIONS MEDICINE (RAAM) CLINIC**

RAAM clinics are walk-in clinics for adults (ages 18+) seeking help with high-risk substance use and addiction. This includes people who want to try medical assistance to reduce or stop their substance use. They may experience frequent intoxication or overdose symptoms, as well as unpleasant withdrawal symptoms when attempting to reduce or stop their substance use. RAAM clinics are also for people with substance-related health issues, such as hepatitis, pancreatitis, and infections. No referral is needed. RAAM Clinics can be found in Brandon, Portage la Prairie, Selkirk, Thompson, and Winnipeg.

Website: [sharedhealthmb.ca/services/mental-health/raam-clinic](https://sharedhealthmb.ca/services/mental-health/raam-clinic)

### **RAAM CLINIC THOMPSON**

#### **Eaglewood Treatment Centre**

90 Princeton Dr., Thompson, MB, R8N 0L3

Phone: 1-866-291-7774 or 204-677-7300 or 204-677-7240

To learn when other RAAM clinics open or for more information, call the Manitoba Addictions Helpline at 1-855-662-6605 or go to [mbaddictionhelp.ca/services/rapid-access-to-addictions-medicine-raam](https://mbaddictionhelp.ca/services/rapid-access-to-addictions-medicine-raam)

### **ROSAIRE HOUSE ADDICTION CENTRE**

A culturally-based addiction recovery program for adults delivered by staff that are knowledgeable, supportive and trained in providing addiction recovery services. Programs offered are trauma informed, culturally safe and residents are treated with dignity and respect. Rosaire House is administered through the Northern Health Region and is part of the St. Anthony's Hospital campus.

144 Ross Ave., The Pas, MB, R9A 1K4

Phone: 204-623-6425



## Legal Support

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

Provides legal services on-site to individuals 55 years of age and older on matters such as Wills, power of attorney and health care directives. Fees for service are determined in consultation with lawyers on first visit.

200 – 207 Donald St., Winnipeg, MB, R3C 1M5

Phone: 204-956-6440

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

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

### **COMMUNITY LEGAL EDUCATION ASSOCIATION**

#### **Law Phone-In & Lawyer Referral Program**

Provides general legal information and advice over the phone in response to callers' inquiries. Will make referrals to law-related agencies or lawyers.

Phone: 204-943-2305

Toll free: 1-800-262-8800

### **LEGAL AID MANITOBA**

Provides representation to people with low incomes around such issues as consumer rights, housing, mental health, poverty, and more.

4th Floor – 287 Broadway, Winnipeg, MB, R3C 0R9

Phone: 204-985-8500 Toll-free: 1-800-261-2960

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

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

**Northern Area Office – The Pas**

P.O. Box 2429

1 St. Goddard Ave., The Pas, MB, R9A 1M2

Phone: 204-627-4837 Toll-free: 1-855-775-2397

Fax: 204-627-4840

**Northern Area Office – Thompson**

2nd Floor, 3 Station Road

Thompson, MB, R8N 0N3

Phone: 204-677-1224 Toll-free: 1-855-444-4665

Fax: 204-677-1347



## Senior Abuse

Senior abuse is any action or inaction by a person in a relationship of trust which jeopardizes the health or well-being of an older person. Abuse can present in many forms, including physical, sexual, emotional, financial, and more. If you are concerned that you, or an older adult you know, may be experiencing abuse or neglect and have questions, please contact the Seniors Abuse Support Line. Calls are free and confidential.

### **KLINIC**

Phone (9 a.m. to 5 p.m. CST, Monday to Friday): Toll-free: 1-888-896-7183

### **A & O: SUPPORT SERVICES FOR OLDER ADULTS INC.**

Assists older individuals experiencing abuse by a family member, friend, spouse, or someone in a position of trust.

Suite 200-207 Donald St., Winnipeg, MB, R3C 1M5

Phone: 204-956-6440 and ask for intake Toll-free: 1-888-333-3121

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

Website: [www.aosupportservices.ca/our-three-pillars/safety-security/elder-abuse-prevention-services](http://www.aosupportservices.ca/our-three-pillars/safety-security/elder-abuse-prevention-services)

## Fraud

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

Collects information on fraud and identity theft, provides information on past and current scams affecting Canadians, and accepts reports of fraud and identify theft.

Phone: 1-888-495-8501

Website: [www.antifraudcentre-centreantifraude.ca/index-eng.htm](http://www.antifraudcentre-centreantifraude.ca/index-eng.htm)

### **MANITOBA HYDRO – FRAUD AWARENESS**

Provides information to help protect against fraud, including a number you can call to ensure any individual at your door requesting access is not posing as a Hydro worker.

Phone: 204-480-5900 or 1-888-624-9376

Website: [www.hydro.mb.ca/accounts\\_and\\_services/frauds\\_and\\_scams](http://www.hydro.mb.ca/accounts_and_services/frauds_and_scams)





## Specialized Services

There are many community centres for ethnocultural groups in Winnipeg and specialized programs for people from various backgrounds and identities. For a more exhaustive list of specific programs, please call 211.

### Newcomers

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

##### **Senior Immigrant Settlement Services (SISS)**

Provides programming on a wide range of settlement services for newcomers 55 years of age and over, covering topics such as:

- Canadian laws and culture
- Health and safety
- Housing
- Transportation
- Money and banking
- Community information

Suite 200 – 207 Donald St., Winnipeg, MB, R3C 1M5

Phone: 204-956-6440

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

Website: [www.aosupportservices.ca/Senior-immigrant-settlement-services](http://www.aosupportservices.ca/Senior-immigrant-settlement-services)

### **IMMIGRANT CENTRE MANITOBA INC.**

Provides programs and services for newcomers related to settlement services, employment, nutrition, citizenship test training, a variety of language services, and more.

100 Adelaide St., Winnipeg, MB, R3A 0W2

Phone: 204-943-9158

Email: [frontdesk@icmanitoba.com](mailto:frontdesk@icmanitoba.com)

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

### **NEW JOURNEY HOUSING: HOUSING RESOURCE CENTRE FOR NEWCOMERS TO CANADA**

Strives to reduce the challenges newcomers to Canada face as they seek to attain and retain decent, affordable housing in Manitoba with a priority in Winnipeg.

Unit 200 – 305 Broadway, Winnipeg, MB, R3C 3J7

Phone: 204-942-2238

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

Website: [newjourneyhousing.com](http://newjourneyhousing.com)

### **THOMPSON NEWCOMER SETTLEMENT SERVICES**

Helps newcomer individuals and families integrate into life in their new country. Programs and services are free for all permanent residents and refugees in Thompson.

P.O. Box 1208, #2 – 3 Station Rd., Thompson, MB, R8N 1P1

Phone: 204-670-5193

Toll-Free: 1-888-303-2232

Email: [tcober@northcentraldevelopment.ca](mailto:tcober@northcentraldevelopment.ca)

Website: [www.thompsonsettlement.ca](http://www.thompsonsettlement.ca)

### **WINNIPEG CHINESE SENIOR ASSOCIATION**

Phone: 204-291-7798

Email: [wcsa.wpg@hotmail.com](mailto:wcsa.wpg@hotmail.com)

Website: [www.winnipegchineseseniors.ca](http://www.winnipegchineseseniors.ca)



## Indigenous

### **ASSEMBLY OF MANITOBA CHIEFS/WRHA – PATIENT ADVOCATE UNIT**

Regional Indigenous Patient Advocate works on behalf of patients both in hospital and the community to support their needs and rights. The Advocate also partners with the Assembly of Manitoba Chiefs' Patient Advocacy Unit to ensure individuals living outside of Winnipeg have support.

Call if you or your family member:

- speaks an Indigenous language,
- is being discharged.
- wants a patient advocate,
- wants ceremonies or traditional medicines,
- needs additional support.

Phone: 204-940-8880 or Toll-free: 1-877-940-880

Email: [indigenoushealth@wrha.mb.ca](mailto:indigenoushealth@wrha.mb.ca)

Website: [wrha.mb.ca/indigenous-health/%20patient-services/advocacy](http://wrha.mb.ca/indigenous-health/%20patient-services/advocacy)

### **EAGLE URBAN TRANSITION CENTRE (EUTC)**

A service organization mandated by the Assembly of Manitoba Chiefs and serving as a central location for First Nations clients seeking transitional support while living in or relocating to Winnipeg.

200-275 Portage Ave. Winnipeg, MB R3B 2B3

Phone: 204-956-0610, Toll-free: 1-888-324-5483

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

Website: [manitobachiefs.com/advocacy/urban](http://manitobachiefs.com/advocacy/urban)

### **FIRST NATIONS AND INUIT HOPE FOR WELLNESS HELP LINE**

24/7 counselling available through phone and chat in English, French, and upon request, in Cree, Ojibway, Inuktitut.

Phone: 1-855-242-3310

Website: [www.hopeforwellness.ca](http://www.hopeforwellness.ca)

## **INDIGENOUS SERVICES CANADA**

A federal government department providing information and services to Indigenous people in the Manitoba Region, including registering for a status card, as well as programs and services available to Indigenous communities and individuals.

Phone: 1-800-567-9604

Email: [Infopubs@aadnc-aandc.gc.ca](mailto:Infopubs@aadnc-aandc.gc.ca)

Website: [www.canada.ca/en/indigenous-services-canada.html](http://www.canada.ca/en/indigenous-services-canada.html)

## **KEEWATINOHK INNINIW MINOYOAWIN INC. (KIM)**

KIM is a First Nations led health entity that supports health transformations for First Nations in northern Manitoba. As a self-governing First Nations health organization, KIM sets out to achieve health related services that are reflective of the needs and priorities of First Nations people.

202 – 1700 Ellice Ave, Winnipeg, MB, R3H 0B1

Phone: 204-202-8852

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

Website: [www.kiminoayawin.com](http://www.kiminoayawin.com)

## **KIVALLIQ INUIT CENTRE**

Provides meals and accommodations for Inuit people who are in Winnipeg for medical appointments.

310 Burnell St. Winnipeg, MB, R3G 2A8

Phone: 204-944-7110

Patient Referral Office, Rankin Inlet:

Toll Free Line: 1-844-886-8020, Phone: 1-867-645-4336

## **MANITOBA ASSOCIATION OF FRIENDSHIP CENTRES**

Provides information about Friendship Centres in Manitoba.

73 Hargrave St., Winnipeg, MB, R3C 1N3

Phone: 204-942-6299

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

Website: [friendshipcentres.ca](http://friendshipcentres.ca)



## **MANITOBA INUIT ASSOCIATION**

Offers four broad categories of services, including training, employment & education, health and well-being, cultural and community connections, and post-secondary information.

Unit 3 – 1000 Notre Dame Ave, Winnipeg, MB, R3E 0N3

Phone: 204-774-6848

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

Website: [www.manitobainuit.ca](http://www.manitobainuit.ca)

## **MANITOBA KEEWATINOWI OKIMAKANAK (MKO)**

MKO is a nonprofit, political advocacy organization that provides a collective voice on issues of inherent, Treaty, Aboriginal and human rights for the citizens of the sovereign First Nations they represent. MKO provides a variety of services including the Mobile Crisis Response Team, an all-Indigenous team of special front-line helpers who will mobilize within your respective community. The team will provide traditional and comfortable safe supports for your experience during your crisis.

102 – 1700 Ellice Ave. Winnipeg, MB, R3H 0B1

Phone: 1-844-927-LIFE (5433)

Email: [crisisresponse@mkonorth.com](mailto:crisisresponse@mkonorth.com)

Website: [mkonation.com/health/mobile-crisis-response-team](http://mkonation.com/health/mobile-crisis-response-team)

### **Thompson Office**

206 – 55 Selkirk Ave

Thompson, MB, R8N 0M5

Phone: 204-677-1600

Toll free: 1-800-442 0488

### **Nelson House**

Nisichawayasihk Cree Nation

Nelson House, MB, R0B 1A0

Toll free: 1-800-442 0488

Website: [mkonation.com](http://mkonation.com)

## **MANITOBA MÉTIS FEDERATION**

Offers a wide range of programming, education, training, and supports to and by Manitoba's Métis citizens. Local regional offices have unique programming to their area. To learn more, contact the local office or visit their website.

Phone: 204-586-8474

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

## **NON-INSURED HEALTH PROGRAM – FOR FIRST NATIONS AND INUIT PEOPLE**

This program, through the federal government, pays for prescribed drugs, dental services and other health benefits not otherwise covered under social programs, private insurance plans, or Provincial insurance.

Website: [www.sac-isc.gc.ca/eng/1576790320164/1576790364553](http://www.sac-isc.gc.ca/eng/1576790320164/1576790364553)

## **FRIENDSHIP CENTRES**

Friendship Centres provide culturally relevant programs and services for Indigenous people living in urban centres across Canada in multiple areas including, health, shelter, youth, justice and development. They have also become a place for Indigenous and non-Indigenous people to come together, to share traditions, and to learn from one another.

## **MA-MOW-WE-TAK FRIENDSHIP CENTRE INC.**

Strives to meet the needs of urban Indigenous people within Thompson and surrounding communities who are making the transition from life on the reserve or rural community to urban life. It provides social, education, cultural, employment and recreational programs and services to the community.

4 Nelson Rd, Thompson, MB, R8N 0B4

Phone: 204-677-0950

Email: [reception@mamowwetak.mb.ca](mailto:reception@mamowwetak.mb.ca)

Website: [www.facebook.com/mamowwetakFC](http://www.facebook.com/mamowwetakFC)

### **Flin Flon Friendship Centre**

57 Church St., Flin Flon MB, R 8A 1K8

Phone: 204-687-3900 or 204-687-3888



**Lynn Lake Friendship Centre**

625 Gordon Ave., Lynn Lake MB, R0B 0W0

Phone: 204-356-2407

**The Pas Friendship Centre**

103 Edwards Ave., The Pas MB, ROB 2J0

Phone: 204-627-7500

**2SLGBTQ+****RAINBOW RESOURCE CENTRE**

Offers support to the 2SLGBT+ community through counselling, education, and programming for individuals ranging from children to 55+.

545 Broadway, Winnipeg, MB, R3C 0W3

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

Phone 204-474-0212 ex. 201

Toll-free: 1-855-437-8523

Website: [rainbowresourcecentre.org](http://rainbowresourcecentre.org)

## French Speaking Community of Manitoba

Pour obtenir le service en français, composez le 211

### **SOCIÉTÉ DE LA FRANCOPHONIE MANITOBAINE**

**233-ALLO**

Provides information to Manitoba's French-speaking community and promotes French language services, resources, and activities throughout the province.

233-ALLO can help you find the following information:

- Francophone and bilingual activities
- services offered in French in Manitoba
- French educational material
- Bilingual volunteer opportunities
- Francophone resources and more

106 – 147 Provencher Blvd., Winnipeg, MB, R2H 0G2

Phone: 204-233-2556

Email: [233allo@sfm.mb.ca](mailto:233allo@sfm.mb.ca)

Website: [www.sfm.mb.ca/english-info/233-allo-information-service](http://www.sfm.mb.ca/english-info/233-allo-information-service)

### **FÉDÉRATION DES AÎNÉS DE LA FRANCOPHONIE MANITOBAINE, INC.**

**Support Services by Conseil des francophones 55+**

Offers French-language information, resources, and services to Manitoba's French-speaking older population.

Ste 123 – 400 Des Meurons St., Winnipeg, MB, R2H 0G2

Email: [conseil55@fafm.mb.ca](mailto:conseil55@fafm.mb.ca)

Website: [fafm.mb.ca/conseil-55](http://fafm.mb.ca/conseil-55)

This guide represents commonly requested information and services to assist older adults. It does not represent every program in Manitoba. For personalized service available 24/7 in 150 languages, please contact 211.





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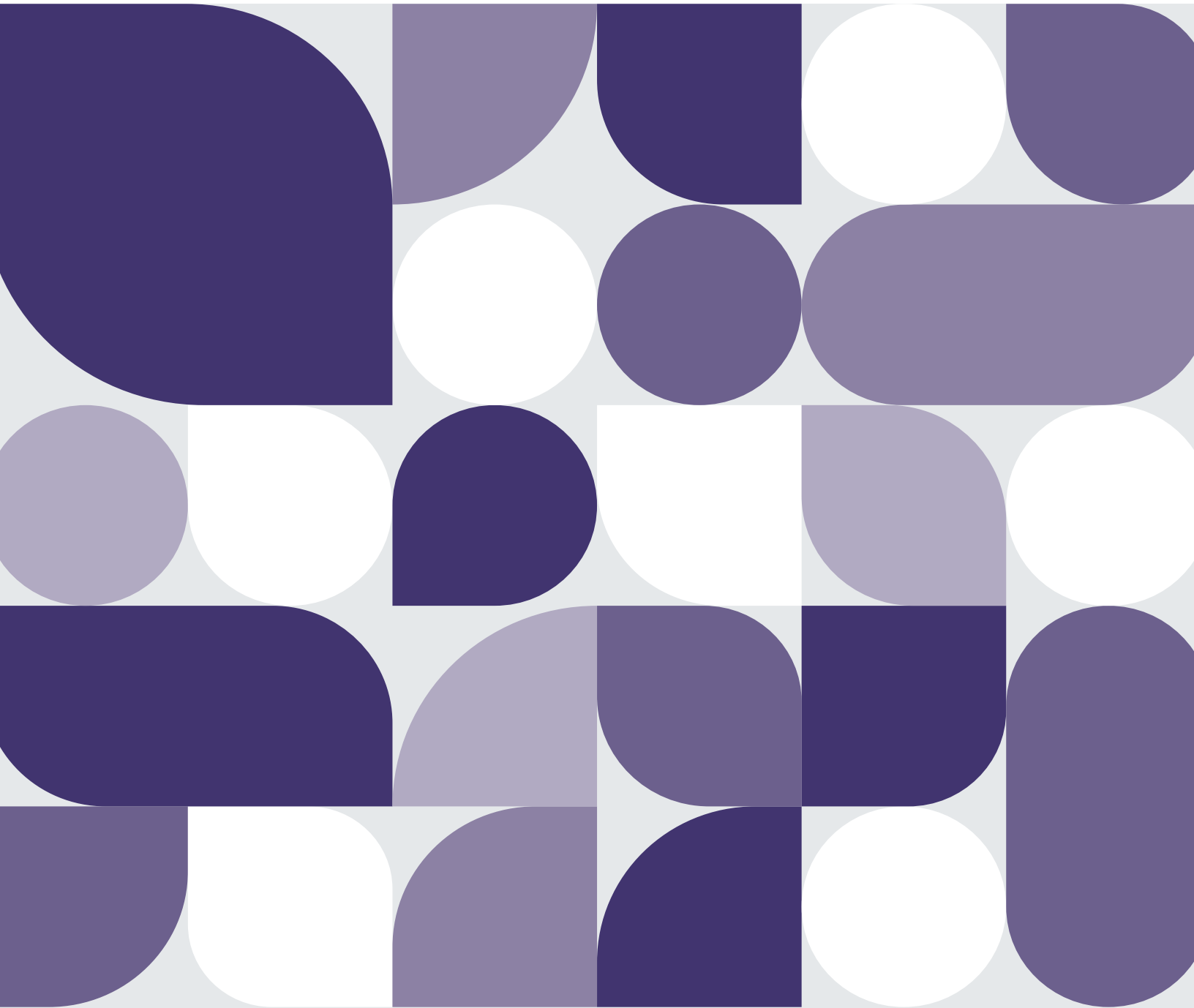
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- TONS (Transportation Options Network for Seniors)
- Winnipeg Regional Health Authority
- Southern Health – Santé Sud
- Prairie Mountain Health
- Northern Regional Health Authority
- Interlake-Eastern Regional Health Authority







**United Way**  
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