

MANITOBA **SENIORS** GUIDE

SOUTHERN REGION



United Way
Winnipeg



Manitoba[®]

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).

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 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

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

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.

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.

Contents

Introduction.....3

Important Numbers and Contacts7

Community Resource Coordinators9

Active Living, Recreation, and Social Connections 16

Financial Supports22

Transportation Options.....29

Housing32

Food and Basic Needs40

Health 44

Mental Health.....51

Legal Support.....56

Senior Abuse57

Fraud58

Specialized Services59

Acknowledgements66



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

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
- **Gambling Helpline:** 1-800-463-1554
- **Manitoba Farm, Rural & Northern Support Services:** 1-866-367-3276
- **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

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

To find what benefits you may be eligible for through the Federal Government, you may also visit: 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 Coordinators in the Southern Region:

LA BROQUERIE

Seine River Services for Seniors Inc.

Email: labseinerss@gmail.com

Phone: 204-424-5285

CARMAN

Carman Active Living Centre

Phone: 204-745-2356

Email: carmanseniors@mymts.net

Website: www.activelivingcentrecarman.ca

CRYSTAL CITY

Crystal City & District Friendship Club Inc.

Phone: 431-867-0122

DE SALABERRY

RM of De Salaberry

Phone: 204-347-5652

Email: servicestoseniors@rmdesalaberry.mb.ca

Website: www.facebook.com/groups/402965700560800

ELIE

Cartier Senior Citizens Support Committee Inc.

Phone: 204-353-2470

Email: cartierseniors55@outlook.com

Website: www.sites.google.com/view/cartier-cscsc

EMERSON

Emerson Franklin Healthy Living Centre

Phone: 204-542-0689

Email: srcoordinator@emersonfranklin.com



GLADSTONE

Gladstone Area Senior Support Program

Phone: 204-385-3026

Email: april@gladstoneseniorsupport.com

HEADINGLEY

Headingley Senior Services

Phone: 204-889-3132 ext 3

Email: seniors@rmofheadingley.ca

KLEEFELD

Kleefeld Recreation Association

Phone: 204-346-7822

Email: geraldine.wiens@hanovermb.ca

LORETTE

Bles D'or de Lorette Inc.

Phone: 204-878-2682

Email: clubblesdor@outlook.com

MACGREGOR

MacGregor Austin Senior Support

Phone: 204-685-2083

Email: macss@mymts.net

MONTCALM

RM of Montcalm

Phone: 204-746-4547

Email: montcalmserviceprogram@gmail.com

MORDEN

Morden Activity Centre

Phone: 204-822-5663

Email: mordensfs@gmail.com, mordenactivitycentre@gmail.com

Website: www.mordenseniors.ca

MORRIS

Morris Area Seniors Service

Morris, MB, R0G 1K0

Phone: 204-746-6336

Email: mass@mymts.net

NIVERVILLE

Niverville Senior Services

Phone: 204-388-2188

Email: sts@heritagecentre.ca

NOTRE DAME DE LOURDES

Ensemble Chez Soi

Phone: 204-248-7291

Email: ndslchezsoi@gmail.com

Website: www.notre-dame-de-lourdes.ca

PEMBINA (MANITOU, LA RIVIÈRE, AND DARLINGFORD)

Pembina Community Resource Council

Phone: 204-242-2241

Email: pembinacrc@gmail.com

PILOT MOUND

Louise Community Support Services

Phone: 204-825-2443

Email: louisecs@mymts.net

PINEY

LGD of Piney Community Resource Council Inc – Manitoba

Phone: 204-437-2604

Email: lgdseniors@gmail.com

PLUMAS

Plumas Seniors Citizens Community Hall

Phone: 204-386-2029

Email: ssplumas@mymts.net



PORTAGE LA PRAIRIE**Portage Service for Seniors**

Phone: 204-239-6312

Email: psfsrc@shaw.caWebsite: portageservicefors.wixsite.com/psfs**Herman Prior Senior Services Centre**

Phone: 204-857-6951

Email: hermanpriorcentre@gmail.comWebsite: www.hermanprior.com**Portage la Prairie Community Revitalization Corp.**

Phone: 204 240 7272

Email: a.pierre@portagecrc.com**RITCHOT****Ritchot Senior Services Inc.**

Phone: 204-883-2880

Email: Ritchotseniors@mymts.netWebsite: www.ritchotseniors.wixsite.com/ritchotseniors**STARBUCK****Macdonald Services to Seniors Inc.**

Phone: 204-735-3052

Email: mssi@mymts.netWebsite: www.macdonaldseniors.ca**STE ANNE****Club Jovial**

Phone: 204-422-8766

ST-PIERRE-JOLYS**St. Pierre Jolys Senior Services**

Phone: 204-433-3276

Email: seniorservices@ratriverrecreation.com

STEINBACH

Pat Porter Active Living Centre

Phone: 204-320-4604

Email: crc@patporteralc.com

Website: www.patporteralc.com

SWAN LAKE

Lorne Community Support Services

Phone: 204-836-2585

Email: debbierondeau@mymts.net

TACHE

RM of Tache

Phone: 204-230-2131

Email: laurie@rmtache.ca

VITA AND DISTRICT

Shady Oak Lodge

Phone: 204-425-3701

Email: vdrc@mymts.net

WINKLER

Winkler & District Multi-Purpose Senior Centre Inc.

Phone: 204-325-8964

Website: www.winklerseniorcentre.com

CRC: Denise Enns

Email: denise@winklerseniorcentre.com

CRC: Cathleen Bergen

Email: cathleen@winklerseniorcentre.com



If you are unable to locate a CRC in or near your community, contact Michelle Mansell with the Southern Regional Health Authority:

Michelle Mansell
Seniors Program Specialists
Southern Regional Health Authority
Email: mmansell@southernhealth.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 or call 211.

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

Website: www.aosupportservices.ca

CARMAN

Active Living Centre Carman

Provides activities including Floor Shuffle, Fitness, Carpet Bowling, Pool, Bridge, Table Tennis, Pickleball, Movie Night, Cooking, Secret Pals, Mah Jongg, Choir, Old time Band dances Friday afternoons & Scrabble.

47 Ed Belfour Dr., Carman, MB, R0G 0J0

Phone: 204-745-2356

Email: carmanalc@gmail.com

Website: www.activelivingcentrecarman.ca

CRYSTAL CITY

Crystal City & District Friendship Club Inc.

The Crystal City and District Friendship Club Inc. is a nonprofit community based organization for individuals who are 55+. The Centre was developed by older adults for older adults to improve and enhance the physical, emotional and social well-being of the citizens in our community and surrounding area.

117 Broadway St., Crystal City, MB, R0K 0N0

Phone: 431-867-0122

LA BROQUERIE

Seine River Services for Seniors Inc.

93 Principale St., La Broquerie, MB, R0A 0W0

Email: labseinerss@gmail.com

Phone: 204-424-5285

Website: www.facebook.com/SRSSENIORS

MORDEN

Morden Activity Centre

A recreational facility for all older adults. Features a wide variety of programs, activities, games, guest speakers and more. Also has a meal program.

306 North Railway St., Morden, MB, R6M 1S7

Phone: 204-822-5663

Email: mordensfs@gmail.com, mordenactivitycentre@gmail.com

Website: www.mordenseniors.ca

PLUMAS**Plumas Seniors Citizens Club**

Provides support services to seniors (55+) and physically disabled residents in the Plumas area including visiting, entertainment, and social gatherings.

102 White St., Plumas, MB, R0J 1P0

Phone: 204-386-2029

Email: ssplumas@mymts.net

PORTAGE LA PRAIRIE**Portage Service for Seniors**

Provides vital services to help older adults remain in their homes for as long as possible, including a meal program which ensures that older adults in the community have access to healthy, nutritious meals.

40A Royal Rd. N, Portage la Prairie, MB, R1N 1V1

Phone: 204-239-6312

Email: psfsrc@shaw.ca

portageservicefors.wixsite.com/psfs

Herman Prior Senior Services Centre

Provides a number of social activities including card games, health, and fitness programs. Also has a tool library and rents medical equipment.

40A Royal Rd. N, Portage la Prairie, MB, R1N 1V1

Phone: 204-857-6951

Email: hermanpriorcentre@gmail.com

Website: www.hermanprior.com

STEINBACH**Pat Porter Active Living Centre**

Has regular programming including pickleball, coffee times, card games, music, and crafts.

10 Chrysler Gate, Steinbach, MB, R5G 2E6

Phone: 204-320-4600

Email: crc@patporteralc.com

Website: www.patporteralc.com

WINKLER

Winkler and District Multi-Purpose Senior Centre Inc

The Senior Centre is a focal point in Winkler and the surrounding district providing opportunities for persons 55 plus to experience a positive and dignified retirement lifestyle in their community. Provides services that engage the whole person including sport, community, volunteerism, personal wellness, and meals.

Suite 102 – 650 South Railway Ave., Winkler, MB, R6W 0L6

Phone: 204-325-8964

Email: office@winklerseniorcentre.com

Website: www.winklerseniorcentre.com

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

Website: 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

Website: 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

Website: www.createretirementmanitoba.ca

MEN'S SHEDS

A "Men's Shed" is any community-based, non-commercial organization open to all men. It provides a safe, friendly, and inclusive environment where men can gather and work on meaningful projects at their own pace, in their own time, and in the company of other men. The primary objective is to advance the health and well-being of participants. Examples of Men's Sheds activities include:

- Short-term volunteering in the community
- socialization such as chess or cribbage and coffee
- woodworking projects, bike repair, and cooking

Men's Shed are located throughout Manitoba including one Southern Region location in the RM of Ritchot. Contact information for your local Menshed group can be found by calling 211.

PORTAGE LEARNING AND LITERACY CENTRE INC.

Provides individuals of the Portage la Prairie and Central Plains region with opportunities to realize their literacy, educational, employment, and life goals through a positive and supportive environment.

110 Saskatchewan Ave. W, Portage La Prairie, MB RR1N 0M1

Phone: 204-857-6304

Email: info@pllc.ca

Website: pllc.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 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

Website: www.volunteermanitoba.ca

Financial Supports

Government Benefits

SERVICE CANADA

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

To find what benefits you may be eligible for through the Federal Government, you may also visit: 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

Other Locations in the Southern Region:

Morden

290 North Railway, Morden MB, R6M 1S7

Phone: 204-822-2861

Toll-free: 1-888-310-0568

Notre Dames de Lourdes

Centre Dom Benoit

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

Phone: 204-248-7270

Toll-free: 1-866-267-6114

St. Pierre-Jolys

Box 98, St. Pierre-Jolys MB, R0A 1V0

Phone: 204-433-3340

Toll-free: 1-800-651-8217

Steinbach

242 – 323 Main St., Steinbach MB, R5G 1Z2

Toll-free: 1-866-682-9782

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 St., 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

Website: 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

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

Website: 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



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

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

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

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

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

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

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

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

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



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

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

Email: information@vac-acc.gc.ca

Website: 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

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



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 Senior Resource Coordinators/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.

Steinbach

Unit 105 – 150 Penfield Dr., Steinbach, R5G 1V7

Phone: 204-326-5336

Website: www.manitobapossible.ca/steinbach

Email: info@manitobapossible.ca

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

Website: 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

Web: www.tonsmb.org

Local Volunteer Transportation Options

In addition to contacting your local Senior Centre or Community Resource Coordinator, the following listings are available in the Southern Region:

CARMAN

Carman Handi-Van Corp.

Phone: 204-745-3477

Email: kfindlay@mts.net

EMERSON

Emerson and District Handi-Van Inc.

104 Church St., Emerson, MB, R0A 0L0

Phone: 204-373-2002

Email: emersontownoffice@emersonfranklin.com



MUNICIPALITY OF LOUISE**Rock Lake Handy Van**

Municipality of Louise, Box 310, Crystal City, MB, R0K 0N0

Phone: 204-949-1085

Email: fina@louisemb.com

MACGREGOR**NorMac Handi Transit**

Phone: 204-685-2390 (during business hours) or

204-871-0343 (after business hours)

Email: booknormie@gmail.com

MORDEN**Morden Community Handi-Van**

Homestead South, 400 Loren Dr, Morden, MB, R6M 0E2

Phone: 204-822-5047

Email: mrdhandi@mymts.net

Website: www.mymorden.ca/community-handi-van

PORTAGE LA PRAIRIE**Portage Handi-Van**

Phone: 204-239-1300

Email: delgum@rogers.com

Website: portagelaprairiehandivan.com

SWAN LAKE**Lorne Community Handivan Inc.**

28 – 5 St. Swan Lake, MB, R0G 2S0

Phone: 204-836-240



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.

Home care services are determined by a comprehensive assessment done by a Home Care Case Coordinator. For a complete listing of Case Coordinators in your area, please visit the Southern Regional Health Authority website at: www.southernhealth.ca/en/finding-care/find-a-service/home-care/#HomeCareLink

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.manitoba.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.

To discover locations that offer SSGL in the Southern Region, visit: www.southernhealth.ca/en/finding-care/care-by-topic/care-in-your-home/community-senior-services/support-to-seniors-in-group-living

Your local Community Resource Coordinator may also be able to provide you with this information.

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 home care in your region visit your RHA website: www.southernhealth.ca

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](#)

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

Phone: 204-956-6440

Website: 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

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

Website: 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@lcam.mb.ca

Website: www.lcam.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

Website: manitobahelps.com and mnpha.com

NEW JOURNEY HOUSING: HOUSING RESOURCE CENTRE FOR NEWCOMERS TO CANADA

Provides information related to housing and benefits like Rent Assist, Child Tax Benefit, and GST to newcomers to Canada, regardless of how long they've been in Canada or their immigration status.

Unit 200, 2nd Floor – 305 Broadway, Winnipeg, MB, R3C 3J7

Phone: 204-942-2238

Email: info@newjourneyhousing.com

Website: www.newjourneyhousing.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

Website: 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

Website: mbwpg.cmha.ca/programs-services/the-ocd-centre-manitoba

Housing Maintenance

Community Resource Coordinators can help find support 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



OUTSIDE WINNIPEG:

Call 1-800-970-5559 or email 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

ACCUEIL KATERI CENTRE INC.

A local food bank that distributes food to families in need within the boundaries of the Rural Municipality of Ste-Anne and the Town of Ste-Anne.

132 Central Ave., Ste Anne, MB, R5H 1C3

Phone: 204-371-4984

Email: accueilkatericentreinc@gmail.com

Website: Accueilkatericentre.ca

COMMUNITY RESOURCE CENTRE

Operates monthly Food Bank for residents of the Municipality of North Norfolk.

24 Hampton St. E, Macgregor, MB, R0H 0R0

Phone: 204-685-2977

Email: communityrc@hotmail.com

Website: www.facebook.com/CRCFOODVAULT

NIVERVILLE HELPING HANDS

Operates a Food Bank that provides regular food hampers for pick-up by those in need and distributes Christmas Hampers.

85 2nd St. S, Niverville, MB, R0A 0A1

Phone: 204-392-5699

Email: Info@nivervillehelpinghands.org

Website: www.nivervillehelpinghands.org

RED RIVER VALLEY FOOD BANK

Provides temporary food items to area residents in need and distributes food hampers once a week to area residents.

Suite 4 – 156 Boyne Ave. W, Morris, MB, R0G 1K0

Phone: 204-746-6544

Email: patrempel1942@gmail.com

SOUTH EAST HELPING HANDS

Provides food assistance and emergency food supplies to those in need in Steinbach and 25 other small communities in the southeastern region of Manitoba.

525 Main St. Steinbach, MB R5G 0L5

Phone: 204-326-2599

Email: southeasthelpinghands@gmail.com

WINKLER AND DISTRICT FOOD CUPBOARD INC.

Provides supplemental food to people in need.

555 Main St, Winkler, MB R6W 4A8

Phone: 204-325-0257

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.

HEART TO HOME MEALS

Provides age-friendly meals, and meals for individuals with special diets, delivered to your home for a fee.

Phone: 1-866-933-1516

Website: www.hearttohomemeals.ca



PORTAGE SERVICE FOR SENIORS

Delivers lunch to the homes of eligible individuals in the Portage la Prairie area.

40A Royal Rd. N, Portage la Prairie, MB R1N 1V1

204-239-6312

Email: psfsmeals@shaw.ca

Website: portageservicefors.wixsite.com/psfs

VITA AND DISTRICT RESOURCE COUNCIL

Offers home delivered meals/meal pick up service 4 days a week to residents in Vita.

Shady Oak Lodge

Unit 12 – 132 Drull Ave., Vita, MB, R0A 2K0

Phone: 204-425-3701

Email: vdrc@mymts.net

WINKLER & DISTRICT MULTI-PURPOSE SENIOR CENTRE INC.

Delivers Meals on wheels (lunch) to eligible older adults in Winkler.

102 – 650 South Railway Ave., Winkler, MB R6W 0L6

Phone: 204-325-8964

Email: office@winklerseniorcentre.com

Website: www.winklerseniorcentre.com

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

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

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

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

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.

To find a community health centre near you, visit the Southern Health Authority website at: www.southernhealth.ca/en/finding-care/find-a-service/health-centres-2

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

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 EYEGLOSS 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

Website: www.manitoba.ca/health/mhsip/eyeglasses.html

CNIB

Delivers programs for people impacted by low vision and 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

Website: 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 Highway, Winnipeg, MB, R3L 2E1

Phone: 204-284-9373

Email: deafmb@shawbiz.ca

Website: 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

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

Website: 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
Website: 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.

Steinbach

150 Penfield Dr, Unit105, Steinbach, R5G 1V7.
Phone: 204-326-5336
Website: www.manitobapossible.ca/steinbach
Email: info@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](#).

PALLIATIVE MANITOBA

Provides direct services and information for individuals, families, and caregivers to lessen the stress at end of life. Palliative Manitoba partners with agencies and health care providers throughout the province to speak in support of universal access to quality palliative care.

2109 Portage Ave., Winnipeg, MB, R3J 0L3

Phone: 204-889-8525, Toll-free: 1-800-539-0295

Email: info@palliativemanitoba.ca

Website: palliativemanitoba.ca

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 your rights 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

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

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

Mental Health Supports – Regional Health Authority

SOUTHERN HEALTH-SANTÉ SUD – COMMUNITY MENTAL HEALTH SERVICES

If you are living with mental illness, you can contact Southern Health-Santé Sud who will provide an assessment and referral based on that assessment. Among many supports, Community Mental Health services will assess, provide counselling, education and referral services.

Phone: 1-888-310-4593 for an assessment



SOUTHERN HEALTH-SANTÉ SUD DROP IN COUNSELING

If you're struggling with your mental health or with a particularly difficult problem you just haven't been able to overcome, are presently on a mental health waitlist, or need a refresher session, consider utilizing this service. In a one-time walk-in session, you can discuss your struggles, explore coping, and get information about other resources that might help. Anything that is on your mind is a good reason to schedule a drop-in counselling session.

Steinbach (9am-3pm)

450 Main St. Steinbach, MB

Portage la Prairie (9am-3pm)

524 5th SE, Portage la Prairie, MB

Winkler (9am-3pm)

351 Main St. Winkler, MB

General Mental Health Supports

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)

Email hub@cmhawpg.mb.ca

Website: mbwpg.cmha.ca/cmha-service-navigation-hub

CMHA CENTRAL REGION

236 Saskatchewan Ave. E, Portage la Prairie, MB, R1N 0K9

Phone: 204-239-6590

Email: info@cmhacentral.ca



Counselling

ANXIETY DISORDERS ASSOCIATION OF MANITOBA (ADAM) – CENTRAL (ALTONA)

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.

Phone: 204-304-0271

Toll-free: 1-800-805-8885

Email: central@adam.mb.ca

Website: adam.mb.ca

AULNEAU RENEWAL CENTRE

Provides counselling for mental health and addictions. Self-referrals are available by phone, email, or online.

345 Loewen Blvd., Steinbach, MB, R5G 0C3

Phone: 204-987-7090

Email: reception@aulneau.com

Website: aulneau.com

PEMBINA COUNSELLING CENTRE INC.

Provides confidential, professional counselling services for people experiencing difficulty functioning personally or in relationships.

Unit 205 – 30 Stephen St., Morden, MB, R6M 2G3

Phone: 204-822-6622

Email: reception@pccmb.ca

Website: pembinacounsellingcentre.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.

Toll-free: 1-866-638-2561

Email: MBAddictionHelp@afm.mb.ca

Website: afm.mb.ca

AFM Portage la Prairie

Portage District General Hospital

524 Fifth St., SE, Portage la Prairie, MB, R1N 3A8

Phone: 204-239-2260

AFM Southport

175 Nomad St., Southport, MB, R0H 1N1

Phone: 204-428-6600

AFM Steinbach

365 Reimer Ave., Steinbach, MB R5G 0R9

Phone: 204-326-7724

Fax: 204-346-9194

AFM Winkler-Morden Area

PO Box 1840

351 Main St., Winkler MB R6W 4B6

Phone: 204-325-0946



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.

Portage la Prairie RAAM Clinic

159 – 5th Street S.E., Portage la Prairie, MB, R1N 1H4

Phone: 204-239-8800

Website: sharedhealthmb.ca/services/mental-health/raam-clinic

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

Website: 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

Website: www.legalaid.mb.ca

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

Website: 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

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

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.

Newcomer

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

Website: www.aosupportservices.ca/Senior-immigrant-settlement-services

EASTMAN IMMIGRANT SERVICES

Provides programming on a wide range of settlement services for newcomers

D4-284 Reimer Avenue

Steinbach, Manitoba R5G 0R5

Phone: (204) 346-6609

email: info@eastmanis.com

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

Website: www.icmanitoba.com

PORTAGE LEARNING AND LITERACY CENTRE INC. – NEWCOMER'S WELCOME CENTRE

Provides individuals of the Portage la Prairie and Central Plains region with opportunities to realize their literacy, educational, employment, and life goals through a positive and supportive environment.

110 Saskatchewan Ave W. Portage La Prairie, MB R1N 0M1

Phone: 204-857-6304

Email: info@pllc.ca

Website: pllc.ca

REGIONAL CONNECTIONS IMMIGRANT SERVICES

A one-stop-shop that provides services, resources, and referrals for Newcomers living in South Central Manitoba.

Altona Office

Phone: 204-324-6858

Morden Office

Phone: 204-822-4387

Winkler Office

Phone: 204-325-4059

SOUTH EASTMAN ENGLISH AND LITERACY SERVICES INC.

Provides programs and services that help newcomers settle in Manitoba. Services include reception and orientation, employment counselling and special events.

Box 1891, Steinbach, MB, R5G 1N5

Phone: 204-408-8325



WINNIPEG CHINESE SENIOR ASSOCIATION

Phone: 204-291-7798

Email: wcsa.wpg@hotmail.com

Website: 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

Website: wrha.mb.ca/indigenous-health/%20patient-services/advocacy

DAKOTA OJIBWAY HEALTH SERVICES

The Dakota Ojibway Health Services provides services in the areas of health consultation, community health, home & community care, diabetes initiatives, crisis response, counselling, community wellness, logistics, and Jordan's Principle services on and off-reserve.

230-5010 Crescent Road W, Keeshkeemaquah, MB, R1N 4B1

Phone: 204-988-5370

Website: www.dotc.mb.ca/dotc-health-services

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
 Website: 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

INDIGENOUS SENIOR RESOURCE CENTRE

The Indigenous Senior Resource Centre is a nonprofit, charitable organization that uses a holistic approach to ensure the respect and well-being of Indigenous seniors in Winnipeg.

A1 – 100 Robinson St. Winnipeg, MB, R2W 4C6
 Phone: 204-586-4595
 Email: admin@asrcwpg.ca
 Website: asrcwpg.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
 Website: www.canada.ca/en/indigenous-services-canada.html



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

Website: 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

Website: www.manitobainuit.ca

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

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

SOUTHERN CHIEFS ORGANIZATION INC.

Represents 34 Anishinaabe and Dakota Nations in Southern Manitoba. Provides community members support through a variety of programs and services. For more information, please contact:

Swan Lake First Nation, Suite 200 – 200 Alpine Way, Headingly, MB, R4H 0B7

Phone: 204-946-1869

Toll-free: 1-866-876-9701

Fax: 204-946-1871

Email: receptionist@scoinc.mb.ca

Website: scoinc.mb.ca

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

Phone 204-474-0212 ex. 201

Email: info@rainbowresourcecentre.org

Toll-free: 1-855-437-8523

Website: rainbowresourcecentre.org

SUNSHINE HOUSE

Offers the Like That Drop-in Program that provides support primarily for members of the 2SLGBTQ+ community.

646 Logan Ave. Winnipeg, MB, R3A 0S7

Phone: 204-783-8565

Email: contact@sunshinehousewpg.org

Website: www.sunshinehousewpg.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

Website: 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

Website: 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.

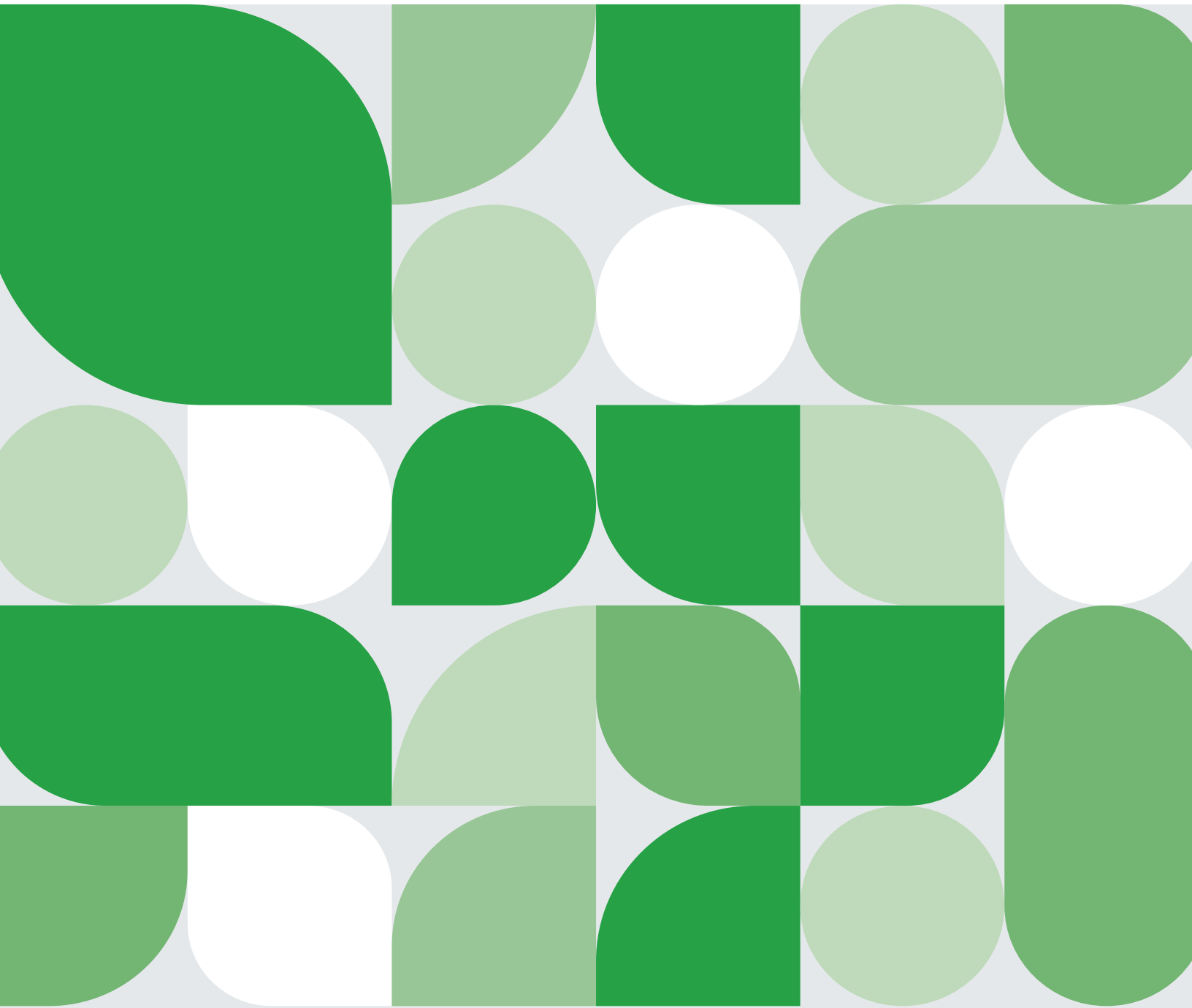
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- Manitoba Association of Senior Communities
- TONS (Transportation Options Network for Seniors)
- Winnipeg Regional Health Authority
- Southern Health – Santé Sud
- Prairie Mountain Health
- Northern Regional Health Authority
- Interlake-Eastern Regional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



United Way
Winnipeg



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