



Services *for* **You**



Guide to Government of Canada Services in
Manitoba



Government
of Canada

Gouvernement
du Canada

Canada 

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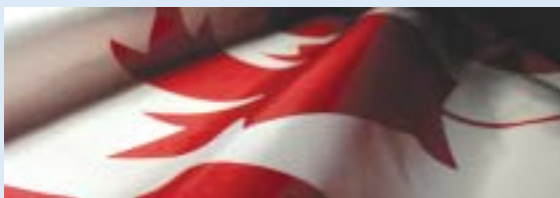
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Introduction

Government of Canada services are designed to meet your changing needs. This guide, *Services for You*, describes a few of these services, how they work and how you can access them. It has five sections. Each deals with individual needs or areas of common concern.

- Topics are in **bold**.
- Titles of booklets and pamphlets appear in *italics*.
- Toll-free telephone numbers and Web site addresses are provided at the end of each description.
- A detachable list of toll-free telephone numbers and Web sites for other frequently used services is provided at the end of the guide.



We encourage you to keep *Services for You*. If your needs change, it will help you find the right service.

About other services

To find out about other Government of Canada services:

- Call 1 800 O-Canada (1 800 622-6232), the Government of Canada information service;
- Visit the Government of Canada main Web site: canada.gc.ca

This guide is also available in large print, on audio cassette, in Braille and on computer diskette by calling 1 800 O-Canada.

Environment

Saving species at risk

A sea of shoulder-high grass once covered more than one million acres of southern Manitoba. Most of the grass disappeared when settlers moved into the area.

Through its **Habitat Stewardship Program for Species at Risk**, the Government of Canada is conserving some 7,000 acres of tall prairie grasses. This in turn helps protect species at risk, such as the Western Fringed Prairie Orchid. In total, almost 10,000 acres of aspen parkland and prairie grasses have been restored and protected.



 **1 800 263-0595**

 www.speciesatrisk.gc.ca

and click on "Programs" in the menu on the left



You can help your community protect the environment

Want to get your community involved in cleaning up the environment? Help is available through the EcoAction Program. The program supports projects that protect the environment. If your non-profit group has an environmental project in mind, contact EcoAction.

 **1 800 567-1570**

 www.ec.gc.ca/ecoaction

How you can take positive action on climate change



Climate change affects our health, environment and economy. By using less energy, we can reduce the greenhouse gas emissions that contribute to **climate change**. Here are a few simple ways to save energy every day:

- Turn off lights, appliances, televisions and computers when not needed.
- Seal leaks around doors and windows.
- Check the EnerGuide label when buying a new appliance.
- Turn off your vehicle whenever possible. Letting your vehicle run for just 10 seconds uses more fuel than restarting your engine.
- Lower your thermostat at night or when you're not at home.
- Take the bus. One full bus takes 40 vehicles off the road. That saves fuel and reduces carbon dioxide emissions and pollutants.
- Use compact fluorescent bulbs. They last longer and use 75% less energy.
- Clean or replace your furnace filter regularly.
- Install low-flow shower heads.
- Fix leaky faucets.

☎ **1 800 O-Canada**
🌐 www.climatechange.gc.ca



Save energy and money at home

The Office of Energy Efficiency can help you **save energy and money in your home**.

A great place to begin is the pamphlet, *What is Energy Star?* Order it today and start saving.

☎ **1 800 387-2000**
🌐 www.oeo.nrcan.gc.ca
and click on "Publications"

Families and children

Make your home child-safe

Find out how you can **make your home safer for children**. The booklet, *Is Your Child Safe?*, tells you how to make sure strollers, cribs and high chairs are safe for your child. There's also information about bunk beds, playpens, pacifiers, children's clothing and play-ground equipment. The guide is ideal for parents, grandparents and caregivers.



- ☎ **1 866 225-0709 (toll-free)**
- 🌐 www.hc-sc.gc.ca/english/protection and click on "Consumer Products"

Pre-school program helps Aboriginal children

Aboriginal Head Start is giving hundreds of Aboriginal children in Manitoba a head start on school. The half-day pre-school program for children up to age six also teaches healthy lifestyles. Your child will learn about healthy eating, active living and Aboriginal culture and languages. As a parent, you'll learn how to get involved in your child's education. The program is run on reserves and in urban and rural communities.



- ☎ **1 866 225-0709 (toll-free)**
- 🌐 www.hc-sc.gc.ca/childhood-youth and click on "Aboriginal Childhood & Youth"

A learning experience for the whole family

One Aboriginal Head Start participant says the program not only “helps my child in all areas of growth and development, it supports the whole family. When my daughter comes home now, she talks about her Aboriginal culture. And she’s teaching me things about our culture that I never really learned growing up.”

Health



Guarding against the West Nile virus

Manitoba’s mosquitoes can do more than just bug you. They may also carry the **West Nile virus**. But it’s unlikely you’ll be bitten by a mosquito carrying the virus.

And, even if you are, you may

not become infected. Should you become infected, you’ll probably develop only mild flu-like symptoms such as fever, headache or body aches. On the other hand, the elderly, the young and those with weak immune systems may experience more serious problems.

Health Canada has a national plan to reduce the risk of being infected by the West Nile virus. As part of that plan, blood samples from humans, birds and mosquitoes are being tested at Health Canada’s

Canadian Science Centre for Human and Animal Health in Winnipeg.

 **1 866 225-0709 (toll-free)**

 **<http://nile.healthcanada.net>**

Don't let mosquitoes get to you this summer

The following tips can help you reduce the risk of being bitten by a mosquito:

- Repair window screens.
- Wear protective clothing.
- Use mosquito repellent with DEET.
- Spend less time outdoors in the morning and evening—these are peak hours for mosquitoes.
- Get rid of standing water in your yard. Clean out eavestroughs and store or cover containers that can hold water, such as old tires, buckets, wheelbarrows and empty planters.

Remote communities gain access to health care

People in isolated Manitoba communities often find it difficult to get proper health care. In addition to being hard to reach, these communities find it difficult to attract health care workers. Now, the **Telehealth Network** will link 20 northern communities to medical services in the south.

If you live in a remote area, you'll be able to get advice on a variety of medical issues, including:

- diabetes;
- mental health;
- child care; and
- fetal alcohol syndrome.



☎ **1 866 225-0709 (toll-free)**

🌐 **www.hc-sc.gc.ca/ohih-bsi**

and click on "Key Topics," then on "Telehealth"

Innovation

In business, health care, or in the revitalization of communities, the Government of Canada is committed to encouraging novel approaches and invention. Read on for examples of innovation at work in Manitoba and advice on how to learn more.



Loan leads to a whole new company

Thanks to a **Government of Canada loan**, AcSION Industries of Pinawa is flying high. AcSION used the money to buy the equipment it needed to produce parts for Canada's aerospace industry. It then teamed up with Air Canada to create an aircraft repair and manufacturing company in Winnipeg. The new firm is expected to create 270 high-tech aerospace jobs over the next two years.

 **1 888 338-9378 (toll-free)**
 www.wd.gc.ca

Support for businesses

The Government of Canada provides support for businesses and innovation. To find out more about programs to help businesses, contact Western Economic Diversification Canada.

A success in any language

Maureen Mitchells of Winnipeg was quick to act when she saw a California business using multilingual operators to help with emergency calls. Government of Canada programs helped Maureen take advantage of Canada's language diversity to start her own call centre. Today, CanTalk Canada Inc. provides immediate language services to 120 countries. It employs 175 people and offers services in 110 languages.

Programs to support your business

The following programs provide business and trade-related information. Find out what's new in your industry, how to write a business plan and how to export to international markets.

- The Canada/Manitoba Business Service Centre
1 800 665-2019
www.cbcs.org/manitoba
- Western Economic Diversification
1 888 338-9378 (toll-free)
www.wd.gc.ca
- The Women's Enterprise Centre
1 800 203-2343
www.wecm.ca



Rural businesses get support

Looking for help to expand your small rural business? Get the support you need at one of Manitoba's 15 **Community Futures Development Corporations**. These non-profit organizations are run by volunteer boards of directors and funded in part by the Government of Canada. They offer loans and advice to small- and medium-sized businesses. They also provide self-employment programs for youth and for entrepreneurs with disabilities.



☎ **1 888 338-9378 (toll-free)**

🌐 **www.wd.gc.ca**

and click on "Community Futures Development Corporations"


Training program bears fruit

Annette Brightnose of Cormorant wanted to know more about harvesting in Manitoba's northern forests. A training program supported by the Community Futures Development Corporation gave her the information she needed. It also provided advice on how to start and run a business. Today, Annette and her family harvest mushrooms, berries, floral greens and medicinal herbs. They also sell craft supplies and landscaping materials. And she's teaming up with others to form the Manitoba Wild Harvesters Association.

Business loans for entrepreneurs with disabilities

The **Urban Entrepreneurs with Disabilities Program** reduces barriers and increases self-employment opportunities for Canadians with disabilities. By providing business loans, the program helps urban entrepreneurs with disabilities build their businesses.

 **1 888 338-9378 (toll-free)**

 **www.wd.gc.ca/eng/finance**
and click on "Business Financing for Western Canada"



On the road to independence

Larry Smykalski of Winnipeg has a back disorder and Crohn's disease. But the owner of Prime Auto Sales is on the road to independence, thanks in part to the Urban Entrepreneurs with Disabilities Program. The loan program helped Larry set up his home-based business. Today, he buys and upgrades cars by fulfilling customer requests for improvements such as pinstripping or new rims.

More information for businesses

Government of Canada Web sites can provide the resources your company needs to succeed. Three of the best-known sites are **Canada's Innovation Strategy**, **BusinessGateway** and **Strategis**. You'll get advice on:

- starting a business;
- researching markets, taxes and regulations;
- innovation;
- using and analysing business statistics; and
- selling to governments.

■ www.innovationstrategy.gc.ca
■ www.businessgateway.ca
■ strategis.gc.ca

Internet



Public access to the Internet is available

You don't have to own a computer to use the Internet. Chances are there's an organization in your area that offers affordable access to computers and the Internet. Through the **Community Access Program**, the Government of Canada helps community-based organizations in Manitoba buy computers. The Community Access Program also offers computer and Internet training in schools, libraries and community centres.

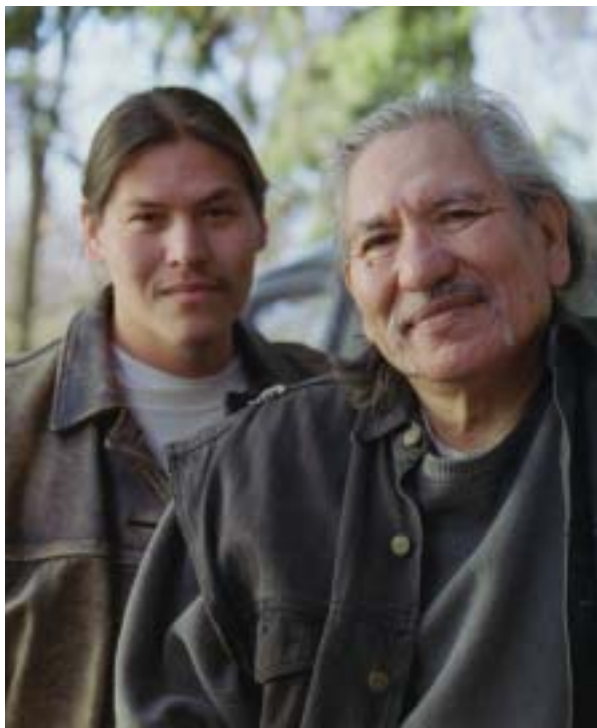
■ **1 800 575-9200**
■ <http://cap.ic.gc.ca>

Researching your family tree

Although they don't own a computer, a Morris couple was still able to research their family trees. The pair simply went to the Valley Regional Library in Morris, one of many community access sites in Manitoba. Thanks to the library's Internet connection, the couple say they found all the information they hoped for, and more. The access site is funded by the Community Access Program.

On-line information for Aboriginal people

The **Aboriginal Canada Portal** is an Internet site designed to meet the needs of Aboriginal people in Manitoba and across Canada. It provides access to resources, contacts and government programs and services.



 www.aboriginalcanada.gc.ca

Canada's New Health Care Accord

Recently, the Prime Minister and the provincial Premiers reached an agreement about sustaining and reforming Canada's treasured health care system. To make that agreement a reality, the Government of Canada is **increasing federal funding for health care by \$34.8 billion over the next five years.**

The Accord reinforces the five key principles of the *Canada Health Act* and it provides increased support for existing health care services across the country.

Equally important, it seeks and finances change – for the better:

- better access to appropriate primary health care providers on a 24-7 basis, reducing pressures on emergency departments;
- improved home-care services and coverage against catastrophic drug costs;
- a compassionate care benefit, through employment insurance, for those who need to take time off work temporarily to support a gravely ill family member;

- new diagnostic and medical equipment, to shorten waiting lists and speed up treatments;
- secure electronic patient records, to avoid repetitive and time-consuming paperwork;
- more science and innovation at research hospitals;
- special attention will be paid by federal, provincial and territorial governments to the health needs of Aboriginal peoples.

The Accord also provides for the creation of a Health Council to report regularly to all Canadians on the quality of their health care system. Citizens and taxpayers have a right to know how health dollars are being spent and how health reforms are being implemented.

For more Health Care Accord information:

☎ 1 800 O-Canada
(1 800 622-6232)
TTY 1 800 465-7735

🌐 canada.gc.ca