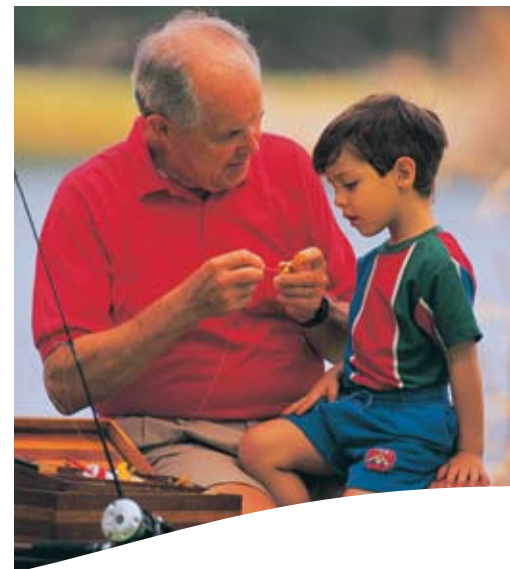


Manitoba Seniors' Guide

2007/2008



Information on a wide range of resources for older manitobans



Caring for Seniors

Aging in Place

Aging in Place is the central principle in the planning of all provincial government housing and long-term care initiatives.

By increasing the opportunity to remain in one's community, or "age in place", Manitobans will be provided options to continue to contribute to the social, civic and economic life of the community.

Aging in Place is a matter of preserving the ability for Manitobans from every culture to remain safely in their own community, to enjoy the familiar social, cultural and spiritual interactions that enrich their lives even though their health may be compromised.

Aging in Place supports an individual's identity and sense of self within the larger community, whether it is in rural or urban areas, in northern or aboriginal communities.

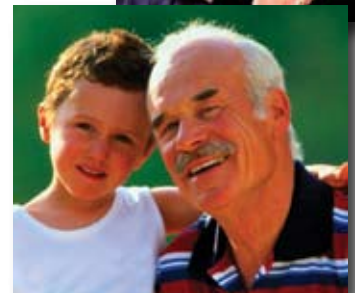
The principles of *Aging in Place* addresses the need for affordable options for housing with supports, as alternatives to premature personal care home placement. The strategy addresses the elements between an individual living in their home and Personal Care Homes.

Aging in Place is a lifestyle that supports the following inherent values:

- Safety and security - living with reduced risks in the home;
- Flexibility - adjusting services to meet changing needs;
- Choice - freedom to choose among options;
- Equity - equal access for all seniors;
- Dignity - Ability to maintain sense of self worth, self esteem and humanness

It is anticipated that supporting individuals to remain in their community and "age in place" will not only promote independence in daily living, but will also maximize overall well being and health.

For more information on Manitoba's *Aging in Place*, visit www.gov.mb.ca





MESSAGE FROM MINISTER RESPONSIBLE FOR SENIORS

As Minister responsible for Seniors, I am pleased to welcome readers to the latest revised edition of the *Manitoba Seniors' Guide*. This guide is a useful book, full of information to assist the user to remain knowledgeable about a wide range of resources and services in Manitoba so they can make well informed decisions and choices. We hope that the new format allows you to easily find and read information on a wide range of topics, so you can make well-informed decisions and choices. I appreciate the efforts of the Manitoba Council on Aging for once again producing the *Manitoba Seniors' Guide*.

The guide includes descriptions and contact information including phone numbers, addresses and websites. At the Seniors and Healthy Aging Secretariat website, for example, you can access information about our programs, services and publications. It provides an overview of the Secretariat's role and links. Here, you can learn more about the Secretariat's progress on the *Advancing Age: Promoting Older Manitobans, Healthy Aging and Elder Abuse* strategies. Visit the website at www.gov.mb.ca/shas.

Our government greatly appreciates the many contributions made by seniors to our families, communities and province. We are committed to working with our partners in projects such as this guide to ensure Manitoba seniors maintain the highest possible quality of life. We hope that you find the *Manitoba Seniors' Guide* helpful.

A handwritten signature in black ink that reads "Kerri Irvin-Ross". The signature is fluid and cursive, with a period at the end.

Kerri Irvin-Ross
Minister responsible for Seniors



MESSAGE FROM CHAIR OF MANITOBA COUNCIL ON AGING

The Manitoba Council on Aging wishes to express appreciation to the staff of the Seniors and Healthy Aging Secretariat, and all those involved in the production of the latest edition of the Manitoba Seniors' Guide. The Guide presents current, comprehensive information about the resources and services available to seniors across the province.

Members of the Manitoba Council on Aging appreciate the opportunity to serve as advisors to the Minister responsible for Seniors. Together we will continue the important work of creating policies and programs that will enable seniors to actively participate in a wide variety of activities that promote healthy aging throughout their lives.

To accomplish this goal, we know that we must respect the elders in our community. Their knowledge, their experience, their understanding of the world, the wisdom they hold within their hearts and minds are not limited by the passing years. Rather seniors desire a world which continues to hold endless possibilities for new experiences, new challenges, new knowledge, and new commitments to community service.

We are grateful that across this province, seniors are working to make Manitoba a better place to live for all of us, and we hope that we can continue to provide them with the support they need to accomplish their goals. To that end, it is my hope that this Seniors Guide will be of assistance to all Manitoba seniors.

We welcome your feedback and suggestions to help us continue to produce a guide that meets the needs of seniors in our community. Your continuing participation helps to make this publication a success.

A handwritten signature in cursive script that reads "Norma Drosdowech".

Norma Drosdowech
Chair, Manitoba Council on Aging

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Acknowledgement

We would like to thank the Seniors and Healthy Aging Secretariat and Manitoba Health for their help in preparing this brochure

PERSONAL INFORMATION

Name: _____

Address: _____

Postal Code: _____

Telephone: _____

Social Insurance: _____

Manitoba Health Card: _____

Name/Telephone Number of:

Relative: _____

Friend: _____

Doctor: _____

Pharmacy: _____

Allergies: _____

Lawyer: _____

Other: _____

Other: _____

Manitoba Seniors and Healthy Aging Secretariat

822 - 155 Carlton Street

Winnipeg, MB R3C 3H8

Fax: 948-2514

E-mail: seniors@gov.mb.ca

Website: www.gov.mb.ca/shas

In Winnipeg: 945-2127

Toll-free: 1-800-665-6565

Seniors Information Line

In Winnipeg: 945-6565

Toll-free: 1-800-665-6565

FREQUENTLY CALLED NUMBERS

Consumers Bureau 945-3800
Toll-free: 1-800-782-0067

Eyeglass Program 786-7365
Toll-Free: 1-800-392-1207
Ext. 7365

Federal Income Tax Inquiries

Toll-free: 1-800-959-8281

55 Plus Supplement 523-5230
(Killarney)

Toll-free: 1-800-563-8793

Handicap Parking Pass 975-3257

Health Links 788-8200
Toll-free: 1-888-315-9257

Home Care Information 940-2655 (Wpg)
Rural – contact RHA page 28

Law Phone-In 943-2305
Toll-free: 1-800-262-8800

Manitoba

Government Inquiry 945-3744
Toll-free: 1-866-626-4862

Manitoba Housing Authority
Application Inquiries 945-7319

OAS/GIS/ CPP Information
Toll-free: 1-800-277-9914

Pharmacare Drug Program 786-7141
Toll-free: 1-800-297-8099

Residential Tenancies

Branch 945-2476
Toll-free: 1-800-782-8403

Seniors Abuse Line 945-1884
Toll-free: 1-888-896-7183

Tax Assistance Office 948-2115
Toll-free: 1-800-782-0071

Vital Statistics 945-3701
Toll-free: 1-800-282-8069
Ext. 3701

Information

MANITOBA COUNCIL ON AGING

The Manitoba Council on Aging serves in an advisory capacity to the Minister responsible for Seniors. The Council ensures that a senior's perspective is reflected in government programs and policies that relate to seniors.

The Manitoba Council on Aging Act received Royal Assent in June 2005 and provides a legislative foundation for the work of the Council.

It is responsible for providing the Minister with information and advice about the aging process as it relates to:

- implications for all age groups in Manitoba;
- programs, services, policies, legislation and the needs and interests of older Manitobans;
- promoting awareness and understanding.

Members represent a cross-section of geographic, ethnic and community service backgrounds in Manitoba.

The Council welcomes individual and group expressions of interest and concern about seniors' issues.

MANITOBA SENIORS AND HEALTHY AGING SECRETARIAT

The Seniors and Healthy Aging Secretariat works with all departments to create an environment within the Province of Manitoba that promotes health, independence and well-being of all Manitoba seniors. The Secretariat provides:

- support to the Minister responsible for Seniors to ensure the needs and concerns of seniors are reflected through a co-ordinated and comprehensive framework of legislation, public policy and programs;
- a central source of information and referral for seniors and their families, seniors' organizations and government departments.
- a collaborative approach to working across government, with community groups and the private sector;
- policy and administrative support to the Council on Aging in the exploration of aging issues.

For more information contact:

822 - 155 Carlton Street

Winnipeg, MB R3C 3H8

Phone: 945-2127

Toll-free: 1-800-665-6565

Seniors Organizations

AGE AND OPPORTUNITY (A&O)

Age and Opportunity operates five senior centres in Winnipeg, which provide a variety of health-related, educational, recreational programs and on-site social work counselling. Other services include resources for caregivers, retirement planning, legal assistance and Friendly Visiting Services. For more information, contact:

Age and Opportunity

200 - 280 Smith Street

Winnipeg, MB R3C 1K2

Phone: (204) 956-6440

E-mail: info@ageopportunity.mb.ca

Website: www.ageopportunity.mb.ca

CREATIVE RETIREMENT MANITOBA (CRM)

Creative Retirement Manitoba contributes to the well being of older persons and their communities by developing and offering innovative and interactive learning opportunities with and for older persons. Programs include:

- Courses on a range of subjects including fitness and computers
- Students and Seniors Together
- Retirement preparation
- Public education on seniors and aging
- Leisure activities and special events
- Seniors Resource Network website (seniors.cimnet.ca)

Creative Retirement Manitoba

270 Sherbrook Street

Winnipeg, MB R3C 2B9

Phone: 949-2565

E-mail: info@crm.mb.ca

Website: www.crm.mb.ca

LA FÉDÉRATION DES AÎNÉS FRANCO-MANITOBAINS INC. (FAFM)

FAFM represents and protects the interests of Francophones aged 55 years and over while contributing to the development of the community. Primary actions are lobbying, communication, promotion, and community development. For more information, contact:

La Fédération des aînés franco-manitobains Inc.

212 - 383 Provencher Blvd.

St. Boniface, MB R2H 0G9

Phone: 235-0670

Toll-free: 1-800-665-4443

E-mail: info@fafm.mb.ca

MANITOBA SOCIETY OF SENIORS INC. (MSOS)

The MSOS is a charitable non-profit and non-partisan organization. MSOS represents the views of older Manitobans with government, the media, business and employer groups.

MSOS members pay an annual fee of \$20 (\$30 for a household). In return the members receive free personal income tax preparation, the monthly *Manitoba Society of Seniors Journal, Fifty and Beyond*, as well as recreation and travel discounts. For more information, contact:

Manitoba Society of Seniors

202 - 323 Portage Avenue

Winnipeg, MB R3B 2C1

Phone: 942-3147 in Winnipeg

Toll-free: 1-800-561-6767

outside Winnipeg

E-mail: membership@msos.mb.ca

Website: www.msos.mb.ca

MANITOBA ASSOCIATION OF MULTI-PURPOSE SENIOR CENTRES (MAMSC)

MAMSC is the unifying agent of senior centres in Manitoba and represents 19 senior centres in Manitoba. MAMSC represents over 10,000 members/clients and countless more users of senior centres.

Multi-Purpose Senior Centres are a community focal point that:

- support older adults as individuals or in groups.
- provide services and programs that maintain and improve health and quality of life.
- support personal independence and encourage involvement in community life.

The Centres offer accessible and affordable programs and services including: fitness and exercise programs, leadership development, health promotion, illness prevention, social, recreational, cultural, and educational programming, volunteer opportunities, nutrition, advocacy, counselling, legal advice, information and referral, support groups and other support services.

For more information, contact:
E-mail: jweir@shaw.ca

SERVICES FOR FRANCOPHONE OLDER ADULTS

233-ALLÔ, CENTRE D'INFORMATION

The 233-AllÔ is an information centre that offers services and information to anyone interested in the Francophone community in Manitoba. It also specializes in employment services and information for Francophones 55 and over. For more information, contact:

Phone: 233-ALLÔ (2556)
Toll-free: 1-800-665-4443
E-mail: 233allo@sfm-mb.ca
Website: www.sfm-mb.ca

PLURI-ELLES (MANITOBA) INC.

Pluri-elles (Manitoba) inc. is a centre that offers services at no cost to francophones living in the Province of Manitoba. Pluri-elles offers individual and group counselling, individual counselling, a literacy program, family literacy, and a job reintegration program or job research. For more information, contact:

Pluri-elles (Manitoba) Inc.

570 Des Meurons Street
Winnipeg, MB R2H 2P8

Phone: 233-1735

Toll-Free: 1-800-207-5874

E-mail: plurielles@shaw.ca or pluridg@shaw.ca

SENIORS RESOURCE COUNCILS IN MANITOBA

Seniors Resource Councils are a main source of support for seniors at the community level. They are located throughout Manitoba and operate independently within their communities. Though the types of services and programs may vary according to local needs, they are often the first point of contact in the community.

For more information, contact the community resource council nearest you.

ASSINIBOINE REGION

Seniors Independent Services

Box 97

Baldur, MB R0K 0B0

Phone: 535-2538 Fax: 535-2642

Seniors Independent Services

Box 297

Belmont, MB R0K 0C0

Phone: 537-2642 Fax: 537-2642

Seniors Services of Banner County Inc.

Box 131

Binscarth, MB R0J 0G0

Phone: 532-2134 Fax: 532-2468

Valley Recreation

Box 238

Birtle, MB R0M 0C0

Phone: 834-3460 Fax: 842-3460

Senior Services of Turtle Mountain Area Inc.

Box 962

Boissevain, MB R0K 0E0

Phone: 534-6816 Fax: 534-2403

Carberry Plains Services for Seniors

Box 597

Carberry, MB R0K 0H0

Phone: 834-3310 Fax: 834-2795

Senior Services for Roblin-Cartwright-Mather-RM of Roblin

Box 275

Cartwright, MB R0K 0L0

Phone: 529-2590 Fax: 529-2288

Seniors Outreach Services of Bren-Win Inc.

Box 392

Deloraine, MB R0M 0M0

Phone: 747-3283 Fax: 747-2883

Seniors Access to Independent Living Inc. – SAIL

Box 70

Elkhorn, MB R0M 0N0

Phone: 845-2011 Fax: 845-2371

Erickson-Onanole Services to Seniors

Box 97

Erickson, MB R0J 0P0

Phone: 636-7895 Fax: 636-2516

Support Services to Seniors, Foxwarren

Box 44

Foxwarren, MB R0J 0R0

Phone: 847-2080 Fax: 847-2069

Seniors Independent Services

Box 639

Glenboro, MB R0K 0X0

Phone: 827-2703 Fax: 827-2703

Helping Hands for Glenella District Inc.

General Delivery

Glenella, MB R0J 0V0

Phone: 352-2248

Hamiota Seniors Council Inc.

Box 671

Hamiota, MB R0M 0T0

Phone: 764-2658 Fax: 764-2049

Hartney Seniors Organized Services

Box 428

Hartney, MB R0M 0X0

Phone: 858-2597 Fax: 858-2166

MILES for Seniors Inc.

Box 40

Holland, MB R0G 0X0

Phone: 526-2249 Fax: 526-2028

Woodworth Seniors Services

Box 163

Kenton, MB R0M 0Z0

Phone: 838-2169 Fax: 838-2000

Killarney Share Our Services

Box 5000

Killarney, MB R0K 1G0

Phone: 523-3213 Fax: 523-8948

Senior Services of Antler River

Box 413

Melita, MB R0M 1L0

Phone: 522-8466 Fax: 522-3161

Miniota Municipal Services to Seniors

Box 213

Miniota, MB R0M 1M0

Phone: 567-3625 Fax: 567-3807

Minnedosa & District Services to Seniors

Box 1844

Minnedosa, MB R0J 1E0

Phone: 867-5190 Fax: 867-5190

Home Assistance in Neepawa and District Inc. – HAND

Box 1852

Neepawa, MB R0J 1H0

Phone: 476-2009 Fax: 476-2188

Seniors Access to Independent Living Inc. – SAIL

Box 156

Oak Lake, MB R0M 1P0

Phone: 855-3150

Senior Services of Antler River
Box 185
Pierson, MB R0M 1S0
Phone: 634-2332 Fax: 634-2479

Senior Services of Rivers-Rapid City & District Inc.
Box 215
Rapid City, MB R0K 1W0
Phone: 826-2732

Seniors Helping Hands of Alstone Inc.
Box 384
Reston, MB R0M 1X0
Phone: 877-3920 Fax: 877-3920

Senior Services of Rivers-Rapid City & District Inc.
Box 809
Rivers, MB R0K 1X0
Phone: 328-7901 Fax: 328-5321

Rosburn & District Services for Seniors
Box 418
Rosburn, MB R0J 1V0
Phone: 859-2720 Fax: 859-2720

Seniors Services of Banner County Inc.
Box 1073
Russell, MB R0J 1W0
Phone: 773-2392 Fax: 773-2316

Valley Recreation
General Delivery
St. Lazare, MB R0M 1Y0
Phone: 683-2356

Senior Services of Prairie-Parkland Inc.
Box 543
Shoal Lake, MB R0J 1Z0
Phone: 759-2195 Fax: 759-3399

Souris Seniors Organized Services
Box 1245
Souris, MB R0K 2C0
Phone: 483-3106 Fax: 483-3106

Strathclair Senior Services
Box 303
Strathclair, MB R0J 2C0
Phone: 365-2012 Fax: 365-2630

Seniors Access to Independent Living Inc. – SAIL
Box 1984
Viriden, MB R0M 2C0
Phone: 748-2323 Fax: 748-2053

Seniors Outreach Services of Bren-Win Inc.
Box 104
Waskada, MB R0M 2E0
Phone: 673-2534 Fax: 673-2663

Seniors Independent Services – SIS
Box 413
Wawanesa, MB R0K 2G0
Phone: 824-2670 Fax: 824-2133

BRANDON REGION

Prairie Oasis Senior Centre
253 – 9th Street
Brandon, MB R7A 6X1
Phone: 728-7029 Fax: 726-6333

Seniors for Seniors Co-op Inc.
311 Park Ave. East
Brandon, MB R7A 7A4
Phone: 571-2053 Fax: 706-4691

BURNTWOOD REGION

Thompson Seniors Resource Council
424 Westwood Drive
Thompson, MB R8N 0G9
Phone: 677-9676 Fax: 677-9990

(NORTH) CENTRAL REGION

Cartier Senior Citizens Support Inc.
Box 215
Elie, MB R0H 0H0
Phone: 353-2470 Fax: 353-5825

Gladstone Area Seniors Support Program
Box 757
Gladstone, MB R0J 0T0
Phone: 385-3026 Fax: 385-3026

Headingley Seniors' Services Inc.
5353 Portage Avenue
Headingley, MB R4H 1J9
Phone: 889-3132 (ext. 3) Fax: 831-0816

MacGregor-Austin Senior Support Program
Box 717

MacGregor, MB R0H 0R0
Phone: 685-2083 Fax: 685-2983

Plumas Senior Citizens Inc.
Box 233

Plumas, MB R0J 1P0
Phone: 386-2029

Portage Service for Seniors Inc.
1643 Saskatchewan Avenue W
Portage la Prairie, MB R1N 0R4
Phone: 239-6312 or 239-1453 Fax: 857-9080

McDonald Services for Seniors
Box 238

Starbuck, MB R0G 2P0
Phone: 735-3052

(SOUTH) CENTRAL REGION

Pembina Community Resource Council
Box 129

Manitou, MB R0G 1G0
Phone: 242-2744 Fax: 242-3062

Morden Services for Seniors Inc.
306 North Railway Street
Morden, MB R6M 1S7
Phone: 822-5663 Fax: 822-5663

Louise Community Support for Services
Box 232

Pilot Mound, MB R0G 1P0
Phone: 825-2443 Fax: 825-2423

Winkler and District Multi-Purpose
Senior Centre Inc.

Box 653
Winkler, MB R6W 4A8
Phone: 325-8964 Fax: 325-8984

(EAST) CENTRAL REGION

Rhineland C.A.R.E. Inc.
Box 697

Altona, MB R0G 0B0
Phone: 324-1528 Fax: 324-5694

Morris Area Senior Services Inc.
Box 997

Morris R0G 1K0
Phone: 746-6336 Fax: 746-8299

Services aux Aînés Montcalm
Box 160

St. Jean Baptiste, MB R0G 2B0
Phone: 758-3357

(WEST) CENTRAL REGION

Carman Community Seniors Resource Council
Box 2142

Carman, MB R0G 0J0
Phone: 745-6611 Fax: 745-6611

Ensemble Chez Soi
Box 336, 55 rue Rodgers
Notre Dame de Lourdes, MB R0G 1M0
Phone: 248-2687 Fax: 248-2049

Lorne Community Support Services
Box 40

Swan Lake, MB R0G 2S0
Phone: 836-2585 Fax: 836-2701

(NORTH) EASTMAN REGION

Brokenhead Outreach For Seniors Inc.
Box 1690, 606 James St.

Beausejour, MB R0E 0C0
Phone: 268-7421 Fax: 268-3525

Two Rivers Seniors Resource Council Inc.
Box 1030

Lac du Bonnet, MB R0E 1A0
Phone: 345-1227 Fax: 345-8609

Springfield Services to Seniors
Box 100, 689 Main Street

Oakbank, MB R0E 1J1
Phone: 444-6128 Fax: 444-7851

Winnipeg River Resource Council Inc.
Box 1109

Pine Falls, MB R0E 1M0
Phone: 367-9128 Fax: 367-8981

Helping East Lake People Centre
(H.E.L.P. Centre)

Box 2

Traverse Bay, MB R0E 2A0

Phone: 756-6471 Fax: 756-3087

Two Rivers Seniors Resource Council Inc.

Box 160

Whitemouth, MB R0E 2G0

Phone: 348-4610 Fax: 348-7911

(SOUTH) EASTMAN REGION

Franklin Senior Services

Box 66

Dominion City, MB R0A 0H0

Phone: 427-2869 Fax: 427-3463

Niverville Senior Services

Box 14

Niverville, MB R0A 1E0

Phone: 388-9945 Fax: 388-6110

Richot Senior Services Inc.

344 Main St

St. Adolphe, MB R5A 1B5

Phone: 883-2880

R.M. of De Salaberry Services to Seniors

Box 187

St. Malo, MB R0A 1T0

Phone: 347-5652 Fax: 347-5901

Senior Service pour Aînées

Box 5

St. Pierre-Jolys, MB R0A 1V0

Phone: 433-3276 Fax: 433-3884

LGD of Piney Community Resource Council Inc.

Box 24

South Junction, MB R0A 1Y0

Phone: 437-2604 Fax: 437-2604

Serving Seniors Inc.

10 Chrysler Gate

Steinbach, MB R5G 2E6

Phone: 320-4604 Fax: 320-9098

Vita & District Resource Council Inc.

12 - 132 Drull Avenue

Vita, MB R0A 2K0

Phone: 425-3701 Fax: 425-7975

The following have tenant resource coordinators for their complex only:

Villa Youville Inc.

210, avenue Centrale

Ste. Anne, MB R5H 1C9

Phone: 422-3008 Fax: 422-5842

Fernwood Place (Steinbach Housing Inc.)

303 - 3rd Street

Steinbach, MB R5G 1K1

Phone: 326-2547 Fax: 346-9114

Woodhaven Manor (Rest Haven Care Services)

Steinbach, MB

Phone: 371-1721 Fax: 346-0386

Parkview Complex Rest Haven Care Services)

Steinbach, MB

Phone: 371-1721

INTERLAKE REGION

Arborg and District Seniors Resource Council

Box 935

Arborg, MB R0C 0A0

Phone: 376-3494 Fax: 376-5379

Living Independence for Elders - LIFE

Box 684, 43 Railway Avenue

Ashern, MB R0C 0E0

Phone: 768-2187 Fax: 768-2961

Eriksdale Community Resource Council Inc.

Box 382

Eriksdale, MB R0C 0W0

Phone: 739-2697 Fax: 739-2073

Fisher Branch Seniors Resource Council

Box 557

Fisher Branch, MB R0C 0Z0

Phone: 372-7315 Fax: 372-8710

Gimli Seniors Resource Council Inc.

Box 1928

Gimli, MB R0C 1B0

Phone: 642-7297 Fax: 642-4604

Lundar Community Resource Council

Box 430, 35 Main Street

Lundar, MB R0C 1Y0

Phone: 762-5378 Fax: 762-5177

Riverton & District Seniors Resource

Box 250

Riverton, MB R0C 2R0

Phone: 378-2281 Fax: 378-5616

St. Laurent Senior Resource Council Inc.

Box 308

St. Laurent, MB R0C 2S0

Phone: 646-2504, ext. 227 Fax: 646-2394

Gordon Howard Support Services

384 Eveline Street

Selkirk, MB R1A 1N3

Phone: 785-2737 Fax: 785-2095

South Interlake Seniors Resource Council Inc.

Box 36, 5 Keith Cosens Drive

Stonewall, MB R0C 2Z0

Phone: 467-2719 Fax: 467-2647

Teulon and District Seniors Resource Council

Box 418

Teulon, MB R0C 3B0

Phone: 886-2570 Fax: 886-2778

PARKLAND REGION

Dauphin Multi-Purpose Senior Centre Inc.

55 - 1st Avenue SE

Dauphin, MB R7N 2A2

Phone: 638-6485 Fax: 638-6874

Gilbert Plains and District Community Resource Council Inc.

Box 567

Gilbert Plains, MB R0L 0X0

Phone: 548-4131

Grandview and District Community Resource Council Inc.

Box 235

Grandview, MB R0L 0Y0

Phone: 546-2085 Fax: 546-2754

McCreary People Helping People Inc.

Box 521

McCreary, MB R0J 1B0

Phone: 835-2782 Fax: 835-2713

Roblin & District Community Help Centre

Box 1417

Roblin, MB R0L 1P0

Phone: 937-8276 Fax: 937-8590

Lawrence Resource Council Inc.

Box 41

Rorketon, MB R0L 1R0

Phone: 732-2862 Fax: 732-2557 (call first)

Ste. Rose and District Community Resource Council Inc.

Box 624

Ste. Rose du Lac, MB R0L 1S0

Phone: 447-2478 Fax: 447-2278

Swan River and District Community Resource Council Inc.

Box 2641

Swan River, MB R0L 1Z0

Phone: 734-5707 Fax: 734-4163

WINNIPEG REGION

Boni-Vital Council for Seniors

6 - 845 Dakota Street

Winnipeg, MB R2M 5M3

Phone: 255-2061 Fax: 255-4903

Broadway Seniors Resource Council

319 - 691 Wolseley Avenue

Winnipeg, MB R3G 1C3

Phone: 772-3533 Fax: 774-7834 (att: 319 merc)

Downtown Seniors Resource Council of Winnipeg

425 Elgin Avenue

Winnipeg, MB R3A 1P2

Phone: 956-2566 Fax: 942-7828

Fort Garry Seniors Resource Council

800 Point Rd., Lower Level

Winnipeg, MB R3T 3L8

Phone: 956-6440

Keewatin/Inkster Neighbourhood Resource Council for Seniors

97 Keewatin Street

Winnipeg, MB R3E 3J1

Phone: 774-3085 Fax: 694-1543

Middlechurch Home of Winnipeg, Community Services for Seniors Council
280 Balderstone Road
West St. Paul, MB R4A 4A6
Phone: 336-4126 Fax: 334-2503

Point Douglas Seniors Coalition
817 Main Street
Winnipeg, MB R2W 5J2
Phone: 792-8894 Fax: 589-0554

River East Council for Seniors
755 Henderson Highway
Winnipeg, MB R2K 2K5
Phone: 667-6812 Fax: 661-0750

Seven Oaks Seniors' Links, Inc.
1588 Main Street
Winnipeg, MB R2V 1Y3
Phone: 612-3888 Fax: 334-3779

South Winnipeg Seniors Resource Council
1 Morley Avenue, Room 123
Winnipeg, MB R3L 2P4
Phone: 478-6169 Fax: 478-6121

St. James/Assiniboia Senior Centre Inc.
2109 Portage Avenue
Winnipeg, MB R3J 0L3
Phone: 987-8858 Fax: 987-8856

Transcona Council for Seniors
400A-1015 Regent Ave.
Winnipeg, MB R2C 5C6
Phone: 222-9879 Fax: 222-5774

SENIOR CENTRES

The Senior Centres across Manitoba provide a variety of activities and services to seniors to encourage community and health among seniors.

Contact the centre nearest you for more information.

Winnipeg

Main Street Senior Centre
817 Main Street
Winnipeg, MB R2W 5J2
Phone: 942-7486

St. Vital/St. Boniface Senior Centre
254 Lakewood Blvd.
Winnipeg, MB R2J 3A2
Phone: 956-5734

Smith Street Senior Centre
2nd floor, 185 Smith Street
Winnipeg, MB R3C 3G4
Phone: 956-6441

Stradbrook Senior Centre
400 Stradbrook Avenue
Winnipeg, MB R3L 2P8
Phone: 956-6490

West End Senior Centre
644 Burnell Street
Winnipeg, MB R3G 2B7
Phone: 772-9581

Aboriginal Seniors Resource Centre of Winnipeg, Inc.
Unit 4 - 100 Robinson Street
Winnipeg, MB R2W 5M8
Phone: 586-4595 Fax: 586-3283
E-mail: asrcwpg@mts.net

Charleswood Senior Centre
Two Locations:
Room 5, Royal School
450 Laxdal Road
Winnipeg, MB R3R 0W4
Phone: 832-6527
E-mail: seniors@pembinatrails.ca

2nd floor Municipal Building
5006 Roblin Blvd.
Winnipeg, MB R3R 0G7
Phone: 897-5263
E-mail: cwsenior@mts.net
Website: www.seniors.cimnet.ca

Good Neighbours Senior Centre
755 Henderson Highway
Winnipeg, MB R2K 2K5
Phone: 669-1710 Fax: 661-0750
E-mail: gnscc@mts.net

Gwen Secter Creative Living Centre
1588 Main Street
Winnipeg, MB R2V 1Y3
Phone: 339-1701 Fax: 334-3779
E-mail: gwensecter@shaw.ca
Website: www.gwensecter.4t.com

St. James/Assiniboia Senior Centre Inc.
2109 Portage Avenue
Winnipeg, MB R3J 0L3
Phone: 987-8850 Fax: 987-8856
E-mail: kpirnie@stjasc.mb.ca

Rady JCC 55+ Programming
Rose & Max Rady Jewish Community Centre
B100-123 Doncaster Street
Winnipeg, MB R3N 2B3
Phone: 477-7545 Fax: 477-7530
E-mail: stelke@aspercampus.mb.ca

Rural

Prairie Oasis Senior Centre
241-8th Street **Brandon**, MB R7A 3X2
Phone: 727-6641 Fax: 725-0669

Seniors for Seniors Co-op Inc.
311 Park Avenue East
Brandon, MB R7A 7A4
Phone: 571-2050 Fax: 726-4691
E-mail: sfors@westman.wave.ca

Dauphin Multi-Purpose Senior Centre
55-1st Avenue South East
Dauphin, MB R7N 2A2
Phone: 638-6485 Fax: 638-6874
E-mail: dsc_admin@mts.net or
dsc_progs@mts.net

Gimli New Horizons 55+ Centre
Box 1821
Gimli, MB R0C 1B0
Phone: 642-7909 Fax: 642-5156

Morden Friendship and Seniors Services
and Activity Centre Inc.
306 North Railway Street
Morden, MB R6M 1S7
Phone: 822-3555 Fax: 822-4822
E-mail: plplett@mts.net

Herman Prior Senior Services Centre Inc.
40 Royal Road North
Portage la Prairie, MB R1N 1V1
Phone: 857-6951 Fax: 857-6743
Website: www.hp55plus@mts.net

Gordon Howard Senior Centre
384 Eveline Street
Selkirk, MB R1A 1N3
Phone: 785-2092 Fax: 785-2095
E-mail: LHanson@gordonhoward.ca

Steinbach 55 Plus (Serving Seniors Inc.)
10 Chrysler Gate
Steinbach, MB R5G 2E6
Phone: 320-4600 Fax: 320-9098
E-mail: ssinc@mts.net

South Interlake 55+ Inc.
Box 309, 5 Keith Cosens Dr.
Stonewall, MB R0C 2Z0
Phone: 467-2582 Fax: 467-2647
E-mail: si55plus@mts.net

Winkler and District Multi-Purpose
Senior Centre Inc.
Box 653
394-6th Street
Winkler, MB R6W 4A8
Phone: 325-8964
E-mail: wsc@valleycable.com

RESEARCH

CENTRE ON AGING

The Centre on Aging is a multi-disciplinary research centre at the University of Manitoba. Its purpose is to conduct and stimulate research on all aspects of aging, as well as provide a focus for university and other regional research activities in this field.

The Centre on Aging publishes a newsletter (available on request) and sponsors lectures and seminars. It hosts an annual spring research symposium to promote a dialogue on various aspects of aging. For further information, contact:

Centre on Aging
338 Isbister Building
University of Manitoba
Winnipeg, MB R3T 2N2
Phone: 474-8754
Toll-free: 1-800-432-1960 ext. 8754
E-mail: aging@umanitoba.ca
Website: www.umanitoba.ca/centres/aging

MANITOBA ASSOCIATION ON GERONTOLOGY

The Manitoba Association on Gerontology (MAG) offers a means for individuals from a variety of disciplines to meet and address common issues in the field of gerontology. Educational forums are held throughout the year co-facilitated by various health, social and recreational facilities. Opportunities to learn more about current events and resources for older adults are available through the forums, a quarterly newsletter and email correspondence.

Manitoba Association on Gerontology
Box 1833
Winnipeg, MB R3C 3R1
Phone: 783-8389 (messages only)

NATIONAL ADVISORY COUNCIL ON AGING (NACA)

NACA is an advisory body to the Federal Government made up of citizens from across Canada. It publishes *Expression*, a bulletin on aging, as well as reports on various issues of interest to seniors.

National Advisory Council on Aging
Ottawa, Ontario
Postal Locator: 1908A1
K1A 1B4
Phone: (613) 957-1968
E-mail: info@naca-ccnta.ca
Website: www.naca-ccnta.ca/naca_main_e.htm

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

The Active Living Coalition for Older Adults in Manitoba encourages the development of strategies to promote healthy active living

among older adults, such that their quality of life is improved and enhanced. ALCOA-MB consists of partners that collaborate on projects that support active living. The coalition has a Speakers Bureau consisting of active older adult leaders who volunteer their time to give presentations to older adult groups on topics such as: Activity Motivation, Diabetes Awareness, Physical Activities for those 80+, Healthy Living, Fall Prevention, and Senior Leadership Development. Among resources available on loan are the Active Living Gear Kit and Healthy Lifestyles Bingo. The Bingo may also be purchased through the Manitoba Fitness Council. For more information contact:

Healthy Aging Coordinator
ALCOA-MB
1075 Leila Ave.
Winnipeg, MB R2T 2W7
Phone: 632-3947
E-mail: mhorganjones@sogh.mb.ca

SUPPORT AND FUNDING FOR SENIORS ORGANIZATIONS

MANITOBA AGRICULTURE, FOOD AND RURAL INITIATIVES (MAFRI)

MAFRI helps groups of older adults and/or their organizations incorporate cooperatives to meet social, cultural and economic needs. Examples of some of the needs are housing, health, social, recreational or cultural clubs and services.

Cooperatives offer seniors opportunities to lead more active and rewarding lives. For more information on how your group can form a cooperative to meet your needs, please contact:

**Manitoba Agriculture,
Food and Rural Initiatives**
MAFRI GO Offices are in over
30 Manitoba communities.
Phone: 1-866-626-4862 for the office
nearest to you.
E-mail: co-ops@gov.mb.ca
Web site: www.co-ops.mb.ca

GRANTS AND RESOURCES DIRECTORY

Manitoba Culture, Heritage and Tourism, Recreation and Regional Services Branch maintains a grants and resources directory database on the internet. This database identifies financial and consultative supports to recreation service providers which are available from provincial and federal government departments and other organizations. The information contained in this directory is revised on an ongoing basis. However, programs change, so you are advised to contact the appropriate department or agency before applying.

Manitoba Culture, Heritage and Tourism
Recreation & Regional Services Branch
6th floor, 213 Notre Dame Avenue
Winnipeg, MB R3B 1N3
Phone: 945-3766 E-mail: rrs@gov.mb.ca
Website: www.gov.mb.ca/chc/grants/index.html

MANITOBA COMMUNITY SERVICES COUNCIL, INC.

The Manitoba Community Services Council (MCSC) allocates funds and bingo events to Manitoba non-profit organizations qualifying as participants under the community services umbrella. MCSC funds projects and services of recreation, health-related, community service and social service organizations. For more information, contact:

Manitoba Community Services Council, Inc.
102 - 90 Garry Street
Winnipeg, MB R3C 4H1
Phone: 940-4450 Fax: 453-2692
E-mail: applications@mbcsc.ca
Website: www.mbcsc.ca

Finances

FEDERAL INCOME SECURITY PROGRAMS

Canada's public pension system provides seniors with a secure, modest base of retirement income. The two main programs are Old Age Security and the Canada Pension Plan. Benefits offered by these programs do not start automatically – you must apply for them.

OLD AGE SECURITY (OAS)

If you are 65 or older and meet the Canadian residence requirements, you are entitled to the Old Age Security Pension. You should apply at least six months before you turn 65. If you lived in Canada, but now live in another country, you may still be eligible. Full or partial pensions are determined by the length of residency in Canada.

Old Age Security application packages can be obtained by calling the toll-free number or by visiting your local Human Resource Centre.

GUARANTEED INCOME SUPPLEMENT (GIS)

The federal government program ensures that every senior has a guaranteed minimum income. The GIS is an additional monthly benefit available to seniors who receive an Old Age Security pension and have a low income.

First time applicants can receive an application form by calling the toll-free number or by visiting your local Human Resource Centre. If you file your income tax return every year on time you will not need to reapply. The GIS is not a taxable income.

THE ALLOWANCE

If you are between 60 and 64 and your spouse or common-law partner is an OAS pensioner who is eligible for the GIS, you may qualify for the Allowance. The Allowance:

- is a monthly benefit that helps bridge the income gap until you turn 65

- is not a taxable income
- will continue upon death of the pensioner, based on the survivor's income, until age 65
- must be re-applied for annually

ALLOWANCE FOR THE SURVIVOR

If you are between 60 and 64, have a low income, and your spouse or common-law partner has died, you may qualify for the Allowance For The Survivor. The Allowance For The Survivor is not a taxable income.

CANADA PENSION PLAN (CPP)

RETIREMENT PENSIONS

Most working Canadians contribute to the Canada Pension Plan. If you have contributed to the Plan, you are entitled to a retirement pension.

CPP is a monthly payment to individuals who are at least 60 years of age. The amount you receive is based on how much and for how long you contributed to the Plan. It is also affected by what age you take your pension. For example, if you take your pension before the age of 65, your benefits will be reduced.

You must apply for these benefits. You should apply at least six months before you want to receive them.

If you contributed enough to the CPP you or your family may be eligible for the following other Canada Pension Plan Benefits:

SURVIVOR BENEFIT

If you die, your surviving spouse or common-law partner and dependent children may be eligible for a monthly survivor benefit.

DEATH BENEFIT

If your spouse or common-law partner dies, you may be eligible for a lump sum death benefit to help with the costs of the funeral.

DISABILITY PENSION

If you have a disability which prevents you from working, you may be eligible for a monthly disability benefit. These benefits are converted to retirement pensions at age 65.

PENSION SHARING

If you are married or in a common-law relationship, you may be able to save on income tax by pension sharing. If you and your spouse/common-law partner are both at least 60, you can apply to share your CPP retirement pensions equally. Both must be at least 60 and have applied for any CPP pensions to which they are entitled.

CREDIT SPLITTING

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

CANADA PENSION PLAN SUMMARY

- You must apply for all benefits and programs.
- All benefits are considered taxable income.
- A cost-of-living adjustment is made in January of each year.

All forms are available online at:
Website: www.sdc-dsc.gc.ca

For more information, contact:

Social Development Canada
Income Security Programs
Toll-free:
1-800-277-9914 (English)
1-800-277-9915 (French)
1-800-255-4786 (TTY)

Canada Pension Plan and Old Age Security staff are located at the following Human Resource Centres:

Winnipeg

- 391 York Avenue R3C 4W1
- 1122 Henderson Highway R2G 1L1
- 1031 Autumnwood Drive R2J 1C6
- 3338 Portage Avenue R3K 0Z1

Rural

Unit 100

1039 Princess Avenue

Brandon, MB R7A 6E2

135 - 2nd Avenue North East

Dauphin, MB R7A 0Z6

86 Main Street

Flin Flon, MB R8A 1J8

158 Stephen Street

Morden, MB R6M 1T3

1016 Saskatchewan Ave. E.

Portage la Prairie, MB R1N 3V2

237 Manitoba Avenue

Selkirk, MB R1A 2M8

321 Main Street

Steinbach, MB R0A 2A0

305 - 4th Street, West

Box 660

The Pas, MB R9A 1K7

Room 118,

North Centre Mall

3 Station Road

Thompson, MB R8N 0N3

FINANCIAL INSTITUTIONS REGULATION BRANCH

The Financial Institutions Regulation Branch (FIRB) regulates financial institutions and cooperatives in the province. Financial institutions include credit unions, caisses populaires, insurance companies, and trust and loan companies. FIRB maintains a legal registry for credit unions, caisses populaires, cooperatives and insurance companies which are legally permitted to operate in the province. In order to ensure that you are dealing with a financial institution or cooperative that is

legally registered, please contact FIRB in order to obtain this information. If you have a complaint or questions about a financial institution or cooperative that affects you as a consumer, contact FIRB at:

Financial Institutions Regulation Branch

1115 - 405 Broadway

Winnipeg, MB R3C 3L6

Phone: 945-2542

Fax: 948-2268

Website: www.gov.mb.ca/finance/cca/firb/

OTHER FEDERAL BENEFITS

VETERANS AFFAIRS CANADA

Veterans Affairs Canada (VAC) offers a wide range of services and benefits to:

- qualified Veterans
- Canadian Forces (CF) members
- serving and discharged members of the RCMP and
- certain civilians and their families

These services and benefits honour their sacrifices and achievements, and are designed to meet their changing needs. To deliver these services and benefits, our Department follows a Client-Centred Service Approach. For more information, contact:

Veterans Affairs Canada

P.O. Box 6050

610 - 234 Donald Street

Winnipeg, MB R3C 4G5

Phone: 1-866-522-2122 (English)

1-866-522-2022 (French)

Veterans Affairs Canada

1039 Princess Avenue

Brandon, MB R7A 4J5

Phone: 1-866-522-2122

EMPLOYMENT INSURANCE

Workers 65 years of age or over may apply for Employment Insurance if they lose their jobs or become unable to work due to illness. To be entitled to regular benefits, you must be ready, willing and able to work. You can now apply for benefits on line at:

Social Development Canada

Toll free: 1-800-206-7218.

Website: www1.servicecanada.gc.ca/en/ei/menu/eihome.shtml

COMPASSIONATE CARE LEAVE

If you are eligible for Employment Insurance and you wish to care for a sick or dying family member you may be eligible for Compassionate Care Leave. This new program provides temporary financial compensation and job security for a certain period of time. For more information, contact:

Social Development Canada

Toll free: 1-800-206-7218.

Website: www.hrsdc.gc.ca/en/ei/faq/faq_compassionate_care_individuals.shtml

BUREAU OF PENSIONS ADVOCATES

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

Bureau of Pensions Advocates

Box 6050

610 - 234 Donald Street

Winnipeg, MB R3C 4G5

Phone: 983-5598

Toll-free: 1-877-228-2250

ROYAL CANADIAN NAVAL BENEVOLENT FUND

The Royal Canadian Naval Benevolent Fund (RCNBF) helps relieve distress caused by illness, accident or other misfortunes. The fund provides interest-free loans or grants to veterans and ex-service personnel in need of financial assistance. To be eligible you must be a former member of the Naval Forces of Canada who entered prior to February 1, 1968, and the Canadian Merchant Navy War Veterans, and those entered after 1 February, 1968 who were posted with the Maritime Command or carry the distinguishing Navy rank or sea designation, **on their release**, shall be considered to be ex-members of The Naval Forces of Canada, and the dependants of the above.

The Fund has helped people buy necessities such as food and clothing, and pay for medical, dental, optical, surgical and prosthetic services. It also provides assistance for necessary home repairs and funeral costs, and to replace belongings destroyed by fire. It also provides a one time scholarship of \$2,000.00 to children and grandchildren of eligible members.

For more information, contact:

Royal Canadian Naval Benevolent Fund

Box 505, Station B

Ottawa, ON K1P 5P6

Phone: (613) 996-5087

Toll-free: 1-888-557-8777

E-mail: rcnbf@sympatico.ca

Website: www.rcnbf.ca

GOODS AND SERVICES TAX CREDIT

The Goods and Services Tax Credit is paid quarterly to eligible individuals to offset the cost of federal tax on goods purchased. To verify eligibility, contact:

CRA's Tax Information Phone Service (T.I.P.S.)

Toll free: 1-800-267-6999

Website: www.cra-arc.gc.ca/benefits/gsthst/menu-e.html

PROVINCIAL INCOME SECURITY PROGRAMS

FIFTY-FIVE PLUS – A MANITOBA INCOME SUPPLEMENT

You may be eligible for an income supplement if you have a low income and are 55 and over.

If you:

DO NOT RECEIVE benefits under the Federal Old Age Security Program, you must apply for 55 PLUS for each benefit year. You may apply at any time during the benefit year. Your benefits begin in the quarter in which your completed application is received. If you are married and your spouse is either under 55 or over 65, you may still be eligible for 55 PLUS benefits. An application will be required.

If you:

RECEIVE benefits from the Federal Old Age Security Program; you are not required to apply. Your eligibility is automatically determined by the level of benefits you receive from the Guaranteed Income Supplement, Allowance, or Allowance For The Survivor. For more information, contact:

55 Plus – A Manitoba Income Supplement
Box 3000, 203 South Railway St.
Killarney, MB R0K 1G0
Phone: 523-5230
Toll-free: 1-800-563-8793
Website: www.gov.mb.ca/fs/assistance/

MANITOBA SHELTER BENEFIT PROGRAM (MSB)

Direct monthly cash assistance is available to renters fifty-five and over in privately owned buildings who meet certain qualifications. The amount of the monthly allowance is based on total gross income and on the monthly rent paid. Additional information, assistance and applications are available at:

Family Services and Housing

Provincial Services Branch
102 - 114 Garry St.
Winnipeg, MB R3C 1G1
Phone: 945-2197 Fax: 945-3930
Toll-free: 1-877-587-6224
Website: www.gov.mb.ca/fs/housing/shelterbenefit.html

Persons living in publicly owned seniors housing, rent supplement housing or personal care homes are already benefiting from government subsidies and are therefore not eligible for MSB.

TAX CREDITS

SCHOOL TAX ASSISTANCE FOR TENANTS/HOMEOWNERS 55+

School Tax Assistance for Tenants and Homeowners, aged 55 plus, provides annual assistance to offset the school tax portion of municipal taxes or rental costs. School tax assistance benefits are paid to eligible applicants once a year. Tenants must apply by application. Homeowners must apply on Form MB 479 of the income tax return. For more information, contact:

Tenants

Family Services and Housing
Provincial Services Branch
102 - 114 Garry St.
Winnipeg, MB R3C 1G1
Phone: 945-2197
Toll-free: 1-877-587-6224
Fax: 945-3930
Website: www.gov.mb.ca/fs/housing/stat55.html

Homeowners

Manitoba Tax Assistance Office
Phone: 948-2115
Fax: 948-2263
Toll-free: 1-800-782-0771
E-mail: tao@gov.mb.ca
Website: www.gov.mb.ca/finance/tao

OTHER TAX CREDITS

These tax credits can be applied for each year by filling out your Income Tax form.

EDUCATION PROPERTY TAX CREDIT (INCOME TAX FORM MB479)

The educational Property Tax Credit provides a credit to homeowners and tenants who pay at least a specified amount in property taxes regardless of age or income. There is additional tax relief for seniors who meet the qualifying income criteria.

THE PERSONAL TAX CREDIT (INCOME TAX FORM MB 479)

The personal Tax Credit is a refundable credit. In addition to the basic amount, taxpayers age 65 and over may claim an additional amount for themselves and a dependant spouse age 65 and over.

MANITOBA FAMILY TAX REDUCTION (INCOME TAX FORM MB428)

The Manitoba Family Tax Reduction reduces Manitoba tax payable. In addition to the basic credit, taxpayers 65 and over may claim an additional amount for themselves and a dependant spouse age 65 and over.

SCHOOL TAX CREDIT FOR HOMEOWNERS/ TENANTS (MB INCOME TAX FORM 479)

- Homeowners apply on the indicated income tax form
- Tenants must contact Manitoba Housing

This program provides non-taxable benefits seniors 55+, towards school taxes payable on a homeowner's principal residence, or toward the school tax portion of rental costs for tenants.

PENSION INCOME AMOUNT (INCOME TAX FORM MB428)

Manitoba Taxpayers are eligible to claim a specified amount if they receive pension or annuity income.

INCOME TAX SERVICES

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

Many senior centres across the province offer special clinics for income tax preparation, including Age & Opportunity and the Manitoba Society of Seniors.

For more information, contact your senior centre, community resource council or:

Manitoba Tax Assistance Office

Phone: 948-2115

Toll-Free: 1-800-782-0771

E-mail: tao@gov.mb.ca

Website: www.gov.mb.ca/finance/tao

Canada Customs and Revenue Agency

Taxation Volunteer Program

Phone: 983-6978 for the location of the program nearest you during tax season

Federal Income Tax

(General Inquiries):

Toll-free: 1-800-959-8281

Community Financial Counselling Service

3rd Floor, 238 Portage Avenue

Winnipeg, MB R3C 0B1

Phone: 989-1900

E-mail: cfc@mts.net

Website: www.creditcounsellingcanada.ca

THE MANITOBA PENSION COMMISSION

The Pension Commission of Manitoba is a regulatory agency responsible for the administration of The Pension Benefits Act. The mandate of the Pension Commission is to promote the establishment, extension and improvement of pension plans.

If you would like more information about the Commission's services, employer-sponsored pension plans or *The Pension Benefits Act of Manitoba* and Regulation, contact:

Manitoba Pension Commission

Room 1004 - 401 York Avenue

Winnipeg, MB R3C 0P8

Telephone: 945-2740

Fax: 948-2375

E-mail: pensions@gov.mb.ca

Website: www.gov.mb.ca/labour/pension/index.html

HOW TO APPLY FOR BENEFITS

PROOF OF AGE

To obtain reductions and benefits available to older adults, you are often expected to prove your age. This is especially important when you are applying for government pensions and benefits. A copy of your birth or baptismal certificate should be included with your application form. If you do not have either forms of identification, other documents are often accepted.

SOCIAL INSURANCE NUMBER

Any government application requests that you have a social insurance number. Application forms are available at all post offices and Human Resource Centres.

Other Acceptable Documents:

Usually, two or more of the following are required:

- family Bible or other personally kept family records;
- marriage certificate, church roll, communion or confirmation certificates;
- education documents such as school registers, diplomas, teacher's certificates;
- insurance record of government annuity contract;
- hospital or medical records, vaccination records;
- pension or superannuation records;
- employment records;
- newspaper clippings;
- public records such as assessment rolls, voter and jury lists;
- membership records in lodges, clubs and associations;
- military records;
- court records;
- census records and national registration records;
- naturalization documents, citizenship certificate, immigration record or passport.

FINANCIAL COUNSELLING

COMMUNITY FINANCIAL COUNSELLING SERVICE

Community Financial Counselling Service provides financial assessment, credit counselling and information on money management to individuals and families. A new partnership with Addictions Foundation of Manitoba provides for gambling counselling as well.

The agency:

- can negotiate with creditors and set up repayment plans;
- provides presentations and workshops in consumer credit and basic financial management;
- provides Welfare Rights assistance and education for individuals, families, and groups;
- provides a confidential service;
- requires knowledge and consent of the client before information is released and/or action is taken;
- provides Community Income Tax Service-low cost income tax preparation;
- charges nominal fees, based on income and family size;
- provides Individual and family consumer credit counselling and debt management.

For more information, contact:

Community Financial Counselling Services

3rd Floor, 238 Portage Avenue

Winnipeg, MB R3C 0B1

Phone: 989-1900

Toll-Free: 1-888-573-2383

Fax: 989-1908

E-mail: cfcs@mts.net

Website: www.creditcounsellingcanada.ca

FARMERS ESTATE COUNSELLING

Consultation regarding estate planning, farm transfers, taxation and other financial concerns plus a wide range of written information is available from Manitoba Agriculture, Food and Rural Initiatives (MAFRI).

For more information, contact:

In Winnipeg:

Phone: 945-4937

Website: www.gov.mb.ca/agriculture

Outside Winnipeg:

Toll-free: 1-800-282-8069 or call the MAFRI district office nearest you.

Housing

APARTMENT RENTAL OPTIONS

SUBSIDIZED HOUSING

If you are 55 years of age or older and have a low income you may be eligible for subsidized housing provided by the Manitoba Housing Authority (MHA). Your rent will be based on your total gross income.

For example: One Person = Studio Apartment = 25% of gross income

Two Persons (couple) = One Bedroom = 27% of gross income

In the rural communities, some seniors' buildings may only have one bedroom available. In this case, single persons would receive a one-bedroom apartment.

There are eligibility requirements with the highest priority given to those identified as most in need.

Some MHA senior buildings offer tenants additional services. Please ask your MHA office in your community if these services are available:

- medical alarm switches located in tenants' apartments which provide 24-hour service for emergency alert purposes only.

- a congregate meal program located on-site.
- tenant services staff.
- on site building superintendants.

For more information, please contact the Manitoba Housing Authority in your community, or visit our website at: www.gov.mb.ca/fs/housing/mha_seniors.html

Application Inquiries

100 - 185 Smith Street

Winnipeg, MB R3C 3G4

Phone: 945-7319

North Winnipeg MHA Offices

Brooklands

312 Blake Street

Winnipeg, MB R3E 2Z4

Phone: 945-5570

Lord Selkirk

269 Dufferin Avenue

Winnipeg, MB R2W 2X8

Phone: 945-3431

North East

600 Panet Road

Winnipeg, MB R2L 2B1

Phone: 945-3555

North End

400A Logan Avenue
Winnipeg, MB R3A 0R1
Phone: 945-7823

St. James

15 - 659 Cavalier Drive
Winnipeg, MB R2Y 1Y1
Phone: 945-4758

South Winnipeg MHA Offices

Central Park

355 Kennedy Street
Winnipeg, MB R3B 3B8
Phone: 945-6272

Downtown South

100 - 185 Smith Street
Winnipeg, MB R3C 3G4
Phone: 945-3884

Fort Rouge/Fort Garry/St.Vital

Unit D - 1026 St. Mary's Road
Winnipeg, MB R2M 3S6
Phone: 945-4899

Bilingual Service Centre

St. Boniface Bilingual Service Centre

100 - 614 rue Des Meurons
Winnipeg, MB R2H 2P9
Phone: 945-6019

Rural MHA Offices

North Central

67 - 2nd Street N.E.
Box 1570
Altona, MB R0G 0B0
Phone: 324-5308
Toll-free: 1-800-480-5554

317 - 25 Tupper Street North

Portage la Prairie, MB R1N 3K1
Phone: 239-3680
Toll-free: 1-866-440-4663

South West

253 - 9th Street
Brandon, MB R7A 6X1
Phone: 726-6455
Toll-free: 1-800-651-8217

Churchill

32 Hudson Square
Box 448
Churchill, MB R0B 0E0
Phone: 675-8838

Parkland East

27 - 2nd Avenue SW
Dauphin, MB R7N 3E5
Phone: 622-2092

Interlake

122 - 5th Avenue
Box 1680, **Gimli**, MB R0C 1B0
Phone: 642-6061
Toll-Free: 1-888-642-6066

Eastman/Interlake

102 - 235 Eaton Avenue
Selkirk, MB R1A 0W7
Phone: 785-5228
Toll-free: 1-800-441-5514

Parkland West Satellite Offices

117 - 2nd Avenue North
Box 1028
Roblin, MB R0L 1P0
Phone: 937-8326
Toll-free: 1-888-567-8125
516 Main Street, Box 250
Swan River, MB R0L 1Z0
Phone: 734-4297

Northern

214 Fischer Avenue
Box 2550
The Pas, MB R9A 1M4
Phone: 627-8355
Toll-free: 1-800-778-4311

Bilingual Service Centres

Red River Region Bilingual Service Centre

Box 98, 427 Sabourin Street
St. Pierre Jolys, MB R0A 1V0
Phone: (204) 433-2578
Toll-free: 1-866-563-2362

Mountain Region Bilingual Service Centre
Centre Dom Benoit
51 Rodgers Street
Notre Dame de Lourdes, MB R0G 1M0
Phone: (204) 248-7270

Kekinan Centre Inc.
Kekinan Centre is an independent living centre for Aboriginal seniors. For more information, contact:

S.A.M. Management
425 Elgin Avenue
Winnipeg, MB R3A 1P2
Phone: 942-0991

PRIVATE NON-PROFIT HOUSING

This is rental accommodation that is owned and managed by charitable or non-profit organizations such as service clubs or church groups. Restrictions regarding tenant eligibility, rent levels and available subsidies differ depending on the project.

CO-OPERATIVE HOUSING

Co-operative housing is owned by not-for-profit community groups who have incorporated to provide housing for their members. Co-op members purchase equity shares in the project and collectively become owners of the building. Subsidies may be available to low-income members. Persons wishing to become tenants in an existing project must purchase a share in the co-op.

ASSISTED LIVING FACILITIES

Assisted Living facilities offer independent living in a service package. Facilities are **not licensed or government regulated**. Look at your contract very carefully to know what are guaranteed services and what are non-guaranteed services. Government does not subsidize daily fees, but residents may qualify for Manitoba Shelter Benefit Program.

Examples of services provided may include:

- meals
- housekeeping

- laundry
- transportation
- financial management

LIFE LEASE TENANCY

Life lease is a unique tenancy agreement where the tenant pays an entrance fee for the rental unit and may remain a tenant for life or a certain period of time.

Monthly rent depends on the size of the mortgage on the building, maintenance costs, taxes and vacancy rates.

The Life Leases Act of the Province of Manitoba controls life lease agreements. For complete information contact the Residential Tenancies Branch.

People considering this type of housing should review the financial health of the project and talk to a lawyer to fully understand the terms of the life lease agreement.

COMMERCIAL HOUSING

The private market offers an increasing variety of housing for seniors, ranging from conventional apartments and condominiums for a mixture of ages and income levels, to projects designed especially for seniors. Some provide amenities such as fitness facilities and swimming pools, and some provide services such as cleaning, transportation and dining facilities.

Low-income seniors renting in the private market may be eligible for cash assistance under the Shelter Benefit Program.

OTHER HOUSING INFORMATION

RURAL MANITOBA

The Manitoba Seniors and Healthy Aging Secretariat has information on seniors' housing available in rural Manitoba.

For more information, contact:

Seniors Information Line
Phone: 945-6565
Toll-free: 1-800-665-6565

PERSONAL HOUSING CONSULTATION

Age & Opportunity's housing program is evolving to suit the needs of older adults and their families. One-on-one consultations with the Housing Project Coordinator are available by appointment. The Housing Project Coordinator provides information to assist with the selection of appropriate housing options. To book an appointment with the Housing Project Coordinator call:

Phone: 956-6440

HOUSING DIRECTORY

Age & Opportunity publishes the *Winnipeg Seniors Housing Directory* that contains information on housing for seniors in the City of Winnipeg. The Directory includes Independent Living, Life Leasing, Assisted Living, Companion Care, Supportive Housing, Intermediate Personal Care Homes and Personal Care Homes. The Directory is available for \$5.00 plus \$2.50 shipping and handling for mail orders from:

Age and Opportunity
200 - 280 Smith Street
Winnipeg, MB R3C 1K2
Phone: (204) 956-6440

RESIDENTIAL TENANCIES BRANCH

The Residential Tenancies Branch deals with landlord and tenant relations and related problems, matters pertaining to rent increases of any amount, the allowable rent charges for premises and general rent controls. For more information contact:

Residential Tenancies Branch
302 - 254 Edmonton Street
Winnipeg, MB R3C 3Y4
Phone: 945-2476
Toll-free: 1-800-782-8403
E-mail: rtb@gov.mb.ca
Website: www.manitoba.ca/rtb

157 - 340 9th Street
Brandon, MB R7A 6C2
Phone: 726-6230
Toll-Free: 1-800-656-8481
E-mail: rtbbrandon@gov.mb.ca

113 - 59 Elizabeth Drive
Thompson, MB R8N 1X4
Phone: 677-6496
Toll-free: 1-800-229-0639
E-mail: rtbthompson@gov.mb.ca

HOME IMPROVEMENT ASSISTANCE

RESIDENTIAL REHABILITATION ASSISTANCE PROGRAM (RRAP)

The Homeowner Residential Rehabilitation Assistance Program (RRAP) is a federal/provincial cost shared program that provides financial assistance to low-income owners of existing rural and urban housing. Housing must need major repair in either: structural, electrical, plumbing, heating or health and safety. The nature and quality of the repair work is expected to further the useful life of the dwelling by at least 15 years.

Similar assistance is available under RRAP for Persons with Disabilities for alterations required to accommodate the needs of a disabled occupant. The alterations must be related to the dwelling and the occupant's disability and must be permanent. Household income determines client eligibility.

Winnipeg Housing and Homelessness Initiative
361 Hargrave Street
Winnipeg, MB R3B 2K2
Phone: 986-2299
Website: www.gov.mb.ca/fs/housing/rrap.html

Brandon Neighbourhood Renewal Corporation
410 - 9th Street
Brandon, MB R7A 6A2
Phone: 729-2496

Thompson Neighbourhood Renewal Corporation
436 Thompson Drive
Thompson, MB R8N 0C6
Phone: 677-0760

If you live outside of Winnipeg, Brandon and Thompson:

Affordable Housing Initiative
113 - 114 Garry Street
Winnipeg, MB R3C 4V4
Phone: 945-5566
Toll Free: 1-866-689-5566

HOME ADAPTATIONS FOR SENIOR'S INDEPENDENCE (HASI)

HASI, a federal/provincial cost shared program, helps low-income seniors who have difficulties with daily living and activities in the home, by providing financial assistance to homeowners and landlords to carry out minor home adaptations that accommodate age related disabilities.

Items such as handrails in hallways and on stairs, easy-to-reach work and storage areas in the kitchen, lever handles on doors, walk-in showers with grab bars, and bathtub grab bars and seats are examples of adaptations that can be made. Assistance in the form of a forgivable loan of up to \$3,500 is available.

HOMEOWNER EMERGENCY LOAN PROGRAM (HELP)

This provincial government program is designed to help low-income homeowners improve their housing conditions. Interest-free loans to a maximum of \$3,000 are available. Repairs must be of an urgent nature and pose a threat to the health and safety of the occupants to qualify.

EMERGENCY REPAIR PROGRAM (ERP)

The Emergency Repair Program (ERP) is a federal/provincial cost shared program that assists eligible low-income homeowners or occupiers in rural and remote areas to undertake emergency repairs for the continued safe

occupancy of their houses. It targets homes in communities of 2,500 or less. Assistance is in the form of a forgivable loan. Income, location and the nature of repair determine eligibility and amount of the loan.

For more information on **HASI, HELP,** and **ERP** contact:

The Manitoba Housing and Renewal Corporation
Affordable Housing Initiative
113 - 114 Garry Street
Winnipeg, MB R3C 4V4
Phone: 945-5566
Toll-free: 1-866-689-5566
Website: www.gov.mb.ca/fs/housing/

HOME MAINTENANCE ASSISTANCE

AGE & OPPORTUNITY'S THIS FULL HOUSE SENIOR HOARDING PROJECT

This project works with Winnipeggers 55+ whose “stuff” fills their home and limits their lives. Clients receive counseling and access to decluttering and cleaning services. The main goal of the project is to help clients remain in their home and improve their quality of life. For more information, contact Age & Opportunity.

50 PLUS JOB BANK

The 50 Plus Job Bank is a non-profit organization that provides employment for experienced and mature individuals 50 years of age and over. The types of services provided are home repairs and renovations, yard maintenance, housecleaning, companions and much more.

50 Plus Job Bank
300 - 323 Portage Avenue
Winnipeg, MB R3B 2C1
Phone: 943-8864

COMMUNITY HOME SERVICES PROGRAM (CHSP)

Free Community Services for Low Income Seniors and Persons with a disability living independently in the community. Services include: housekeeping, grass cutting, and snow

removal. Applicants for CHSP services must meet eligibility criteria (i.e. low income seniors or persons with a disability receiving Home Care). To apply contact:

Community Home Services Program
150 - 391 York Avenue
Winnipeg, MB R3C 0P4
Phone: 948-4392

SELF-STARTING CREATIVE OPPORTUNITIES FOR PEOPLE IN EMPLOYMENT (SSCOPE)

SSCOPE Inc. is a non-profit community mental health organization that provides services such as snow shovelling, yard work, light moving and other services at reasonable rates. For more information, contact:

SSCOPE Inc.
5 - 1000 Notre Dame Avenue
Winnipeg, MB R3E 0N3
Phone: 987-6300
E-mail: sscope@mts.net
Website: www.sscope.org

COMMUNITY MAINTENANCE PROGRAMS

As part of services for seniors in their communities, many community resource councils and seniors centres will refer you to people who will do house cleaning, yard work and snow shovelling for a reasonable cost.

For more information, contact the community resource council or seniors centre nearest you.

HEALTH SERVICES – PROVINCIAL

REGIONAL HEALTH AUTHORITIES

Regional Health Authorities are health boards responsible for the delivery of health care services to Manitobans. They provide a reorganized, sustainable health system that balances health promotion, disease prevention, and institutional and community-based services.

Assiniboine Regional Health Authority Inc.
Box 579, (192 First Ave. W.)
Souris, MB R0K 2C0
Phone: 483-5000
Toll-free: 1-888-682-2253
Website: www.assiniboine-rha.ca
E-mail: assiniboine-rha@arha.ca

Brandon Regional Health Authority
150A - 7th Street
Brandon, MB R7A 7M2
Phone: 571-8400
Website: www.brandonrha.mb.ca

Burntwood Regional Health Authority Inc.
867 Thompson Drive South
Thompson, MB R8N 1Z4
Phone: 677-5350
Website: www.brha.mb.ca

Regional Health Authority – Central Manitoba Inc.
Box 243
Southport, MB R1N 1V1
Phone: 428-2000
Website: www.rha-central.mb.ca
E-mail: info@rha-central.mb.ca

Churchill RHA Inc.
Churchill Health Centre
Churchill, MB R0B 0E0
Phone: 675-8318
Website: www.churchillrha.mb.ca

Interlake Regional Health Authority Inc.
589 - 3rd Avenue South
Stonewall, MB R0C 2Z0
Phone: 467-4742
Toll-free: 1-888-488-2299
Website: www.irha.mb.ca
E-mail: info@irha.mb.ca

NOR-MAN Regional Health Authority Inc.
Box 130, 84 Church Street
Flin Flon, MB R8A 1M7
Phone: 687-1300
Website: www.norman-rha.mb.ca
E-mail: nrha@normanrha.mb.ca

North Eastman Health Association Inc.
W.B. Lewis School
Aberdeen Avenue and Burrows Road
Box 339
Pinawa, MB R0E 1L0
Phone: 753-2012
Website: www.neha.mb.ca
E-mail: neha@neha.mb.ca

Parkland Regional Health Authority Inc.
112-27-2nd Avenue South West
Dauphin, MB R7N 3E5
Phone: 622-6222
Toll-free: 1-800-259-7541
Website: www.prha.mb.ca
E-mail: prha@prha.mb.ca

South Eastman Health/Santé Sud-Est Inc.
Box 470
La Broquerie, MB R0A 0W0
Phone: 424-5880
Website: www.sehealth.mb.ca
E-mail: communications@sehealth.mb.ca

Winnipeg Regional Health Authority
1800 - 155 Carlton St.
Winnipeg, MB R3C 4Y1
Phone: 926-7000
Website: www.wrha.mb.ca
E-mail: info@wrha.mb.ca

RURAL COMMUNITY HEALTH CENTRES

You can reach Public Health, Home Care, Community Mental Health, Community Development and in some cases, Primary Care Services through your RHA Community Office. For complete contact information, please see RHA information on the previous page.

Brandon:

7th Street Health Access Centre
Ph: 578-4800

Assiniboia Regional Health Authority
Souris, MB
Ph: 483-5000
Toll-free: 1-888-682-2253

Burntwood Regional Health Authority
Thompson, MB
Ph: 677-5366
Churchill RHA Inc.
Churchill, MB
Ph: 675-8318

Interlake Regional Health Authority
Stonewall, MB
Ph: 467-4742

NOR-MAN Regional Health Authority
Flin Flon, MB
Ph: 687-1300

North Eastman Health Authority
Pinawa, MB
Ph: 753-3101
Toll-free: 1-877-753-2012

Parkland Regional Health Authority
Dauphin, MB
Ph: 622-6222
Toll-free: 1-800-259-7541

Regional Health Authority – Central Manitoba Inc.
Southport, MB
Ph: 428-2000
Toll-free: 1-800-742-6509

South Eastman Health/ Santé Sud-Est Inc.
La Broquerie, MB
Ph: 424-5880

THE MANITOBA HOME CARE PROGRAM

The Manitoba Home Care Program provides home health care services. Services can be requested by you (as an individual), your family or by your doctor. It provides supports or services to assist you to remain independently and at home for as long as safely possible.

Once Home Care receives a request for service, a Home Care Case Coordinator will meet you and any other caregivers at home to discuss your care needs. Based on the information gathered, the coordinator develops a care plan to help you manage at home for as long as is practical.

If other services are needed, you can access long-term care and housing options through

the Home Care Program. You or your family member can request information from your Home Care Case Coordinator at any time.

The range of services provided by Home Care include

- personal care
- home support
- nursing, respite/caregiver relief
- occupational and physical therapy assessments
- household maintenance
- referrals to other agencies
- adult day programs
- service coordination and assessments for long-term care and specialty services

If you become ill and are admitted to hospital, the hospital will inform the Home Care Program and a plan is made for when you return home. If you cannot return home, the Case Coordinator can help you access appropriate housing and care options such as supportive housing, companion care, personal care homes or chronic care hospital placement.

For more information, please call the Regional Health Authority's district office nearest your home as listed below.

In **Winnipeg**,

- General Intake Line 940-2655
- www.wrha.mb.ca
- Home Care Nursing Service in your neighbourhood – see WRHA Community Office Listings BLUE PAGE SECTION IN PHONE BOOK

RURAL DISTRICT OFFICES

Assiniboine

Baldur Health Unit

Box 38

Baldur, MB R0K 0B0

Phone: 535-2443

Birtle Health Unit

c/o Birtle Health Centre

Box 2000

Birtle, MB R0M 0C0

Phone: 842-3399

Boissevain Health Unit

Box 899

Boissevain, MB R0K 0E0

Phone/Fax: 534-6487

Cartwright Health Unit

Box 118

Cartwright, MB R0K 0L0

Phone: 529-2452

Carberry Health Unit

c/o Carberry Health Centre

Box 2000

Carberry, MB R0K 0H0

Phone: 834-3262

Deloraine Health Unit

Box 547

Deloraine, MB R0M 0M0

Phone: 747-2551

Erickson Health Unit

Box 98

Erickson, MB R0J 0P0

Phone: 636-6803

Glenboro Health Unit

Box 310

Glenboro, MB R0K 0X0

Phone: 827-2426

Hamiota Health Unit

c/o Hamiota Health Centre

Hamiota, MB R0M 0T0

Phone: 764-4206

Killarney Health Unit

Box 940

Killarney, MB R0K 1G0

Phone: 523-3226

Melita Health Unit

Box 459

Melita, MB R0M 1L0

Phone: 522-4311

Minnedosa Health Unit
c/o Minnedosa Health Centre
Box 488
Minnedosa, MB R0J 1E0
Phone: 867-8716

Neepawa Health Unit
Box 1240
Neepawa, MB R0J 1H0
Phone: 476-7834

Reston Health Unit
Box 250
Reston, MB R0M 1X0
Phone: 877-3925

Rivers Health Unit
Box 428
c/o Rivers Health Centre
Rivers, MB R0K 1X0
Phone: 764-4206

Rosburn Health Unit
c/o Rosburn Health Centre
Box 443
Rosburn, MB R0J 1V0
Phone: 859-5308

Russell Health Unit
c/o Russell Health Centre
Bag service #2
Russell, MB R0J 1W0
Phone: 773-7562

Shoal Lake Health Unit
c/o Shoal Lake/Strathclair
Health Centre
Box 490
Shoal Lake, MB R0J 1Z0
Phone: 759-2686

Souris Health Unit
Box 790
Souris, MB R0K 2C0
Phone: 483-6225

Treherne Health Unit
Box 63
Treherne, MB R0G 2V0
Phone: 723-2133

Virден Health Unit
Box 10
Virден, MB R0M 2C0
Phone: 748-2321

Wawanesa Health Unit
Box 309
Wawanesa, MB R0K 2G0
Phone: 824-2570

Brandon

B - 150 - 7th Street
Brandon, MB R7A 7M2
Phone: 571-8416 – General Information
571-8427 – Intake/Referral Line
E-mail: homecare@brandonrha.mb.ca
Website: www.brandonrha.mb.ca

Burntwood

Home Care Program
867 Thompson Drive South
Thompson, MB R8N 1Z4
Phone: 677-5350
E-mail: lsundevic@brha.mb.ca

Gillam Hospital
Box 2000
Gillam, MB R0B 0L0
Phone: 652-2600

Leaf Rapids Health Centre
Box 370
Leaf Rapids, MB R0B 0W0
Phone: 473-2441

Lynn Lake Hospital & Clinic
Box 2030
Lynn Lake, MB R0B 1W0
Phone: 356-2474
E-mail: mjantz@brha.mb.ca

Pikwitonei Health Centre
Pikwitonei, MB R0B 1E0
Phone: 458-2402

Thicket Portage Community Health Centre
Thicket Portage, MB R0B 1R0
Phone: 286-3254
E-mail: bhart@brha.mb.ca

Wabowden Health Centre

Box 179

Wabowden, MB R0B 1S0

Phone: 689-2600

E-mail: gjonasson@brha.mb.ca

Non-Fist Nation community members in Cross Lake, Norway House and South Indian Lake can contact the Thompson office for assistance.

Central

Home Care

c/o Portage District General Hospital

524 - 5 Street S.E.

Portage la Prairie, MB R1N 3A8

Phone: 239-2243

Churchill

Community Services

Churchill Regional Health Authority

Churchill, MB R0B 0E0

Phone: 675-8355

E-mail: vmcewan@churchillrha.mb.ca

Interlake

Seniors Program Manager

Rosewood Lodge PCH

513 - 1st Avenue North

Stonewall, MB R0C 2Z0

Phone: 467-3361

Website: www.irha.mb.ca

Arborg Community Health Office

Arborg Provincial Building

River Road, Box 423

Arborg, MB R0C 0A0

Phone: 376-5559

Community Health & Family Services

43 Railway Avenue

Box 310

Ashern, MB R0C 0E0

Phone: 768-2585

Community Health Services

E.M Crowe Memorial Hospital

Eriksdale, MB R0C 0W0

Phone: 739-4408

Fisher Community Health Offices

Box 119

Fisher Branch, MB R0C 0Z0

Phone: 372-8703

Community Health & Family Services

2nd Floor, 117 - 7th Avenue

Johnson Memorial Hospital

Box 1290

Gimli, MB R0C 1B0

Phone: 642-6051

Community Health Office

Lundar Personal Care Home

Box 296

Lundar, MB R0C 1Y0

Phone: 762-5469

Selkirk Community Health Office

201 - 237 Manitoba Avenue

Selkirk, MB R1A 0Y4

Phone: 785-7703

Stonewall & District Health Centre

589 - 3rd Avenue South

Box 280

Stonewall, MB R0C 2Z0

Phone: 467-4400

St. Laurent Community Health Office

St. Laurent, MB R0C 2S0

Phone: 646-2504

Teulon Hunter Memorial Hospital Home Care

Teulon, MB R0C 3B0

Phone: 886-4065

NOR-MAN

50 Church Street

Flin Flon, MB R8A 1K5

Phone: 687-9333

E-mail: bsendecki@normanrha.mb.ca

Primary Health Care Centre

P.O. Box 240

111 Cook Avenue

The Pas, MB R8A 1K4

Phone: 623 9690

Snow Lake Home Care
100 Lake Shore Drive E.
Snow Lake, MB R0B 1M0
Phone: 358-2637

Parkland

Director of Home Care Services
Unit C-21 3rd Avenue N.E.
Dauphin, MB R7N 0Y5
Phone: 622-6255
E-mail: jsmith@prha.mb.ca

Benito Community Health Services
200 - 1st Street East
Box 490
Benito, MB R0L 0C0
Phone: 539-2513

Dauphin Community Health Services
2nd Floor, 317 Main Street North
Dauphin, MB R7N 1C5
Phone: 638-2118

Ethelbert Community Health Centre
31 Railway Avenue
Box 156
Ethelbert, MB R0L 0T0
Phone: 742-4400
E-mail: ethelchs@prha.mb.ca

Grandview Community Health Services
644 Mill Street, Box 339
Grandview, MB R0L 0Y0
Phone: 546-5150

McCreary Community Health Services
613 PTH 50, Box 208
McCreary, MB R0J 1B0
Phone: 835-5010

Roblin Community Health Services
115 Hospital Street
Box 880
Roblin, MB R0L 1P0
Phone: 937-2151
E-mail: prhawest@prha.mb.ca

Ste. Rose Community Health Services
603, 1st Avenue East
Box 149

Ste. Rose du Lac, MB R0L 1S0
Phone: 447-4080
E-mail: sterose@prha.mb.ca

Swan River Community Health Services
205 - 5th Avenue North
Box 1028
Swan River, MB R0L 1Z0
Phone: 734-6602
E-mail: srchs@svhf.mb.ca

Winnipegosis Community Health Services
230 Bridge Street, Box 36
Winnipegosis, MB R0L 1C0
Phone: 656-4721

North Eastman

Beausejour Primary Health Care Centre
Community Health Services
Box 550
151 First Street South
Beausejour, MB R0E 0C0
Phone: 268-4966

Lac du Bonnet District Health Centre
Community Health Services
Box 1030
Lac du Bonnet, MB R0E 1A0
Phone: 345-8647

Pine Falls Health Complex
Community Health Services
Box 2000
Pine Falls, MB R0E 1M0
Phone: 367-4441

Kin Place Primary Health Care Centre
Community Health Services
Box 28
Oakbank, MB R0E 1J0
Phone: 444-2227

Whitemouth District Health Centre
Community Health Services
Box 160
Whitemouth, MB R0E 2G0
Phone: 348-7191

South Eastman

Community Services

Box 156

Dominion City, MB R0A 0H0

Phone: 427-3460

Niverville Primary Health Care Centre

Box 538

Niverville, MB R0A 1E0

Phone: 388-7067

Community Health Office

Box 2560

365 Reimer Avenue

Steinbach, MB R5G 1P1

Phone: 346-6131

Community Health Office

Unit A - 30 Dawson Road

Ste. Anne, MB R5H 1B5

Phone: 422-7067

Community Services

Box 88

St. Pierre-Jolys, MB R0A 1V0

Phone: 433-7636

East Borderland Primary Health Care Centre

Box 11

Sprague, MB R0A 1Z0

Phone: 437-7210

Community Services

Box 119

Vita, MB R0A 2K0

Phone: 425-5023

GERIATRIC PROGRAM ASSESSMENT TEAM (GPAT)

The GPAT program assesses the frail individuals over the age of 65 years of age, living in Winnipeg. Anyone can refer to this service by telephone. Clients are seen by a Geriatric Clinician in their home for an assessment of the following problems:

- Mobility Impaired Function/Activities of Daily Living
- Confusion/Dementia
- Incontinence (toiletting)

- Depression
- Inadequate Social Supports
- Medication issues (polypharmacy)

For more information contact:

Phone: 982-0140

Fax: 982-0144

HOME CARE APPEAL PANEL

If you have concerns about your home care, first talk to your home care case coordinator or his/her supervisor. If you are still not satisfied, you may file an appeal with the Appeal Panel for Home Care. This panel hears appeals from people who have asked for home care services and who disagree with the decisions made about their eligibility or their level of service.

You may file an appeal if:

- your request for home care service was turned down.
- you disagree with the level of service you receive.
- you have any concerns about the home care services you are receiving.

To file an appeal, contact the Home Care Appeals/Advisory Office and ask for an appeal form.

Appeal Panel for Home Care

Room 4012, 300 Carlton Street

Winnipeg, MB R3B 3M9

Phone: 788-6788

Toll-free: 1-800-491-4993

E-mail: appeals@gov.mb.ca

Website: www.homecareappeals.mb.ca

RESIDENTIAL CARE

Residential care is a community-based housing option that provides congregate living accommodations with care and supervision at levels defined by Manitoba Family Services and Housing.

Residential care facilities are licensed through Manitoba Family Services and Housing. Facilities may be profit or non-profit and

operated by professional or non-professional staff. The Manitoba government does not subsidize residential care; however, you may qualify for financial assistance under the Manitoba Shelter Benefit (MSB) Program. See page 20 for more information about this program.

If you would like more information about residential care facilities, contact:

Manitoba Family Services and Housing
Residential Care Licensing
Phone: 945-5311

PERSONAL CARE HOME PLACEMENT

A personal care home may be the most appropriate care setting when your care needs can no longer be managed within your home or an alternative community setting.

To apply for personal care home placement, contact your:

- Home Care Case Coordinator or
- Regional Health Authority for more information if you are not receiving Home Care

Eligibility:

- Canadian citizens and permanent residents who have lived in Manitoba for the previous five consecutive years are eligible for insured personal care home services.
- If you are a new Canadian citizen or a new resident to Manitoba, you should discuss your eligibility with your Home Care Case Coordinator as restrictions may apply.

Assessment:

Applications are reviewed by an assessment panel to decide on the most appropriate environment where care needs can be met. If your application is denied, you may reapply and be reassessed at a later date if care needs change.

There may be a waiting period before you are admitted to the personal care home of your choice. During this time, home care services may be provided to you as necessary.

If you require admission immediately, or are in hospital awaiting placement, you may be asked to accept placement in a different care facility until you can be admitted to the personal care home of your choice.

For more information contact:

WRHA Long-term Care Access Centre

Phone: 940-3600

Website: www.wrha.mb.ca/ltc/

or your Regional Health Authority in rural Manitoba (see pages 28-29).

RESIDENTIAL CHARGES AT PERSONAL CARE HOMES

The cost of personal care home services is shared by the provincial government (Manitoba Health) and the client who needs the services. Manitoba Health pays the majority of the cost through the Regional Health Authorities and the client pays a residential charge.

The residential charge paid by a client is based on income. The rate structure ensures that all clients have a reasonable amount of spending money for personal expenses after paying the residential charge.

The initial charge assessed for each client is the maximum daily rate. You may apply for a reduction to the maximum rate by completing a Tax Information Release Form, or by completing an Application for Reduced Residential Charges and providing a copy of your Canada Revenue Agency Notice of Assessment from the previous year. Facility staff will give you the correct form(s).

You may request a review or appeal the assessed rate within 30 days of the effective date of the charge. A Request for Review/ Appeal form is available at the facility. Facility staff will advise you of the review/appeal process and provide you with the form.

For more information visit:

Website: www.gov.mb.ca/health/personalcareservices.

or contact your facility representative.

THE PROTECTION FOR PERSONS IN CARE OFFICE

The Protection for Persons in Care Act (the Act) is an extra safeguard built into Manitoba's health care system. This law is to help protect adults from abuse while receiving care in personal care homes, hospitals or any other designated health facility.

The Act requires anyone, including staff, volunteers, and visitors to promptly report potential abuse to the Protection for Persons in Care Office (PPCO) at Manitoba Health.

Contact the PPCO at:

Winnipeg: 788-6366

Toll Free: 1-866-440-6366

MEDICAL EQUIPMENT AND SUPPLIES

SOCIETY FOR MANITOBANS WITH DISABILITIES (SMD) – WHEELCHAIR SERVICES

This program provides long-term loans of wheelchairs to individuals living in the community. An application signed by an Occupational Therapist or a Doctor is required in order to receive a wheelchair.

SMD Wheelchair Services

1111 Winnipeg Avenue

Winnipeg, MB R3E 0S2

Phone: 975-3250

Toll-free: 1-800-836-5551

TTY: 975-3239

Website: www.smd-services.com

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

PAYMENT FOR REFUND FOR HEALTH CARE SERVICES

MANITOBA HEALTH – INSURED BENEFITS

All insured residents of Manitoba are covered by the health insurance plan administered by Manitoba Health. Benefits include the following:

- hospital coverage at the standard ward level
- medical services, including visits to doctors' offices, house calls and doctors' services in hospitals
- certain prosthetic and orthotic devices
- care in personal care homes
- a provincial drug program
- seniors' eyeglass program

Services are available in both English and French. For details regarding registration and coverage, contact:

Manitoba Health – Insured Benefits

300 Carlton Street

Winnipeg, MB R3B 3M9

Phone: (204) 786-7101

Toll-free: 1-800-392-1207

(in North America only)

Fax: (204) 783-2171

Toll-free fax: 1-866-608-2983

(in North America only)

TDD: 774-8618

Toll-free: 1-800-855-0511

Website: www.gov.mb.ca/health/mhsip/index.html

PHARMACARE PROGRAM

Pharmacare is a drug benefit program for all Manitobans whose income is seriously affected by high prescription drug costs. Pharmacare coverage is based on total family income and the amount you pay for eligible prescription drugs.

Each year you are required to pay a portion of the cost of your eligible prescription drugs. This portion is referred to as the **Pharmacare deductible**. Your deductible is based on your total family income.

In 2000, Manitoba residents were provided with the option of applying to the Pharmacare Program through a one-time enrolment process or annually.

Manitobans who selected the one-time enrolment process (Option A) are no longer required to annually submit a Pharmacare Application.

Manitoba Health will establish the Pharmacare deductible for April 1 of each benefit year. Shortly after the beginning of each benefit year, Manitobans who selected this option will receive a letter from Manitoba Health confirming their enrolment and deductible level.

In order to be eligible for benefits, Manitobans who chose the annual application process (Option B) must complete a Pharmacare Application and Consent Authorization within each benefit year, April 1 to March 31. Applicants must also include a copy of the Revenue Canada Notice of Assessment from the taxation year 2 years prior to the beginning of the benefit year with their completed application.

The deadline for filing your 2007/2008 Pharmacare Application is March 31, 2008.

Applications are available from all Manitoba pharmacies or at:

Manitoba Health offices
300 Carlton Street
Winnipeg, MB

Applications can also be downloaded from:
Website: www.gov.mb.ca/health/pharmacare

Pharmacare Information Line:

(recorded message):

788-2506 (English)

788-2520 (French)

Provincial Drug Programs:

(Customer Service Help Desk)

In Winnipeg: 786-7141

Toll-free: 1-800-297-8099

TTY-TTD: 774-8618 or

Manitoba Relay Service: 711 or 1-800-432-4444

Fax: 786-6634

EYEGLOSS PROGRAM

The Eyeglass Program provides limited financial assistance toward the purchase of eyeglasses for Manitoba residents 65 years of age and older (one pair of eyeglasses every three year period – or more often if there is a change in vision).

The total allowable amount is based on a fixed schedule for dispensing fees, frames and lenses. You are required to pay a \$50 deductible and

Manitoba Health will pay 80 per cent of the remainder. The amount payable is based on a fixed schedule and not based on the total cost of the eyeglasses.

The \$50 deductible applies once a year (April 1 to March 31) per family. If additional glasses are required within the 12 month period, you do not have to pay the deductible again. Claim forms are available from optometrists and opticians. For more information, contact:

Manitoba Health – Insured Benefits
Senior Eyeglass Program

300 Carlton Street
Winnipeg, MB R3B 3M9

Phone: 786-7365

Toll-free: 1-800-392-1207

Ext. 7365

Fax: 783-2171

E-mail: insuredben@gov.mb.ca

Website: www.gov.mb.ca/health/mhsip/eyeglasses.html

PALLIATIVE CARE

The goal of palliative care is to relieve suffering and improve the quality of life for persons living with advanced illness. Palliative care focuses on the person as a whole by offering a wide range of support services in a variety of settings including hospitals, personal care homes, special hospice facilities or at home.

Winnipeg Regional Health Authority
Palliative Care Co-coordinator at **237-2400**

For more information contact your RHA
Palliative Care Coordinator:

Assiniboine: 328-7878 (North)
747-2979 (South)

Brandon: 571-8429

Burntwood: 677-5351

Central: 428-2006

Churchill: 675-8355

Interlake: 372-7301

Nor-Man: 623-9661

North Eastman: 753-3147

Parkland: 622-6257

South Eastman: 433-7636 ext. 237

HEALTH SERVICES – COMMUNITY

COMMUNITY HEALTH CENTRES

The Winnipeg Regional Health Authority has located Community Offices throughout Winnipeg. At these locations you will reach Public Health, Home Care, Community Mental Health, Community Development and in some cases Primary Care Services.

Call the centre closest to you for a full list of services provided.

ACCESS River East

(includes Primary Care Clinic and Physicians)

975 Henderson Highway

Winnipeg, MB

Phone: 938-5000

WRHA Assiniboine South

Health and Social Services Centre

3401 Roblin Boulevard

Winnipeg, MB

Phone 940_1950

TTY: 940-1955

WRHA Downtown Community Offices

102 - 490 Hargrave Street

Winnipeg, MB

Phone: 940-2274

Health Action Centre (GPAT)

425 Elgin Avenue

Winnipeg, MB R3A 1P2

Phone: 940-1626 or 940-3160

E-mail: rpichora@wrha.mb.ca

Mount Carmel Clinic

886 Main Street

Winnipeg, MB R2W 5L4

Phone: 582-2311

WRHA Fort Garry Community Office

2735 Pembina Highway

Winnipeg, MB

Phone: 940-2015

WRHA Inkster Community Office

103 - 61 Tyndall Avenue

Winnipeg, MB

Phone: 940-2020

Aikins Street Community Health Centre

WRHA Point Douglas Community Office

601 Aikins Street

Winnipeg, MB

Phone: 940-2025

WRHA River Heights Community Office

385 River Avenue

Winnipeg, MB

Phone: 940-2000

Physicians Phone: 940-2005 (Tuxedo Blvd)

Physicians Phone: 938-5500 (Stafford St)

WRHA Seven Oaks Community Office

2nd Floor, 1021 Court Street

Winnipeg, MB

Phone: 940-2050

WRHA St. Boniface/St. Vital

Home Care Office

210 Osborne Street

Winnipeg, MB

940-2070

WRHA St. James Assiniboia

Health and Social Services

Centre Community Office

2nd Floor, 2015 Portage Avenue

Winnipeg, MB

Phone: 940-2040

WRHA St. Vital Community Office

6 - 845 Dakota Street

Winnipeg, MB

Phone: 940-2045

ACCESS Transcona

845 Regent Avenue West

Winnipeg, MB

Phone: 938-5555

**Aboriginal Health & Wellness
Centre of Winnipeg, Inc.**
215 - 181 Higgins Avenue
Winnipeg, MB R3B 3G1
Phone: 925-3700
Fax: 925-3709
E-mail: admin@ahwc.ca

Klinik Community Health Centre
870 Portage Avenue
Winnipeg, MB R3G 0P1
Phone: 784-4090
E-mail: klinik@klinik.mb.ca
Website: www.klinik.mb.ca

NURSING, THERAPY AND MEDICAL SERVICES

MANITOBA PUBLIC HEALTH NURSING SERVICES

Public health nursing services are available throughout Manitoba to all individuals, families and groups. The program focuses on health promotion and the prevention of disease and injuries.

Services include:

- assessment of health needs
- health teaching and counseling
- immunizations
- referrals
- advocacy

Public health nurses provide services in a variety of settings such as homes, community clinics and community centres. Information about public health nursing services is available from regional health authority offices.

Contact your Community Health Office listed above for more information.

COMMUNITY THERAPY SERVICES

Community Therapy Services (CTS) is a private non-profit Agency that provides the services of occupational therapists, physiotherapists, and speech language pathologists to assist individuals to live safely and independently in their own homes.

Many of the Agency's services are funded directly by Manitoba Health through Regional Health Authorities (including Winnipeg, North Eastman, and Assiniboine) and will be provided at no cost to eligible clients.

For more information on how to access the Agency's services, contact:

Community Therapy Services
201 - 1555 St. James Street
Winnipeg, MB R3H 1B5
Phone: 949-0533
E-mail: cts@ctsinc.mb.ca
Website: www.ctsinc.mb.ca

SENIORS HEALTH RESOURCE TEAMS

Senior Health Resource Teams work in the community to promote health, increase awareness about injury and illness prevention, provide primary care, and management of chronic diseases for adults age 55+. The teams provide health services and community support for older adults living in River East, Downtown, and St. James/Assiniboia.

They can help seniors:

- Learn how to improve their health.
- Get information and help link to appropriate health settings.
- Discuss concerns through home visits, phone consultations, health clinics, support groups and other programs.

Seniors health resource clinics are held in apartment blocks, malls, senior centres and churches.

The team organizes health promotion and education sessions, health clinics and community programs based on the needs and concerns of older adults.

There are several health programs which include: nutrition, safety and falls, activity, medication, blood pressure, memory/mood, blood sugar testing, and other health concerns. Support groups are also included.

The teams develop leadership and programs within the communities to make them a

healthy place to live: gardening, walking group, cooking club and more.

Seniors Health Resource Team – River East

755 Henderson Highway

Winnipeg, MB R2K 2K5

Phone: 940-2114

Fax: 940-3629

St. James-Assiniboia Seniors Health Promotion Resource Team

2109 Portage Avenue

Winnipeg, MB R3J 0L3

Phone: 940-3261

Fax: 987-8856

Downtown Seniors Health Resource Team

425 Elgin Avenue

Winnipeg, MB R3A 1P2

Phone: 940-2269 or 940-2225

Fax: 940-2116

DENTAL SERVICES

UNIVERSITY OF MANITOBA FACULTY OF DENTISTRY

The Faculty of Dentistry at the University of Manitoba operates a clinic for teaching purposes. If you require dental services, call first to see if your needs can be met, as the availability of services changes throughout the year. Modest fees are charged and there may be a waiting period before the first appointment. For information and appointments, please call:

University of Manitoba

Faculty of Dentistry

790 Bannatyne Avenue

Winnipeg, MB R3E 0W2

Phone: 789-3505

E-mail: gloewe@ms.umanitoba.ca

Website: www.umanitoba.ca/faculties/dentistry

HOME DENTAL CARE PROGRAM

This outreach program provides a full range of dental services to patients who are physically

unable to seek care in private practice. Faculty dentists and dental hygienists using a mobile van with portable dental equipment, make calls to personal care homes, senior citizens' residences, hospitals and private homes.

Dental services are offered on a fee-for-service basis. First time patients with the Home Dental Care Program are eligible for a free examination. To arrange a dental visit or for more information, contact:

Faculty of Dentistry/Centre for Community Oral Health

Home Dental Care Program

Phone: 831-3455/56

Web site: www.umanitoba.ca/faculties/dentistry/ccoh/index.html

OTHER HEALTH SERVICES

MANITOBA BLUE CROSS

Manitoba Blue Cross offers a variety of health care plans to Manitobans to help supplement provincial government health care services. Coverage for ambulance fees, semi-private hospital rooms, dental care and much more is available through Manitoba Blue Cross.

Travel health coverage is particularly important for anyone traveling outside of Manitoba or Canada, and Manitoba Blue Cross can provide comprehensive coverage. For more information, contact:

Manitoba Blue Cross

599 Empress Street

Winnipeg, MB R3C 2X7 (obtain mailing address from website or contact information).

Phone: 775-0151

Toll-free: 1-800-873-2583

Hours of Operation: Monday – Wednesday and Friday 9:00 a.m. – 5:30 p.m.

Thursday 9:00 am-7:00 p.m.

Website: www.mb.bluecross.ca

Please refer to the yellow pages in your phone book for additional private insurers that will help meet medical costs.

NOR'WEST FOOT CARE PROGRAM

Specialized Nursing Foot Care provided to Senior and others who can no longer safely care for their feet at no cost. The service is offered at 14 different locations in the city including Nor'West and Weston Community Centre. Other services include educational presentations.

Scope – City wide – based on eligibility criteria.
For More Information and Intake contact:

Phone: 940-2141

Many senior centres and community resource councils offer foot care for seniors. For more information, contact your local senior centre or community resource council (see pages 7-13).

RUPERT'S LAND CAREGIVER SERVICES

Rupert's Land Caregiver Services offers a range of services to provide support for family caregivers of persons 55 or older. Services include city-wide 'time-out' or short-term respite care, assisted transportation in southwest Winnipeg (area codes include R3L, R3M, R3N, R3P and part of R3T), support groups, information and help in problem-solving, referral to other community services, telephone support, community educational presentations, workshops on caregiving and aging and a newsletter *The Caregivers Page*.
For more information, contact:

Rupert's Land Caregiver Services

168 Wilton Street

Winnipeg, MB R3M 3C3

Phone: 452-9491

E-mail: rlcs@mts.net

HOSPICE & PALLIATIVE CARE MANITOBA (HPCM)

Within Winnipeg, the Community Hospice Volunteer Program provides support and practical help to individuals and families who are living with terminal illness or coping with grief.

HPCM provides information on palliative care services available throughout Manitoba including:

- an education program to prepare volunteers for hospice work in the community or in an institution.
- the annual palliative care conference.
- a quarterly newsletter, *the Hospice Companion*.
- distribution of information through the Hospice Resource Library.

As the provincial voice for hospice palliative care, HPCM encourages communities to become members of the association. For more information, contact:

Hospice & Palliative Care Manitoba

2109 Portage Avenue

Winnipeg, MB R3J 0L3

Phone: 889-8525

Toll-free: 1-800-539-0295

E-mail: info@manitobahospice.mb.ca

Website: www.manitobahospice.mb.ca

THE FAMILY DOCTOR CONNECTION

The Manitoba College of Family Physicians is a voluntary organization representing family physicians across the province.

Family doctors care for people of all ages, and focus on all aspects of well-being, including the prevention and management of disease and the promotion of healthy living.

The Family Doctor Connection Program maintains an up-to-date, comprehensive list of family doctors accepting new patients in Manitoba. By calling, you will be assisted personally and provided with the names and telephone numbers of family physicians accepting new patients in your area. Services are available in both English and French.

The Family Doctor Connection

Phone: 786-7111

Toll free 866-690-8260 or TDD: (204) 774-8618

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

E-mail: insuredben@gov.mb.ca

WELLNESS INSTITUTE AT SEVEN OAKS GENERAL HOSPITAL

The Institute offers many programs for adults dealing with a chronic disease or recovering from an illness, or for those interested in health and wellness. Program areas include:

- Managing Diabetes
- Cardiac Rehabilitation
- Pulmonary Rehabilitation
- Weight Management

- Arthritis Management
- Cancer Wellness
- Smoking Cessation
- Risk Reduction Clinic
- Support group for men recovering from Prostate Cancer

For more information, contact:

1075 Leila Avenue

Winnipeg, MB R2P 2W7

Phone: 632-3900

Website: www.wellnessinstitute.ca

COMMUNITY LIVING

COUNSELLING

AGE & OPPORTUNITY

Age & Opportunity offers counselling services that identify, inform and assist older adults and their families. Assistance is available to help seniors cope with the many transitions associated with aging, which include caregiving, grief, retirement, housing, financial, depression, isolation, loneliness, and family relationships. Age & Opportunity also provides free home safety audits for Winnipeg seniors.

For more information contact:

Age and Opportunity

200 - 280 Smith Street

Winnipeg, MB R3C 1K2

Phone: (204) 956-6440

E-mail: info@ageopportunity.mb.ca

Website: www.ageopportunity.mb.ca

AURORA FAMILY THERAPY CENTRE

The Centre offers family, couple, and individual therapy. Counselling for seniors may include issues such as grief, bereavement and illness. There is a sliding fee schedule according to income.

Aurora Family Therapy Centre

Room 2S03

515 Portage Avenue

Winnipeg, MB R3B 2E9

Phone: 786-9251

Fax: 772-2547

E-mail: aurora@uwinnipeg.ca

Website: aurora.uwinnipeg.ca

JEWISH CHILD AND FAMILY SERVICES TO JEWISH OLDER ADULTS

The agency provides older adults with the support necessary to maintain themselves in an independent living situation in the community at an optimal level of psychological, social and health functioning. The program provides assessments, counselling, links to services and regular monitoring contact. This service also includes supports to holocaust survivors and their families. For further information, contact:

Jewish Child & Family Service

C200 - 123 Doncaster Street

Winnipeg, MB R3N 2B2

Phone: 477-7430

E-mail: jcfs@aspercampus.mb.ca

Website: www.jcfswinnipeg.org

For counselling for immigrant women, please refer to Immigrant Women's Counselling Services on page 64.

GAY, LESBIAN, BISEXUAL, TRANSGENDERED AND TWO-SPIRITED (GLBTT)

COMMUNITY EMERGENCY ASSISTANCE

RAINBOW RESOURCE CENTRE

Serves Manitoba's Gay, Lesbian, Bisexual, Transgender and two-spirited community (GLBTT). The centre provides information on sexuality, anti-homophobia workshops, library resources and counseling for yourself or someone close to you.

For more information contact:

Rainbow Room Centre

1-222 Osborne St. S

Winnipeg, MB

Phone: 474-0212

Website: www.rainbowresourcecentre.org

SEXUALITY EDUCATION RESOURCE CENTRE (SERC)

SERC is a community-based, non-profit, pro-choice organization that promotes sexual health through education.

For more information contact:

Online: www.serc.mb.ca

555 Broadway Ave. (2nd Floor)

Winnipeg, MB R3C 0W4

Phone: 982-7800

E-mail: info@serc.mb.ca

161 8th Street

Brandon, MB R7A 6M8

Phone: 727-0417

E-mail: brandon@serc.mb.ca

7th Street Health Access Centre

#20 - 7th Street

Brandon, MB R7A 6M8

Phone: 578-4800

THE SALVATION ARMY

**Divisional Pastoral Care Representative
(Community Care/Seniors)**

500 - 55 Donald St.

Winnipeg, MB R3C 1L8

Phone: 946-9145

Booth Centre

180 Henry Street

Winnipeg, MB R3B 0J8

Phone: 946-9400

The Services provided at Booth Centre include:

- Chaplaincy/Counselling
- Anchorage Chemical Dependency Program
- Men's and Women's Residences

Mental Health Services

A short term residential unit for adults in psychiatric crisis who require specialized services, but do not need hospitalization.

Phone: 946-9122

Website: mb.salvationarmy.ca

Rural

9 Princess Ave. E.

Brandon, MB R7A 1R8

Phone: 727-6271

Fax: 727-1752

Camp Woodlands

Camp Woodlands offers a weekly Senior's Group meeting on Wednesdays from 10:30 a.m. – 1:00 p.m.

Box 164

Woodlands, MB R0C 3H0

Phone: 383-5357

Fax: 383-5233

For Corps (Churches) located in Manitoba with Specific Programs for Seniors, visit The Salvation Army's website listed above.

AGAPE TABLE INC.

Agape Table provides a hot meal and a meeting place for those in need. Some outreach services are available. Agape Table is open Monday to Friday mornings; 9:00 – 11:30 a.m. Agape Table can also help connect people with other health resources within the community.

All Saints Parish Hall
175 Colony Street
Phone: 783-6369

RED CROSS SOCIETY

The Red Cross supports other agencies to provide emergency food, clothing and shelter in case of disasters, such as house fires. The Society also provides help in tracing and reuniting family members in Canada and abroad. For more information, contact:

Canadian Red Cross
Unit 3-613 10th Street
Brandon, MB R7A 4G6
Phone: 729-4970
Fax: 727-0349

Russell Office (Marquette/Parklands)
Box 1227
Russell, MB R0J 1W0
Phone: 773-3526
Fax: 773-3543

The Pas Office
1416 Gordon Avenue
The Pas, MB R9A 1K7
Phone: (204) 623-4780

MANITOBA FARM AND RURAL STRESS LINE

The Manitoba Farm and Rural Stress line provides support, counselling, information and referrals over the phone to anyone whose life is in any way affected by farming, agriculture and/or rural living.

Counsellors are trained to provide support, referral and ways of coping. They will assist a person to make changes the caller believes to be important and will link with community

resources most appropriate to help them with their situation.

For more information, contact:

Toll-free within Manitoba: 1-866-367-3276

E-mail: help@ruralstress.mb.ca

Website: www.ruralstress.ca

ELDER ABUSE

SENIORS ABUSE LINE

The Seniors Abuse Line is a confidential information service aimed at providing seniors, family members, professionals, and others with a one-stop information resource on elder abuse. The abuse line staff provide information on community resources and support services that are available throughout Manitoba. An elder abuse consultant is also available to provide education and training, and to assist communities to ensure that services and supports are coordinated and available to abused older persons. For more information, contact:

Seniors Abuse Line
Phone: 945-1884
Toll-free: 1-888-896-7183

AGE & OPPORTUNITY

Age and Opportunity provides confidential consultation, assessment, and counselling services to seniors who are suspected victims of abuse experiencing emotional, physical, financial abuse or neglect. Assistance accessing crisis accommodations and legal services, including protection orders, is also provided. For further information, please contact:

Age & Opportunity
200-280 Smith St.
Winnipeg, MB R3C 1K2
Phone: (204) 956-6440
Fax: (204) 946-5667
E-mail: ovs@ageopportunity.mb.ca
Website: www.ageopportunity.mb.ca

CRISIS ACCOMMODATION FOR PERSONS WITH DISABILITIES

For adults with disabilities who have experienced abuse, or are at risk of abuse and whose abuse-related needs cannot be appropriately or effectively met by the protocols of existing crisis lines can be referred here.

Crisis Accommodation and Supports Crisis Line:
Phone: 788-8687

WOMEN'S SHELTERS

Women's shelters located throughout Manitoba provide short-term emergency shelter for women of all ages who are abused by their partners.

Provincial-wide Information/Crisis Line
1-877-977-0007

Winnipeg Region

Osborne House
Box 397 **Winnipeg**, MB R3C 2H6
Admin Line: 204 942-7373
Local Crisis Line: 204 942-3052
TTY Line: 204 942-5204

Ikwe-Widdjitiwin
Box 1056 **Winnipeg**, MB R3C 2X4
Admin Line: 204 987-2780
Local Crisis Line: 204 987-2780
Toll Free Crisis Line: 1 800-362-3344
TTY Line: 1 800 561 6178

Central Region

Genesis House (South Central Committee on Family Violence)
Box 389 **Winkler**, MB R6W 4A6
Admin Line: 204 325-9957
Local Crisis Line: 204 325-9800

Portage Women's Shelter
Box 1541 **Portage la Prairie**, MB R1N 3P1
Admin Line: 204 239-5234
Local Crisis Line: 204 239-5233

Eastman Region

Agape House (Eastman Crisis Centre)
Box 3130 **Steinbach**, MB R5G 1P5
Admin Line: 204 326-6062
Local Crisis Line: 204 326-0028

Interlake Region

Nova House
Box 337 **Selkirk**, MB R1A 2B3
Admin Line: 204 482-7882
Local Crisis Line: 204 482-1200

NOR-MAN Region

Aurora House
(The Pas Committee for Women in Crisis)
Box 3779 **The Pas**, MB R9A 1S4
Admin Line: 204 623-7427
Local Crisis Line: 204 623-5497

Parklands Region

Parkland Crisis Centre
Box 651 **Dauphin**, MB R7N 2V4
Admin Line: 204 622-4620
Local Crisis Line: 204 638-9484

Thompson Crisis Centre
Box 1226 **Thompson**, MB R8N 1P1
Admin Line: 204 677-9668
Local Crisis Line: 204 778-7273

Westman Region

YWCA Westman Women's Shelter
148 11th Street **Brandon**, MB R7A 4J4
Admin Line: 204 727-3644
Local Crisis Line: 204 727-3644

HEALTH AND CHRONIC DISEASE INFORMATION

NOR'WEST CO-OP COMMUNITY HEALTH CENTRE INC.

Nor' West Co-op Community Health Centre is a non-profit multi-service interdisciplinary co-op health agency in the Inkster Area. A wide range of health related services are provided

including medical care, counseling, education and community outreach. Nor' West recognizes the effect that life style, access to resources and income have on the health of individuals and families. We work with the community to create safer and healthier neighborhoods for children and families. Services are provided under the following Programs:

- Clinical Primary Health Care
- Counseling Services – Aboriginal Counseling and Relationship Counseling
- Immigrant Women's Counseling Services and Woman's Place
- Community Development
- Foot Care Program
- Nor'West Mentor Program
- Nor'West Early Learning and Childcare Program

For general information please contact:
Nor'West Co-op Community Health Centre
103 - 61 Tyndall Avenue
Winnipeg, MB R2X 2T4
Phone: 940-2020
Website: www.norwesthealth.ca

HEALTH LINKS/INFO SANTÉ

Health Links/Info Santé is a telephone information and referral service located at Misericordia Health Centre. Specially trained registered nurses staff the Health Links line to help the public with their health questions and concerns. Health Links offers a 24-hour service, seven days a week.

Phone: 788-8200 or
Toll-free: 1-888-315-9257

MEDICATION INFORMATION LINE FOR THE ELDERLY (MILE)

The University of Manitoba offers the Medication Information Line for the Elderly. A pharmacist will take your call and answer your questions about drugs and proper

drug use. Hours of operation are Monday to Thursday, 9:30 a.m. to 2:30 p.m.

Room 111, University Centre Bldg

Phone: 474-6493

E-mail: mile_resource@umanitoba.ca

Web site: www.umanitoba.ca

CHRONIC DISEASE INFORMATION RESOURCES

The following organizations are excellent sources of information about chronic diseases. Most provide a variety of services to meet the special needs of persons affected by disease.

ALZHEIMER SOCIETY OF MANITOBA

The Alzheimer Society of Manitoba is an organization, whose mission is to alleviate the individual, family and social consequences of Alzheimer Disease and related disorders while supporting the search for a cure.

Programs include:

- Alzheimer Education and Support Meetings
- Home Activity Partnership Program
- Safely Home – Alzheimer Wandering Registry
- Professional Education
- Community Outreach
- Advocacy
- Library
- Speakers Bureau
- Information and Resource Materials
- Family Education

For more information, contact the HELPLINE at 943-6622 (in Winnipeg) or 1-800-378-6699 (outside Winnipeg)
Website: www.alzheimer.mb.ca

See below for the Alzheimer Society office nearest you:

Provincial Office
Unit 10 - 120 Donald Street
Winnipeg, MB R3C 4G2
Phone: 943-6622
E-mail: alzmb@alzheimer.mb.ca

Westman Region Office
437 - 9th Street
Brandon, MB R7A 4A9
Phone: 729-8320
E-mail: alzwm@alzheimer.mb.ca

North Central Region Office
21 Royal Road South, Box 574
Portage la Prairie, MB R1N 3B9
Phone: 239-4898
E-mail: alznc@alzheimer.mb.ca

South Central Region Office
Box 119,
204 Main Street
Winkler, MB R6W 4A4
Phone: 325-5634
E-mail: alzsc@alzheimer.mb.ca

North Eastman Region Office
Box 76
Whittemouth, MB R0E 2G0
Phone: 348-3505
E-mail: alzne@alzheimer.mb.ca

Parkland Region Office
12 - 2nd Avenue N.W.
Dauphin, MB R7N 1H2
Phone: 638-6691
E-mail: alzprk@alzheimer.mb.ca

CANADIAN CANCER SOCIETY

The Canadian Cancer Society is a national community-based organization of volunteers whose mission is the eradication of cancer and the enhancement of the quality of life of people with cancer. The funds raised support cancer research, advocacy for healthy public policy, prevention programs, the most up to-date information on cancer so enabling people to make informed decisions about cancer treatment and give support to people living with cancer.

Canadian Cancer Society – Manitoba Division
193 Sherbrook Street
Winnipeg, MB R3C 2B7
Phone: 774-7483
Toll-free: 1-888-532-6982
Cancer Info Service: 1-888-939-3333
Cancer Connection: 1-800-263-6750
E-mail: info@mb.cancer.ca

Western Region Office
Canadian Cancer Society,
Manitoba Division
Lions Manor 415 - 1st Street
Brandon, MB R7A 2W8
Phone: 571-2800
Toll-free: 1-888-857-6658
E-mail: info.brandon@mb.cancer.ca

CANADIAN DIABETES ASSOCIATION

The Canadian Diabetes Association promotes the health of Canadians through diabetes research, education, programs, services and advocacy. Our Diabetes Information & Support Centre offers help in obtaining the diabetes information you need. Diabetes events and presentations help those affected by the condition, as well as those at risk for developing type 2 diabetes.

Canadian Diabetes Association
Manitoba/Nunavut Region
200 - 310 Broadway
Winnipeg, MB R3C 0S6
Phone: 925-3800
Toll-free: 1-800-226-8464
Website: www.diabetes.ca

Manitoba/Nunavut Region Branches

Westman District
Community Development Coordinator
727B 10th Street
Brandon, MB R7A 4G7
Phone: 1-204-728-2382
Fax: 1-204-726-1603

Parklands District

Community Development Coordinator

118 Main Street, North

Dauphin, MB R7N 1C2

Phone: 1-204-638-6248

Fax: 1-204-638-0423

REGIONAL DIABETES PROGRAM

The Regional Diabetes Program (RDP) within each Regional Health Authority coordinates diabetes prevention, self-management education, care and support services for Manitobans with and at risk for diabetes and their families. These services are provided by trained health professionals (physician, nurse, dietitian, etc) with other members of the diabetes health care team. A physician, health professional or the person requiring services can make a referral to the Regional Diabetes Program.

For more information, contact your Regional Health Authority.

HEART AND STROKE FOUNDATION OF MANITOBA

The Heart and Stroke Foundation, a volunteer-based health charity, leads in eliminating heart disease and stroke as well as reducing their impact through the advancement of research and its application, the promotion of healthy living, and advocacy.

Our health programs give Manitobans the information they need to make healthy lifestyle choices. Here are some of the programs that reach out to Manitobans every year:

- CPR instructor training and guideline development.
- Information: Our staff can provide information about healthy eating, physical activity, and management of heart disease and stroke. This service is free and is available by phone and email.
- Resources: we have a variety of pamphlets, books and videos to help you prevent and cope with heart disease and stroke. More information is also available on our website.

For more information on these programs and resources, please contact:

Provincial Office:

The Heart and Stroke Building

6 Donald Street, Suite 200

Winnipeg, MB R3L 0K6

Phone: 949-2000

Toll-free: 1-888-473-4636

E-mail: ask@heartandstroke.mb.ca

Website: www.heartandstroke.mb.ca

Brandon Office:

Heart and Stroke Foundation of Manitoba

3 - 824 - 18th Street

Brandon, MB R7A 5B7

Phone: 571-4080

Fax: 571-4086

HUNTINGTON DISEASE RESOURCE CENTRE

The Manitoba Huntington Disease Resource Centre assists families and professionals with the many different needs and concerns encountered while dealing with Huntington Disease. Services include information, short-term counselling, referral, mutual support and education and consultation for professionals. For more information, please contact:

Huntington Disease Resource Centre

825 Sherbrook Street

Winnipeg, MB R3A 1M5

Phone: 772-4617

E-mail: sfunk@hsc-ca.org

Website: www.huntingtonsociety.org

THE ARTHRITIS SOCIETY-MANITOBA/ NUNAVUT DIVISION

The Arthritis Society provides programs and services for people with arthritis throughout Manitoba and raises funds for arthritis research. The services and programs include:

- The Arthritis Self Management Program.
- Chronic Pain Management Workshops.
- Referrals to Water/Land Exercise programs and Support Groups.

- Arthritis information line, Education Resources (printed materials, video & book lending library, website).
- Speaker's Bureau and Public Forums/Presentations.

For more information, please contact:

The Arthritis Society

Ste. 105 - 386 Broadway
Winnipeg, MB R3C 3R6

Phone: 942-4892

Fax: 942-4894

Toll-free: 1-800-321-1433

E-mail: info@mb.arthritis.ca

Website: www.arthritis.ca

THE LUNG ASSOCIATION – MANITOBA

Manitoba Lung Association is a non-profit, registered health charity and is a division of The Sanatorium Board of Manitoba. The Lung Association's programs and services provide support for persons suffering from respiratory diseases such as COPD, bronchitis, asthma and emphysema. Other services include smoking cessation education programs and scrappage programs. They also support respiratory research in Manitoba. As one of the oldest charities in Canada, The Lung Association relies on the generosity of Manitobans to fund their education, lobbying and research efforts. For more information, contact:

The Lung Association, Manitoba (Head Office)

629 McDermot Avenue
Winnipeg, MB R3A 1P6

Phone: 774-5501

Toll-free: 1-888-566-5864

E-mail: info@mb.lung.ca

Web site: www.mb.lung.ca

The Lung Association, Manitoba (Westman Office)

8 - 940 Princess Avenue
Brandon, MB R7A 0P6

Phone: 725-4230

Toll-free: 1-888-566-5864

E-mail: westman@mb.lung.ca

MULTIPLE SCLEROSIS SOCIETY OF CANADA

The Multiple Sclerosis (MS) Society provides information and services, such as support counselling, referrals, support groups, social and recreational activities, for persons with MS and their families. For further information and/or assistance, please contact:

Multiple Sclerosis Society of Canada – Manitoba Division

Suite 100 - 1465 Buffalo Place

Winnipeg, MB R3T 1L8

Phone: 943-9595

Toll-free: 1-800-268-7582

E-mail: info.manitoba@mssociety.ca

Website: www.mssociety.ca

There are chapter offices in Brandon, Dauphin, Morden, Portage la Prairie, Steinbach, and Winnipeg.

OSTEOPOROSIS CANADA – MANITOBA CHAPTER

The Manitoba Chapter of the Osteoporosis Canada is a not-for-profit organization committed to raising awareness province-wide about the prevention and treatment of Osteoporosis. For more information, contact:

Manitoba Chapter

Osteoporosis Canada

4 - 353 Provencher Blvd.

Winnipeg, MB R2H 0G8

Phone: 772-3498

E-mail: manitoba@osteoporosis.ca

Website: www.osteoporosis.ca

571-8399 (**Brandon and surrounding area**)

822-4275 (**South Central area**)

627-1406 (**The Pas**)

371-9329 (**South Eastman Branch**)

PARKINSON SOCIETY MANITOBA

Parkinson Society Manitoba provides support services to individuals and families with Parkinson disease through education, information and resources. Support groups and exercise sessions are available in several areas

of the province. Please contact the Regional office for services in your Community. Special events throughout the year help support programs and contribute to research into the cure for Parkinson disease.

Parkinson Society Manitoba

302 - 171 Donald Street

Winnipeg, MB R3C 1M4

Phone: 786-2637

E-mail: programs.services@parkinson.ca

Website: www.parkinson.ca

STROKE RECOVERY ASSOCIATION OF MANITOBA INC.

Stroke Recovery Association of Manitoba Inc. (SAM) offers services to the survivors of stroke and their families at its centre and in the community. Some of the direct services programs offered by SAM are: peer support groups in various locations, adapted exercises for stroke survivors, a communication workshop, a visitation and outreach program, family and caregiver support, information packages and volunteer opportunities. For more information, contact:

Stroke Recovery Association of Manitoba Inc.

Unit B - 247 Provencher Blvd.

Winnipeg MB R2H 0G6

Phone: 942-2880

Fax: 944-1982

E-mail: info@strokerecovery.ca

Web: www.strokerecovery.ca

MOOD DISORDERS ASSOCIATION OF MANITOBA INC.

Staff and volunteers provide support and information for individuals and families in the community and in hospital. The association helps to identify symptoms, educate and encourage clients to seek the treatment they need. For more information, contact:

Mood Disorders Association of Manitoba Inc.

4 Fort Street, Suite 100

Winnipeg, MB R3C 1C4

Phone: 786-0987

Outside Winnipeg:

1-800-263-1460

E-mail: sdmdm@depression.mb.ca

Website: www.depression.mb.ca

Other organizations that assist individuals coping with chronic diseases are listed in your telephone directory.

ALCOHOL, DRUGS AND GAMBLING PROGRAMS

ADDICTIONS FOUNDATION OF MANITOBA:

The Addictions Foundation of Manitoba (AFM) provides prevention and rehabilitation services for older adults with problems involving the use of alcohol or other drugs and gambling.

Rehabilitation services are offered through residential or non-residential programs. To access these programs, contact your local AFM office.

For older adults who may have family members experiencing alcohol, other drugs, or gambling problems, a Family Program is available:

In Winnipeg: 944-6229

In Brandon: 729-3838

In Thompson: 677-7300

Prevention services are available which include workshops for older adults and their caregivers. Contact Community Prevention Programs at your local AFM office.

Problem Gambling Services

Older Persons and Gambling Consultant:
944-6250

Gambling Helpline: 1-800-463-1554

Website: www.afm.mb.ca

AFM LIBRARY SERVICES

The AFM library holds an extensive collection of resources on addictions, including books, journals, videos, pamphlets, posters & fact sheets. Membership is free and available to all Manitobans.

Please contact:

1031 Portage Avenue, **Winnipeg**, MB

Phone: 944-6233

Email: library@afm.mb.ca

AFM Winnipeg Office

1031 Portage Ave

Winnipeg, MB R3G 0R8

Phone: 944-6200

AFM Rural Offices

Beausejour

Box 1118, 736 Park Avenue

R0E 0C0

Phone: 268-6166

Brandon

510 Frederick Street

R7A 6Z4

Phone: 729-3838

Toll Free: 1-866-767-3838

Email: westreg@afm.mb.ca

Dauphin

32 - 1st Avenue North West

R7N 1G7

Phone: 622-2021

Flin Flon

2nd Floor - 32 Main Street

R8A 1J6

Phone: 687-1770

Gimli

P.O. Box 449

R0C 1B0

Phone: 642-5162

Killarney

P.O. Box 3000

203 South Railway Street East

R0K 1G0

Phone: 523-5070

Morden

108 - 8th Street

R6M 1Y7

Phone: 822-1296

Neepawa

Box 1779

282 Hamilton St.

R0J 1J0

Phone: 476-7200

Portage la Prairie

9 Saskatchewan Avenue, 2nd Floor

R1N 3J9

Phone: 857-8353

Rosburn

P.O. Box 399

R0J 1V0

Phone: 859-4000

Selkirk

2nd Floor, 250 Manitoba Avenue

R1A 0Y5

Phone: 785-2354

Steinbach

Box 2560

381 Hospital Street

R0A 2A0

Phone: 326-7724

Swan River

P.O. Box 141

R0L 1Z0

Phone: 734-2030

Ste. Rose

Willard Monson House

P.O. Box 490

R0L 1S0

Phone: 447-4040

E-mail: wmh@afm.mb.ca

The Pas

P.O. Box 2039

168 - 2nd St. W,

R9A 1L7

Phone: 627-8140

Thompson

23 Nickel Road, R8N 0Y4

Phone: 677-7300

Toll Free: 1-866-291-7774

E-mail: northreg@afm.mb.ca

Virden
P.O. Box 2500
R0M 2C0
Phone: 748-4720

ADDICTIONS SELF-HELP GROUPS

ALCOHOLICS ANONYMOUS

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

Alcoholics Anonymous
208 - 323 Portage Avenue
Winnipeg, MB R3B 2C1
Phone: 942-0126
E-mail: aambco@mts.net
Website: www.aamanitoba.org

AL-ANON/ALATEEN CENTRAL SERVICE

The Al-Anon Family Groups are a fellowship of relatives and friends of alcoholics who share their experience, strength, and hope, in order to solve their common problems. Al-Anon has but one purpose – to help families of alcoholics. For more information, please contact:

Al-Anon/Alateen Central Service
107-2621 Portage Avenue
Winnipeg, MB R3J 0P7
Phone: 943-6051

GAMBLERS ANONYMOUS (GA)

Compulsive gambling is an illness which gets worse over time. It can never be cured but can be slowed.

Please contact GA at 582-4823 for a recorded message about meeting times and locations. The meeting message is updated regularly. If you need to speak to a member of GA, simply leave your first name and telephone number and a member will call you the same day.

If you need to speak to someone urgently, call 952-7799.

Support services for families are available from GamAnon contact:

Phone: 775-3535.

FITNESS AND RECREATION

RECREATION AND REGIONAL SERVICES BRANCH

The Recreation and Regional Services Branch helps to improve individual and community well-being through recreation, physical activity and wellness promotion.

Recreation for Specific Populations
The Recreation Consultant for Specific Populations works with municipal, provincial, and federal organizations.

For more information, contact:

Recreation and Regional Services Branch
6th Floor, 213 Notre Dame Avenue
Winnipeg, MB R3B 1N3
Phone: (204) 945-3766
Fax: (204) 945-1684
E-mail: RRS@gov.mb.ca

MANITOBA FITNESS COUNCIL

The Manitoba Fitness Council (MFC) is a non-profit organization dedicated to promoting quality fitness leadership training in order to provide Manitobans with safe, effective and enjoyable exercise programs.

MFC accreditation is the acknowledged standard for fitness leaders in Manitoba and trains fitness leaders to lead programs specifically for older adults. The MFC manages a speaker bureau that can provide presentations, displays or demonstrations geared for older adults. For more information contact:

Manitoba Fitness Council
Room 102 Frank Kennedy Centre
University of Manitoba
Winnipeg, MB R3T 2N2
Phone: 474-8644
Toll-free: 1-800-432-1960, ext. 8644
E-mail: mfc@ms.umanitoba.ca
Website: www.manitobafitnesscouncil.ca

CANADIAN RED CROSS

The Red Cross is a leader in First Aid and Water Safety Training. Its learn to swim program is for all ages and abilities – adults will enjoy the AquaAdult Program to develop or enhance their swimming and water safety ability.

The Red Cross First Aid program Standard First Aid, Emergency First Aid, ChildCare First Aid, Babysitter training, and all levels of CPR, Automated External Defibrillation programs and other related courses.

For more information about Red Cross programs, please call the Contact Centre at 1-888-307-7997

ST. JOHN AMBULANCE

St. John Ambulance is a registered charity and non-profit organization. It provides services and training that enable Manitobans to improve their health, safety and quality of life. Training is provided in First Aid and CPR. Their Community Services programs include Therapy Dog Volunteers who visit seniors in nursing homes as well as volunteers who provide First Aid at public events. For information on:

Training Phone: 784-7000

Volunteer Programs Phone: 784-7021

ROSE AND MAX RADY JEWISH COMMUNITY CENTRE

The Rady JCC is a not-for-profit community agency providing a broad range of programs and services for all age groups. Programs include fitness, health, recreation, social, cultural and educational programs. Many programs are specifically designed for the 55+ adult in mind.

Rose and Max Rady Jewish Community Centre
Suite B100, 123 Doncaster Street
Winnipeg, MB R3N 2B3
Phone: 477-7510

WELLNESS INSTITUTE AT SEVEN OAKS GENERAL HOSPITAL

A broad spectrum of services is offered in a fully accessible medical fitness facility for adults of all abilities. Programs include rehabilitation and disease management, health education programs, fitness programs and social wellness activities. A “Selected Times” membership allowing day time access is available at a substantial discount.

1075 Leila Avenue

Winnipeg, MB R2P 2W7

Phone: 632-3900

Website: www.wellnessinstitute.ca

REH-FIT CENTRE

When the Reh-Fit Centre opened in 1979, it was Canada’s leading community fitness centre for the prevention of heart disease. Now, just over 25 years later, following a major expansion and renovation, we’re bigger and better than ever.

The Reh-Fit is a not-for-profit, member based organization dedicated to research and to provide professional health and fitness services through assessment, education, exercise, and encouragement in a caring environment.

Membership at the Reh-Fit Centre is open to the community-at-large.

Reh-Fit Centre

1390 Taylor Avenue

Winnipeg, MB R3M 3V8

Phone: (204) 488 8023

Fax: (204) 488 4819

Email: rehfit@reh-fit.com

Website: www.reh-fit.com

UNIVERSITY OF MANITOBA – AGING ACTIVELY PROGRAM

The University of Manitoba's Recreation Services offer specially designed programs designed for the 55+ age group. In addition there are a variety of other programs suitable to meet health and wellness needs.

*Discounts are offered on any membership/program to adults 55 and over.

For more information contact:

Recreation Services

145 Frank Kennedy
University of Manitoba
Winnipeg, MB R3T 2N2
Phone: 474-6100
Website: www.recreationservices.ca

UNIVERSITY OF WINNIPEG

The University of Winnipeg's Duckworth Centre holds Seniors Aerobics classes through Continuing Education and offers daily access to athletic facilities.

For more information:

The Duckworth Centre

University of Winnipeg
400 Spence Street
Winnipeg, MB R3B 2E9
Phone: 786-9349

E-mail: duckworth@uwinnipeg.ca

Website: www.uwinnipeg.ca/index/wesmen-members

Continuing Education Website:

www.uwinnipeg.ca/index/dce-55_plus

CITY OF WINNIPEG, COMMUNITY SERVICES DEPARTMENT

A variety of recreation services and opportunities are available for older adults throughout the City of Winnipeg from the Community Services Department.

To find out what is offered in your area, consult your City of Winnipeg Leisure Guide, available online at:

Website: www.winnipeg.ca/cms/Leisure/

Phone: 986-7760

E-mail: sarsenault@winnipeg.ca

YMCA-YWCA OF WINNIPEG

The YMCA-YWCA has a variety of special programs available. Seniors' groups operate in all YMCA-YWCA branches. For more information contact:

YMCA-YWCA of Winnipeg

301 Vaughan Street
Winnipeg, MB R3B 2N7
Phone: 947-3044
Website: www.ymcaywca.mb.ca

Elmwood-Kildonan

454 Kimberley Avenue
Winnipeg, MB R2K 0X8
Phone: 668-8140

South Winnipeg Branch

5 Fermor Avenue
Winnipeg, MB R2M 0Y1
Phone: 233-3476

West Portage

3550 Portage Avenue
Winnipeg, MB R3K 0Z8
Phone 889-8052

Brandon

YMCA
231 - 8th Street
Brandon, MB R7A 3X2
Phone: 727-5456

YWCA

148 - 11th Street
Brandon, MB R7A 4J4
Phone: 727-5014
E-mail: YWCA@galaxy.mb.ca

SENIORS CENTRES

Most Senior centres offer fitness programs in your community. Please see pages 13-14 to inquire with a convenient Senior Centre near you.

RURAL AND NORTHERN RECREATION DIRECTORS

Rural and Northern recreation directors are employed by the local municipality or governing body to provide a wide range of recreation opportunities to people of all ages in their community or district.

Recreation directors may provide information on grants, board development, recreation opportunities, seniors' games and volunteering.

If you are not sure whether your community has a recreation director, call your municipal office or the regional office of Culture, Heritage and Tourism nearest you.

Rural and Northern Recreation Directors

Phone:

726-6066	(Brandon)
822-5418	(Morden)
268-6018	(Beausejour)
642-6006	(Gimli)
622-2022	(Dauphin)
677-6780	(Thompson)
627-8213	(The Pas)

Life's Great Outdoors

In Manitoba Parks

Manitoba invites you and your family to visit our provincial parks and campgrounds.

Soak up the sun with your grandchildren on our beautiful sandy beaches or spend some quiet time exploring one of the interpretative trails in our majestic forests. Whether you are looking to catch a big one or simply spend some time with your family around the campfire, you'll collect memories that will last a lifetime.

Many of our modern campgrounds have been upgraded to accommodate more sites for RVs and for large groups – they're perfect for family reunions. Or try something different and reserve one of our yurts. These large, fabric-sided domed shelters are fully furnished and ready for you to enjoy.

To reserve your campsite, visit our website at www.manitobaparks.com or call our Parks Reservation Service at 1-888-4U2-CAMP (1-888-482-2267).

Manitoba
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Manitoba 



SERVICES AND SUPPORTS FOR INDEPENDENT LIVING

PERSONAL IDENTIFICATION:

BIRTH, MARRIAGE AND DEATH CERTIFICATES

You may obtain a copy of birth, marriage or death certificates by notifying the Vital Statistics office in the province that you were born. Copies of the Manitoba application are available online. If you prefer to do this process in person, visit the Vital Statistics office. Completed applications may be mailed or faxed to the Vital statistics office.

For more information about obtaining an official certificate or for contact information on foreign birth certificates, please contact:

Vital Statistics

254 Portage Avenue

Winnipeg, MB R3C 0B6

Phone: 945-3701

Service in French: 945-5500

Toll-free (within Manitoba):

1-800-282-8069

Website: www.gov.mb.ca/ccca/vital/

BAPTISMAL CERTIFICATES

The church where you were baptized can supply you with a baptismal certificate. If you do not know the specific church, write the central office of your religious denomination in that city. They may have duplicate records.

PHOTO IDENTIFICATION

Photo Identification is required for many purposes. For travel out of Canada a passport is the preferred form of identification. However, for other purposes any government issued photo identification will satisfy the requirement. Some examples of these include:

- Manitoba Liquor Commission Cards
- Winnipeg Transit Cards (\$3.00 fee)
- Valid driver's license

PASSPORT CANADA

Questions and inquiries about passports should be directed toward the central office located in Québec or in person at a local service location.

Toll-free: 1-800-567-6868

TTY: 1-866-255-7655

Website: www.pptc.gc.ca/index.aspx?lang=e

In Person:

Passport Canada

Suite 400

433 Main Street

Winnipeg, MB

Service Canada Center

100 - 1039 Princess Avenue

Brandon, MB

Service Canada Center

111 Main Street

Flin Flon, MB

Service Canada Center

North Centre Mall

118 - 3 Station Road

Thompson, MB

MANITOBA LIQUOR CONTROL COMMISSION (MLCC)

1555 Buffalo Place, P.O. Box 1023

Winnipeg, MB R3C 2X1

Phone (204) 284-2501

WINNIPEG TRANSIT

421 Osborne Street

Phone: 986-7347

MEAL PROGRAMS

MEALS ON WHEELS

Hot meals are delivered between 11:00 a.m. and 1:00 p.m. to the homes of people who are unable to prepare adequate meals themselves due to age, illness, disability, lack of cooking facilities or inability to shop.

Meals on Wheels of Winnipeg Inc.

500 - 283 Portage Avenue

Winnipeg, MB R3B 2B5

Phone: 956-7711

Fax: 956-7722

E-mail: meals@mealsonwheelswpg.ca

Website: www.mealsonwheelswpg.ca

Hot Meals are delivered between 11:30 a.m. and 12:15 p.m. in Brandon.

Meals on Wheels Brandon

241 - 8th Street

Brandon, MB R7A 3X2

Phone: 727-6641

Fax: 725-0669

CONGREGATE MEALS

Congregate meal programs (meals served to a group of seniors) are available at many locations throughout the province. Contact the community resource council or senior centre nearest you.

SAFETY CHECKS

PERSONAL EMERGENCY RESPONSE SYSTEMS

Personal emergency response systems offer 24-hour protection for individuals who live independently and because of their health or mobility are considered “at risk.” Before making a decision to purchase, you should:

- Investigate options
- Know who will respond

VICTORIA LIFELINE

Victoria Lifeline provides 24 hour-a-day security at the press of a button for Manitobans who value their independence but may be living with health or safety concerns. Victoria Lifeline is a non-profit community service of the Victoria General Foundation that has provided peace of mind for seniors and their families since 1988.

Victoria Lifeline

2340 Pembina Highway

Winnipeg, MB R3T 2E8

Phone: (204) 477-3447 or 1-888-722-5222

Fax: (204) 261-7719

E-mail: victorialifeline@vgh.mb.ca

Website: www.vgh.mb.ca/lifeline/

For more information, consult the “Yellow Pages” or contact your community resource council.

SPECIAL PROGRAMS FOR FRAIL OR HOMEBOUND SENIORS

MANITOBA LEAGUE OF PERSONS WITH DISABILITIES INC. (MLPD)

The MLPD is an organization of and for people with all types of disabilities. It monitors programs and legislation, and advocates for required changes regarding the common needs and concerns of disabled people. A few of the common issues of concern are accessibility, employment, housing, home care services, human rights and transportation.

Manitoba League of Persons with Disabilities Inc.

105 - 500 Portage Avenue

Winnipeg, MB R3C 3X1

Phone: 943-6099

Toll-free: 1-888-330-1932

E-mail: mlpd@shawcable.com

Website: www.mlpd.mb.ca

Rural

Don Butler

2209 Richmond Avenue

Brandon, MB R7B 0T7

Phone: 725-2767

Mary Ann Carlisle

Box 951

Souris, MB R0K 2C0

Phone: 483-3106

Bev Fender
Box 985
Steinbach, MB R5G 1M7
Phone: 371-2754

INDEPENDENT LIVING RESOURCE CENTRE

The Independent Living Resource Centre (ILRC) provides:

- information and referral services
- peer support
- skills training workshops on topics including advocacy, pain management, and invisible disabilities

The ILRC assists people with disabilities to identify their needs and work towards solutions. For further information, please contact:

Information & Referral Consultants

The Independent Living Resource Centre
311A - 393 Portage Avenue
Winnipeg, MB R3B 3H6
Phone: 947-0194 (TTY/TDD)
Toll-free: 1-800-663-3043
E-mail: thecentre@ilrc.mb.ca
Website: www.ilrc.mb.ca

SOCIETY FOR MANITOBANS WITH DISABILITIES

The Society for Manitobans with Disabilities continually develops, maintains and delivers relevant services that assist in the development of individual independence and community support for persons with disabilities.

SMD Offices

Head Office

825 Sherbrook Street
Winnipeg, MB R3A 1M5
Phone: 975-3010
Toll-free: 1-866-282-8041 (Canada/US)
TTY: 975-3012
TTY Toll-free: 1-800-225-9108 (Canada/US)
Website: www.smd.mb.ca

Wheelchair Services

1111 Winnipeg Avenue
Winnipeg, MB R3E 0S2
Phone: 975-3250
Toll-free: 1-800-836-5551 (Canada/US)
TTY: 975-3239
TTY Toll-free: 1-800-856-7934 (Canada/US)

Stephen Sparling Library

825 Sherbrook Street
Winnipeg, MB R3A 1M5
Phone: 975-3024
Toll Free: 1-866-282-8041 (Canada/US)
TTY: 975-3012
TTY Toll-free: 1-800-225-9108 (Canada/US)
Website: www.smd.mb.ca

Westman Regional Office

Room 140
340 - 9th Street
Brandon, MB R7A 6C2
Phone: 726-6157
Toll-free: 1-800-813-3325 (Canada/US)
TTY: 726-6157

Parkland Regional Office

Room 411 - 27 - 2nd Avenue
Dauphin, MB R7N 3E5
Phone: 622-2293
Toll-free: 1-800-844-2307 (Canada/US)
TTY: 622-2293

Northern Regional Office

303 - 83 Churchill Drive
Thompson, MB R8N 0L6
Phone: 778-4277
Toll-free: 1-888-367-0268 (Canada/US)
TTY: 778-4277

Eastman Regional Office

201 - 323 Main Street
Steinbach, MB R5G 1Z2
Phone: 326-5336
Toll-free: 1-800-497-8196 (Canada/US)
TTY: 346-3998

Central Regional Office

100 - 30 Stephen Street
Morden, MB R6M 2G3

Phone: 822-7412

Toll-free: 1-800-269-5451 (Canada/US)

TTY: 822-7412

Interlake Regional Office

382 Main Street

Selkirk, MB R1A 1T8

Phone: 785-9338

Toll-Free: 1-888-831-4213 (Canada/US)

TTY: 482-5638

TRANSPORTATION

PARKING PERMIT PROGRAM

If you or a friend or family member has difficulty walking more than 50 metres, which is roughly the distance from the mall's parking lot to its entrance, you can apply for a Parking Permit.

This parking permit allows you to park in specially designated spots at a close distance from the entrance.

Applications can be obtained from:

- SMD regional office
- doctor's office
- driver and vehicle licensing branch or
- local municipal office

For further information on the Manitoba Parking Permit Program contact:

Parking Permit Program

1111 Winnipeg Avenue
Winnipeg, MB R3E 0S2

Phone: 975-3257

Toll free: 1-800-836-5551 - Canada/US

TTY: 975-3239

TTY: 1-800-856-7934 - Canada/US

HANDI-TRANSIT

Special transportation services for seniors and handicapped persons are available in Brandon and Winnipeg. In Winnipeg, you must register with Handi-Transit by submitting an application form certified by health care providers. For more information about Handi-Transit, call:

986-5722 (Winnipeg)

729-2279 (Brandon)

WINNIPEG TRANSIT

In addition to Handi-Transit service, Winnipeg Transit also operates a fleet of 290 Easy Access buses as part of its regular service. Easy Access buses offer many special features to make travel more convenient for persons with mobility difficulties.

Eligible seniors (age 65 and over) can enjoy Reduced Fare when using Winnipeg Transit regular service. Valid Federal Government Blue card or Transit ID is required. As of June 2006, transit users should keep their monthly pass and receipts to claim the new Transit Pass Credit on their income tax.

Pre-plan your travel with Easy Access bus service by contacting:

Winnipeg Transit Information

Phone: 986-5700

Telebus: 287-7433 or

Website: www.winnipegtransit.ca

Brandon Transit

Information/Bus schedules/Fares

Phone: 729-2300

Website: www.brandon.ca/main.nsf/Pages+by+ID/259

COMMUNITY RESOURCE COUNCILS – TRANSPORTATION SERVICES

Many community resource councils provide transportation services in their respective areas for seniors who require transportation. This could include shopping or medical

appointments, for those who have no other means of transportation. A small fee may be charged. For information on the services in your area, contact the closest community resource council listed on pages 7-13.

RURAL TRANSPORTATION

Under the Mobility Disadvantaged Transportation Program (MDTP), the province assists communities (outside the City of Winnipeg) who have taken the initiative in providing transportation services to mobility disadvantaged residents, including seniors. Funding support includes an annual operating grant and a one-time capital grant to assist in the purchase of a handivan. There are currently 63 communities that provide a handivan service under the MDTP.

To qualify for funding, local municipalities must sponsor the program and demonstrate a commitment to keep the service in operation once it is established. For additional information on communities operating a handivan under the MDTP, please contact:

Intergovernmental Affairs and Trade
Municipal Finance & Advisory Services
508 - 800 Portage Avenue
Winnipeg, MB R3G 0N4
Phone: 945-2569
Fax: 948-2780
E-mail: jinouye@gov.mb.ca

ASSISTIVE DEVICES

REHABILITATION ENGINEERING DEPARTMENT

This program helps clients gain the highest possible level of independence through the use of orthotic, and electronic and mechanical assistive technologies. Depending on the device required, the cost ranges from no charge to cost-recovery only.

You can access the Orthotics Department and the Centre for Rehabilitation Engineering Assistive Technology Excellence (CREATE)

directly or through your rehabilitation agency, therapist or physician.

Rehabilitation Engineering Department
Health Sciences Centre
MH036 - 59 Pearl Street
Winnipeg, MB R3E 3L7
Phone: 787-2366
Website: www.hsc.mb.ca/re/

GUIDE BOOK FOR TRAVELLERS WITH DISABILITIES

The following books may be found in the library of the Canadian Paraplegic Association (Manitoba):

- Handi-Travel: A Resource Guide for Disabled and Elderly Travellers
- Foders Great American Getaways for the Disabled

For more information, contact:
Canadian Paraplegic Association (Manitoba) Inc.
825 Sherbrook Street, Room 211
Winnipeg, MB R3A 1M5
Phone: 786-4753
E-mail: winnipeg@canparaplegic.org
Website: www.cpamanitoba.ca

SERVICES FOR PERSONS WITH VISUAL IMPAIRMENTS

THE CANADIAN NATIONAL INSTITUTE FOR THE BLIND (CNIB)

Through a broad range of rehabilitation services, CNIB assists people with vision loss to achieve their independence. Programs and services include:

- rehabilitation counselling
- rehabilitation teaching (learning practical skills to cope with visual impairment)
- orientation and mobility instruction (learning to move around in one's environment)

- sight enhancement services (using lighting and magnification)
- adaptive and technical aid services (demonstrating and selling specialized equipment)
- library services (braille and audio tape)
- employment counselling
- peer support and recreation groups
- occupational therapy through early intervention program

CNIB

1080 Portage Avenue
Winnipeg, MB R3G 3M3
 Phone: 204-774-5421
 Fax: 204-775-5090
 Website: www.cnib.ca

Rural

CNIB

354 - 10th Street
Brandon, MB R7A 4G1
 Phone: 204-727-0631
 Fax: 204-727-1139

Elsewhere in Manitoba call toll-free:
 1-800-552-4893

LARGE PRINT BOOKS/TALKING BOOK SUPPORT (RURAL)

Anyone who has difficulty reading, holding a book, or turning the pages may request Large Print Books or Talking Books from the central Public Library Services collection.

A letter from a doctor or other health official is required. For more information, contact:

Public Library Services (Large Print Books)
 Toll-free: 1-800-252-9998

Talking Book Services
 Toll-free: 1-877-797-6813
 E-mail: av@gov.mb.ca

WINNIPEG PUBLIC LIBRARY SPECIAL SERVICES

Offers a variety of collections and equipment including Talking Books, large print materials, descriptive and close-captioned videos for individuals who have special needs. For more information, contact:

Winnipeg Public Library Special Services
 Phone: 986-6489
 TTY: 986-3485
 Website: www.winnipeg.ca/library

RESOURCE COUNCILS

Some resource councils provide audio versions of local newspaper, books or large print books for lending. Phone your local resource council to check availability.

SERVICES FOR PERSONS WITH COMMUNICATION DISORDERS

HEARING PROBLEMS

There are a number of services in Manitoba to assist in the diagnosis and treatment of hearing loss, including public health nurses, family doctors, audiologists, hearing instrument practitioners and ear/nose/throat specialists.

WINNIPEG REGIONAL HEALTH AUTHORITY (WRHA)

The WRHA offers testing for hearing disorders at no charge to the client at the following sites throughout Winnipeg.

For more information, contact:

Audiology Central Intake
 Phone: 837-0511

ACCESS River East
 975 Henderson Hwy.
Winnipeg, MB R2K 4L7

Deer Lodge Hearing Centre
 2109 Portage Avenue
Winnipeg, MB R3J 0L3

Seven Oaks Hearing Centre
2300 McPhillips Street
Winnipeg, MB R2V 3M3

Victoria Hearing Centre
Victoria General Hospital
2340 Pembina Highway
Winnipeg, MB R3T 2E8

Health Sciences Centre
Department of Communication Disorders
GG-2 - 820 Sherbrook Street
Winnipeg, MB R3A 1R9

St. Boniface Hospital
Rehabilitation Services
409 Tache
Winnipeg, MB R2H 2A6

Referrals for clients living outside
of Winnipeg can be directed to:

Brandon Regional Health
Authority Audiology Dept.

Brandon
Phone: 571-8366

Central Regional Hearing Centre
Portage la Prairie
Phone: 239-3119

Norman Regional Hearing Centre
The Pas
Phone: 627-8334

Burntwood Regional Hearing Centre
Thompson
Phone: 677-5385

South Eastman Regional Hearing Centre
Steinbach
Phone: 346-6250

North Eastman Regional Hearing Centre
Beausejour
Phone: 268-7489

Boundary Trails Health Centre
Winkler
Phone: 331-8828

Interlake Regional Hearing Centre
Selkirk
Phone: 785-7497

Parklands Regional Hearing Centre
Phone: 622-6222

COMMUNICATION AND SWALLOWING PROBLEMS

Contact your physician for a referral
to a Speech-Language Pathologist.

HEARING INSTRUMENT PRACTITIONERS

There are many hearing aid practitioners
in Winnipeg who offer discounts to seniors,
provide house calls if necessary, and provide
services to rural Manitoba. Check your Yellow
Pages under “Hearing” for a Hearing Centre
nearest you.

PRIVATE PRACTICE AUDIOLOGISTS

There are many audiologists in private practice
in Manitoba. Check your Yellow Pages under
“Hearing” for a practice nearest you.

HARD OF HEARING SERVICES

The Living with Hearing Loss Program at the
Society for Manitobans with Disabilities (SMD)
helps people

- develop speech-reading skills
- develop coping strategies to adapt in
difficult communication situations
- provides information on available technical
devices for hard of hearing people
- offers ideas to manage hearing loss
related stress
- offers classes for hard of hearing,
oral deaf and late-deafened adults
throughout Manitoba
- manages on-site resource library with
books and videotapes to assist people
living with hearing loss

For further information, contact:

Society for Manitobans with Disabilities

Deaf and Hard of Hearing Services

Phone: 975-3010

TTY: 975-3083

Toll-free (TTY): 1-800-225-9108

Toll-free (voice): 1-866-282-8041

SMD Website: www.smd.mb.ca

285 PEMBINA INC.

This is a subsidized housing facility that also contains personal care units. It serves as a recreational, cultural and religious centre for its residents as well as the Deaf or Hard of Hearing people in the community.

DEAF CENTRE MANITOBA

The Deaf Centre houses Deaf organizations on the 2nd floor that specialize in serving the Winnipeg Deaf Community. It also offers recreational and social events where people can host special occasions.

For more information about 285 Pembina Inc. and Deaf Centre Manitoba, contact:

285 Pembina Inc./Deaf Centre

285 Pembina Highway

Winnipeg, MB R3L 2E1

Phone: 284-0802 (voice)

TTY: 475-0702

DEAF RESOURCE CENTRE

Deaf Resource Centre is an information provider operated by Deaf Centre Manitoba Inc. that responds to inquiries about a diverse range of topics related to culture, medicine, education, and family.

Deaf Resource Centre

101-285 Pembina Highway

Winnipeg, MB R3L 2E1

Phone: 284-9373 (voice)

TTY: 284-9373

Video Phone: 284-9373

THE E-QUALITY COMMUNICATION CENTRE OF EXCELLENCE

The E-Quality Communication Centre of Excellence (ECCOE), formerly known as Independent Interpreter Referral Service, is a professional non-profit corporation that provides a wide range of interpreting and intervention services to meet the diverse needs of the hearing, hard of hearing, Deaf and Deaf-Blind communities.

Please contact:

ECCOE

200 - One Forks Market Road

Winnipeg, MB R3C 4L9

Voice: 475-6332

TTY: 452-0687

Fax: 452-0688

Emergency pager: 931-4947

Using Manitoba Relay Service: 1-800-855-0511

E-mail: jan@eccoe.com

MANITOBA DEAF-BLIND ASSOCIATION INC.

The Manitoba Deaf-Blind Association (MDBA) is a community-based advocacy group. It is interested in improving opportunities and resources for Manitobans who have a combination of both hearing loss and vision loss.

For more information please write to:

MDBA

285 Pembina Hwy.

Winnipeg, MB R3L 2E1

Fax: 204-452-0688

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

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

RCMDB

228 - 285 Pembina Hwy.

Winnipeg, MB R3L 2E1

Using Manitoba Relay Service: 1-800-855-0511
(if using voice phone)

TTY: 284-2531

Fax: 1-204-477-1390

E-mail: rcmdb@rcmdb.net

Coordinator: jsayer@rcmdb.net

Website: www.rcmdb.mb.ca

MANITOBA TELECOM SERVICES INC. (MTS)

A full range of special needs equipment is available at the MTS centre Corporate Kiosk. A select range of special needs equipment may also be available at other MTS Connect stores, located in the major malls. Visit the website at:

www.mts.ca for a full description of special needs services and products available.

Special Needs

Winnipeg

Phone: 941-8557

TTY: 942-4942

Fax: 949-0570

E-mail: mts.special.needs@mts.mb.ca

Outside Winnipeg – Toll-free

Phone: 1-800-542-8703

TTY: 1-866-238-2539

Fax: 1-866-238-2538

TTY Repair Drop Off

Deaf Resource Centre

101 - 285 Pembina Highway

Winnipeg, MB

RESOURCES FOR NEWCOMERS

MANITOBA GOVERNMENT INQUIRY

Manitoba Government Inquiry is a bilingual information and referral service that will help you identify and access provincial programs or services.

Phone: 945-3744

Toll-free in Manitoba:

1-866-626-4862

Telecommunications Device

for the Deaf: 945-4796

E-mail: mgi@gov.mb.ca

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

AGE & OPPORTUNITY-ENGLISH AS AN ADDITIONAL LANGUAGE PROGRAM (EAL)

Age & Opportunity offers 21 English classes in locations throughout Winnipeg for immigrant seniors. The classes help the seniors to learn everyday English and increase their awareness of programs and services available to them in the community. They also offer summer clubs

for immigrant seniors. The EAL for Seniors Program is funded by Manitoba Labour and Immigration.

If you are interested in attending these classes in Winnipeg, please contact:

Age & Opportunity Centre, Inc.

200 - 280 Smith Street

Winnipeg, MB R3C 1K2

Phone: (204) 956-9739 or 956-6440

Fax: 946-5667

Web Site: www.ageopportunity.mb.ca

IMMIGRANT WOMEN'S ASSOCIATION OF MANITOBA, INC.

The Immigrant Women's Association of Manitoba, Inc. was formed in 1983 to address the concerns of immigrant women and their families. The programs offered include:

- advocacy
- referral
- public education and information

For more information, contact:

**Immigrant Women's Association
of Manitoba, Inc.**

4th Floor Library
University of Winnipeg
515 Portage Avenue

Winnipeg, MB R3B 2E9

Phone: 989-5800

E-mail: iwam@uwinnipeg.ca

IMMIGRANT WOMEN'S COUNSELLING SERVICES

The Immigrant Women's Counselling Service offers a safe place for Immigrant/Refugee women to meet and to support one another in solving their problems. The Counselling Services also provide confidential non-judgmental support services to Immigrant/refugee women who have/are being abused. Help with interpretation and accompaniment, individual counselling, support groups, as well as information, advocacy and referral services are available through the Immigrant Women's Counselling Services.

For more information, contact:

Immigrant Women's Counselling Services

200 - 323 Portage Ave.

Winnipeg, MB R3B 2C1

Phone: 940-2172

THE INTERNATIONAL CENTRE

The International Centre is an immigrant serving agency providing a comprehensive range of settlement services, including:

- Settlement and Integration Support Services
- Employment Services
- Adult Education Information Services
- Outreach Services
- Nutrition Services
- Volunteer Services
- Citizenship Preparation Classes
- Language Bank
- Notary public services are also available

Language Bank

The International Centre's Language Bank provides interpreters on a 24-hour-a-day basis in over 80 languages and dialects, although after regular office hours this is on an emergency basis only. Translators are also provided to verify or complete translations. Service is provided for the police, hospitals, courts and other social agencies as well as for the general public. Notary public services are also provided at a very reasonable rate. For more information, contact:

**The Language Bank
International Centre**

406 Edmonton Street

Winnipeg, MB R3B 2M2

Phone: 943-9158

E-mail: info@international-centre.ca

Website: www.international-centre.ca

JEWISH CHILD & FAMILY SERVICES

Jewish Child & Family Services provides

- counselling services to the general community.
- supportive services to seniors and their families, including supports for Holocaust survivors.
- community mental health to adult clients and their families.
- newcomer resettlement integration.
- volunteer program including support for seniors and family life education.
- Services offered in English, Yiddish, Russian, Ukrainian, Hebrew and Spanish.
- Referral for English as an additional language classes for newcomer seniors.

For more information see *Jewish Child and Family Services to Jewish Older Adults*.

SOCIETY FOR MANITOBANS WITH DISABILITIES (SMD)

The SMD has an ethnocultural program that provides services to all Manitobans with disabilities. Staff provide translation and

cultural interpretation services and can speak a total of 16 different languages. They help link clients to appropriate services. For more information, contact:

Society for Manitobans with Disabilities

825 Sherbrook Street

Winnipeg, MB R3A 1M5

Ethno Cultural Coordinator

Phone: (204) 975-3067

E-mail: jperron@smd.mb.ca

Website: www.smd-services.com

MANITOBA INTERFAITH IMMIGRATION COUNCIL INC.

The Manitoba Interfaith Immigration Council provides the following services to refugee newcomers (Government Assisted, Privately Sponsored Refugees, and Refugee Claimants):

- reception and temporary accommodation
- settlement and orientation
- sponsorship services
- inland refugee claim assistance

For more information, contact:

Manitoba Interfaith Immigration Council Inc.

Welcome Place

397 Carlton Street

Winnipeg, MB R3B 2K9

Phone: (204) 977-1000

E-mail: barbf@miic.ca

Website: www.miic.ca

LIBRARY AND ARCHIVE SERVICES

MANITOBA LEGISLATIVE LIBRARY

Main Library

100-200 Vaughan Street

Winnipeg, MB R3C 1T5

Phone: 945-4330

E-mail: legislative_library@gov.mb.ca

Website: www.gov.mb.ca/chc/leg-lib/

Legislative Reading Room

Room 260, Legislative Building

450 Broadway

Winnipeg, MB R3C 0V8

Phone: 945-4243

E-mail: reading@leg.gov.mb.ca

WINNIPEG PUBLIC LIBRARY

In Winnipeg

Phone: 986-6450

E-mail: wpl-info@winnipeg.ca

Website: www.winnipeg.ca/library

TTY: 986-3485

Outside Winnipeg

Public Library Services

Toll-free: 1-800-252-9998

E-mail: pls@gov.mb.ca

THE METIS CULTURE AND HERITAGE RESOURCE CENTRE

The Metis Culture and Heritage Resource Centre has a Metis genealogy service, culture and history-based non-lending library, which is open to those who are interested in coming down for a visit. For more information, contact:

The Metis Culture and Heritage Resource Centre

506 - 63 Albert Street

Winnipeg, MB R3B 1G4

Phone: 956-7767

E-mail: metisrc@mb.sympatico.ca

Website: www.metisresourcecentre.mb.ca

ARCHIVES OF MANITOBA

The Archives of Manitoba holds archival records of the Manitoba government, municipalities and schools since Manitoba became a province in 1870, private records of individuals, organizations and community groups dating from the Red River Settlement days to the present, and the records of the Hudson's Bay Company since its inception in 1670, documenting the history of the fur trade, exploration and settlement in Western Canada and the development of HBC's retail empire.

Selected records may be helpful in establishing proof of age for obtaining social and financial benefits or for researching family history. For more information, contact:

Archives of Manitoba
130-200 Vaughan Street
Winnipeg, MB R3C 1T5
Phone: 945-3971
Toll-free: 1-800-617-3588
Website: www.gov.mb.ca/archives

OTHER SERVICES

CONTACT COMMUNITY INFORMATION

CONTACT Community Information (Volunteer Manitoba) is a community information referral service, which refers Manitobans to social

services and programs available through health, educational, cultural and recreational resources in the province of Manitoba. For more information, contact:

CONTACT Community Information
Phone: (204) 287-8827
Toll-free: 1-866-266-4636
Fax: (204) 287-8785
E-mail: vmproject@mts.net
Website: www.contactmb.org

CONGRATULATORY MESSAGES

Province of Manitoba
Greetings Branch
Phone: 945-1657 (Leave Message)
Toll-free: 1-800-282-8069
E-mail: greeting@leg.gov.mb.ca
Website: www.gov.mb.ca/legislature/greeting

SAFETY AND SECURITY

CITIZENS' RIGHTS

OMBUDSMAN

The Ombudsman will investigate complaints relating to administrative acts, decisions or omissions by departments and agencies of the Provincial and Municipal Governments under The Ombudsman Act. In addition, the Ombudsman will review compliance with the access to information and protection of privacy rights under The Freedom of Information and Protection of Privacy Act and The Personal Health Information Act.

Office of the Ombudsman
Province of Manitoba
750 - 500 Portage Avenue
Winnipeg, MB R3C 3X1
Phone: 982-9130
Toll-free: 1-800-665-0531
Fax: 942-7803
E-mail: ombudsma@ombudsman.mb.ca
Website: www.ombudsman.mb.ca

Office of the Ombudsman
Scotia Towers
603 - 1011 Rosser Avenue
Brandon, MB R7A 0L5
Phone: 571-5151
Toll-free: 1-888-543-8230
Fax: 571-5157
E-mail: bran@ombudsman.mb.ca

MANITOBA HUMAN RIGHTS COMMISSION

The Manitoba Human Rights Commission is an independent agency of the Government of Manitoba that administers The Manitoba Human Rights Code. The principles of equality of opportunity, and freedom from unreasonable discrimination in the areas of employment, housing and services extend to all ages under The Code.

The Commission staff conciliates, mediates and investigates complaints which allege discrimination, or failure to accommodate special needs, based on the following grounds: ancestry, ethnic or national origin, religion or

creed, age, sex (including pregnancy); gender-determined characteristics, sexual orientation, marital/family status, source of income, political belief, and physical or mental disability. Complaints which are not resolved may be referred to an independent human rights adjudicator, who is appointed by the Attorney General of Manitoba, for a hearing.

The Commission balances its enforcement activities with the promotion of human rights and public education. It conducts public education programs, and has developed a series of workshops and seminars on human rights topics. It also publishes The Manitoba Human Rights Connections Bulletin once a month. All the Commission's publications are available on its website.

Commission offices are located in Winnipeg, The Pas and Brandon.

For more information please contact:

The Manitoba Human Rights Commission

7th Floor, 175 Hargrave Street

Winnipeg, MB R3C 3R8

Phone: 204-945-3007

Fax: 204-945-1292

TTY: 204-945-3442

Toll-free: 1-888-884-8681

E-mail: hrc@gov.mb.ca

Website: www.gov.mb.ca/hrc

The Manitoba Human Rights Commission

340 - 9th Street

Brandon, MB R7A 6C2

Phone: 204-726-6261

Fax: 204-726-6035

TTY: 204-726-6152

Toll-free: 1-800-201-2551

The Manitoba Human Rights Commission

2nd Floor – Otineka Mall

Box 2550

The Pas, MB R9A 1M4

Phone: 204-627-8270

Fax: 204-623-5404

TTY: 204-623-7892

Toll-free: 1-800-676-7084

SOCIAL SERVICES APPEAL BOARD

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

You may file an appeal if you are in receipt of, or are applying for, certain provincial assistance programs and if you have had your benefits denied, suspended or reduced. The appeal is as follows:

- send a letter of appeal to the Board or by completing an appeal form, which is available on request.
- the appeal must be filed within 30 days of being notified of the decision to deny, reduce or suspend benefits.
- once filed, a hearing will be scheduled within 30 days and both parties will be given the opportunity to explain their case directly to the Board.
- a decision is then made in private after the hearing.
- a letter is then sent, usually within 15 days of the hearing, advising of the decision.

For further information, please contact the Board office directly:

Social Services Appeal Board

7th floor, 175 Hargrave Street

Winnipeg, MB R3C 3R8

Phone: 945-3003

Toll-free: 1-800-282-8069

Fax: 945-1736

TTY: 948-2037

THE MANITOBA ASSOCIATION FOR RIGHTS AND LIBERTIES (MARL)

The Manitoba Association for Rights and Liberties is an advocacy and educational body working for improved human rights protection. MARL is a non-government,

non-profit organization whose objective is to promote respect for and observance of fundamental human rights and civil liberties. MARL examines all new government legislation for possible human rights infringements and presents briefs on its concerns and recommendations when applicable. For more information, contact:

Manitoba Association for Rights and Liberties
507 - 294 Portage Avenue
Winnipeg, MB R3C 0B9
Phone: 947-0213
Fax: 946-0403
E-mail: marl@escape.ca
Website: www.marl.mb.ca

LEGAL SERVICES

COMMUNITY LEGAL EDUCATION ASSOCIATION (CLEA)

CLEA is a not-for-profit organization with a mandate to increase access to justice by increasing knowledge of the law and the legal system. CLEA provides a telephone information and lawyer referral service (see Law Phone-In and Lawyer Referral Program), speakers' bureau, and legal information publications, Community Legal Intermediary Training Course, as well as a variety of special initiatives including ongoing programming to promote the development of legal education in the school system. For further information, contact:

Community Legal Education Association
501 - 294 Portage Avenue
Winnipeg, MB R3C 0B9
Phone: 943-2382
Toll-free: 1-800-262-8800
E-mail: info@communitylegal.mb.ca
Website: www.communitylegal.mb.ca

LAW PHONE-IN AND LAWYER REFERRAL PROGRAM

This office provides legal information over the phone on many types of legal problems and

can refer you to a lawyer if necessary. A referral lawyer will not charge for the first half-hour of consultation. "Shut-in" lawyers are prepared to visit ill, disabled or older adults in hospital or at home. This service refers callers to law-related agencies. When you have a question on a legal matter, contact:

Law Phone-in and Lawyer Referral Program
Phone: 943-2305
Toll-free: 1-800-262-8800

This is a phone-in service. Your call will either be answered directly or you will be asked to leave your name and number on the answering machine and a lawyer on staff will return your call at a time convenient for you.

LEGAL AID MANITOBA

Legal Aid Manitoba assists individuals and groups who require the services of a lawyer and who do not have the means to obtain those services.

Free legal advice available at:

300 - 294 Portage Avenue
Tuesdays to Thursdays
(no appointment required)
From 1:30 to 6:00 p.m.
Please call to make arrangements.

If you need a lawyer to represent you, an application should be made through a Legal Aid office, or by contacting any private lawyer who participates in the plan. A \$25 non-refundable application fee is required. There are exceptions to the application fee – when speaking to the lawyer/paralegal taking your application, ask about them.

Legal Aid Manitoba
402 - 294 Portage Avenue
Winnipeg, MB R3C 0B9
Phone: 985-8500
Toll-free: 1-800-261-2960
Fax: 944-8582
Website: www.legalaid.mb.ca

Westman Community Law Office

236 - 11th Street

Brandon, MB R7A 4J6

Phone: 729-3484

Toll-free: 1-800-876-7326

Fax: 726-1732

Parklands Community Law Office

31 - 3rd Avenue

Dauphin, MB R7N 0Y5

Phone: 622-7000

Toll-free: 1-800-810-6977

Fax: 622-7029

Northlands Community Law Office

Box 2429, 236 Edwards Avenue

The Pas, MB R9A 1M2

Phone: 627-4820

Toll-free: 1-800-268-9790

Fax: 627-4838

Thompson Community Law Office

3 Station Road

Thompson, MB R8N 0N3

Phone: 677-1211

Toll-free: 1-800-665-0656

Fax: 677-1220

In cooperation with Legal Aid Manitoba, professional lawyers provide services on such matters as wills, powers-of-attorney, landlord/tenant issues and other concerns requiring a legal consultation. Legal clinics are offered at:

AGE AND OPPORTUNITY

Head office

200 - 280 Smith Street

Phone: 956-6440

Main Street Senior Centre

817 Main Street

Phone: 942-7486

St. Vital/St. Boniface Senior Centre

254 Lakewood Boulevard

Phone: 956-5734

To make an appointment, contact the location nearest you.

MEDIATION SERVICES

Mediation Services is a program promoting peace and restorative justice within the community. Through education and mediation, people learn to resolve conflict using non-violent conflict resolution processes.

A mediator is an impartial person who assists people in defining the issues in the dispute, and in using a problem-solving process to arrive at an acceptable outcome for all parties. Numerous mediation and conflict resolution workshops are also offered each year. For more information, contact:

Mediation Services

302 - 1200 Portage Avenue,

Winnipeg, MB R3G 0T5

Phone: 925-3410

Toll-Free: 1-866-925-3410

E-mail: info@mediationserviceswpg.ca

Website: www.mediationserviceswpg.ca

THE PUBLIC TRUSTEE

The Public Trustee provides trustee services for a fee to the people of Manitoba in situations where no one else is capable, suitable or willing to do so. The Public Trustee is both a person and a branch of Manitoba Justice. It provides the following services:

- Acting as committee or substitute decision maker of last resort for people who are not mentally capable of managing their own affairs, and who do not have anyone willing, able or suitable to manage for them.
- Administering estates of people who die in Manitoba with no one else capable or willing to act as personal representative.
- Administering trust monies for people under 18 years of age.

The Public Trustee

155 Carlton Street – Suite 500

Winnipeg, MB R3C 5R9

Phone: 945-2700

E-mail: publictrustee@gov.mb.ca

Website: www.gov.mb.ca/publictrustee

The Public Trustee
340 - 9th Street, Room 143
Brandon, MB R7A 6C2
Phone: 726-7025

CONSUMER RIGHTS

CONSUMERS' BUREAU

The Consumers' Bureau administers consumer protection legislation for the Province of Manitoba under The Consumer Protection Act, The Business Practices Act, The Personal Investigations Act, The Charities Endorsement Act, The Hearing Aid Act, the Bedding and Other Upholstered or Stuffed Articles Regulation under The Public Health Act, and Part III Reverse Mortgage Loans of The Mortgage Act. In the course of its duties it:

- licenses companies and individuals that direct sell
- licenses collection agents and registers collectors
- certifies hearing aid dealers
- authorizes charitable fund raising
- registers manufacturers and renovators of stuffed articles

The Consumers' Bureau hears, mediates and investigates consumer related complaints. If you have a question or complaint about a purchase or lease of goods or services, repair, door-to-door sale, debt collection, charitable fundraiser, hearing aid dealers or any business practice that affects you as a consumer, contact the number listed below.

CONSUMER INFORMATION/ EDUCATION PROGRAM

This program provides presentations to seniors' groups to help prevent problems by educating individuals about their rights and responsibilities as consumers. The program makes seniors aware of consumer protection legislation administered by the Consumers' Bureau.

It helps seniors recognize and avoid becoming the victims of consumer frauds and scams. In addition, educational material exists, which provides information about identify theft and shopping safety online. To book a presentation for your group, contact:

Consumers' Bureau
Manitoba Finance
302 - 258 Portage Avenue
Winnipeg, MB R3C 0B6
Phone: 945-3800
Toll-free: 1-800-782-0067
E-mail: consumersbureau@gov.mb.ca
Website: www.gov.mb.ca/finance/cca/consumb

MANITOBA SECURITIES COMMISSION

The Manitoba Securities Commission is an independent agency of the Government of Manitoba which regulates the securities (investment) industry in the province. The Commission:

- requires anyone selling securities in Manitoba to register with the Commission
- provides a listing of individuals who are registered to sell securities
- investigates complaints of unfair treatment by investment advisors
- conducts presentations to seniors on how to avoid investment scams

Manitoba Securities Commission
Phone: 945-2548
E-mail: securities@gov.mb.ca
Website www.msc.gov.mb.ca

CONSUMERS' ASSOCIATION OF CANADA (MANITOBA)

The Manitoba Branch of the Consumers' Association of Canada (CAC Manitoba) is a non-profit, volunteer organization that informs consumers and represents the consumer interest in Manitoba.

CAC Manitoba operates an InfoCentre which provides information on

- product testing and pre-purchase information
- how and where to complain
- how to protect against frauds and scams

CAC Manitoba also offers a referral service to help consumers access government departments or organizations that will best meet their needs. It also provides internet access to consumer websites.

Consumer Association of Canada,
Manitoba Branch

21-222 Osborne Street South

Winnipeg, MB

R3L 1Z3

Phone: 452-2572

Toll-free: 1-888-596-0900

E-mail: info@consumermanitoba.ca

Website: www.consumermanitoba.ca

PERSONAL SECURITY

MANITOBA VICTIM SERVICES BRANCH SUPPORT FOR VICTIMS OF CRIME

Manitoba Justice, Victim Services assists:

- victims of the most serious crimes as outlined in the *Victim's Bill of Rights*
- victims of domestic violence
- child victims and witnesses

In Winnipeg, services are divided into speciality units. The type of crime determines which unit will assist the victim.

In rural Manitoba, crime victim service workers provide a range of services to victims in each of the above categories of crime.

Specific Programs:

Victim Rights Support Service

The *Victims' Bill of Rights (VBR)* came into effect in 2001. This legislation specifies the rights of victims of the most serious crimes. The bill ensures crime victims' rights are recognized

and protected in their dealings with police, prosecutors, courts and corrections officials.

Victim Rights Support Service assists victims who qualify for services under this legislation by:

- helping them register for their rights under *VBR*
- explaining when and how they may exercise their rights
- providing information about the prosecution and results of the case against the accused
- providing court support and information, when possible

Domestic Violence Support Service

Domestic Violence Support Service helps victims of domestic violence when criminal charges have been laid, or may be laid against their partners. The program provides support and information to victims of domestic violence by:

- providing information about the criminal charges and the court process
- explaining the roles of those involved in the criminal justice system
- discussing safety planning
- explaining how to get protective relief orders
- offering on-going emotional support and short-term counselling
- explaining the cycle of violence and how it can be broken
- offering support throughout the court process
- providing court preparation and going to court with victims, when possible
- advising the Crown attorney of concerns victims may have about court cases
- providing information and referrals to community resources, as needed

The program also provides victims with information about the Cell Phone Emergency Limited Link-up/Short Term Program (CELL).

Cell Phone Emergency Limited Link-up Program (CELL)

The CELL program gives an added level of protection to people who are involved in high

risk relationships or stalking. The program is a co-operative effort between MTS™, Nokia™, social service agencies, police services and Manitoba Justice. It is available in several Manitoba communities.

The program loans victims free cell phones at times of extreme risk. The phones are pre-programmed to dial emergency services. Victims of domestic violence or stalking who receive the phones must have a written protection plan in place.

Child Victim Support Service (CVSS)

The Child Victim Support Service (CVSS) helps victims and witnesses of abuse (up to 18 years of age), adult survivors of sexual abuse, and other vulnerable victims (on a case by case basis) who are involved in the criminal court process. They reduce fear and help victims and witnesses cope by:

- explaining the criminal court process and procedures
- preparing them for court (including a visit to the courtroom to help familiarize witnesses with their surroundings and make them feel more comfortable)
- identifying special needs and the potential for aids to help with testimony
- attending court with witnesses, when possible
- scheduling meetings with Crown attorneys to discuss any special issues
- arranging short-term counselling for victims, witnesses and their caregiver(s)
- providing emotional support to witnesses and their caregiver(s)
- referring victims to community resources such as therapists or treatment programs
- providing information and guidance on how to prepare Victim Impact Statements

Compensation for Victims of Crime Program

The Compensation for Victims of Crime program provides compensation to victims who suffer personal injury, hardships or expenses as

a result of certain crimes. The program is also available to specific relatives and dependants of victims of homicide in Manitoba.

If someone has been injured as a result of a crime, or someone is an immediate family member of a person killed due to a crime, that person may be entitled to compensation. People may also be compensated if they were injured while helping a police officer or while trying to prevent a crime.

To apply for compensation, the offender does not need to have been caught, but a formal report must be made to the police.

Compensation may cover reasonable expenses (not already covered by another source) resulting from a crime including:

- payment of medical expenses (prescription drug costs, ambulance bills)
- replacement of damaged clothing or items seized by police as evidence
- dental treatment, replacement or repair of dentures
- replacement or repair of prescription eyeglasses
- payment for grief therapy or other counselling services
- compensation for lost wages for victims who have been disabled or for dependants of a victim who was fatally injured
- support payments for dependents
- payment for rehabilitation or retraining
- compensation for permanent disability
- payment of funeral expenses

For more information about the Compensation for Victims of Crime program, contact:

Phone: 945-0899

Toll-free: 1-800-262-9344

Victim Witness Assistance Program

This program provides support services to victims and witnesses of crime who are sub

poenaed to appear in either Provincial Court or Court of Queen's Bench in Winnipeg.

Services to victims include:

- written correspondence with the Crown attorney about their specific case concerns
- information and guidance on how to prepare Victim Impact Statements
- court preparation
- accompaniment to court
- court cancellation notifications
- reimbursement of expense claims

For more information about the Victim/Witness Assistance program, contact:

Phone: 945-3594

Toll-free: 1-800-635-1111

Domestic Violence Intervention Unit

The Domestic Violence Intervention Unit offers support to families who receive police services for domestic violence incidents that occur in Winnipeg, but that do not result in charges or arrests. Specially trained workers help people at risk of abuse in relationships to stop the cycle of violence.

Services include:

- creating a safe, supportive environment to talk about the situation
- connecting families to appropriate community resources through information referral, advocacy and co-ordination of community resources
- providing short-term emotional support and referral to counselling
- creating a protection plan to improve safety
- offering information about and help with orders of protection
- providing service to both partners where it is appropriate and safe to do so

For more information about the Domestic Violence Intervention Unit contact:

Phone: 945-5448

For more information about Manitoba Justice's Victim Services, contact the office nearest you. Call toll free or visit our website.

Winnipeg Region

- Winnipeg 945-6851

Interlake Region

- Selkirk 785-5343

Central Region

- Portage la Prairie 239-3378

South Central Region

- Morris 746-8249

Westman Region

- Brandon 726-6515

Parkland Region

- Dauphin 622-5080

Norman Region

- The Pas 627-8483

Thompson Region

- Thompson 677-6368

Toll-free: 1-866-484-2846

Website: www.gov.mb.ca/justice/victims/index.html

AGE AND OPPORTUNITY

Older Victim Services provides assistance and information to older victims of crime in the Winnipeg area. This service is provided by Age & Opportunity in cooperation with the Winnipeg Police Service. The program includes assistance with:

- Helping older persons during the police investigation
- victim impact statements
- insurance and property matters
- applications for financial compensation for personal injuries
- providing emotional support and court accompaniment
- crime prevention education

Older Victim Services

200 - 280 Smith Street

Winnipeg, MB R3C 1K2

Phone: (204) 956-6440

Fax: 946-5667

E-mail: info@ageopportunity.mb.ca

Website: www.ageopportunity.mb.ca

MANITOBA PUBLIC INSURANCE – AUTO THEFT

Manitoba Public Insurance strongly advocates the use of Immobilizers, which are fool-proof mechanisms that prevent the theft of one's vehicle.

Discounts

If you have a new vehicle equipped with an approved immobilizer as standard equipment, a discount has already been built into your insurance premium.

If you have:

- an original equipment manufacturer's immobilizer installed as optional equipment at the factory or dealership or
- an approved immobilizer installed by an accredited facility,

The following discounts are offered:

- a \$40 annual discount on your basic Autopac premium (increases to \$45 if you choose to purchase a \$100, \$200 or \$300 optional deductible)

For more information contact:

Manitoba Public Insurance

Phone: 985-7000

Toll-free: 1-800-665-2410

PHONE FRAUD

PhoneBusters is a National Call Centre specializing in central sourcing complaints on:

- Telemarketing/mail fraud
- ID theft
- West African Fraud Letters
- Internet Fraud and other consumer scams with a Canadian connection

If you are contacted by someone who promises great prizes, requests money in advance for shipping, taxes, etc., or if you must purchase a product to qualify, call Fraud's toll-free number. Any other suspicious calls where personal ID or money is needed up front should be checked. The information collected by PhoneBusters is shared with other law enforcement agencies for possible investigations.

SeniorBusters is a weekly volunteer program coordinated by PhoneBusters where seniors call back other senior victims of fraud to offer education and support.

For more information, contact:

Hours of operation:

Monday to Friday – 8 a.m. to 6 p.m. EST.

Toll-free: 1-888-495-8501

E-mail: info@phonebusters.com

Copies of Advanced Fee Letter Fraud (419/ West African/Nigerian Letters) should be emailed directly to:

waf1@phonebusters.com

Website: www.phonebusters.com

BLOCK PARENTS

The program extends to anyone, young or old, who feels that they need immediate assistance. Block Parents display a sign in their window indicating that they are available to help in any emergency situation. Block Parents are screened by the Police Service to ensure everyone that their homes are "Safe Homes with Safe Strangers". There are no costs associated with becoming a member.

For more information about the program and becoming a Block Parent - contact:

The Block Parent Program of Winnipeg Inc.

466 Gertrude Avenue

Winnipeg, MB R3L 0M8

Phone/Fax: 284-756

E-mail: bppw@mts.net

Website: www.winnipegblockparents.mb.ca

The Block Parent Program of Manitoba

Box 296

Balmoral, MB R0C 0H0

Phone: 467-9752

E-mail: tmelnychuk@umalumni.mb.ca

AGE & OPPORTUNITY – SAFETYAID CRIME PREVENTION FOR OLDER MANITOBANS

SafetyAid is a crime prevention program that helps prevent break and enters and gives seniors a better sense of safety and security in their homes. SafetyAid will provide a thorough home safety and falls prevention audit. Eligible seniors will also receive free installation of safety devices such as deadbolts, peepholes, swing bars and more. The falls prevention component provides eligible seniors with non-skid bath mats, flashlights, nightlights, ice-grip tips for canes and ice melt to help prevent falls.

SafetyAid is currently available in Winnipeg, Portage la Prairie, Brandon, Dauphin, Hamiota, Gladstone, Grandview, Minnedosa, Neepawa, Roblin, Russell, Shoal Lake, Ste. Rose du Lac, Swan River, Ebb and Flow First Nation and Pine Creek First Nation. For more information, contact:

Age & Opportunity

200 - 280 Smith Street

Winnipeg, MB R3C 1K2

Phone: 956-6440

Email: intake@ageopportunity.mb.ca

Website: www.ageopportunity.mb.ca

Lottery Scams – Buyer Beware

If it sounds too good to be true – it probably is.

Protect yourself:

- Beware of promises of lottery winnings through unsolicited phone calls, letters or e-mail. These promises are scams to steal your money and/or your identity.
- Don't send money or give bank account, credit card or financial information for administration or handling fees – legitimate lottery and raffle operators don't charge fees to deliver a prize.
- Remember, payment to purchase a ticket is always required before the draw, not after the draw.

To report suspected scams, contact your local police or the Anti-fraud Call Centre, PhoneBusters at **1-888-495-8501** or www.phonebusters.com

For more information on lottery scams, visit the Manitoba Gaming Control Commission's website at www.mgcc.mb.ca



**Manitoba Gaming
Control Commission**



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WE NEED YOUR HELP

To help us improve future editions, we need to know how useful the Manitoba Seniors' Guide is for you. Please fill out this questionnaire and mail or fax it to:

Manitoba Seniors and Healthy Aging Secretariat
822-155 Carlton Street
Winnipeg, MB R3C 3H8
Fax: (204) 948-2514

1. How would you rate this Guide as a source of information for seniors?

Excellent Good Fair Poor

2. Would you recommend the Guide to others?

Yes No

3. How often do you use the Guide?

Every day Every Week Once a Month Once a Year

4. Why do you use the Guide? (You may check more than one reason).

Housing Government Programs

Health Services Social Activities

Other (please specify) _____

5. How did you receive the Guide? I received the Guide from...

Seniors & Healthy Aging Secretariat Seniors Centre

Seniors Fair Health Centre Support Services

Other (Please specify) _____

6. Did you use this information for :

Yourself Family/Friend Client Other: _____

7. How can we improve next year's Guide?

8. What information you would like to see included in the Guide?

9. Are you:

Aged 50-64 Aged 65-75 Aged 75+

Family Member Seniors Organization

Other (Please specify) _____

Thank You!

Each October, the Manitoba Council on Aging presents its Recognition Awards to individuals in recognition of their service to seniors' organizations and their communities. Recipients are honoured for their exemplary support to seniors in Manitoba.

Nomination forms are available on line at www.gov.mb.ca/shas, or call 945-6565 or 1-800-665-6565

NOTES

NOTES

The Manitoba Shelter Benefit

(Formerly known as SAFER/SAFFR)

Helping low-income families, seniors and persons with disabilities pay the rent

.....

The Manitoba Shelter Benefit is a monthly benefit that helps low income seniors, families and persons with disabilities pay their rent. Created in 2006, the Manitoba Shelter Benefit replaced the Shelter Assistance for Elderly Renters (SAFER) and Shelter Assistance for Family Renters (SAFFR) programs.

What's new

Renters under 55, who have a disability, have a spouse or common-law partner with a disability or, have an adult dependent with a disability living at home, may be eligible to receive the Manitoba Shelter Benefit.

Who it's for

If you're not already receiving this benefit, it is available to the following renters living in private rental accommodations:

- single renters over 55
- couples where one person is over 55
- renters under 55 with one or more dependents under 18
- renters under 55, who have a disability, have a spouse or common-law partner with a disability or, have an adult dependent with a disability living at home

You may also be able to receive a benefit if you are living in private rental accommodations and you are a person with a disability who receives Employment and Income Assistance (EIA). You don't need to apply—EIA will let you know if you are eligible.

How it works

If you live in private rental accommodation you may be eligible to receive a maximum monthly benefit of \$200. per month. However, the amount you receive is dependent on your total family income and your monthly rent.

You are not eligible to receive the Manitoba Shelter Benefit if you already rent your home from the Manitoba Housing Authority or if you already receive another type of housing benefit.

For more information

To learn more about how the Manitoba Shelter Benefit can help you, please call:

In Winnipeg: 945-2197

Toll free: 1-877-587-6224

TTY: 948-3698

You may also e-mail provservic@gov.mb.ca or visit: www.manitoba.ca/fs/housing.



Creating communities that are good places to grow older.

Older Manitobans in need of long-term care will have more choices of living arrangements that will allow them to *age in place*.

Over the next five years, the Winnipeg Regional Health Authority (WRHA) will be investing more than \$15 million to expand community support programs, enhancing options beyond home care and personal care home placement.

For those who still need the level of care provided in a personal care home, significant efforts are underway to create more single-bed rooms that will improve the living environments of residents.

The WRHA's Long Term Care Strategy is a plan to balance long-term care services and resources. It supports the Manitoba Government's Aging in Place strategy, and will help seniors and others requiring long-term care to lead more safe, dignified and independent lives in their communities.

The WRHA respects the diverse needs of seniors living in our region. By offering different care options and settings, your health care team will work with you to provide care that is tailored to *meet your unique needs*.

For more information about the WRHA's Long Term Care Strategy, visit www.wrha.mb.ca



Winnipeg Regional
Health Authority

Caring for Health

Office régional de la
santé de Winnipeg

À l'écoute de notre santé

TALKING WITH YOUR DOCTOR



Become an active participant in your own health care. People who talk with their doctor feel more comfortable about their treatment plans and educated about their health issues. You and your doctor are partners, working together to ensure your good health.

The following is a list of tips that you can use for talking with your doctor.

GIVE YOUR DOCTOR INFORMATION.

- Provide your doctor with as much information as possible about symptoms and your healthy history, even if it makes you feel embarrassed. This will allow your doctor to make the best decision about your care. Prepare a list before hand of symptoms that you are experiencing.
- Remember to bring a list of medications and herbal remedies along with you (include the name, dose and when you take the medication). While reviewing your medication list, don't forget to tell your doctor about any reactions or side effects you may be experiencing.

GET INFORMATION FROM YOUR DOCTOR.

- Ask your doctor questions. Prepare a list with the most important questions first so that the doctor is able to answer them. Write down the answers or ask your doctor to put his/her instructions in writing.
- Take notes during your visit so you can refer to them later.
- If you don't understand, ask more questions and repeat what you think the doctor has said.
- Ask your doctor if there are any activities you should be avoiding due to your medical condition or medication.
- If you feel uncomfortable asking questions, bring a person you trust to your appointment who can do it for you.

TALKING WITH YOUR DOCTOR

- Ask your doctor questions about medical tests such as how long it will take for the test results and when you should contact the office for the results.
- If you need more time for your visit, let your doctor know. If your doctor is not available ask if you can speak with another health care professional.
- Ask your pharmacist. Pharmacists can provide you with additional information on medicines and health care products.

TAKE YOUR INFORMATION HOME.

- Ask your doctor for pamphlets or educational materials related to your medical condition. If your doctor doesn't have any, ask him/her where you can get some additional information.



- Call your doctor if you have additional questions about your treatment, symptoms you may be experiencing or prescribed medications.

FOLLOW UP.

- If required, call to schedule your medical tests or follow up appointments (doctor and/or specialist).
- If your symptoms get worse call your doctor immediately or seek medical attention.

UPDATE YOUR EMERGENCY RESPONSE INFORMATION KIT (E.R.I.K.).

- By filling out and **updating** each form on a regular basis, paramedics and other health care professionals are able to provide focused service in an emergency. The Emergency Response Information Kit contains an information brochure, a Health Information Form, a Health Care Directive Information sheet and form, an organ donation card and a sticker for the front door of your residence.
- Place your Emergency Response Information Kit on the fridge so that emergency response personnel are able to locate the kit in the event of an emergency.

Please refer to our website at www.gov.mb.ca/shas for a more complete brochure entitled "Questions to Ask Your Doctor and Pharmacist".

INFORMATION FOR CAREGIVERS

Caregivers play an important and invaluable role in our society by allowing people to remain living in their family homes as long as possible.

Caregiving has many positive benefits, such as:

- A renewed relationship with the person being cared for
- New relationships with others through support groups and community services
- A chance to give back
- A sense of accomplishment
- An opportunity to develop new abilities, knowledge, i.e. advocacy skills
- Growth and increased overall compassion for others
- A heightened sense of value and self esteem

While there are many rewards associated with caregiving, there are also some challenges to keep in mind. The following are some common challenges and helpful hints to keep in mind when caring for another person:

- Caregivers don't have to be all things to all people. Involve other family members and friends in order to build a strong support system. In addition, turn to health care professionals and your community for help and support when needed.

- When a family member can no longer live safely alone at home, he/she may resist change. Respect and recognize the impact these changes will have on the individual. Caregivers who recognize that their loved one is not a child are better prepared to care for an increasingly dependent person. Include the individual cared for in any discussions and decisions in order to maintain a sense of independence and dignity at times of change.
- Negative attitudes towards physical/mental changes are normal. It is upsetting to watch a loved one experience physical



INFORMATION FOR CAREGIVERS

and or mental decline. But keep in mind that people all experience physical changes as they age. Some of them may also experience mental changes. Certain changes are reversible; others are not.

- Respite care provides the caregiver with a break from caregiving responsibilities and is available through formal organizations or short term placement in a personal care home. Respite care should be used regularly in order to prevent burnout. Remember, strive for balance not perfection.
- When faced with a difficult situation, speak up!
 - I. In the event that the caregiver and the family member develop any form of conflict with the assigned aide/volunteer/nurse/companion, feel free to contact the home care coordinator, agency or organization. Explain the situation in detail and work together to formulate alternatives which will provide the best outcome for all parties involved.
 - II. If you have concerns regarding the quality of care being provided at a personal care home, address your concerns with the charge nurse or administrator. Follow up on a regular basis and keep track of any changes made by the facility.

- When making decisions for a loved one who is no longer mentally alert, the caregiver should involve other family members as much as possible. However, if you reach a deadlock, don't give up. Focus on what is best for the individual and try to reach a mutual agreement. Be open to compromise.
- Take care of your own health. Try to get good nutrition, sufficient exercise and adequate rest (think of rest as recharging, not as being lazy). Also, maintain hobbies and interests you enjoy.

Please refer to our website at www.gov.mb.ca/shas for a more complete brochure entitled "A Guide for the Caregiver".



Health Care Directives in Manitoba

What is the purpose of a Health Care Directive?

As a Manitoba citizen you have the right to accept or refuse medical treatment at any time. The *Health Care Directives Act* allows you to express your wishes about the amount and type of health care and treatment you want to receive should you become unable to speak or otherwise communicate this yourself. It also allows you to give another person the power to make medical decisions for you should you ever be unable to make them yourself.

Why should I fill out a form?

Due to accident or illness, you may become unable to say or show what treatment you would like, and under what conditions. If you have signed a directive, those close to you and the health care professionals treating you are relieved of the burden of guessing what your wishes might be.

How do I make a Health Care Directive?

The Manitoba government has prepared a form for your convenience (see reverse). The form serves as a guide for providing the appropriate information. However, **any paper that is signed, dated and provides the same information may be used.** A directive may be made by anyone capable of making a health care decision and understanding the consequences of that decision.

Who do I talk to about these decisions?

It is strongly recommended you talk to your doctor before completing the directive. This will ensure your instructions are clear and easily understood by those who provide treatment. Your choices should then be clearly typed or printed.

What is a proxy?

A proxy is someone you choose and name in your directive to act for you in the event you are not able to make such judgments and speak on your own behalf. Because it is not possible to anticipate every set of circumstances, your proxy has the power to make health care decisions for you based on what you have told your proxy about your wishes and the information in your directive.

Who do I choose as my proxy?

The choices you make in a directive are very personal. The person(s) you choose to represent you should be close friends or relatives who are willing to accept this responsibility. You should discuss your wishes openly and in detail with them. It is wise to name more than one proxy in case one is not available when needed.

If you designate two proxies, you must decide how you want them to work, either independently or together as a team. If you decide the two proxies should act **jointly**, they will act together on your behalf. If you decide they should work **consecutively**, the second proxy will be contacted if the first is not available or is unwilling to make the required decision at the required time.

It is important to make sure that your proxy (or proxies) understand(s) what is expected and is willing to speak and act for you.

Can I change my mind about my directive?

A Health Care Directive should be a record of your current wishes. If at any time you wish to change the content or the proxies you have listed, all copies of your old directive should be destroyed and a new directive written.

What is the effect of a Health Care Directive?

The wishes you express in your directive are binding on your friends, relatives and health care professionals (unless they are not consistent with accepted health care practices) and will be honoured by the courts. However, health care professionals treating you are not obliged to search for or ask about a signed directive. It is important to be sure that family, friends, your doctor and your proxy know you have a directive and know where it can be found.

For more information contact:
your regional health authority

Health Care Directive



Please type or print legibly

This is the Health Care Directive of:

Name _____

Address _____ City _____

Province _____ Postal Code _____ Telephone () _____

Part 1 – Designation of a Health Care Proxy

You may name one or more persons who will have the power to make decisions about your medical treatment when you lack the ability to make those decisions yourself. If you do not wish to name a proxy, you may skip this part.

I hereby designate the following person(s) as my Health Care Proxy:

Proxy 1

Name _____

Address _____

City _____

Province _____ Postal Code _____

Telephone () _____

Proxy 2

Name _____

Address _____

City _____

Province _____ Postal Code _____

Telephone () _____

*(Check one choice **only**.) For an explanation of “consecutively” and “jointly” please see the reverse side of this form).*

If I have named more than one proxy,

I wish them to act:

consecutively OR jointly

My Health Care Proxy may make medical decisions on my behalf when I lack the capacity to do so for myself
*(check one choice **only**):*

With **no restrictions**

With **restrictions as follows:**

Part 2 – Treatment Instructions

In this part, you may set out your instructions concerning medical treatment that you do or do not wish to receive and the circumstances in which you do or do not wish to receive that treatment. **REMEMBER** – your instructions can only be carried out if they are set out clearly and precisely. If you do not wish to provide any treatment instructions, you may skip this part.

Part 3 – Signature and Date

You must sign and date this Health Care Directive. No witness is required.

Signature _____

Date _____

If you are unable to sign yourself, a substitute may sign on your behalf. The substitute must sign in your presence and in the presence of a witness. The proxy or the proxy's spouse cannot be the substitute or witness.

Name of substitute: _____

Address _____

Signature _____

Date _____

Name of witness: _____

Address _____

Signature _____

Date _____

EMERGENCY INFORMATION

GENERAL INFORMATION ON EMERGENCY PREPAREDNESS FOR SENIORS

- Determine what emergencies could occur in your area.
 - ▮ Eg. Severe weather, flooding or tornadoes
- Meet with family or close friends to discuss the dangers of fire, severe weather, flood and other emergencies.
 - ▮ Discuss how to respond to each emergency that could occur.
 - ▮ Discuss what to do about power outages and personal injuries.
 - ▮ Draw a floor plan of your home or residence and mark two escape routes from each room.
- Learn how to turn off the water, gas and electricity at main switches.
- Know how to use home fire extinguishers.
- Post emergency telephone numbers.
- Turn on a battery-powered radio for emergency information.
- Pick one out-of-area and one local friend or relative for family members to call if you are separated by an emergency.
- Pick two meeting places:
 - ▮ a place near your home in case of fire
 - ▮ a place outside your neighbourhood in case you cannot return home after the emergency.
- Keep family records in a water and fireproof container.

EMERGENCY CHECKLIST

Prepare an Emergency Supplies Kit for Your Home

- Keep a good supply of water on hand: one gallon per person per day. Store water in a sealed, unbreakable container. Replace stored water every six months.
- Have a supply of non-perishable packaged or canned food and a non-electric can opener on hand.
- Have a change of clothes, rain gear and sturdy shoes nearby.
- Be sure blankets or sleeping bags are available.
- Have a first aid kit and prescription medicines in your kit.
- Keep an extra pair of eyeglasses on hand.
- Have a battery-powered radio, flashlight and extra batteries for emergencies.
- Have credit cards, cash and traveler's cheques available.
- Keep an extra set of car keys close at hand.
- Have ready a list of family physicians, a list of important family information, the style and serial number of medical devices, such as pacemakers, stored in your emergency kit.
- See to the needs of elderly or disabled family members by keeping on hand special items for their use.

Please refer to our website at www.gov.mb.ca/shas for a more complete brochure entitled "Emergency Information for Seniors"