

**IT'S A FACT:
BETTER INCOME
CAN LEAD TO
BETTER HEALTH**

**GET YOUR
BENEFITS!**



THE MANITOBA
COLLEGE OF
FAMILY PHYSICIANS



LE COLLÈGE DES
MÉDECINS DE FAMILLE
DU MANITOBA

A CHAPTER OF THE COLLEGE OF FAMILY PHYSICIANS OF CANADA
UNE SECTION DU COLLÈGE DES MÉDECINS DE FAMILLE DU CANADA

READ AND SHARE: GET YOUR BENEFITS!

A plain language booklet listing select federal, provincial, and regional benefits and programs for Manitobans who may be eligible. To access this booklet online or for more information about individual programs, benefits, tax filing benefits, please visit: www.getyourbenefits.ca. General public: paper copies can be obtained by contacting info@getyourbenefits.ca or Tel: 204-789-3657.

Also available for download at www.edu.gov.mb.ca/benefits/ or at: www.gov.mb.ca/health/primarycare/providers/getyourbenefits.html (Manitoba government agencies can also order paper copies from this website).

Many Manitoba resources are included in the Get Your Benefits booklet, but we aim to keep the guide brief and easy to use. Rural communities are welcome to adapt the booklet to meet the needs of their communities. Please contact our office to obtain a copy of the original Word file. Email: info@getyourbenefits.ca or Tel: 204-789-3657

RESOURCES

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DID YOU FILE YOUR INCOME TAX?

Even if you make no money, you should file a tax return each year. If you do not file your taxes you **CANNOT** get government benefits such as:

Federal Income Tax Credits

GST Credit – a tax-free quarterly payment that helps individuals/families with low and modest incomes to offset all or part of the GST or HST they pay.

Canada Workers Benefit (previously Working Income Tax Benefit) – a refundable tax credit that provides tax relief for eligible low income individuals and families who are in the workforce. canada.ca/canada-workers-benefit

Canada Child Benefit (CCB) – A tax-free monthly payment to help support your children under age 18. To get the CCB, you have to file your income tax return every year, even if you did not have income in the year. If you have a spouse or common-law partner, they also have to file a return every year.

- You can apply online by completing the **form RC66-Canada Child Benefits Application** at canada.ca/en/revenue-agency/services/forms-publications/forms/rc66.html. Or send your completed CCB forms by mail to the Winnipeg Tax Centre PO Box 14001 Stn. Main Winnipeg, MB R3C 3M3. You can also apply online at canada.ca/en/revenue-agency/services/child-family-benefits/canada-child-benefit-overview/canada-child-benefit-apply.html.
- Let Canada Revenue know if your marital status changes by sending in form **RC65-Marital Status Change**, available online at canada.ca/en/revenue-agency/services/forms-publications/forms/rc65.html. This will make sure your CCB and GST benefits are correctly calculated based on your new situation.
- You can request paper copies of these forms by calling 1-800-387-1193

Canada Caregiver Credit – Non-refundable tax credit that may be available if you support a spouse or common-law partner or a dependent with a physical or mental impairment. Visit: canada.ca/caregiver-credit

Federal benefits are the same for First Nations individuals who are on or off reserve, but individuals must file tax returns to receive benefits even if they have no income. Different rules apply to provincial tax credits.

Provincial (MB) Income Tax Credits:

DID YOU FILE YOUR INCOME TAX?

Personal Tax Credit – a credit for low-income Manitobans and their dependents. For more information: canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/tax-return/completing-a-tax-return/provincial-territorial-tax-credits-individuals/manitoba.html (scroll down to Form MB479, Manitoba Credits)

Education Property Tax Credit – for those who pay rent or property taxes in Manitoba. Seniors may qualify for additional amounts. Visit: www.gov.mb.ca/finance/tao/eptc.html

Manitoba Seniors School Tax Rebate: Visit: www.gov.mb.ca/finance/tao/sstrebate.html

Primary Caregiver Tax Credit – for people who provide ongoing voluntary care and support to family members, friends or neighbours who require help in their home. Please see: www.gov.mb.ca/finance/tao/caregiver.html.

Manitoba Tax Assistance Office – www.gov.mb.ca/finance/tao/ – Informs and assists residents on the Manitoba income tax and tax credit programs. In Winnipeg call 204-948-2115. Outside Winnipeg call 1-800-782-0771.

Get Help with Your Taxes:

Taxes should be filed by the end of April each year however you can file your taxes at any time throughout the year.

Where Can I Find A Free Tax Clinic?

Community Volunteer Income Tax Program (CVITP) – is a collaboration between the Canada Revenue Agency and community organizations to offer free income tax preparation to individuals with low to modest income and a simple tax situation. For more information, and to find a free tax clinic in your area, go to canada.ca/taxes-help or call the CRA general inquiries line at 1-800-959-8281. During the tax season (February-April) call the CFCS CVITP program at 204-989-1912.

Additional free tax clinics and information can be found by searching:

211 Manitoba – mb.211.ca/ (click on financial)

Manitoba Housing – www.gov.mb.ca/housing/tenants/tax.html.

FINANCIAL COUNSELLING & LITERACY

Community Financial Counselling Services (CFCS) – A free, non-profit, United Way and Government of Manitoba funded agency providing counselling, education and options for accessing resources, managing income, debt and navigating the financial systems that affect your daily life. Contact 1-888-573-2383 or www.debthelpmanitoba.com

Access to Benefits program at SEED Winnipeg Inc. – The Access to Benefits (A to B) program helps individuals living on a low income to:

- Get information about government benefits and apply for benefits
- Open an RESP and get money for children's education
- Get the ID needed to access benefits
- Open bank accounts and file income tax returns

For more information visit: www.seedwinnipeg.ca. To book an appointment call 204-927-9945 in Winnipeg or Email: AtoB@seedwinnipeg.ca

Manitoba Financial Services Agency – Provides education programs about investing basics, child savings, women's programs, real estate, insurance and other information. Visit www.moneysmartmanitoba.ca/

Manitoba Government's Financial Literacy Resource Website:
www.gov.mb.ca/finance/literacy

Financial Literacy Program – Chartered Professional Accountants

Manitoba. Visit cpamb.ca/members/financial-literacy-program. The website can help you find a CPA to help with your personal financial affairs.

Canada Money and Finances – Once you have your benefit return in hand, it's important to effectively manage your money. For information about your financial rights and responsibilities, budgeting, and saving, check out Government of Canada resources at canada.ca/en/services/finance.html

Credit Counselling – listing of credit counselling services in Manitoba. Go to: mb.211.ca/ (click on financial and then credit counselling)

Community Unemployed Help Centre – Information and help with Employment Insurance (EI) or with Employment and Income Assistance (EIA) problems go to www.cuhc.mb.ca/. Call 204-942-6556 in Winnipeg or Toll-free: 1-866-942-6556 or Email: cuhc@cuhc.mb.ca

EMPLOYMENT & INCOME ASSISTANCE

The Employment & Income Assistance (EIA) program provides financial help to Manitobans who have no other way to provide for their basic needs. For people able to work, EIA can help you get employment by providing supports. **Apply for EIA by calling 204-948-4000 (Winnipeg) or 1-877-812-0014 (outside Winnipeg).** For more information visit: www.gov.mb.ca/fs/eia

EIA provides a range of benefits to help meet needs like:

Basic assistance – help with food, clothing, household needs

Rent Assist – Rent Assist is a monthly shelter-related financial benefit to help low-income Manitobans who pay rent in the private market. It is available to households on EIA who have shelter costs and low-income Manitobans renting in the private market who are not on EIA. www.gov.mb.ca/fs/eia/rent_assist.html

- **For those receiving EIA** – living in unsubsidized housing, the Rent Assist benefit is automatically included with the monthly EIA payments. Eligibility is assessed when you apply for EIA and is based on the number of family members, and whether utility costs (e.g., heat, electricity, and water) are included in the rent. www.gov.mb.ca/fs/eia/rentassist_facts.html
- **For those who do not receive EIA** – living in eligible private rental or room and board spaces, a monthly benefit may be available and will vary depending on the annual income of each adult (in the household). To apply for non-EIA Rent Assist, go to: www.gov.mb.ca/fs/eia/pubs/rentassist_appform.pdf or call Provincial Services at 204-948-7368 in Winnipeg or Toll-free: 1-877-587-6224 to have an application form mailed to you.

Need Help with EIA?

Fair Practices Office (FPO) – Provides confidential and impartial assistance to Manitobans applying for or receiving services from Department of Families' programs, who feel they have not been treated fairly – including concerns with the EIA program. This office investigates complaints, mediates disputes and makes recommendations on individual cases to program staff based on investigation outcomes. For more information go to: www.gov.mb.ca/fs/fpo

Social Service Appeal Board (SSAB) – Provides a formal and independent appeal process for decisions about EIA eligibility and benefits. SSAB reviews appeals related to eligibility to the Employability Assistance for People with Disabilities program and other programs offered by the Department of Families. For more information go to: www.gov.mb.ca/fs/ssab/

EMPLOYMENT & TRAINING

Employment & Training Services

Jobs On– (Jobs on Market in Winnipeg and Jobs on 9th in Brandon) helps individuals who are applying for or receiving EIA to find a job. Staff provide quick support to participants to identify service needs, make referrals and encourage progress throughout the job search. On-site services include: resume development, identifying job leads, voicemail services, and direct marketing to employers. Programming is offered at two locations:

- In Winnipeg at 128 Market Avenue from Monday to Friday, 8:30 am to 4:30 pm or by calling 204-948-JOBS (5627) or emailing JobsonMarket@gov.mb.ca.
- In Brandon at 157-340 9th Street from Monday to Friday, 8:30 am to 4:30 pm (closed from noon to 12:45 pm), To book an appointment, call 204-726-6220 or Email: JO9@gov.mb.ca

Manitoba Jobs and Skills Centres Training and Employment Services offer a wide range of employment and training services through 13 Centres situated throughout Manitoba. Call 204-945-0575 (Winnipeg) or Toll-free: 1-866-332-5077; Email: mjds@gov.mb.ca or visit: www.gov.mb.ca/wd/contact/

Winnipeg

- Downtown Centre (bilingual services available): 100-111 Lombard Ave.
- South Centre (bilingual services available): 1005 St. Mary's Rd.

Rural Manitoba

- Morden Centre (bilingual services available): 1-160 Stephen St.
- Portage la Prairie Centre: 1016 Saskatchewan Ave. E.
- Steinbach Centre (bilingual services available): 321 Main St.
- Gimli Centre: 2nd Floor, 62-2nd Ave. - Selkirk Centre: 100-260 Superior Ave.
- Dauphin Centre: 135A 2nd Ave. NE - Swan River Centre: 1431-1st St. N.
- Brandon Centre (bilingual services available): 127-340 9th St.

Northern Manitoba

- Thompson Centre: North Centre Mall, 118-3 Station Rd.
- Flin Flon Centre: 143 Main St. - The Pas Centre: 305 4th St. W.

Employability Assistance for People with Disabilities offers a wide range of employment services to assist adults with disabilities in preparing for, obtaining and maintaining employment. Visit: www.gov.mb.ca/wd/ites/vrmanual/, Email: EAPD@gov.mb.ca, or call 204-945-0575 or Toll-Free: 1-866-332-5077; TTY/TDD Relay Service 1-800-855-0511.

EMPLOYMENT & TRAINING

Manitoba Youth Job Centres provide community-based summer employment referral services throughout rural and northern Manitoba. Local employers, as well as students and youth from 12 to 29, receive free assistance matching qualified job seekers with summer employment. Offices are open each year from mid-May to late-August. For more information and list of offices, visit: www.gov.mb.ca/cyo/youth/services/manitobayouthjobcentres.html

STEP Services is the official student employment referral service for the Government of Manitoba. Eligible post-secondary students can find full and part-time jobs with government departments, agencies, and Crown corporations, throughout the year across the province. If you are interested in working for the Province of Manitoba, please visit: www.gov.mb.ca/cyo/studentjobs/

Find jobs in Manitoba at: residents.gov.mb.ca/findingwork.html or use the **Job Bank**, a free-online resource, to search job postings across Canada. Visit: www.jobbank.gc.ca/home

Canada Benefits at Service Canada – Service Canada offers you help getting back to work, temporary income support and skills training. Canada Benefits can help connect you with appropriate programs and services – truly a one-stop shop. Similarly, you will find information to help with your housing and health needs whether you are a newcomer to Canada, a person with a disability, or an Indigenous person. Visit: canada.ca/en/services/benefits.html

Manitoba Student Aid is a government program that provides Federal and Provincial supplemental financial assistance in the form of loans, grants and bursaries to help pay for full-time and part-time post-secondary education costs. To apply online or learn more about this program, visit www.edu.gov.mb.ca/msa/, call 204-945-6321, or visit 401-1181 Portage Ave. (Winnipeg) or 362-240 9th St. (Brandon), Monday to Friday 8:30a.m to 4:30 pm.

CDEM Employabilité – a program administered by the Economic Development Council for Manitoba Bilingual Municipalities (CDEM) that helps French speaking clients develop employment skills to find and keep a job. They also offer a suite of programming for youth. Visit: www.cdem.com/en, or call 204-925-2320 or Email: info@cdemploi.com

CHILDREN & FAMILIES

Register a Manitoba birth with the Vital Statistics Agency, a government program that provides for civil registration in Manitoba. Complete forms provided at the time of birth, or contact the Vital Statistics Agency for information on how to complete your child's registration of birth in Manitoba. During registration of your child's birth you can also apply for a social insurance number for your child, and the Canada Child Benefit.

Call 204-945-3701 (Winnipeg) or Toll-Free: 1-866-949-9296 or visit: vitalstats.gov.mb.ca/birth_registration.html

Obtain evidence of **foundational identity (birth certificate)** for your child born in Manitoba directly from the **Vital Statistics Agency** by submitting an application. Evidence of foundational identity is needed to establish your child's legal identity and access other programs or benefits. Visit: vitalstats.gov.mb.ca/online_certificate_application.html

Maintenance Enforcement Program is set up to monitor and enforce court orders and separation agreements requiring payment of maintenance support to ensure the well-being of children and other dependents. To learn more about involvement as a debtor or creditor and responsibilities, visit: www.gov.mb.ca/justice/courts/mep/ or call 204-945-7133 (Winnipeg) or Toll-Free: 1-866-479-2717 or Email: ManitobaMEPinquiries@gov.mb.ca

You or your children may be eligible for other benefits in addition to the monthly Canada Child Benefit:

Manitoba Child Benefit Program – Monthly financial assistance to low-income families who are NOT on EIA. Also provides help with some of the costs of children's prescription eyeglasses. Call 204-948-7368 (Winnipeg) or Toll-Free: 1-877-587-6224 or download an application: www.gov.mb.ca/fs/eia/mcb.html

Healthy Baby – A two-part program that supports pregnant individuals, new parents and their babies through:

- **The Manitoba Prenatal Benefit** – Financial benefit that helps pregnant individuals buy healthy food. You must live in Manitoba and have a family income of less than \$32,000 to qualify. Call 204-945-1301 (Winnipeg) or Toll-Free: 1-888-848-0140.

CHILDREN & FAMILIES

- **Healthy Baby Community Support Programs** – Free drop-in groups for pregnant individuals/their partners/parents with babies under the age of one to get information and support for a healthy pregnancy and baby. www.gov.mb.ca/healthychild/healthybaby or call 204-945-1301 (Winnipeg) or Toll-Free: 1-888-848-0140.

Manitoba Early Learning and Child Care – for help in paying eligible day care costs for low-income parents. Find the online subsidy application at: www.gov.mb.ca/fs/childcare/families/childcare_subsidies.html or call 204-945-8195 (in Winnipeg); Toll-free: 1-877-587-6224 or Email: cdcsubsidy@gov.mb.ca

Canada Education Savings Program – The Government of Canada can help you save for your child's education after high school by putting money into a Registered Education Savings Plan (RESP). Money saved in an RESP can be used to pay for expenses related to full-time or part-time studies in a trade school, CEGEP, college, university or in an apprenticeship program. Opening an RESP is more than just to build savings; studies indicate that an RESP can help strengthen a child's aspirations of pursuing and completing a higher education. There are two education saving incentives linked to RESPs:

The **Canada Learning Bond (CLB)** is money for an eligible child born in 2004 or later. An initial \$500 is deposited in an RESP, and an additional \$100 for every year a child is eligible, depending on the family income, until the age of 15, to a maximum of \$2,000. No personal contributions into the RESP are required.

With the **Canada Education Saving Grant (CESG)**, the Government of Canada provides 20 cents on every dollar contributed to an RESP for an eligible child, up to a yearly maximum of \$500. Depending on family income, a child may be eligible for an additional 10% or 20% on the first \$500 put into an RESP every year.

For more details, visit canada.ca/education-savings or contact a financial organization of your choice that offers RESPs. You can also start the process of requesting the CLB online at: mysmartfuture.org/ or by calling ACORN toll free: 1-866-991-0025.

CHILDREN & FAMILIES

First Book Canada – helps organizations provide low income children with brand new books and educational resources on an ongoing basis. Books are free to members and are delivered each spring (usually April) to an event in Winnipeg where members can go and pick up the books. The more individuals from your organization that register, the more books you can claim. To become a member visit: www.fbmpcanada.org/index.php/register

ManitobaParentZone is a comprehensive website that provides parents with resources and information that reflects best practices in health and child and adolescent development. Parents can access helpful tip sheets, ask questions using the “Ask an Expert” feature and learn more about parenting programs and resources available to them. Visit: www.manitobaparentzone.ca

Futures Forward is a coordinated community led initiative providing services and resources that address the needs of current and former Youth in Care, ages 15 to 29, including emotional well-being, mentorship, and supports for mental health, housing, financial literacy, education, training and employment. Call 1-888-395-2135 or Visit: www.futuresforward.ca/

StressHacks has information for youth and families to explain stress and help manage it. Learn more online at: stresshacks.ca/

Resource Assistance for Youth, Inc. (RaY) is a non-profit street-level agency working with street-entrenched and homeless youth up to the age of 29. RaY is non-judgmental and non-partisan, employing a harm reduction approach. Call 204-783-5617 or visit 125 Sherbrook Street (Winnipeg). Online www.rayinc.ca or Email: info@rayinc.ca

Pluri-elles is a non-profit providing services and supports to Manitobans in French, including job search, skills development, financial literacy and budgeting, counselling and healthy development of children and youth. Visit: www.pluri-elles.mb.ca or call: 204-233-1735; Toll-Free: 1-800-207-5874 or Email: pluridg@pluri-elles.mb.ca

PERSONS LIVING WITH DISABILITIES

If you are not able to earn income because of health issues or a disability, there are some provincial government programs that might help you:

Community Living disABILITY Services - Provides a range of support services for adults with an intellectual disability. The program supports eligible adults to live safe, inclusive lives in the community. For more information: www.gov.mb.ca/fs/clds/services-supports.html. To find a service location near you, visit: www.gov.mb.ca/fs/misc/loc/winnipeg.html or www.gov.mb.ca/fs/misc/loc/ruralnorthern.html

Children’s disABILITY Services – Supports families who are raising a child (or children) with developmental or physical disabilities. For more information: www.gov.mb.ca/fs/cds/. To find a service location near you, visit: www.gov.mb.ca/fs/cds/locations.html.

Employment and Income Assistance – Disability Benefits – Persons with disabilities receive additional EIA benefits, including the Income Assistance for Persons with Disabilities (IAPD). If prescribed by a health practitioner, persons receiving income assistance may be eligible for:

- Special diets due to medical problems
- Coverage for transportation or phone costs due to medical needs
- Additional health-related/medical supplies/equipment and not covered under any other program

Go to www.gov.mb.ca/fs/eia/ or www.gov.mb.ca/fs/eia/eia_disability.html or Employment Assistance for Persons with Disabilities (EAPD) at www.gov.mb.ca/wd/ites/vrmanual/ for more information.

Children’s Therapy Initiative (CTI) coordinates audiology, occupational therapy, physiotherapy and speech-language pathology services for children across Manitoba. Referrals for therapy services may be made by parents, caregivers, doctors or other clinicians to the regional central intake for the Children’s Therapy Initiative (CTI). Visit: www.sscy.ca/childrens-therapy-initiative/

Specialized Services for Children & Youth (SSCY) is an initiative focused on the integration, coordination and, where possible, co-location of community-based services for Manitoba children and youth with disabilities and special needs. Visit www.sscy.ca or Call 204-452-4311.

PERSONS LIVING WITH DISABILITIES

Information for Manitobans with Disabilities – This website provides user-friendly information about the services available for people with disabilities in Manitoba, answering the most commonly asked questions raised by individuals with disabilities, their families, caregivers and service providers. Visit:

www.gov.mb.ca/fs/imd

Society for Manitobans with Disabilities – SMD provides programs and services to meet the needs of children, youth, and adults with disabilities. Call 204-975-3010 in Winnipeg or Toll-free at 1-866-282-8041. TTY 204-975-3083. Find SMD at www.smd.mb.ca/smd or Email info@smd.mb.ca

Learning Disabilities Association of Manitoba (LDAM) – provides support, advocacy and programming for individuals impacted by learning disabilities. Call 204-774-1821, visit www.ldamanitoba.org or Email info@ldamanitoba.org.

You might qualify for additional federal tax benefits – see information below or call 1-800-387-1193:

Canada Pension Plan (CPP) Disability Benefits – If you contributed to the CPP, you may be eligible for CPP Disability benefits. Call 1-800-277-9914 or visit the following website to download the application kit or apply online: canada.ca/en/services/benefits/publicpensions/cpp/cpp-disability-benefit/apply. You may also get a paper copy of the application at any Service Canada centre.

Disability Tax Credit – A non-refundable tax credit that helps persons with disabilities or their supporting persons reduce the amount of income tax they may have to pay. The Canada Revenue Agency must approve the credit before you can make a claim. Find more information at: canada.ca/disability-tax-credit

Child Disability Benefit – is a tax-free benefit for families who care for a child under age 18 who is eligible for the disability tax credit. Online information: canada.ca/child-disability-benefit

PERSONS LIVING WITH DISABILITIES

Canada Worker's Benefit (previously Working Income Tax Benefit) – Disability Supplement – This additional refundable amount tops up the working income tax benefit if you are also eligible for the disability tax credit. Find more information at: canada.ca/canada-workers-benefit

Refundable Medical Expense Supplement – This refundable credit can be claimed on the tax return of working individuals with low-incomes and high medical expenses. Find more information at: canada.ca/taxes-medical-expenses

Registered Disability Savings Plan – This program allows you to save for the future without losing any of your EIA-D benefits. The government will match your savings up to 300%. Even if you have a low-income and cannot put money in your plan, the government may give you up to \$1,000 each year. Find more information at: www.canada.ca/taxes-rdsp

Note: For alternate formats (Braille, large print, electronic text, or MP3) of Canada Revenue Agency forms and publications, complete an order form (canada.ca/en/revenue-agency/services/forms-publications/multiple-formats-order-form.html) or call 1-800-959-8281.

SENIORS & 55 PLUS

Canada Pension Plan (CPP) – if you worked in Canada (outside of Quebec) and contributed to the CPP, you can receive a retirement pension. The standard age for the pension is 65, but you can start receiving a reduced retirement pension as early as age 60 or increase the monthly amount by waiting up to age 70. CPP is paid monthly. The amount is based on your contributions to the Plan and the age you decide to start your CPP retirement pension. You should apply for this pension six months before you would like to begin collecting it.

Old Age Security (OAS) – Anyone who has lived in Canada for at least 10 years can receive OAS starting the month after they turn 65. If you have lived here 40 years or more you should get the full monthly pension. Apply for the OAS six months before your 65th birthday (if you can be automatically enrolled, Service Canada will send you a notification letter the month after you turn 64).

Guaranteed Income Supplement (GIS) – A non-taxable benefit for low-income OAS pensioners. You can apply for your OAS pension and GIS at the same time. Monthly amount depends on the annual income from the previous tax year. Eligibility for GIS is reviewed each year when you file your tax return; it is automatically renewed for seniors who qualify.

Allowance/Allowance for the Survivor – Income-tested benefits paid to a 60-64 year old spouse/common-law of an OAS recipient or to a survivor. The monthly amount depends on annual income and is reviewed each year when you file your tax return. Automatically renewed for those who qualify.

55 Plus – A provincial financial supplement, issued quarterly, to low-income seniors 55 years or older, and based on income on the previous year's tax return. It is also available if you receive only the health care benefits portion of EIA. Call 204-948-7368 (Winnipeg) or 1-877-587-6224 (Toll-free) or go to: www.gov.mb.ca/fs/eia/55plus.html

Manitoba Home Care - A universal service provided to Manitobans of all ages based on assessed need. Find the *Guide to Home Care Services in Manitoba* at: www.gov.mb.ca/health/homecare/guide.pdf ([/homecare/guide.fr.pdf](http://www.gov.mb.ca/health/homecare/guide.fr.pdf)) or more information at: www.gov.mb.ca/health/homecare/

Seniors Resource Finders – a service provided through Age & Opportunity (at various locations in Winnipeg, offering information and referral to community resources. Visit: www.aosupportservices.ca/resources/seniors-resource-finders/, Call 204-956-6440 or Email: info@aosupportservices.ca

HEALTH NEEDS

Get or update your Health Card – Learn more about health care coverage at: www.gov.mb.ca/health/mhsip

Health Links-Info Santé (24 hours) – Call 204-788-8200 or Toll-Free 1-888-315-9257. Provincial telephone health information line staffed by bilingual registered nurses who triage health issues – from flu symptoms to child fevers to heart attacks – and provide health information to guide and help Manitobans. More information online at: misericordia.mb.ca/phcc/health-links-info-sante

TeleCARE TéléSOINS Manitoba is a free, confidential tele-health based program, helping Manitobans to live better with a chronic condition, such as heart failure or diabetes. A team of registered nurses and registered dietitians help Manitobans understand their illness and how it can affect them. This team is like having a coach in your corner, helping you make changes that can decrease symptoms and improve your health. Go to: misericordia.mb.ca/programs/phcc/telecare or call 204-788-8688 (Winnipeg) or Toll-Free at: 1-866-204-3737.

Family Doctor Finder – To find a family doctor or nurse practitioner in your preferred area, register: Online at www.manitoba.ca/health/familydoctorfinder or By phone on Monday to Friday, from 8:30 am to 4:30 pm, at: 204-786-7111 (Winnipeg) or Toll-Free at: 1-866-690-8260; TTY/DD call 774-8618 or Manitoba Relay Services Toll-Free: 1-800-855-0511.

Prescription Drug Coverage – Go to canada.ca/en/health-canada/services/health-care-system/pharmaceuticals/access-insurance-coverage-prescription-medicines/provincial-territorial-public-drug-benefit-programs.html for information on provincial/territorial and federal drug benefit programs.

Manitoba Pharmacare – This is a drug benefit program for any Manitoban, regardless of age, whose income is seriously affected by high prescription drug costs. You qualify for the program, if:

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

For information call 204-786-7141 or Toll-free at 1-800-297-8099 or Online at: www.gov.mb.ca/health/pharmacare/

HEALTH NEEDS

Local Health Regions – Youth health region can help you with specific care needs in your area. Find contact information at:

www.gov.mb.ca/health/rha/contact.html

Employment and Income Assistance (EIA) – Health Related Supports

Individuals receiving EIA are eligible for prescription drugs as well as dental and optical coverage after a waiting period. Prescribed medical supplies and equipment may also be provided.

Are You Covered? Other Manitoba Health Programs – Manitoba Health provides some additional health programs for Manitobans including:

- Breast Prosthesis Program (administered through CancerCare Manitoba)
- Children’s Hearing Aid Program
- Children’s Orthopaedic Shoes Program
- Home Hemodialysis Utility Reimbursement
- Prosthetic Eye
- Infant Contact Lens Program
- Prosthetic and Orthotic Program
- Seniors Eyeglass Program
- Telecommunications Program

For more information on these programs call **Manitoba Health Ancillary Programs** at 204-786-7365 (Winnipeg) or Toll-Free 1-800-297-8099 extension 7365 or go online to: www.gov.mb.ca/health/mhsip/programs.html

Dental Health - For information on dental health needs, including community clinics that provide basic dental treatment at low cost, see the resource:

Where To Go for Dental Care In Your Community online at:

wrha.mb.ca/oral-health/

For more information contact the **Manitoba Health Dental Consultant** at 204-788-6729.

Dental Health and Non-Insured Health Programs for First Nations and Inuit

– Find information on dental health coverage at:

www.sac-isc.gc.ca/eng/1574192221735/1574192306943#a2

See page 21 for information on other benefits.

MENTAL HEALTH

Crisis Response

If you or someone you know is experiencing an immediate mental health crisis, contact 9-1-1 or your local crisis hotline, listed at:

www.gov.mb.ca/health/mh/crisis.html

Province-wide Crisis Lines

Klinic Crisis Line – 204-786-8686, or 1-888-322-3019, TTY: 204-784-4097

Manitoba Suicide Line – 1-877-435-7170 (1-877-HELP170); reasontolive.ca

Kids Help Phone (available to Manitoba youth) – 1-800-668-6868

Klinic Sexual Assault Crisis Hotline – 204-786-8631 or 1-888-292-7565 or TTY 204-784-4097

Manitoba Farm, Rural and Northern Support Services – (rural and northern residents) supportline.ca/ – online counselling or call 1-866-367-3276 (hours Monday to Friday 10 am to 9 pm)

First Nations and Inuit Hope for Wellness Help Line – 1-855-242-3310
Counselling available: English, French – upon request, in Plains Cree, Ojibway, Inuinnaqtun, Inuttitut, and Inuktitut.

Winnipeg Regional Health Authority – Mental Health

Crisis Response Centre – A centre designed for adults that is open 24/7 and is located at 817 Bannatyne Avenue, at the corner of Tecumseh. It offers walk-in assessment and treatment for those in mental health crisis.

WRHA Adult Mobile Crisis – 204-940-1781

WRHA Adult Community Mental Health Services – Centralized Intake – 204-788-8330

WRHA Youth Mobile Crisis Team – 204-949-4777

WRHA Child and Adolescent Mental Health – Centralized Intake – 204-958-9660

MENTAL HEALTH

Winnipeg Adult Mental Health Service Directory – For services in Winnipeg go to: wrha.mb.ca/mental-health/ or call Health Links at 204-788-8200.

For Interlake-Eastern, Prairie Mountain, Northern and Southern Health regions visit www.gov.mb.ca/health/mh/crisis.html for a list of mental health service contacts.

Community Mental Health Agencies

Artbeat Studio – 204-943-5194 or www.artbeatstudio.ca

Anxiety Disorders Association Manitoba – 204-925-0600 or Toll-Free 1-800-805-8885; www.adam.mb.ca

CMHA Mental Health Resource Guide (updated 2018)
mbwpg.cmha.ca/resources/mental-health-resource-guide-for-winnipeg/

Canadian Mental Health Association (CMHA)

- **CMHA Manitoba and Winnipeg** – 204-982-6100; mbwpg.cmha.ca/
- **CMHA Central (Portage)** – 204-239-6590 – central.cmha.ca/
- **CMHA Parkland (Swan River)** – 204-734-2734; parkland.cmha.ca
- **CMHA Thompson** – 204-677-6050 – thompson.cmha.ca

Mood Disorders Association of Manitoba (MDAM) – 204-786-0987 or Toll-Free 1-800-263-1460; www.mooddisordersmanitoba.ca/about/

Postpartum Warm Line, MDAM – 204-391-5983

Obsessive-Compulsive Disorders (OCD) Centre Manitoba, Inc. – 204-942-3331; ocdmanitoba.ca/

Manitoba Schizophrenia Society – 204-786-1616; mss.mb.ca/

Mental Health Education Resource Centre (MHERC) – 204-942-6568 or Toll-Free 1-855-942-6568; www.mherc.mb.ca/

Seneca Mental Health Warm Line, and Seneca Respite, Winnipeg – Sara Riel is an organization helping people living with mental health concerns to live independently in the community. For information on programs and services visit: www.sararielinc.com or call 204-237-9263 in Winnipeg.

ADDICTION SERVICES

Addictions-Related Supports and Resources

Addictions Foundation of Manitoba (AFM) – Services are provided to those who are seeking assistance either due to their own or another’s involvement with alcohol, drugs, and/or gambling. Website: afm.mb.ca

Provincial Addictions Information Website:

www.gov.mb.ca/health/mh/addictions/

Manitoba Addictions Helpline

Toll-Free Line – 1-855-662-6605 or online at mbaddictionhelp.ca/

Youth Addictions Centralized Intake Service

Toll-Free Line – 1-877-710-3999

24-Hour Problem Gambling Helpline

Toll-Free Line – 1-800-463-1554

Directory of ADULT Addiction Services in Manitoba – This website provides information to individuals, family members, friends and service providers about how they can get help for a substance abuse problem for adults or their families. Website: www.gov.mb.ca/health/mh/addictions/adult.html

Directory of YOUTH Addictions Services in Manitoba – An information guide for youth, parents, caregivers and service providers about getting help for a for a substance abuse problem.

Visit: www.gov.mb.ca/health/mh/addictions/youth.html

INDIGENOUS PEOPLES RESOURCES

Indigenous Services Canada – A federal government department providing information and services to Indigenous people in the Manitoba Region. You can also find information about Indigenous communities, tribal councils and active political organizations across Manitoba. Call 1-800-567-9604 or Email: Infopubs@aadnc-aandc.gc.ca
Website: canada.ca/en/indigenous-services-canada.html

Non-Insured Health program – For First Nations and Inuit people, this program through the federal government pays for prescribed drugs, dental services and other health benefits not otherwise covered under provincial programs.
Go to canada.ca/en/health-canada/services/non-insured-health-benefits-first-nations-inuit.html

Assembly of Manitoba Chiefs/WRHA – Patient Advocate Unit – Providing advocacy and navigation services for all First Nations members regardless of residency. Contact 204-987-4120 or go online to www.manitobachiefs.com/policy-sectors/health/. To talk to WRHA Indigenous Health – Patient Services about advocacy, call central intake: 1-877-940-8880 or go to: wrha.mb.ca/indigenous-health/patient-services/advocacy/

Eagle Urban Transition Centre (EUTC) – A service organization mandated by the Assembly of Manitoba Chiefs and serving as a central location for First Nations clients seeking transitional support while living in and/or relocating to Winnipeg. EUTC also advocates for First Nation children and adults with disabilities by helping access services and resources, including Jordan's Principle, to meet their needs and protect their rights.
Call 204 954-3050 or online at: manitobachiefs.com/urban/

Jordan's Principle Child First Initiative – Jordan's Principle makes sure all First Nation children living in Canada can access the products, services and supports they need, when they need them. Funding can help with a wide range of health, social and educational needs. Families living in First Nations communities can access Jordan's Principle through their local Jordan's Principle case managers. In Winnipeg Eagle Urban Transition Centre (EUTC) can help families access Jordan's Principle. For more information call 1-855-572-4453, TTY 1-866-553-0554 or visit: canada.ca/jordans-principle

INDIGENOUS PEOPLES RESOURCES

Centre for Aboriginal Human Resource Development Inc. (CAHRD) – CAHRD is a non-profit, human resource development organization that delivers literacy, education, training and employment services to the urban Aboriginal population of Winnipeg. Contact CAHRD at 204-989-7110 or online at cahrd.org

Urban Circle Training Centre (UCTC) provides culturally appropriate education and training for First Nations, Metis, and Inuit women and men in Winnipeg. The organization offers adult learning services and several certificate programs. For more information, call 204 589-4433 or visit urbancircletraining.com/

Ka Ni Kanichihk offers programs and services that focus on wholeness and wellness, and that build on the strengths and resilience of Indigenous peoples. To learn more, Email admin@kanikanichihk.ca, call 204 953-5820, or visit: www.kanikanichihk.ca/.

Guide to Winnipeg for Indigenous Manitobans – Go online to: www.gov.mb.ca/cyo/partnersforcareers/guidetowinnipegforindigenous.pdf

Native Addictions Council of Manitoba (N.A.C.M) – The mission of N.A.C.M. is to provide traditional healing services to First Peoples through holistic treatment of addictions. Website: www.nacm.ca

NEWCOMERS TO CANADA

Manitoba Start – Referral service for newcomers to Manitoba setting up permanent residence in Winnipeg and provides access to employment programs. Call 204-944-8833 or online at manitobastart.com/

Some newcomers may also qualify for assistance through Manitoba's **Employment and Income Assistance** Program (EIA). Call 204-948-4000 or 1-877-812-0014 (outside Winnipeg) or online at www.gov.mb.ca/fs/eia

Immigrant Centre Manitoba Inc. – Provides settlement supports, access to a language bank, employment services, workplace entry programs, cooking and nutrition classes, computer training, and lending library. Go to www.icmanitoba.com/ or contact 204 943-9158.

Accueil Francophone - Welcome Centre provides reception and settlement supports for government assisted refugees in Winnipeg, as well as settlement services for francophone newcomers. Contact 204-975-4250 or online at: accueilfrancophonemb.com.

Welcome Place – Provides settlement supports for refugees, and in-Canada protection and settlement for refugee claimants. Contact: 204 977-1000 or go online at miic.ca/

Westman Immigrant Services (Brandon) – Offers settlement, employment and language programs and services to immigrants in the Brandon and Westman area. The Welcome Centre provides reception and settlement supports for government assisted refugees. Call 204-727-6031 or go to www.westmanimmigrantservices.ca.

New Journey Housing – Resource centre for newcomer housing in Manitoba, with a focus on Winnipeg. Provides help, assistance and resources to guide newcomers to rent, purchase housing, and manage their money. Contact 204-942-2238 or online at www.newjourneyhousing.com/

Immigrant & Refugee Community Organization of Manitoba (IRCOM) - Operates a transitional housing complex for newcomer families as well as a Community Resource program connecting community members with employment, education and health resources. For more information, contact 204-943-8765 or Email: info@ircom.ca or online at www.ircom.ca/

NEWCOMERS TO CANADA

Naomi House – Transitional home for arriving refugees and asylum seekers in Winnipeg. Visit: www.facebook.com/NaomiHouseWinnipeg/ or call 204-415-1752.

Winnipeg English Language Assessment and Referral Centre (WELARC) – Assists newcomers to Canada to improve their communication skills in English or French. The organization provides referrals to English or French classes to improve language skills for work, education and life in Canada. For more information, call 204-943-5387, Email: info@welarc.net or visit: welarc.net/

Manitoba Association of Newcomer Serving Organizations (MANSO) – The umbrella organization for settlement service providers in Manitoba, maintains an extensive list of services for newcomers across Manitoba, including regional settlement service hubs and specialized services. Go to mansomanitoba.ca/resources/

Food Assistance

Winnipeg Harvest – Provides food assistance for people in Winnipeg and referrals to rural food banks. For Food Assistance call 204-982-3660 or Toll-free at 1-800-970-5559 or Email: appointments@winnipegharvest.org. Website: winnipegharvest.org

NorWest Coop Community Food Centre in Winnipeg –provides food and nutrition support. Website: norwestcoop.ca

Dial-a-Dietitian Speak to a registered dietitian and get answers to your food, nutrition and healthy eating questions. This service is free to everyone living in Manitoba. Call toll-free at 1-877-830-2892 or 204-788-8248 in Winnipeg. More information available at: misericordia.mb.ca/programs/phcc/dial-a-dietitian/

HOUSING & EMERGENCY SHELTER

Manitoba Housing – Social and affordable housing options for those living on low to moderate-income. Information and applications for rental, repair and home ownership programs are available at: www.gov.mb.ca/housing

Co-op Housing chfcanada.coop

Residential Tenancies Branch (RTB) www.gov.mb.ca/cca/rtb. Help to solve tenancy disputes and provide information and assistance regarding rights and responsibilities of landlords and tenants. Call 204-945-2476 (Winnipeg), or Toll-Free: 1-800-782-8403 or Email: rtb@gov.mb.ca

Healthy Housing – For tenants in Winnipeg living with housing problems (i.e., bed bugs, rodents, or lack of heat), contact By-Law Enforcement Services winnipeg.ca/cms/BLES/default.stm or call 311; tenants living outside of Winnipeg contact the local Public Health Inspector www.gov.mb.ca/health/publichealth/environmentalhealth/protection/contact.html

Community Safety – Public Safety Investigations – Manitoba Justice program to assist residents of a neighbourhood who fear for their safety related to ongoing unlawful activities. Call 204-945-3475 (Winnipeg) or Toll-Free at 1-800-954-9361 or go online to www.gov.mb.ca/justice/safe/scna.html

Centre Flavie-Laurent (CFL) is a charitable organization that provides furniture, household items and clothing free of charge to those in need. Located at 450 Provencher Boulevard in Winnipeg, CFL is open from 9 am-1 pm Monday to Friday. Call 204-231-9513 or online at: www.cflc.info/en/

End Homelessness Winnipeg – Listings for emergency shelters, outreach, housing supports, affordable housing and other services for those experiencing or at risk of homelessness are available at www.endhomelessnesswinnipeg.ca/resources Email: info@endhomelessnesswinnipeg.ca

Homeless Shelters

Winnipeg – www.winnipegrentnet.ca/help-links/help-emergency.cfm

Street Links – Winnipeg resource. stbonifacestreetlinks.com/

Steinbach – todayhouse.ca

Brandon – See Contact Crisis Brochure brandonhomelessness.weebly.com/crisis-contact-brochure.html

HOUSING & EMERGENCY SHELTER

Domestic Violence / Family Violence Emergency Shelter Services

Manitoba Association of Women's Shelters – Domestic Violence Crisis Line and Violence Prevention Program – Call Toll-free 1-877-977-0007 or visit maws.mb.ca/get-help/find-a-shelter/

Family Violence Emergency Women's Shelters – Online directory by region: www.gov.mb.ca/msw/fvpp/resources.html

Men's Resource Centre of Manitoba Emergency Shelter – Call 204-415-6797 (Winnipeg) or Toll-free 1-855-672-6727 or visit www.mens-resource-centre.ca

Domestic Violence / Family Violence Information and Resources

Manitoba's Stop the Violence site – Information on recognizing the signs of an unhealthy/abusive relationship and ways to take action. www.gov.mb.ca/stoptheviolence/

Family Violence Prevention Program-Information on what is family violence and where to go for support. www.gov.mb.ca/msw/fvpp/

Support Services for Victims of Domestic Violence: www.gov.mb.ca/justice/crown/victims/dvss.html

OTHER SERVICES

Citizen's Bridge - helps those living on low income access identification (Canadian birth certificates). They can also assist with safely storing identification, opening bank accounts, getting a learner's/driver's licence, and employment and financial skills. For a referral - contact a Community Referral Partner listed at www.facebook.com/pg/CitizensBridge/about/?ref=page_internal (under General Information). After referral, an appointment can be booked by calling Citizens' Bridge at 204-691-9719 or visiting 607 Selkirk Avenue. For Outreach and ID Clinics call 204-691-9720.

Manitoba Address Change - Visit: www.manitobaaddresschange.ca/

211 Manitoba is a searchable online database of government, health, and social services that are available across the province. Visit: mb.211.ca
233-ALLÔ (2556) Information Centre or Toll-Free: 1-800-665-4443 or 233allo@sfm.mb.ca is administered by the Société de francophonie manitobaine (SFM). This information service is offered in French.

SFM Annuaire des services en français au Manitoba – SFM Directory of Services in French in Manitoba – a listing of organizations and companies throughout Manitoba where French services are offered. Visit: annuaire.sfm.mb.ca/

Legal Aid Manitoba provides free or affordable legal services to low-income adults and youth, and public interest groups. Visit: www.legalaid.mb.ca/
Services are offered in Winnipeg and area offices located in Brandon, Dauphin, The Pas, and Thompson. Call 204-985-8500 or Toll-Free: 1-800-261-2960 (Winnipeg), 1-800-766-2148 (Brandon), 1-877-622-4660 (Dauphin), 1-855-775-2397 (The Pas), 1-855-444-4665 (Thompson).

For more information on federal programs, contact **Service Canada** at 1-800-O-CANADA (1-800-622-6232) or online at: www1.canada.ca/en/esdc/service-canada.html

Don't see what you are looking for? Visit Manitoba Government Inquiry online at: www.gov.mb.ca/contact/; Email: mgi@gov.mb.ca, or Call 204-945-3744 (Winnipeg) or Toll-Free: 1-866-626-4862.

To access this booklet online or to download a copy of the **Get Your Benefits!** booklet please visit: <http://www.getyourbenefits.ca>

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