

# The Caregiver Recognition Act

## Report and Inventory of Supports and Services for Caregivers

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FOR THE PERIOD  
2019 TO 2021

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# A Message from the Minister of Mental Health and Community Wellness

I present Manitoba's Caregiver Recognition Act Report and Inventory of Supports and Services for Caregivers for 2019 to 2021. This report provides information on activities in Manitoba that support family, friends and neighbours who provide unpaid care to others. It also provides an inventory of supports and services available to Manitoba caregivers.

Manitoba was the first jurisdiction in Canada to have a recognition act for caregivers. The Caregiver Recognition Act legislates the Manitoba government to consider and promote guiding principles relating to caregivers. The purpose of this act is to recognize the important role that families, caregivers and neighbours provide, and to ensure that services and supports are available to caregivers.

During this reporting period, as we were progressing through health system transformation, Manitoba was struck with the COVID-19 pandemic. We have undergone several waves, losses and grief that have challenged every part of our lives. Many families felt helpless and frustrated when they could no longer visit their loved ones. Many of us missed out on important celebrations, missed out on making memories with those we love as well as being able to grieve together for those we lost.

I am certain that the years following the pandemic will be a time spent learning from our global response and recovery. I want to recognize at this time, all the people, staff and volunteers within the health-care system who have cared for Manitobans throughout this pandemic.

Many Manitobans stepped up during the pandemic and helped their communities, neighbours and families by volunteering where they could. Family caregivers were a strong voice throughout the pandemic, advocating for their loved ones. The need to support and hear from family caregivers is incredibly important. Family caregivers continue to provide an important role within our health system which was certainly even more evident during this pandemic.

We must revisit this work together to advance planning, programs and policies that are equitable, people-centred, and include the voice of family caregivers.

On behalf of the Manitoba government, I commend the important work of both paid and unpaid caregivers in our communities and our province. I look forward to advancing the spirit of The Caregiver Recognition Act.

Sincerely,

Original signed by

Honourable Sarah Guillemard  
Minister of Mental Health and Community Wellness

# Introduction

The Caregiver Recognition Act received royal assent in 2011, which made Manitoba the first jurisdiction in Canada to have a legislated recognition act for the “informal caregiver.” Informal caregivers are families, friends and neighbours who provide unpaid care. Under this legislation, Manitoba is required to provide a progress report every two years on the needs of and supports available to caregivers.

The department of Mental Health and Community Wellness has been tasked to lead the responsibilities of the act. This report covers 2019 to 2021 and is the fourth Caregiver Recognition Act Report and Inventory of Supports and Services for Caregivers tabled in the legislature. This time period represents an unprecedented time in Manitoba and throughout the world with the onset of a global pandemic brought about by COVID-19.

Canadians caring for family and friends have historically felt the pressure to balance their caregiving roles with their work and family life. Families provide an important voice to government by sharing their concerns about those they care for — the needs of older adults, children and youth.

During this time period, we heard from families that experienced additional pressures caused from COVID-19. We heard from families and caregivers who were also supporting school-aged children at home, had financial challenges, reduced services and social isolation.

This report reflects the importance of family, neighbours and friends who care for others and the supports available to caregivers.

# Progress Summary

The Caregiver Recognition Act legislates the Manitoba government to consider and promote guiding general principles relating to caregivers.

The purpose of The Caregiver Recognition Act is to:

- increase recognition and awareness of caregivers
- acknowledge the valuable contribution they make to society
- help guide the development of a framework for caregiver recognition and caregiver supports.

Under the act, each department and government agency must take practical steps to promote, amongst its employees and others, an awareness and understanding of the general principles relating to caregiving. In addition, each department or government agency that is responsible for the development, implementation, provision or evaluation of caregiver supports is to give due consideration to the general principles relating to caregiving.

It is recognized that the work and dedication of exemplary health-care workers and organizations, who adapted service delivery for families, seniors, and caregivers to provide virtual services. Some organizations co-ordinated donation efforts for tablets for seniors to maintain visits with family. Some provided volunteer driving for attending vaccine appointments or held wellness groups outdoors. These are just a few examples.

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## *Health System Transformation*

Transformation of the health system continued during this time. Key actions included:

- the completion of Wave 1 of the Health System Transformation
- the release and implementation of Manitoba’s Clinical and Preventive Services Plan

- the establishment of a new department focused on mental health and wellness, Mental Health and Community Wellness (formerly Mental Health, Wellness and Recovery)

More information on the Health System Transformation is available at:  
[www.manitoba.ca/health/hst/index.html](http://www.manitoba.ca/health/hst/index.html)

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## *Pandemic Response*

The response to the COVID-19 pandemic has been the key focus during the reporting period. During 2020, COVID-19 became the third leading cause of death in Canada. The impacts of the COVID-19 pandemic had immense impacts on caregivers, families, patients and residents in Manitoba and around the world.

During the initial pandemic response in 2020, many in-person programs were not available or reduced, and visitation restrictions in health care, private and public settings were put in place to reduce transmission of the virus. Although services and visiting has resumed with public health measures in place, there have been impacts to the social isolation felt by families, patients and residents. These effects may be amplified for those who are vulnerable to poor outcomes from COVID-19. Manitobans came together to assist others, of which, there are countless examples. Front-line workers stepped up to keep Manitobans safe and provide essential services.

Some supports through the pandemic response and health-care system included:

- Protocols and guidance on visiting and the “designated caregiver” to safely return caregivers and visitors in health-care settings, recognizing their essential support that caregivers and family provide.

- Personal care home visitation modules were put in place for residents and families in personal care homes to visit safely. The model also included a public engagement of the design. For more information, visit <https://engagemb.ca/visitation-shelters>.
- Help Next Door Manitoba, a web-based application, was introduced to connect volunteers ready to provide support with someone who needs a helping hand. The province-wide tool connects people who need assistance with those who have offered assistance. For more information, visit <https://helpmb.ca/>.
- Financial supports for individuals, employees and business were available to assist with expenses caused by the COVID-19 pandemic including the Seniors Economic Recovery Credit. For more information, visit <https://www.gov.mb.ca/covid19/programs/index.html>.
- Implementation of the recommendations from the Stevenson Report began during this reporting period. More information can be found at [https://www.gov.mb.ca/seniors/maples\\_review.html](https://www.gov.mb.ca/seniors/maples_review.html).
- Vaccinations against COVID-19 began being rolled out to health-care workers, personal care home residents, community living and disability service clients, Indigenous communities, caregivers and older adults during this time frame. The roll-out included Focused Immunization Teams (FIT) that delivered vaccines to personal care home residents.

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### *Mental Health Supports*

The government responded to the significant mental health and wellness effects of the COVID-19 pandemic through the creation of the Department of Mental Health and Community

Wellness in January 2021. The Government of Manitoba is the first government in Canada to bring mental health, substance use and addictions services, as well as wellness and health promotion programs, together under one department. By leading a whole-of-government approach to address opportunities to improve and expand services, the department will work to realize a vision of optimal physical, mental, emotional, cultural and spiritual well-being for all Manitobans across their lifespans.

A Pathway to Mental Health and Community Wellness: A Roadmap for Manitoba is Manitoba’s plan for building a responsive and reliable system for mental health, substance use and addictions services as well as chronic disease prevention and health promotion, the minister added. It follows a broad consultation process led by the department that engaged with more than 3,000 Manitobans, including front-line service providers and people with lived experience, to guide the roadmap’s development.

The five-year roadmap focuses on system improvements and investments in five key areas including:

- equitable access and co-ordination
- mental wellbeing and chronic disease prevention
- quality and innovation
- Indigenous partnership and wellness
- governance and accountability

The roadmap represents Manitoba’s plan to invest in and work together to create an integrated, responsive and accessible system that meets the needs of Manitobans.

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 • For more information on the roadmap, visit:  
 • <https://www.gov.mb.ca/mh/docs/roadmap.pdf>.  
 • .....

Mental health and other supports were launched on the COVID-19 platform to connect people to needed supports through the Be Well – Care for Your Mental Health page at: [www.manitoba.ca/covid19/bewell/index.html](http://www.manitoba.ca/covid19/bewell/index.html). This includes mental health services available for Manitobans, such as:

- Strongest Families Institute provides accessible, evidence-based, bilingual skills based e-mental health services for children, youth, adults and families.
- Wellness Together Canada is a mental health and substance use website to support people across Canada in both official languages. Wellness Together Canada provides online resources, and connects individuals to peer support workers, social workers, psychologists and other trained professionals, at no cost.
- Cognitive Behavioural Therapy with Mindfulness (CBTm) is an education program designed to help build resilience and improve mental health wellness. Manitobans can now self-refer to the CBTm program.
- Shared Health’s Mental Health and Wellness Resource Finder provides a number of mental health, wellness and addictions supports and resources.
- Sara Riel Inc. also provides resources to support good mental health, including the Seneca 24-hour Warm Line. Since March 2020, the Seneca Warm Line had been offered as a dedicated 24-hour telephone service to Manitobans struggling with issues which affected their mental health and wellness during the recommended isolation and quarantine resulting from the COVID-19 pandemic.
- The SMART Recovery Toolbox provides a variety of methods, worksheets and exercises to help individuals self-manage addiction recovery.

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### *Provincial Primary Caregiver Tax Credit*

The Primary Caregiver Tax Credit continues to provide recognition and financial support to individuals who serve as primary caregivers for more than 90 days. The primary caregiver may be a spouse, other relative, neighbour or friend who provides care without remuneration.

For more information, visit <https://www.gov.mb.ca/finance/tao/caregiver.html>.

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### *Manitoba Government Resident Portal, Manitoba Government Inquiry and EngageMB*

The Manitoba government continues to provide centralized, current information on programs and services for Manitobans through the resident portal. Family caregivers can access information on programs and services spanning across government through this centralized portal using search criteria specific to caregivers. It is supported by Manitoba Government Inquiry (MGI) and has been enhanced to support ease of navigation. MGI made further improvements to this public interface to respond to the increase of public inquiries during the COVID-19 pandemic.

Manitoba government released the EngageMB platform to engage Manitobans in policy and planning. Engagements included a variety of online surveys and town halls to hear from Manitobans on a variety of topics.

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For more information, visit <https://engagemb.ca/>.  
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### *Caregiver Recognition Day*

Caregiver Recognition Day continues to be held annually on the first Tuesday in April, in recognition and support of caregivers.



# The Needs of Caregivers

Under The Caregiver Recognition Act, an informal caregiver is defined as a person who is a spouse, other relative, neighbour or friend who provides unpaid care for a loved one living with challenges due to disability, illness, injury or aging.

According to Statistics Canada<sup>1</sup>, in 2018, one in four Canadians aged 15 years and older (7.8 million people) reported providing care for family members or friends with a long-term condition, a physical or mental disability, or challenges related to aging.

Of these caregivers, on average:

- over 50 per cent provided five hours or less of care per week
- one-quarter provided between six and 19 hours
- one-fifth provided 20 or more hours

In Canada, about 70 per cent of caregivers<sup>2</sup> said they received support from at least nine other sources. Accordingly:

- 67 per cent of caregivers reported receiving social support
- about 22 per cent reported receiving some type of financial support

In Manitoba, 78 per cent of caregivers indicated receiving support from other sources.

- 76 per cent received social support
- 30 per cent received financial support

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## *Caregivers Reporting Unmet Needs*

In Canada<sup>3</sup>, about 30 per cent of caregivers who received support for their caregiving duties, indicated they would have liked to have received additional support. The most common types of support that caregivers would have liked to receive were:

- financial support, government assistance and tax credits (indicated by 68 per cent of caregivers)
- home care or support (indicated by 40 per cent)
- information or advice (indicated by 39 per cent)
- help from medical professionals (indicated by 36 per cent<sup>4</sup>)

In this same report, in Manitoba, 25 per cent of caregivers indicated they would have liked other supports. For more information, please visit Statistics Canada's website at <https://www150.statcan.gc.ca/>

Caregivers who were female, between the age of 35 and 64, caregiving for children or a spouse, and born outside Canada were more likely to report unmet needs.

- For those caring for their children, 50 per cent reported unmet needs. In comparison, almost 40 per cent of those caring for their partners or spouses reported unmet needs.
- Less than 20 per cent of those caring for grandparents or for friends, neighbours and co-workers reported unmet needs.

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<sup>1</sup> Statistics Canada, 2020. Supports received by caregivers in Canada: Insights into Canadian society <https://www150.statcan.gc.ca/n1/pub/75-006-x/2020001/article/00001-eng.htm>

<sup>2</sup> It should be noted this data included care recipients who live in long-term care (personal care homes or supportive housing) and in the community.

<sup>3</sup> Statistics Canada, 2020. Supports received by caregivers in Canada: Insights into Canadian society <https://www150.statcan.gc.ca/n1/pub/75-006-x/2020001/article/00001-eng.htm>

<sup>4</sup> Statistics Canada (2022). The Daily: Differences in the characteristics of caregivers and caregiving arrangements of Canadians, 2018 <https://www150.statcan.gc.ca/n1/daily-quotidien/220114/dq220114c-eng.htm>

- Caregivers who provide care to their spouse or to a child are on average responsible for a greater number and variety of tasks and provide more hours of care.
- The research also suggests these caregivers are more likely to face psychological and financial consequences due to these caregiving responsibilities.
- Moreover, caregivers who lived in the same household as the person to whom they provided care reported higher levels of unmet needs than caregivers who did not live with the person receiving care, regardless of distance.

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### *Experience of Caregivers*

Although many caregivers view their caregiving role as rewarding and beneficial, there are differences in how caregivers feel about their role. This experience is influenced by the type of relationship, the intensity of care, the hours spent, supports provided and living arrangements. In addition, caregivers providing more hours of care have less time for raising children or spending time with family, social activities and self care.

For caregivers providing 20 or more hours of care per week :

- Three-quarters reported having less time for self-care as a result of their caregiving responsibilities.
- 54 per cent reported stress in comparison to 19 per cent who provided one to three hours of care per week.

- Of interest, a higher proportion of these caregivers reported feeling their experience was rewarding (61 per cent) compared to caregivers providing one to three hours of care per week (56 per cent).
- Women make up almost two-thirds of these caregivers.

According to the Canadian Institute for Health Information (2019)<sup>6</sup>, 96 per cent of care recipients who received home care, also have an unpaid caregiver. Of these, more than one in three of these caregivers are distressed. Caregivers who were distressed spent an average of 37 hours per week providing care, which was double the hours spent by caregivers who are not distressed. Seven out of ten caregivers reporting distress were caring for someone who needs substantial help in at least one personal care activities.

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### *The COVID-19 Pandemic*

The COVID-19 pandemic highlights the essential role that families, neighbours and friends provide to those living in the community and in personal care homes. Research is emerging about the experience of caregivers during the pandemic.

Older adults have been identified as a population particularly vulnerable to COVID-19 and may be more affected by social isolation measures. Almost one-quarter of Canadian older adults aged 65 years and older are caregivers themselves.<sup>7</sup> Many older caregivers assisting someone outside of their household may not have been able to provide the same care as they could have previous to the pandemic. On the other hand, older

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<sup>5</sup> Statistics Canada (2022). The Daily: Differences in the characteristics of caregivers and caregiving arrangements of Canadians, 2018 <https://www150.statcan.gc.ca/n1/daily-quotidien/220114/dq220114c-eng.htm>

<sup>6</sup> CIHI (2019) Your Health System Caregiver Distress · CIHI [https://yourhealthsystem.cihi.ca/hsp/inbrief?lang=en&\\_ga=2.25456955.783730909.1643302115-2007158290.1619793839#!/indicators/081/caregiver-distress;/mapC1;mapLevel2;overview/](https://yourhealthsystem.cihi.ca/hsp/inbrief?lang=en&_ga=2.25456955.783730909.1643302115-2007158290.1619793839#!/indicators/081/caregiver-distress;/mapC1;mapLevel2;overview/)

<sup>7</sup> Statistics Canada (2018). Insights on Canadian Society: The experiences and needs of older caregivers in Canada <https://www150.statcan.gc.ca/n1/pub/75-006-x/2020001/article/00007-eng.html>

caregivers providing help to their spouse in their home may not have received the same level of family and other supports they received previous to the pandemic.

According to a report<sup>8</sup> prepared for Canadian Institute of Health Research (CIHR), caregivers and families of someone with autism experienced

considerable stress as a result of the COVID-19 social distancing measures. Many of these caregivers also reported mental health challenges. There are many examples of families having more demands placed on them as a result of COVID-19.

## Conclusion

As we recover from the COVID-19 pandemic and continue to provide patient-centred care in our health systems, family caregivers will need to be involved and engaged in policy development related to supports for families, friends, neighbours or unpaid caregivers.

## Inventory of Supports and Services for Caregivers

To meet the legislative requirement for a description of caregiver supports available to Manitobans, the Manitoba government has posted the 2019 to 2021 Caregiver Recognition Act Report and Inventory of Supports and Services for Caregivers online at: <https://manitoba.ca/mh/caregiving.html>.

This inventory can also be found in Appendix A of this report.

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<sup>8</sup> Lee, V., Albaum, C., Tablon Modica, P., Ahmad, F., Gorter, J. W., Khanlou, N., McMorris, Lai J., C., Harrison, C., Hedley, T., Johnston, P., Putterman, C., Spoelstra, M. & Weiss, J. A. (2020). Impact of COVID-19 on the mental health and wellbeing of caregivers and families of autistic people: A rapid synthesis review. Report prepared for the Canadian Institutes of Health Research (CIHR) <https://cihr-irsc.gc.ca/e/52048.html>

# INVENTORY OF SUPPORTS AND SERVICES FOR CAREGIVERS

\*This inventory is not a complete listing of supports and services in Manitoba, but rather a collection of pertinent government-related and non-profit resources available to support informal caregivers.

## RESOURCES FOR ACCESSING INFORMATION

### Manitoba Government Inquiry

Manitoba Government Inquiry provides information on government programs and supports.

CONTACT:

Phone: 204-945-3744 or 1-866-MANITOBA (1-866-626-4862) (toll-free)

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

### Manitoba Government Resident Portal

The Manitoba government resident portal provides up-to-date information on programs and services for Manitobans, including search criteria for caregivers. For more information on programs and services for caregivers, visit <https://residents.gov.mb.ca/index.html>.

### Information for Manitobans with Disabilities

This is a web-based tool to help you find information on the services available for people with disabilities in Manitoba. The information is organized into user-friendly fact sheets that answer the most commonly asked service questions raised by individuals with disabilities, their families, care givers and service providers. For more information, visit: [www.manitoba.ca/fs/imd/index.html](http://www.manitoba.ca/fs/imd/index.html).

### 211 Manitoba

211 Manitoba is a searchable online database of government, health and social services that are available across the province. The service helps Manitobans who are looking to find the right community or social resource, but don't know where to start. 211 Manitoba also makes it easy for service providers and first responders to direct others to the right resource.

CONTACT:

Phone: 211 (anywhere in Manitoba) or 1-855-275-1197 (toll-free)

Email: [211mb@findhelp.ca](mailto:211mb@findhelp.ca)

Website: [www.mb.211.ca](http://www.mb.211.ca)

### Benefits Finder

Through a series of questions, the Benefits Finder may suggest federal, provincial or territorial governments benefits for which you may be eligible. The more questions you answer, the more customized your results will be. The Benefits Finder does not collect or track your information.

Website:

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

### CAREGIVER ORGANIZATIONS AND CARE SUPPORT TOOLS

#### **Carers Canada**

Carers Canada is an alliance of diverse partner organizations that work collectively and autonomously, to identify and respond to the needs of carers in Canada. Carers Canada works to cultivate recognition and respect for the integral role carers play in our country. Carers Canada is committed to engaging and listening to caregivers and collaborating with partners and stakeholders.

#### CONTACT:

Carers Canada c/o Canadian Home Care Association

2000 Argenta Road, Plaza 3 Suite 302,  
Mississauga, ON L5N 1W1

Phone: 905-567-7373

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

#### **Caregiving with Confidence (formerly Rupert's Land Caregiver Services)**

Caregiving with Confidence offers a range of support services for family caregivers in Winnipeg.

#### CONTACT:

Phone: 204-452-9491

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

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

### CAREGIVER INFORMATION FOR SPECIFIC CLIENT POPULATIONS

#### Children, Families and Adults

##### Manitoba Families

Manitoba Families is responsible for a wide range of social services and programs including Community Living disAbility Service, Children's disABILITY Services, Employment and Income Assistance, Financial Benefits and Assistance, and Manitoba Housing.

**CONTACT:**

Manitoba Government Inquiry

Phone: 204-945-3744 or  
1-866-MANITOBA (1-866-626-4862) (toll-free)

Website: [www.manitoba.mb.ca/fs/index.html](http://www.manitoba.mb.ca/fs/index.html)

##### Continuity Care Inc.

Continuity Care Inc. supports families to plan for an enriched quality of life for their family member with an intellectual disability.

**CONTACT:**

2-120 Maryland Street,  
Winnipeg, MB R3G 1L1

Phone: 204-779-1679

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

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

##### Independent Living Resource Centre (ILRC)

ILRC supports consumers and families to make choices and take responsibility for the development and management of personal and community resources. It offers written resources, manuals, training, and a support group for self or family managers. The centre also assists people with disabilities to identify their needs and work towards solutions.

**CONTACT:**

311A-393 Portage Avenue,  
Winnipeg, MB R3B 3H6

Phone: 204-947-0194 (TTY/TDD) or  
1-800-663-3043 (toll-free)

Email: [thecentre@ilrc.mb.ca](mailto:thecentre@ilrc.mb.ca)

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

##### Rehabilitation Centre for Children

The Rehabilitation Centre for Children provides services to children with physical and developmental challenges, from birth to 18 years of age (21 years if still in school). The centre also has a family resource hub.

**CONTACT:**

1555 Notre Dame Avenue,  
Winnipeg, MB R3E 3G1

Phone: 204-452-4311

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

Contact form:

<https://rccinc.ca/about-rcc/contact-us/>

### Chronic Disease and Injury-Related Organizations

#### Alzheimer Society of Manitoba

The Alzheimer Society of Manitoba provides information about Alzheimer's disease and other dementias, caregiving strategies, care planning options, referrals to community services, caregiver self-care, resources, support groups, family education opportunities and MedicAlert Safely Home. It also provides support groups, both in person and via teleconference, for those with dementia, and for family and caregivers of those with dementia.

**CONTACT:**

10-120 Donald Street,  
Winnipeg, MB R3C 4G2

Phone: 204-943-6622 or  
1-800-378-6699 (toll-free)

Email: [alzmb@alzheimer.mb.ca](mailto:alzmb@alzheimer.mb.ca)

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

#### Amyotrophic Lateral Sclerosis (ALS) Society of Manitoba

The ALS Society of Manitoba provides a support group for persons living with ALS and their family, friends and caregivers.

**CONTACT:**

2A-1717 Dublin Avenue,  
Winnipeg, MB R3H 0H2

Phone: 204-831-1510

Email: [HOPE@alsmb.ca](mailto:HOPE@alsmb.ca)

Website: <http://alsmb.ca>

#### Arthritis Society Manitoba & Nunavut Division Office

The Arthritis Society Manitoba & Nunavut Division Office has a variety of support groups for those providing care to individuals with arthritis.

**CONTACT:**

Phone: 204-942-4894 or  
1-800-321-1433 (toll-free)

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

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

#### Canadian Cancer Society

The Canadian Cancer Society operates a Canada-wide, telephone peer support program. It matches clients who are living with cancer or caring for someone with cancer, with a trained volunteer who has been through a similar cancer experience. The match is based on factors that are important to you, such as type of cancer, gender, treatment, side effects, age, marital status or family situation.

**CONTACT:**

Phone: 1-888-939-3333 (toll-free)

Email: [connect@cancer.ca](mailto:connect@cancer.ca)

Website: <https://cancer.ca/en/>

#### CancerCare Manitoba

CancerCare Manitoba provides a variety of services, including support groups for patients and family.

**CONTACT:**

Phone: 204-787-2197 or  
1-866-561-1026 (toll-free)

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

### Chronic Disease and Injury-Related Organizations

#### Diabetes Canada

Diabetes Canada offers programs and supports to help people living with or affected by diabetes.

Contact:

401-1 Wesley Avenue,  
Winnipeg, MB R3C 4C6

Phone: 204-925-3800

Email: [mbinfo@diabetes.ca](mailto:mbinfo@diabetes.ca)

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

#### Heart and Stroke Foundation Manitoba Office

The Heart and Stroke Foundation, Manitoba Office, provides information about healthy eating, physical activity, and preventing, managing and coping with heart disease and stroke.

CONTACT:

1379 Kenaston Boulevard,  
Winnipeg, MB R3P 2T5

Phone: 204-949-2000 or  
1-888-473-4636 (toll-free)

Email: [ask@heartandstroke.mb.ca](mailto:ask@heartandstroke.mb.ca)

Website: <http://www.heartandstroke.ca>

#### Huntington Society of Canada

The Huntington Society of Canada delivers individual and group counselling service to support individuals and families living with Huntington disease.

CONTACT:

200 Woodlawn Street,  
Winnipeg, MB R3J 2H7

Phone: 204-772-4617

Email: [mbuchholz@huntingtonsociety.ca](mailto:mbuchholz@huntingtonsociety.ca)

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

#### Manitoba Brain Injury Association

The Manitoba Brain Injury Association offers support groups and peer-support activities for those with brain injury and their caregivers. Activities are offered in the Winnipeg, Brandon, Steinbach, Dauphin and Parkland areas.

CONTACT:

204-825 Sherbrook Street,  
Winnipeg, MB R3A 1M5

Winnipeg Phone: 204-975-3280 or  
1-866-327-1998 (toll-free)

Dauphin and Parkland Region

Phone: 204-638-4702 or  
1-866-327-1998 (toll-free)

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



### Chronic Disease and Injury-Related Organizations

#### Multiple Sclerosis (MS) Society

The Multiple Sclerosis Society provides a range of resources and support for caregivers who care for people who live with MS, including a 1:1 peer support program.

**CONTACT:**

1465 Buffalo Place,  
Winnipeg, MB R3T 1L8

Phone: 204-943-9595 or  
1-800-268-7582 (toll-free)

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

Website: <https://mssociety.ca/>

#### Osteoporosis Canada

Osteoporosis Canada offers trained volunteer counsellors who can provide information and referrals about osteoporosis.

**CONTACT:**

Phone (English): 1-800-463-6842  
(toll-free, in Canada only)

Phone (French): 1-800-977-1778  
(toll-free, in Canada only)

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

Manitoba Support Groups:

**Support Groups | Osteoporosis Canada**

#### Parkinson Canada in Manitoba

Parkinson Canada in Manitoba provides a variety of services, as well as support groups for caregivers.

**CONTACT:**

414 Westmount Drive, Unit 7,  
Winnipeg MB, R2J 1P2

Phone: 204-786-2637 or  
1-800-565-3000 (toll-free)

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

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

#### Stroke Recovery Association of Manitoba

The Stroke Recovery Association of Manitoba offers family and caregiver support groups to improve the quality of life of stroke survivors and their families.

**CONTACT:**

247 Provencher Boulevard,  
Winnipeg, MB R2H 0G6

Phone: 204-942-2880

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

### Chronic Disease and Injury-Related Organizations

#### **The Kidney Foundation of Canada, Manitoba Branch**

The Kidney Foundation of Canada, Manitoba branch, provides information and referral, educational materials, and peer support for people living with or affected by kidney disease.

**CONTACT:**

1-452 Dovercourt Drive,  
Winnipeg, MB R3Y 1G4

Phone: 204-989-0800 or  
1-800-729-7176 (toll-free)

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

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

#### **The Manitoba Lung Association**

The Manitoba Lung Association is dedicated to the prevention and management of lung disease and the promotion of lung health in Manitoba. The Lung Association offers community programs across the province around smoking cessation, education and support for people living with respiratory diseases, as well as support groups.

**CONTACT:**

1 Wesley Avenue, Unit 301,  
Winnipeg, MB R3C 4C6

Phone: 204-774-5501 or  
1-888-566-5864 (toll-free)

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

Website: <https://mb.lung.ca/>

### Ethno-Cultural Supports

#### **La Fédération des aînés franco-manitobains**

The Fédération is dedicated to supporting French speaking Manitobans who are age 50 and over to fully live in French.

**CONTACT:**

123-400, rue Des Meurons,  
Winnipeg, MB R2H 3H3

Phone: 204-235-0670 or  
1-855-235-0670 (toll-free)

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

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

#### **Government of Canada – Indigenous Services Canada**

Indigenous Services Canada (ISC) works collaboratively with partners to improve access to high quality services for First Nations, Inuit and Métis.

**CONTACT:**

Phone: 1-800-567-9604 or 1-866-553-0554 (TTY)

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

## APPENDIX A

### Ethno-Cultural Supports

#### Manitoba Association of Friendship Centres

There are 11 friendship centres across Manitoba, offering programs and services for Indigenous caregivers.

**CONTACT:**

102-150 Henry Avenue,  
Winnipeg, MB R3B 0J7

Phone: 204-942-6299

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

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

#### Jewish Child & Family Services

Jewish Child & Family Services offers supportive services to children, families and older adults, such as counselling services and support groups. Services are available in English, Yiddish, Russian, Hebrew and Spanish.

**CONTACT:**

C200-123 Doncaster Street,  
Winnipeg, MB R3N 2B2

Phone: 204-477-7430

Email: [jcfs@jcfswinnipeg.org](mailto:jcfs@jcfswinnipeg.org)

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

### Men

#### Mensheds

Mensheds Manitoba is a membership-driven grassroots organization, run by men, for men. Members choose the activities.

**CONTACT:**

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

Website: <http://menssheds.ca/>

### Mental Health

#### Regional Health Authorities

For contacts and information about mental health services provided by each regional health authority in Manitoba, please visit <https://www.gov.mb.ca/mh/mh/crisis.html>

#### Shared Health Mental Health and Resource Finder

The Mental Health and Wellness Resource Finder provides a number of mental health, wellness and addictions supports and resources for you and those you care about. Please visit: <https://sharedhealthmb.ca/services/mental-health/mental-health-and-wellness-resource-finder/>

#### Artbeat Studio Inc.

Artbeat Studio Inc. provides social supports, working art studio and gallery space, and mentorship for individuals living with mental illness for the purpose of recovery and empowerment.

#### CONTACT:

4-62 Albert Street,  
Winnipeg, MB R3B 1E9

Phone: 204-943-5194

Email: [contact@artbeatstudio.ca](mailto:contact@artbeatstudio.ca)

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

#### Anxiety Disorders Association of Manitoba

The Anxiety Disorders Association of Manitoba offers self-help for all Manitobans affected by anxiety disorders and provides cognitive behavioural programs and ongoing support groups for the prevention, education, early intervention and management of anxiety disorders. The association also provides resources for families, employers and health-care professionals.

#### CONTACT:

100-4 Fort Street,  
Winnipeg, MB R3C 1C4

Phone: 204-925-0600 or  
1-800-805-8885 (toll-free)

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

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

### Mental Health

#### Canadian Mental Health Association (CMHA)

CMHA promotes mental health and supports the resilience and recovery of people experiencing mental illness. The association offers a variety of services, including information and referral, courses and workshops.

CONTACT:

##### CMHA Manitoba & Winnipeg

930 Portage Avenue, Winnipeg, MB R3G 0P8

Phone: 204-982-6100

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

Website: <https://mbwpg.cmha.ca>

##### CMHA Manitoba Central (Portage la Prairie)

Phone: 204-239-6590

Website: <https://central.cmha.ca>

##### CMHA Parkland (Swan River)

Phone: 204-734-2734

Website: <https://parkland.cmha.ca>

##### CMHA (Thompson)

Phone: 204-677-6050

Website: <https://thompson.cmha.ca>

#### The Laurel Centre Inc.

The Laurel Centre provides individual and group counselling to women who have experienced childhood and/or adolescent sexual abuse. This agency recognizes that many survivors have compulsive coping behaviours (such as addictions) that grow out of their attempts to cope with the pain that comes from their abuse.

CONTACT:

Phone: 204-783-5460

Website: <https://thelaurelcentre.com/home/>

#### The Link (formerly MACDONALD YOUTH SERVICES)

The Link offers a range of free crisis supports to help stabilize youth, while also ensuring emotional, physical & cultural safety and wellness for everyone in the home. Supports include youth crisis stabilization units, individual & family therapy, school supports & much more.

CONTACT:

Winnipeg Phone: 204-949-3799

Thompson Phone: 204-677-7870

Website: <https://thelinkmb.ca/>

##### 24-Hour Crisis Line/Mobile Crisis Teams:

204-949-4777 or

1-888-383-2776 outside Winnipeg

##### Emergency Shelters/Youth Resource Centres:

Winnipeg - 159 Mayfair Avenue

204-477-1804 or 1-888-477-1804 (toll-free)

##### Thompson – 116 Hemlock Crescent

204-778-5382

For information, visit:

<https://thelinkmb.ca/emergency-shelters-yc/>

### Mental Health

#### Mental Health Education Resource Centre (MHERC)

MHERC promotes mental health and educates about mental illness in an effort to encourage Manitobans to seek treatment early and to reduce the prejudice and discrimination that exists towards people with a mental illness.

**CONTACT:**

Phone: 204-942-6568 or  
1-855-942-6568 (toll-free)

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

#### NORWEST YOUTH HUB

Telephone counselling, support, brainstorming resources and resource navigation and other services.

**CONTACT:**

103 - 61 Tyndall Avenue  
Winnipeg, MB R2X 2T4

Phone: 204-221-9800

Email: [youthhub@norwestcoop.ca](mailto:youthhub@norwestcoop.ca)

Website:

<https://norwestcoop.ca/locations/youth-hub/>

#### Peer Connections MB

Peer Connections MB provides quality mental health education and values-based peer support for Manitobans and their families dealing with mental health challenges

**CONTACT:**

100-4 Fort Street, Winnipeg, MB R3C 1C4

Phone: 204-786-1616

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

Website: <https://peerconnectionsmb.ca/>

#### Mood Disorders Association of Manitoba

The Mood Disorders Association of Manitoba is a self-help organization providing support, education and advocacy for those living with mood disorders, co-occurring disorders, or other mental health illnesses.

**Contact:**

100-4 Fort Street,  
Winnipeg, MB R3C 1C4

Phone: 204-786-0987 or  
1-800-263-1460 (toll-free)

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

### Mental Health

#### **Sara Riel Inc. – Seneca Services**

Sara Riel Inc. – Seneca Services provides short-term respite for people with mental health issues.

Contact:

101-66 Moore Avenue,  
Winnipeg, MB R2M 2C4

Intake Phone: 204-237-9263

Seneca Warm Line (dedicated peer support workers): 204-942-9276

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

Website: [www.sararielinc.com/en/home/](http://www.sararielinc.com/en/home/)

#### **Women’s Health Clinic – Provincial Eating Disorder Prevention & Recovery Program**

The Provincial Eating Disorder Prevention and Recovery Program serves all genders: women, men, trans and non-binary people. Services include assessment and treatment for binge eating disorder, bulimia nervosa, anorexia nervosa and other types of disordered eating.

CONTACT:

419 Graham Avenue, Winnipeg, MB R3C 0M3

Phone: 204-947-2422, ext. 137 or 1-866-947-1517, ext. 137 (toll-free)

Email: [edprogram@womenshealthclinic.org](mailto:edprogram@womenshealthclinic.org)

Website: <https://womenshealthclinic.org/what-we-do/pedprp/>

#### **Health Sciences Centre – Adult Eating Disorders Service Program**

This is a hospital-based treatment program at the Health Sciences Centre in Winnipeg that provides assessment and treatment of anorexia nervosa, bulimia nervosa, and disordered eating to Manitobans age 18 and older.

CONTACT:

771 Bannatyne Avenue,  
Winnipeg, MB R3E 3N4

Phone: 204-787-3482

#### **Health Sciences Centre – Child & Adolescent Eating Disorders Service Program**

This is a hospital-based treatment program that serves children and teens of all genders by providing assessment and treatment for anorexia nervosa, bulimia nervosa, and disordered eating.

CONTACT:

771 Bannatyne Avenue,  
Winnipeg, MB R3E 3N4

Phone: 204-958-9660 (Centralized Intake Service – Child and Adolescent Mental Health)

## APPENDIX A

### 2SLGBTQ+ Community

#### Rainbow Resource Centre (RRC)

Rainbow Resource Centre offers support to the 2SLGBTQ+ community in the form of counselling, education, and programming for individuals ranging from children through to 55+ as well as supports for families, friends and employers.

#### CONTACT:

170 Scott Street,  
Winnipeg, MB R3L 0L3

Phone: 204-474-0212 or  
1-855-437-8523 (toll-free)

Fax: 204-478-1160

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

Website: <https://rainbowresourcecentre.org/>

### Seniors

Senior centres and support services for seniors offer many types of programming.

For senior centre locations, please visit the Manitoba Association of Senior Centres at: [www.manitobaseniorcentres.com](http://www.manitobaseniorcentres.com)

Phone: 204-792-5838

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

For Support Services for Seniors programming, contact your local regional health authority (see page 31)



### Veterans and Military

#### Veterans Affairs Canada

Veterans Affairs Canada offers a wide range of services and benefits to veterans and their families. Caregiver related programs include the Veterans Independence Program (VIP) and disability benefits. Primary caregivers for veterans may qualify for VIP housekeeping and/or yard care. Programs and services include health-care benefits, mental health services, group health insurance, financial benefits, funeral assistance, disability pension, Veterans Independence Program and War Veterans Allowance.

**CONTACT:**

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

1-866-522-2022 (French)

TDD/TTY: 1-833-921-0071

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

#### Veterans Affairs Canada – Operational Stress Injury Social Support

The Department of National Defence and Veterans Affairs Canada work in partnership to deliver Operational Stress Injury and Social Support (OSISS), including a national peer support network for Canadian Armed Forces members, veterans, and their families experiencing an operational stress injury.

**CONTACT:**

Phone: 1-800-833-6094 (toll-free)

Email: [OSISS-SSBSO@forces.gc.ca](mailto:OSISS-SSBSO@forces.gc.ca)

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

#### Winnipeg Military Family Resource Centre Respite Childcare Program

The Winnipeg Military Family Resource Centre Respite Childcare Program provides childcare respite for military families.

**CONTACT:**

102 Comet Street,  
Winnipeg, MB R3J 3Y5

Phone: 204-833-2500, ext. 4500

Email: [winnipegmfrc@familyforce.ca](mailto:winnipegmfrc@familyforce.ca)

Website: <http://www.cafconnection.ca/winnipeg>

### COUNSELLING AND SUPPORT

#### **A & O: Support Services for Older Adults Inc.**

A & O offers counselling services that identify, inform and assist older adults and their families. Assistance is available to help older adults cope with the many transitions associated with aging, including caregiving, grief, retirement, housing, financial, depression, isolation, loneliness and family relationships. It also offers bereavement support groups for 55+ older adults.

**CONTACT:**

200-207 Donald Street,  
Winnipeg, MB R3C 1M5

Phone: 204-956-6440

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

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

#### **Manitoba Farm, Rural and Northern Support Services**

Manitoba Farm, Rural and Northern Support Services offers support, counselling, information and referrals over the phone to farm families and other rural Manitobans.

**CONTACT:**

Phone: 1-866-367-3276

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

Website: <https://supportline.ca>

#### **First Nations and Inuit Hope for Wellness Help Line**

The Hope for Wellness Help Line offers immediate help to all Indigenous peoples across Canada. It is available 24 hours a day, seven days a week to offer counselling and crisis intervention available in English and French - upon request, in Cree, Ojibway, and Inuktitut.

Phone: 1 855 242-3310

#### **Kids Help Phone (national line available to Manitoba Youth)**

Kids Help Phone provides online and telephone counselling and volunteer-led, text-based support in English and French to youth across Canada. Kids Help Phone also provides information on how to access community support services for youth.

Phone: 1-800-668-6868

#### **Klinik Community Health Centre**

Klinik offers a full range of health-related services, including medical care, counselling (drop-in available) and education.

**CONTACT:**

167 Sherbrook Street, Winnipeg MB R3C 2B7

Phone: 204-784-4090

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

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

## APPENDIX A

### COUNSELLING AND SUPPORT

#### Klinic Crisis Line

The Klinic Crisis Line provides free and confidential counselling, support and referrals for people who are suicidal, in crisis or struggling to cope.

##### CONTACT:

Phone: 204-786-8686 or  
1-888-322-3019 (toll-free)  
TTY: 204-784-4097

#### Klinic Sexual Assault Crisis Line

The Klinic Sexual Assault Crisis Line provides support to anyone 12 and up who have experienced sexual assault.

Phone: 204-786-8631 or  
1-888-292-7565 (toll-free)  
TTY: 204-784-4097

#### Manitoba Suicide Prevention and Support Line

The Manitoba Suicide Prevention and Support Line is a toll-free, confidential 24-hour crisis line run by trained crisis counsellors from Klinic Community Health.

##### CONTACT:

Phone: 1-877-435-7170 (toll-free)  
Website: [www.reasontolive.ca](http://www.reasontolive.ca)

#### SMART Recovery Toolbox – SMART Recovery

The SMART Recovery Toolbox provides a variety of methods, worksheets, and exercises to help self-manage addiction recovery. This collection of sensible tools is based on developing cognitive thinking skills to support you through addiction recovery.

Website: <https://www.smartrecovery.org/smart-recovery-toolbox/>

### FINANCIAL RESOURCES

#### Get Your Benefits

Get Your Benefits booklet contains information on select federal, provincial and regional benefits and programs for Manitobans who may be eligible.

##### CONTACT:

To access online, please visit:

[www.getyourbenefits.ca](http://www.getyourbenefits.ca)

For a paper copy, please email

[info@getyourbenefits.ca](mailto:info@getyourbenefits.ca)

or call 204-789-3657

#### Government of Canada Tax and Benefit related information

Government of Canada provides information on the Canada Caregiver Credit, Disability Tax Credit, Child Disability Benefit, Compassionate Care Benefits, and Employment Insurance.

##### CONTACT:

Phone: 1-800-206-7218 (Service Canada)

TTY: 1-800-529-3742

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

### FINANCIAL RESOURCES

#### Manitoba 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 referred to as the Pharmacare deductible. Your deductible is based on your total family income.

**CONTACT:**

Phone: 204-786-7141 or  
1-800-297-8099 (toll-free, in Manitoba only)

TTY: 204-774-8618 or  
1-800-855-0511 (toll-free, in Manitoba only)

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

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

Online Form: [www.manitoba.ca/health/pharmacare/forms.html](http://www.manitoba.ca/health/pharmacare/forms.html)

#### Provincial Primary Caregiver Tax Credit

The Primary Caregiver Tax Credit provides recognition and financial support to individuals who serve as primary caregivers for more than 90 days. Caregivers can now claim this tax credit when they file their income taxes. For information on claiming this tax credit through the income tax system, contact the Manitoba Tax Assistance Office.

**CONTACT:**

110A-401 York Avenue,  
Winnipeg, MB R3C 0P8

Phone: 204-948-2115 or  
1-800-782-0771 (toll-free)

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

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

#### Public Guardian and Trustee of Manitoba

The Public Guardian and Trustee of Manitoba is a provincial government special operating agency that manages and protects the affairs of Manitobans who are unable to do so themselves and have no one else willing or able to act. This includes mentally incompetent and vulnerable adults, deceased estates and children.

**CONTACT:**

500-155 Carlton Street,  
Winnipeg, MB R3C 5R9

Phone: 204-945-2700 or  
1-800-282-8069 (toll-free)

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

Website: [www.manitoba.ca/publictrustee](http://www.manitoba.ca/publictrustee)

### LEGAL AND SAFETY SUPPORTS

#### Health Care Directive

Health Care Directive allows a person to make their own decisions about the amount and type of health care and treatment they want to receive, should they become unable to communicate. The Health Care Directives Act allows a person to name another person to make medical decisions for them, should they become unable to make the decisions themselves. Please note there has been changes made to allow for remote witnessing.

CONTACT:

Website:

[www.manitoba.ca/health/documents/hcd.pdf](http://www.manitoba.ca/health/documents/hcd.pdf)

#### Law Phone-in and Lawyer Referral Program

The Law Phone-In & Lawyer Referral Program provides general legal information and advice over the phone in response to callers' inquiries. Callers are also referred to appropriate law-related agencies, where such an agency exists and the situation warrants it.

CONTACT:

Phone: 204-943-2305 or  
1-800-262-8800 (toll-free)

Website: [www.communitylegal.mb.ca/programs/law-phone-in-and-lawyer-referral-program](http://www.communitylegal.mb.ca/programs/law-phone-in-and-lawyer-referral-program)

#### Legal Aid Manitoba

Legal Aid Manitoba provides legal help to people with low incomes (bilingual services available). They can assist with family cases, criminal cases, poverty law cases involving welfare, workers compensation or disability benefits, public interest law cases for groups and individuals with test cases in the areas of consumer, poverty, environmental, and Aboriginal and Charter of Rights challenges. They are not able to assist with real estate transactions, wills and estates, adoptions, corporate and commercial matters, or civil litigation matters.

CONTACT:

Phone: 204-985-8500 or  
1-800-261-2960 (toll-free)

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

#### Legal Clinics for Older Adults

Professional lawyers provide services on wills, powers-of-attorney and other concerns requiring legal consultation.

CONTACT:

A & O: Support Services for Older Adults Inc.

Phone: 204-956-6440 or  
1-888-333-3121 (toll-free)

Website:

[www.aosupportservices.ca/services/legal.htm](http://www.aosupportservices.ca/services/legal.htm)

### LEGAL AND SAFETY SUPPORTS

#### Manitoba Human Rights Commission

The Manitoba Human Rights Commission is an independent agency of the Manitoba government that administers The Manitoba Human Rights Code. The commission conciliates, mediates and investigates complaints that allege discrimination, or failure to accommodate special needs, based on: ancestry, ethnic or national origin, religion or creed, age, sex (including pregnancy), gender-determined characteristics, sexual orientation, marital or family status, source of income, political belief and physical or mental disability.

CONTACT:

##### Winnipeg:

700-175 Hargrave Street, Winnipeg, MB R3C 3R8

Phone: 204-945-3007

##### Brandon:

341-340 Ninth Street, Brandon, MB R7A 6C2

204-726-6261 or 1-888-884-8681 (toll-free)

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

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

#### Patient Safety

Shared Health's Quality and Learning Service provides information and resources for health-care providers, patients, and families.

Website: <https://sharedhealthmb.ca/patient-care/quality-patient-safety-learning/patient-safety/>

#### Protection for Persons in Care

The Protection for Persons In Care Act is provincial legislation to help protect adults from abuse and neglect while receiving care in personal care homes, hospitals or any other designated health facility. In Manitoba, it is mandatory to report suspected abuse and neglect promptly. This means that anyone who has a reasonable basis to believe abuse or neglect has occurred, or is likely to occur, must report these concerns as soon as possible.

CONTACT:

Protection for Persons in Care Office

300 Carlton Street,  
Winnipeg, MB R3B 3M9

Phone: 204-788-6366 or  
1-866-440-6366 (toll-free)

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

Website: [www.manitoba.ca/health/protection/](http://www.manitoba.ca/health/protection/)

## APPENDIX A

### HEALTH-CARE SERVICES: REGIONAL HEALTH AUTHORITY (RHA) CONTACT INFORMATION

Contact the regional health authority office nearest you for information about health services and supports available in your community, including:

- respite
- accessing primary care services
- finding a primary care provider
- accessing geriatric assessment
- home care services
- mental health services
- palliative care programs
- support services to seniors
- personal care homes

#### **Interlake-Eastern RHA**

233A Main Street,  
Selkirk, MB R1A 1S1

Phone: 204-785-4700 or  
1-855-347-8500 (toll-free)

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

#### **Northern Health Region**

##### **Flin Flon Regional Office**

84 Church Street,  
Flin Flon, MB R8A 1L8

Phone: 204-687-1300 or  
1-888-340-6742 (toll-free)

Fax: 204-687-6405

Email: [northernhealthregion@nrha.ca](mailto:northernhealthregion@nrha.ca)

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

#### **Prairie Mountain Health**

192-1st Avenue West, Box 579,  
Souris, MB R0K 2C0

Phone: 1-800-735-6596  
(toll-free, in Manitoba only)

Brandon Phone: 204-578-2325

Dauphin Phone: 204-638-2118 or  
1-800-259-7541 (toll-free)

Souris Phone: 204-483-5000 or  
1-888-682-2253 (toll-free)

Email: [phm@pmh-mb.ca](mailto:phm@pmh-mb.ca)

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

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### HEALTH-CARE SERVICES: REGIONAL HEALTH AUTHORITY (RHA) CONTACT INFORMATION

#### Southern Health – Santé Sud

180 Centenaire Drive,  
Southport, MB R0H 1N1

Phone: 1-800-742-6509 (toll-free)

La Broquerie Regional Office Phone:  
204-424-5880

Morden Regional Office Phone:  
204-822-2650

Notre Dame de Lourdes Regional Office Phone:  
204-248-7250

Southport Regional Office Phone:  
204-428-2720

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

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

#### Winnipeg Regional Health Authority (including Churchill)

650 Main Street,  
Winnipeg, MB R3B 1E2

Head Office Phone:  
204-926-7000

Home Care Central Intake Phone:  
204-788-8330

Churchill Health Centre Phone:  
204-675-8881

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

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

### SHARED HEALTH

Shared Health brings together clinical experts from across the province to deliver a patient-centred, accessible, responsive health system that people can count on. Shared Health plans clinical and preventive services for delivery across the entire province, supported by centralized administrative functions that use human, capital and financial resources in the best way possible. Shared Health works collaboratively with regional health authorities, service delivery organizations and communities to ensure the health-care needs of Manitobans are met compassionately, effectively and as close to home as possible.

For more information about Shared Health, visit: <https://sharedhealthmb.ca/about/>

### HEALTH SYSTEM TRANSFORMATION UPDATES

For updates about the provincial health system transformation, as well as up-to-date information on care in the community, visit [www.manitoba.ca/health/hst/index.html](http://www.manitoba.ca/health/hst/index.html).



### **HOUSING, HEALTH, RESPITE, PALLIATIVE SUPPORTS: Additional supports**

In addition to supports that may be available through Manitoba Families (see page 14) or through your local regional health authority (see pages 31 and 32), please review the following programs for additional supports:

#### **Awasis Agency of Northern Manitoba**

Awasis provides child respite services for Indigenous families in the North.

##### **CONTACT:**

Thompson Phone: 204-677-1500 or  
1-800-667-4734 (toll-free)

Winnipeg (Smith Street) Phone:  
204-987-9480 or 204-987-9489

Winnipeg (McGee Street) Phone:  
204-790-4400 or 204-790-4455

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

#### **Canadian Virtual Hospice**

Canadian Virtual Hospice provides support and trusted information about palliative and end-of-life care to patients, family members, health-care providers, researchers and educators. The Virtual Hospice website offers: the opportunity to have questions answered by a clinical team specializing in palliative care, articles and videos about the latest research, financial benefits, managing symptoms, and other topics that help you navigate the health system, communicate with health-care providers, and tools for professionals to better care for and communicate with patients and families.

##### **CONTACT:**

Canadian Virtual Hospice, Room PE469, One  
Morley Avenue, Winnipeg, MB R3L 2P4

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

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

#### **Community Respite Service Inc.**

Community Respite Services Inc. offers respite services for caregivers of persons with physical or intellectual disabilities.

##### **CONTACT:**

##### **Winnipeg Office:**

1155 Notre Dame Avenue,  
Winnipeg, MB R3E 3G1

Phone: 204-953-2400

Email: [michelle@communityrespite.ca](mailto:michelle@communityrespite.ca)

##### **Brandon (Westman) Office:**

710 3rd Street, Brandon, MB R7A 3C8

Phone: 204-727-4910

Email: [bdn\\_westman@communityrespite.ca](mailto:bdn_westman@communityrespite.ca)

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

#### **Health Links – Info Santé**

Health Links – Info Santé is a provincial telephone health information line available to all Manitobans. Services are available in more than 100 languages through over the phone interpreters.

Phone: 204-788-8200 or  
1-888-315-9257 (toll-free)

### HOUSING, HEALTH, RESPITE, PALLIATIVE SUPPORTS: Additional supports

#### Health Sciences Centre (HSC) (Ronald McDonald House, Lennox Bell Lodge, and Canad Inns)

Ronald McDonald House, Lennox Bell Lodge and Canad Inns offer places to stay for families and patients of HSC and CancerCare.

#### CONTACT:

4th Floor-60 Pearl Street,  
Winnipeg, MB R3E 1X2

Phone: 204-787-4271

Website: <https://hsc.mb.ca/visitors/visiting-hsc/accommodations/>

#### Palliative Manitoba

Palliative Manitoba provides confidential community-based support, education and companion services at no charge to individuals with life-limiting illnesses, their caregivers and those who are bereaved, including: volunteer visiting program – supportive presence and occasional assistance with practical matters, bereavement support services – telephone bereavement support, grief seminars, groups, information on life-limiting illness, palliative care, bereavement, and a compassionate care course.

#### CONTACT:

2109 Portage Avenue,  
Winnipeg, MB R3J 0L3

Phone: 204-889-8525 or  
1-800-539-0295 (toll-free)

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

Website: <http://palliativemanitoba.ca>

### OTHER RESOURCES AND READING MATERIALS

#### **Federal/Provincial/Territorial Ministers Responsible for Seniors Forum: Caregiving resources**

- Care conversations: it's about you and the person you support
- Care options: choosing the best plan for you and the person you care for
- Helping employees balance work and caregiving responsibilities
- Balancing work and caregiving responsibilities
- Video: Caregiver readiness

#### **A Guide to Home Care Services in Manitoba**

Website: [www.gov.mb.ca/health/homecare/guide.pdf](http://www.gov.mb.ca/health/homecare/guide.pdf)

#### **Canadian Centre for Elder Law**

Website: [www.bcli.org/ccel](http://www.bcli.org/ccel)

#### **Canada Mortgage and Housing Corporation**

Website: [www.cmhc-schl.gc.ca/en/](http://www.cmhc-schl.gc.ca/en/)

#### **Canadian Movement Disorder Group – Caregiver/Partner Supports**

Website: <http://cmdg.org>

#### **Family Caregiver News Magazine**

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

#### **Manitoba Families: Financial Benefits and Assistance**

Website: [www.manitoba.ca/fs/financial\\_benefits.html](http://www.manitoba.ca/fs/financial_benefits.html)

#### **Responding to Stressful Events: Self-Care for Caregivers**

Website: [www.phac-aspc.gc.ca/publicat/oes-bsu-02/caregvr-eng.php](http://www.phac-aspc.gc.ca/publicat/oes-bsu-02/caregvr-eng.php)

#### **The Safe Living Guide – A Guide to Home Safety for Seniors**

Website: [www.phac-aspc.gc.ca/seniors-aines/publications/public/injury-blessure/safelive-secure](http://www.phac-aspc.gc.ca/seniors-aines/publications/public/injury-blessure/safelive-secure)

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