

# Parenting on your Own

## A HANDBOOK FOR ONE-PARENT FAMILIES



TENTH EDITION

Manitoba 





Manitoba Status of Women is pleased to present the 10<sup>th</sup> edition of Parenting on Your Own. It is a resource for single parents in Manitoba and others who may find it useful. This guide lists some of the services and supports available in the community for single parents. Because services change, it's best to call first and check on the hours, fees and current services available.

*Note:* This publication is simply a guide to services available throughout the province. The Manitoba government does not endorse any listed service.

The publication is also available in other formats upon request.

If you have any questions or suggestions for future editions of the guide, contact:

**Manitoba Status of Women**

409 - 401 York Ave.

Winnipeg, MB R3C 0P8

Phone: 204-945-6281

Toll free: 1-800-263-0234

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

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

*Note:* This edition of Parenting on Your Own includes website addresses for many of the organizations listed. Free Internet access is available at all 20 branches of the Winnipeg Public Library system and in most community libraries across the province. Free access is also available at Community Access Program (CAP) sites, listed at [www.communityconnections.mb.ca](http://www.communityconnections.mb.ca).





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## Other Resources:

- **The Société franco-manitobaine** has a phone line that provides information about French services and activities available in Manitoba. Call 204-233-2556 in Winnipeg or toll free 1-800-665-4443. The society also publishes an annual directory – *Annuaire des services en français au Manitoba* – listing organizations that offer French language services in the province. To view the directory online, go to [www.sfm-mb.ca](http://www.sfm-mb.ca).
- **CONTACT Community Information** (Volunteer Manitoba) lists community resources in Winnipeg, and rural and northern Manitoba. To see, or get a copy of, the list, go to [www.contactmb.org/index.html](http://www.contactmb.org/index.html); or call 204-287-8827 in Winnipeg; toll free 1-866-266-4636. Some libraries also have paper copies of the CONTACT Community Resources Guide.
- **ManitobaParentZone** is a Manitoba Family Services and Labour website. It offers up-to-date information on parenting and child development ([www.manitobaparentzone.ca](http://www.manitobaparentzone.ca)).
- **ServiceLink** is an online tool where people can find out if they qualify for various benefits and programs, offered by Manitoba Family Services and Labour.  
(<http://web6.gov.mb.ca/FSHServiceLink/en/>)
- **Manitoba Government Inquiry** provides contact information for provincial government programs and services.  
Phone: 204-945-3744                      TTY: 204-945-4796  
Toll free: 1-866-626-4862              Email: [mgi@gov.mb.ca](mailto:mgi@gov.mb.ca)
- **Service Canada** is a one-stop resource for information on federal government programs and services. You'll find information on things like education and training, employment, health, housing, immigration, income assistance, legal assistance and privacy of information. To find the centre nearest you, contact Service Canada.  
Toll free: 1-800-O-CANADA (1-800-622-6232)  
TTY: 1-800-926-9105  
Website: [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

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## RESOURCES FOR ABORIGINAL PEOPLE

(The services listed in this chapter are specifically for Aboriginal people. For more information on a certain topic, check the Table of Contents.)

### **Aboriginal Organizations in Manitoba (book)**

This book was developed by the Aboriginal Education Directorate and the Aboriginal Awareness Committee of the Fort Garry United Church. It is available at local libraries or by calling 204-475-1586 in Winnipeg.

### **Aboriginal Single Window**

This service offers a central location for information on government-funded programs for Aboriginal people. A joint effort of the Government of Canada, the Manitoba government and the City of Winnipeg, the Aboriginal Single Window was created to make information on different programs easier to find.

#### Manitoba office:

Aboriginal Single Window Service Canada Centre  
100 - 181 Higgins Ave. (Aboriginal Centre), Winnipeg, MB R3B 3G1  
Phone: 204-984-1415  
Website: [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

#### Nationwide:

Aboriginal Canada Portal  
Toll free: 1-888-399-0111  
Email: [acp@aadnc-aandc.gc.ca](mailto:acp@aadnc-aandc.gc.ca)  
Website: [www.aboriginalcanada.gc.ca](http://www.aboriginalcanada.gc.ca)

### **A Guide to Winnipeg for Aboriginal Newcomers**

This guide, by Partners for Careers, is available by calling 204-945-0447 in Winnipeg, or by going to [www.partnersforcareers.mb.ca/welcome.html](http://www.partnersforcareers.mb.ca/welcome.html).

### **Ota-Miska: Where to Find it Resource Manual**

This manual is published by Manitoba Entrepreneurship, Training and Trade. For a copy, call 204-984-2272 in Winnipeg; toll free 1-800-665-2019; or go to [www.gov.mb.ca/ctt/busdev/smbus/otamiska.html](http://www.gov.mb.ca/ctt/busdev/smbus/otamiska.html).

## ABUSE

### **Shelters in Winnipeg**

#### **Ikwe Widdjiitiwin**

Winnipeg crisis line: 204-987-2780  
24-hour toll free line: 1-800-362-3344

### **Shelters on reserves**

#### **First Nation Healing Centre (Fisher River Cree Nation)**

Koostatak  
Phone: 204-645-2750  
Toll free: 1-800-692-6270

#### **Jean Folster Place**

Norway House  
Phone: 204-359-4000

#### **Mamawehetowin Crisis Centre**

Pukatawagan  
Phone: 204-553-2198

#### **Wechin Waskigan Crisis Centre**

Shamattawa  
Phone: 204-565-2548

### **Other Programs**

#### **Native Women's Transition Centre**

The Native Women's Transition Centre is a community-based facility that provides support to Aboriginal women and their children. The programs and services help support and strengthen Aboriginal women who have experienced abuse and help them become independent.

105 Aikins St. Winnipeg, MB R2W 4E6  
Phone: 204-989-8240  
Email: [nwtc@mts.net](mailto:nwtc@mts.net)  
Website: [www.nativewomens.mb.ca](http://www.nativewomens.mb.ca)

### **Spirit of Peace Program (Ma Mawi Wi Chi Itata Centre)**

For information on Ma Mawi Wi Chi Itata Centre and the programs it offers, go to the Culture, Wellness and Family Supports section in this chapter.

### **Wahbung Abinoonijiag**

This organization provides programs for women, youth and children who have been exposed to family violence.

225 Dufferin Ave. Winnipeg, MB R2W 5N7

Phone: 204-925-4610

Email: [reception@wahbung.org](mailto:reception@wahbung.org)

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

## **EDUCATION, TRAINING AND EMPLOYMENT**

### **Canadian Council for Aboriginal Business**

The Canadian Council for Aboriginal Business is a national, non-profit organization that delivers programs to help Aboriginal businesses grow, connect and learn.

Suite 204-250, The Esplanade Toronto, ON M5A 1J2

Phone: 416-961-8663

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

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

### **Centre for Aboriginal Human Resource Development (CAHRD)**

CAHRD is a community-based, non-profit organization that offers various programs for Aboriginal people. Along with employment counselling, CAHRD offers an adult literacy centre, an upgrading program (to reach a Grade 10 level), an academic program (to receive a Mature Student Grade 12 Diploma) and post-secondary programs through the Neeginan Institute of Applied Technology. Other support services are also available.

304 - 181 Higgins Ave. Winnipeg, MB R3B 3G1  
Phone: 204-989-7110  
Email: [cahrd@abcentre.org](mailto:cahrd@abcentre.org)  
Website: [www.cahrd.org](http://www.cahrd.org)

### **Manitoba Indian Education Association**

Manitoba Indian Education Association is a student services centre for band-sponsored students who are enrolled in Winnipeg schools and other educational institutions.

305 - 352 Donald St. Winnipeg, MB R3B 2H8  
Phone: 204-947-0421  
Email: [miea@miea.ca](mailto:miea@miea.ca)  
Website: [www.miea.ca](http://www.miea.ca)

### **Partners for Careers (PFC)**

This is a one-stop shop for information on employment, education and training opportunities, and other supports for Aboriginal people in Manitoba. PFC also offers information about Aboriginal Youth Mean Business!, which encourages Aboriginal youth to start or expand businesses.

510 Selkirk Ave. Winnipeg, MB R2W 2M7  
Phone: 204-945-0447  
Toll free: 1-800-883-0398  
Website: [www.partnersforcareers.mb.ca](http://www.partnersforcareers.mb.ca)

### **Urban Circle Training Centre**

This centre offers training, and a wide range of support services, to Aboriginal people.

519 Selkirk Ave. Winnipeg, MB R2W 2M6  
Phone: 204-589-4433  
Website: [www.urbancircletraining.com](http://www.urbancircletraining.com)

## HEALTH CARE AND DISABILITY SERVICES

### **Aboriginal Health and Wellness Centre of Winnipeg**

This community and cultural centre provides holistic services to the Aboriginal community of Winnipeg. The centre offers primary care services (doctors and nurses), as well as services from a traditional healer/elder. Programs include Head Start, Fetal Alcohol Syndrome/Effects Education Program, Abinotci Mino-Ayawin (children's healing), a men's healing and wellness program, a women's healing program, and the Indian Residential School-Alternative Dispute Resolution program.

215 - 181 Higgins Ave. Winnipeg, MB R3B 3G1

Phone: 204-925-3700

Website: [www.abcentre.org/health.html](http://www.abcentre.org/health.html)

### **Aboriginal Health Programs – Health Services, Winnipeg Regional Health Authority (WRHA)**

Aboriginal Health Programs – Health Services provides language and translation services in Ojibway, Cree and Oji Cree. It also offers cultural/spiritual services, patient advocates to support others' needs and rights, and discharge planning for those returning to a rural/northern community. There are Aboriginal Health Programs offices at several Winnipeg-area hospitals. For more information, call the central intake line.

Central intake line: 204-940-8880

Toll free: 1-877-940-8880

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

### **Aboriginal Health Program, Nor'West Co-op Community Health Centre**

This program provides advocacy and support for clients in areas like housing, education, family issues, child welfare and social assistance. The program provides individual and family counselling and support, home visits, medicine wheel assessments and help and encouragement with other health and social systems.

103-61 Tyndall Ave. Winnipeg, MB R2X 2T4

Phone: 204-940-2105

### **First Nations disABILITY Association of Manitoba**

This organization provides peer support, advocacy and referral services to First Nations people (Treaty and Status) living with visible and invisible disabilities. Employment services for First Nations people with disabilities are also available.

305B - 260 St. Mary Ave. Winnipeg, MB R3C 0M6

Phone: 204-953-0310

Toll free: 1-866-370-9875

Email: [fntafnto@lycos.com](mailto:fntafnto@lycos.com)

### **National Native Alcohol and Drug Abuse Program (NNADAP)**

This federal program is delivered in First Nation communities by local workers. For a list of locations, call Health Canada's Manitoba office at 204-983-4199 in Winnipeg or check your local phone listings. The NNADAP Treatment Centre Directory is available at [www.hc-sc.gc.ca/fniah-spnia/substan/index-eng.php](http://www.hc-sc.gc.ca/fniah-spnia/substan/index-eng.php).

## **ABORIGINAL HOUSING**

### **Anicinabe Housing Corporation**

217 Main St. South Dauphin, MB R7N 1K5

Phone: 204-638-8927

Email: [ahc@mymts.net](mailto:ahc@mymts.net)

### **Anishinabe Place of Hope Winnipeg Inner City Missions**

(transitional housing for single adults)

P.O. Box 2444, Station Main Winnipeg MB R3C 4A7

Phone: 204-942-8682

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

### **Brandon Friendship Centre Housing Authority**

836 Lorne Ave. Brandon, MB R7A 0T8

Phone: 204-727-1407

Email: [bfcinc@mymts.net](mailto:bfcinc@mymts.net)

Website: [www.brandonfriendshipcentre.net](http://www.brandonfriendshipcentre.net)

### **Dial-a-Life Housing**

(for those who are in Winnipeg for dialysis)

100 - 130 Watson St. Winnipeg, MB R2P 1Y4

Phone: 204-694-9170

Email: [dialhsq@mymts.net](mailto:dialhsq@mymts.net)

### **Dakota Ojibway Tribal Council Housing Authority**

Head office

P.O. Box 187

Room 150 - 5010 Crescent Rd. West Portage La Prairie, MB R1N 3B7

Phone: 204-856-5550

Toll free: 1-866-856-5550

Email: [dofnhai@dotc.mb.ca](mailto:dofnhai@dotc.mb.ca)

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

Winnipeg office

11 Arden Ave. Winnipeg, MB R2M 2J7

Phone: 204-988-5375

Brandon office

2 - 345 10th St. Brandon, MB R7A 4E9

Phone: 204-729-3600

### **Kanata Housing Corporation**

202 - 2055 McPhillips St. Winnipeg, MB R2V 3C6

Phone: 204-338-6327 or 204-338-6261

Email: [kanata@mymts.net](mailto:kanata@mymts.net)

### **Keewatin Tribal Council**

Keewatin Housing Association

107 - 23 Nickel Rd. Thompson, MB R8N 0Y4

Phone: 204-677-2341

Toll free: 1-800-665-6212

### **KeKiNan Centre**

(senior housing)

100 Robinson St. Winnipeg, MB R2W 5M8

Phone: 204-586-4595

### **Kinew Housing**

201 - 424 Logan Ave. Winnipeg, MB R3A 0R4

Phone: 204-956-5093

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

### **Community Housing Managers of Manitoba (Manitoba Métis Federation)**

300 - 150 Henry Ave. Winnipeg, MB R3B 0J7

Phone: 204-586-8474

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

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

### **Payuk Inter-Tribal Co-op Ltd.**

500 Balmoral St. Winnipeg, MB R3B 2P8

Phone: 204-942-0991

Email: [admin@sam.mb.ca](mailto:admin@sam.mb.ca)

Website: [www.sam.mb.ca/property\\_payuk.html](http://www.sam.mb.ca/property_payuk.html)

### **Portage Friendship Centre Housing**

20 - 3<sup>rd</sup> St. Northeast Portage la Prairie, MB R1N 1N4

Phone: 204-239-6333

(Calls about housing): 204-856-2476

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

### **Selkirk Friendship Centre – Tyro Housing**

425 Eveline St. Selkirk, MB R1A 2J5

Phone: 204-482-8656

Email: [sfc@mymts.net](mailto:sfc@mymts.net)

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

### **Swan River Friendship Centre**

P.O. Box 1448

1413 Main St. Swan River, MB R0L 1Z0

Phone: 204-734-9301

Email: [srfchousingcorp@hotmail.com](mailto:srfchousingcorp@hotmail.com)

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

## **Other Housing Support**

### **Manitoba Tipi Mitawa (MTM) Homeownership Program**

The Manitoba Real Estate Association and the Assembly of Manitoba Chiefs created this program in partnership with the Manitoba government and the Government of Canada. MTM helps First Nation Manitobans buy modest homes by assisting with down payments and monthly subsidies toward the mortgage costs. For more information, contact the Manitoba Real Estate Association at 204-772-0405 (toll free 1-800-267-6019) or the Assembly of Manitoba Chiefs at 204-956-0610 (toll free 1-888-324-5483).

## **LEGAL**

### **Aboriginal Court Worker Program**

The Aboriginal Court Worker Program provides assistance to Aboriginal people who are involved in the criminal justice system. Court workers explain the court process, the charges and the possible outcomes. They also help get lawyers for the accused, and may also provide support in court. Services are provided in Winnipeg and communities across Manitoba.

3<sup>rd</sup> floor - 408 York Ave. Winnipeg, MB R3C 0P9

Phone: 204-945-3909

Website: [www.gov.mb.ca/justice/court/aboriginalcourtworkers](http://www.gov.mb.ca/justice/court/aboriginalcourtworkers)

## FIRST NATIONS AND MÉTIS CHILD AND FAMILY SERVICE AGENCIES IN MANITOBA

Many of the agencies listed below have other offices – check with the agency’s main office for other locations.

### **All Nations Coordinated Response (ANCR) Network**

The ANCR Network is usually the first point of contact for anyone reporting child abuse or needing services from the Child and Family Services system. ANCR’s phone lines are open 24 hours a day, seven days a week.

835 Portage Ave. Winnipeg, MB R3G 0N6

Phone: 204-944-4200

Toll free: 1-888-945-ANCR (2627)

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

### **Métis CFS Authority and List of Mandated CFS Agencies**

#### **Métis Child, Family and Community Services Authority**

204 - 150 Henry Ave. Winnipeg, MB R3B 0J7

Phone: 204-949-0220

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

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

#### **Métis Child, Family and Community Services Agency**

2000 Portage Ave. Winnipeg, MB R3J 0K1

Phone: 204-927-6960

Toll free: 1-800-821-8793

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

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

#### **Michif Child and Family Services Agency**

456 Fischer Ave. P.O. Box 1288

The Pas, MB R9A 1L2

Phone: 204-627-2060

**First Nations of Northern Manitoba CFS Authority and List of Mandated CFS Agencies**

**First Nations of Northern Manitoba Child and Family Services Authority**

P.O. Box 10460  
 Opaskwayak, MB R0B 2J0  
 Phone: 204-623-4472  
 Toll free: 1-866-512-1842  
 Email: info@northernauthority.ca  
 Website: [www.northernauthority.ca](http://www.northernauthority.ca)

**Awasis Agency of Northern Manitoba**

100 - 701 Thompson Dr. Thompson, MB R8N 2A2  
 Phone: 204-677-1500  
 Toll free: 1-800-667-4734

**Cree Nation Child and Family Caring Agency**

P.O. Box 10130  
 Opaskwayak, MB R0B 2J0  
 Phone: 204-623-7456  
 Toll free: 1-877-252-7535

**Island Lake First Nations Family Services**

General Delivery  
 Garden Hill, MB R0B 0T0  
 Phone: 204-456-2015  
 Toll free: 1-888-242-0605

**Kinosao Sipi Minisowin Agency**

P.O. Box 640 Norway House, MB R0B 1B0  
 Phone: 204-359-4551

**Nikan Awasisak Agency**

P.O. Box 388  
 Cross Lake, MB R0B 0J0  
 Phone: 204-676-3251

**Nisichawayasihk Cree Nation Family and Community Wellness Centre**

P.O. Box 451  
Nelson House, MB R0B 1A0  
Phone: 204-484-2341

**Opaskwayak Cree Nation Child & Family Services**

P.O. Box 10550  
Opaskwayak, MB R0B 2J0  
Phone: 204-627-7240  
Toll free: 1-877-627-7240

**First Nations of Southern Manitoba CFS Authority  
and List of Mandated CFS Agencies (Southern First  
Nations Network of Care)****Southern First Nations Network of Care – Child and Family Services Authority**

Long Plain First Nation  
110 - 5010 Crescent Rd. West Long Plain Reserve #6B  
Portage la Prairie, MB R1N 3C4  
Phone: 204-783-9190  
Toll free: 1-800-665-5762  
Email: [reception@southernnetwork.org](mailto:reception@southernnetwork.org)  
Website: [www.southernnetwork.org](http://www.southernnetwork.org)

**Animikii Ozoson Child and Family Services**

301 - 352 Donald St. Winnipeg, MB R3B 2H8  
Phone: 204-944-0040  
Toll free: 1-877-300-5111

**Anishinaabe Child and Family Services**

Pinaymootang First Nation  
General Delivery  
Fairford, MB R0C 0X0  
Phone: 204-659-4546

### **Dakota Ojibway Child and Family Services**

702 Douglas St. Brandon, MB R7A 7B2  
 Phone: 204-729-3650 or 204-729-3651  
 Toll free: 1-877-508-8289  
 Website: [www.dotc.mb.ca/docfs.html](http://www.dotc.mb.ca/docfs.html)

### **Intertribal Child and Family Services**

P.O. Box 358  
 Koostatak, MB R0C 1S0  
 Phone: 204-645-2744  
 Toll free: 1-866-573-4461  
 Website: [www.intertribalcfs.org](http://www.intertribalcfs.org)

### **Peguis Child and Family Services**

P.O. Box 610  
 Peguis, MB R0C 3J0  
 Phone: 204-645-2049  
 Toll free: 1-877-777-2049  
 Website: [www.peguiscfs.ca](http://www.peguiscfs.ca)

### **Sagkeeng Child and Family Services**

P.O. Box 700  
 Pine Falls, MB R0E 1M0  
 Phone: 204-367-2215  
 Toll free: 1-877-367-4020

### **Sandy Bay Child and Family Services**

P.O. Box 105  
 Marius, MB R0H 0T0  
 Phone: 204-843-2687  
 Toll free: 1-866-235-6968  
 Website: [www.sandybaycfs.org](http://www.sandybaycfs.org)

### **Southeast Child and Family Services**

10 Thunderbird Lane Brokenhead Ojibway Nation  
 P.O. Box 240-10  
 Scanterbury, MB R0E 1W0  
 Phone: 204-766-2386

## **West Region Child and Family Services**

Rolling River First Nation  
P.O. Box 280 Erickson, MB R0J 0P0  
Phone: 204-636-6100  
Toll free: 1-866-636-6100

## **CULTURE, WELLNESS AND FAMILY SUPPORTS**

### **Aboriginal Centre of Winnipeg**

This non-profit corporation is a centre for Aboriginal enterprise and houses many Aboriginal service providers.

103 - 181 Higgins Ave. Winnipeg, MB R3B 3G1  
Phone: 204-989-6395  
Email: [info@abcentre.org](mailto:info@abcentre.org)  
Website: [www.abcentre.org](http://www.abcentre.org)

### **Aboriginal Council of Winnipeg**

The council serves as a political voice and advocate representing the interests of the Aboriginal community of Winnipeg.

112 - 118 Higgins Ave. Winnipeg, MB R3B 3G1  
Phone: 204-989-6380  
Website: [www.abcouncil.org](http://www.abcouncil.org)

### **Aboriginal Head Start program**

Aboriginal Head Start is a federally funded, community-based, early-childhood education program that supports families with Aboriginal children between ages two and five. The program includes culture and language, social support, health promotion, nutrition, education and parental involvement.

### **Canada Prenatal Nutrition Program**

This program, also federally funded, helps communities promote public health. It also provides support to improve the health and well-being of pregnant women, new mothers and babies facing difficult life situations.

Both programs – the Aboriginal Head Start and the Canada Prenatal Nutrition Program – operate in many communities across Manitoba. For information on programs in your area, contact the federal government offices listed below.

**Off reserve (urban and northern communities)**

**Public Health Agency of Canada**

7<sup>th</sup> floor - 275 Portage Ave. Winnipeg, MB R3B 2B3  
 Phone: 204-789-7421  
 Website: [www.manitobaaboriginalheadstart.ca](http://www.manitobaaboriginalheadstart.ca)

**On reserve**

**First Nations and Inuit Health Branch, Health Canada**

Suite 300 - 391 York Ave. Winnipeg, MB R3C 4W1  
 Phone: 204-984-5173  
 Toll free: 1-866-225-0709  
 TTY: 1-800-267-1245 (Health Canada)

**EAGLE Urban Transition Centre**

This centre supports and advocates for Aboriginal people who have moved to Winnipeg. It also offers a variety of programs, services and resources for Aboriginal people.

501 - 286 Smith St. Winnipeg, MB R3C 1K4  
 Phone: 204-954-3050  
 Website: [www.eagleutc.com](http://www.eagleutc.com)

**Eyaa-Keen Healing Centre**

Eyaa-Keen Healing Centre provides integrated physical, emotional, mental and spiritual treatment, healing and development for Aboriginal adults over the age of 24. Fees may apply – contact the centre for details.

547 Notre Dame Ave. Winnipeg, MB R3B 1S2  
 Phone: 204-783-2976  
 Toll free: 1-877-423-4648  
 Email: [contact@eyaa-keen.org](mailto:contact@eyaa-keen.org)  
 Website: [www.eyaa-keen.org](http://www.eyaa-keen.org)

### **Flora House, Winnipeg Inner City Missions (Presbyterian Church in Canada)**

Flora House offers programs for children, youth and families in Winnipeg's north end.

P.O. Box 2444, Station Main Winnipeg MB R3C 4A7

Phone: 204-942-8682

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

### **Indian Family Centre**

This drop-in resource centre provides social and emotional support for Aboriginal families, combining traditional Aboriginal spirituality and Christian views.

470 Selkirk Ave. Winnipeg, MB R2W 2M5

Phone: 204-586-8393

Email: [indianfamilycentre@shawbiz.ca](mailto:indianfamilycentre@shawbiz.ca)

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

### **Ka Ni Kanichihk**

Ka Ni Kanichihk provides programs and services that focus on wholeness and wellness. The programs help build the strength and resilience of Aboriginal people.

455 McDermot Ave. Winnipeg, MB R3A 0B5

Phone: 204-953-5820

Email: [admin@kanikanichihk.ca](mailto:admin@kanikanichihk.ca)

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

### **Ma Mawi Wi Chi Itata Centre**

Ma Mawi Wi Chi Itata Centre provides Aboriginal families with prevention and support programs that incorporate their Aboriginal culture. Programs include short-term emergency services (ex: food, bus tickets, baby supplies), community drop-in, in-home support services, parenting groups, opportunities to volunteer and build skills, healthy lifestyle and healthy relationship programs, and literacy and employment programs. The Spirit of Peace Program (family violence prevention programs for men, women and children)

is also available at the centre. There are several locations, including community care sites at 318 Anderson Ave., 443 Spence Ave. and 363 McGregor St. (in Winnipeg).

Administrative site:

94 McGregor Ave. Winnipeg, MB R2W 4V5  
 Phone: 204-925-0300  
 Email: [info@mamawi.com](mailto:info@mamawi.com)  
 Website: [www.mamawi.com](http://www.mamawi.com)

**Métis Resource Centre**

The Métis Resource Centre provides cultural, educational and social programming for Métis people and others interested in Métis culture and history.

504 - 63 Albert St. Winnipeg, MB R3B 1G4  
 Phone: 204-956-7767  
 Email: [metisrc@mymts.net](mailto:metisrc@mymts.net)

**Ndinawe Youth Resource Centre and Safe Home**

Ndinawe provides shelter, culture, recreation, outreach, education and support programs. Ndinawe also operates a safe home that provides 24-hour shelter and basic needs for Winnipeg children and youth who live on the streets and are at risk for abuse and sexual exploitation.

472 Selkirk Ave. Winnipeg, MB R2W 2M7  
 Phone: 204-589-5545

**Neah Kee Papa Program, Manitoba Metis Federation**

Neah Kee Papa is a parenting program for men. It is designed to support the well-being of children and to encourage and promote the parenting role of fathers.

3<sup>rd</sup> floor - 150 Henry Ave. Winnipeg, MB R3B 0J7  
 Phone: 204-586-8474, ext. 371  
 Website: [www.mmf.mb.ca](http://www.mmf.mb.ca)

## **Friendship Centres**

Friendship centres help meet the needs of the Aboriginal community by providing a range of social, cultural and recreational activities, including literacy, employment and social services.

### **Indian and Métis Friendship Centre of Winnipeg**

45 Robinson St. Winnipeg, MB R2W 5H5

Phone: 204-586-8441

Email: [general@imfc.net](mailto:general@imfc.net)

Website: [www.imfc.net](http://www.imfc.net)

### **Brandon Friendship Centre**

836 Lorne Ave. Brandon, MB R7A 0T8

Phone: 204-727-1407

Email: [bfcinc@mymts.net](mailto:bfcinc@mymts.net)

Website: [www.brandonfriendshipcentre.net](http://www.brandonfriendshipcentre.net)

### **Dauphin Friendship Centre**

210 - 1st Ave. Northeast Dauphin, MB R7N 1A7

Phone: 204-638-5707

Email: [dfcexec@mymts.net](mailto:dfcexec@mymts.net)

Website: [www.brandonfriendshipcentre.net](http://www.brandonfriendshipcentre.net)

### **Flin Flon Aboriginal Friendship Centre**

57 Church St. Flin Flon, MB R8A 1M7

Phone: 204-687-3900

Email: [ffimfa@mymts.net](mailto:ffimfa@mymts.net)

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

### **Lynn Lake Friendship Centre**

P.O. Box 460

625 Gordon St. Lynn Lake, MB R0B 0W0

Phone: 204-356-2407

Email: [lynnlfc@cancom.net](mailto:lynnlfc@cancom.net)

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

### **Ma-Mow-We-Tak Friendship Centre**

4 Nelson Rd. Thompson, MB R8N 0B4  
 Phone: 204-677-0950  
 Email: [reception@mamowwetak.mb.ca](mailto:reception@mamowwetak.mb.ca)  
 Website: [www.mamowwetak.mb.ca](http://www.mamowwetak.mb.ca)

### **Portage Friendship Centre**

20 - 3<sup>rd</sup> St. Northeast Portage la Prairie, MB R1N 1N4  
 Phone: 204-239-6333  
 Email: [portagfc@portage.net](mailto:portagfc@portage.net)  
 Website: [www.mac.mb.ca/portage](http://www.mac.mb.ca/portage)

### **Riverton and District Friendship Centre**

P.O. Box 359  
 53 Laura Ave. Riverton, MB R0C 2R0  
 Phone: 204-378-2800  
 Email: [rdfc@mts.net](mailto:rdfc@mts.net)  
 Website: [www.rivertonfc.com](http://www.rivertonfc.com)

### **Selkirk Friendship Centre**

425 Eveline St. Selkirk, MB R1A 2J5  
 Phone: 204-482-7525  
 Email: [sfc@mts.net](mailto:sfc@mts.net)  
 Website: [www.mac.mb.ca/Selkirk](http://www.mac.mb.ca/Selkirk)

### **Swan River Friendship Centre**

P.O. Box 1448  
 1413 Main St. East. Swan River, MB R0L 1Z0  
 Phone: 204-734-9301  
 Email: [srfc@mts.net](mailto:srfc@mts.net)  
 Website: [www.mac.mb.ca/swanriver/](http://www.mac.mb.ca/swanriver/)

### **The Pas Friendship Centre**

P.O. Box 2638  
 103 Edwards Ave. The Pas, MB R9A 1M3  
 Phone: 204-627-7500  
 Email: [tpfc@mymts.net](mailto:tpfc@mymts.net)  
 Website: [www.thepasfriendshipcentre.com](http://www.thepasfriendshipcentre.com)



## ABUSE

Abuse can happen to anyone. It can be physical, sexual, emotional, financial, or any combination of these. Abuse may be committed by a current or former partner/spouse, a family member, a caregiver, a friend, a stranger, etc.

Abuse is a crime and victims of abuse are protected by civil and criminal law. You can make an application to the courts for an order of protection. You can also contact the local police or RCMP about criminal charges.

If you have been a victim of domestic or sexual violence, it's important to know you don't deserve to be abused. And you are not alone. There are many services here to help you, including crisis lines, resource centres, shelters, residential programs, and other agencies that provide counselling.

Note: You will also find similar services listed in the Aboriginal Services chapter and the Support for Families chapter.

## CRISIS LINES

### **Domestic violence crisis line (provincewide, 24-hour, toll-free)**

1-877-977-0007

### **Klinic sexual assault crisis line:**

204-786-8631 (in Winnipeg) or toll free 1-888-292-7565

## DOMESTIC VIOLENCE

### **Women's Shelters**

Ten women's shelters provide free emergency accommodations and counselling to women, and their children, who are victims of domestic violence. The addresses of these shelters are confidential for personal safety. The shelters are accessible to people with

disabilities. For women who have pets, shelters will work with a local animal shelter to arrange temporary shelter for the animal(s).

Note: For shelters on reserves, refer to the Abuse section of the Aboriginal Services chapter.

In Winnipeg:

### **Osborne House**

24-hour local crisis line: 204-942-3052

Toll free crisis line: 1-877-977-0007

TTY: 204-942-5209 or toll free 1-888-987-2829

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

### **Ikwe Widdjiitiwin**

Phone: 204-987-2780

24-hour toll free line: 1-800-362-3344

TTY: 204-987-2829 or toll free 1-888-987-2829

Website: <http://ikwe.shelternet.ca>

Rural/Northern Shelters:

Note: Call the domestic violence crisis line toll free 1-877-977-0007 (TTY: 1-888-987-2829) to find the shelter nearest you.

### **Agape House – Eastman Crisis Centre**

Steinbach

Local crisis line: 204-346-0028

Website: <http://agapehouse.shelternet.ca>

### **Aurora House – The Pas Committee for Women in Crisis**

The Pas

Local crisis line: 204-623-5497

Website: <http://aurorahouse.shelternet.ca>

### **Genesis House – South Central Committee on Family Violence**

Winkler

Local crisis line: 204-325-9800

Website: <http://genesishouse.shelternet.ca>

### **Nova House**

Selkirk

Local crisis line: 204-482-1200

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

### **Parkland Crisis Centre**

Dauphin

Local crisis line: 204-638-9484

Website: [www.mts.net/~pkndcris/](http://www.mts.net/~pkndcris/)

### **Portage Family Abuse Prevention Centre**

Portage la Prairie

Local crisis line: 204-239-5233

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

### **Thompson Crisis Centre**

Thompson

Local crisis line: 204-778-7273

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

### **YWCA Westman Women's Shelter**

Brandon

Local crisis line: 204-727-3644

Website: <http://westman.shelternet.ca>

### **Emergency Shelter, Men's Resource Centre**

For information, see the listing for the Men's Resource Centre in the Support for Families chapter.

### **Women's Resource Centres**

Women's resource centres provide counselling, support groups, workshops, information and referrals for women abused by their partners. For contact information on women's resource centres in Manitoba, see the Support for Families chapter.

## **Residential Second-Stage Housing Programs**

Residential second-stage housing programs offer protective, affordable, long-term housing and services to women who have left abusive relationships, but still need support. The programs provide emotional and practical support, including individual and group counselling, and parenting support and information.

### **Alpha House**

Winnipeg  
Phone: 204-982-2011  
Website: [www.alphahouseinc.com](http://www.alphahouseinc.com)

### **L'Entre-temps des Franco-Manitobaines**

Winnipeg  
Phone: 204-925-2550  
Toll free: 1-800-668-3836  
Website: [www.entretempsfm.com](http://www.entretempsfm.com)

### **Mary's House, Samaritan House Ministries**

Brandon  
Phone: 204-726-1268  
Website: [www.samaritanhouse.net/maryshouse](http://www.samaritanhouse.net/maryshouse)

### **Women in Second Stage Housing (W.I.S.H.)**

Winnipeg  
Phone: 204-275-2600  
Website: [www.mts.net/~wishinc/](http://www.mts.net/~wishinc/)

## **Other Domestic Violence Resources**

### **Brandon Access Exchange Service**

This centre provides a safe, neutral place to support parent-child visits and exchanges of children for high-conflict families in Brandon and the surrounding area.

836 Lorne Ave. Brandon, MB R7A 0T8  
Phone: 204-729-8115  
Website: [www.brandonfriendshipcentre.net](http://www.brandonfriendshipcentre.net)

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### **Building Bridges Program, The Counselling Centre**

This group counselling program helps men develop greater self-awareness, as well as healthy, respectful, supportive behaviours towards their partners.

335 - 9<sup>th</sup> St. Brandon, MB R7A 4A8  
Phone: 204-726-8706

### **Couples Counselling Project, University of Manitoba**

The Couples Counselling Project helps couples who've experienced abuse/violence in the past, and want to work towards abuse-free relationships. Services are free.

485 Selkirk Ave. Winnipeg, MB R2W 2M6  
Phone: 204-790-7221  
Email: [couples@cc.umanitoba.ca](mailto:couples@cc.umanitoba.ca)  
Website: [www.umanitoba.ca/social\\_work](http://www.umanitoba.ca/social_work)

### **Evolve, Klinik Community Health Centre**

Evolve offers free individual and group counselling to individuals who have experienced violence/abuse or who have behaved abusively in an intimate relationship. Evolve also provides counselling for children who have witnessed abuse.

870 Portage Ave. Winnipeg, MB R3G 0P1  
Intake line: 204-784-4070  
Email: [klinik@klinik.mb.ca](mailto:klinik@klinik.mb.ca)  
Website: [www.klinik.mb.ca/counsel-domestic.htm](http://www.klinik.mb.ca/counsel-domestic.htm)

#### Drop-in Counselling:

545 Broadway Winnipeg, MB R3C 0W3  
Phone: 204-784-4067 (call for schedule)

### **Family Violence Counselling Program, Nor'West Co-op Community Health Centre**

The program provides individual and group counselling to women struggling with family violence, and to their children who have witnessed or experienced family violence.

103 - 61 Tyndall Ave. Winnipeg, MB R2X 2T4

Phone: 204-940-2080

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

### **Immigrant Women's Counselling Services**

This program offers individual and group counselling to immigrant women facing a wide range of issues, including domestic violence or trauma from the countries they left. Support is also provided for adapting to Canadian life and other life transitions.

200 - 323 Portage Ave. Winnipeg, MB R3B 2C1

Phone: 204-940-2172

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

### **Manitoba Justice Victim Services – Domestic Violence Programs**

Victim Services offers three programs for victims of domestic violence: the Domestic Violence Support Service (DVSS), the Domestic Violence Intervention Unit (DVIU) and the Cellphone Emergency Limited Link-up (CELL).

The DVSS, available across Manitoba, helps victims of domestic violence when criminal charges have been laid, or may be laid, against their partners. The DVIU offers support to families who receive police services for domestic violence incidents that occur in Winnipeg, but don't result in charges or arrests.

The CELL program loans free cell phones (pre-programmed to call emergency services) to domestic violence and stalking victims at times of extreme risk. The program is a co-operative effort between phone companies, social service agencies, police services and Manitoba Justice, and is available in several Manitoba communities.

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1410 - 405 Broadway Winnipeg, MB R3C 3L6  
Phone: 204-945-6851 (in Winnipeg)  
Toll free: 1-866-484-2846  
Website: [www.gov.mb.ca/justice/victims](http://www.gov.mb.ca/justice/victims)

### **Men Are Part of the Solution (MAPS)**

MAPS offers individual and group counselling and community outreach on domestic violence issues.

90 Princeton Dr. Thompson, MB R8N 0L3  
Phone: 204-778-6040  
Website: [www.menarepartofthesolution.com](http://www.menarepartofthesolution.com)

### **Moving on and Managing Your Money: An Information Guide for Domestic Violence Survivors**

People who leave homes where there is domestic violence often face money problems. This guide provides information for survivors on the steps to take to become financially independent. The guide was produced by the Consumer Protection Office (Manitoba Healthy Living, Seniors and Consumer Affairs).

Website: [www.gov.mb.ca/cca/cpo/pubs/dom\\_violence\\_guide.pdf](http://www.gov.mb.ca/cca/cpo/pubs/dom_violence_guide.pdf)

### **Peaceful Futures, YWCA Brandon**

Peaceful Futures is a free counselling program for couples who have experienced abuse in their relationship in the past, and want to work to improve their relationship and have a peaceful future together. Couples who qualify for the program must commit to an abuse-free relationship while attending the program and the counselling must not be court-ordered.

148 - 11th St. Brandon, MB R7A 4J4  
Phone: 204-571-3680  
Website: [www.ywcabrandon.com](http://www.ywcabrandon.com)

### **Winnipeg Children's Access Agency**

This centre provides a safe, neutral place to support parent-child visits and exchanges of children for high-conflict families.

385 River Ave. Winnipeg, MB R3L 0L3

Phone: 204-284-4170

Toll free: 1-866-886-6153

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

### **A Woman's Place**

This program offers free legal services and support to women who've been abused by their partners. Onsite services include access to a lawyer, paralegals and support workers.

200 - 323 Portage Ave. Winnipeg, MB R3B 2C1

Phone: 204-940-6624

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

## **RESOURCES FOR SEXUAL ABUSE, ASSAULT AND/OR EXPLOITATION**

Note: For more agencies that offer counselling, see the chapters on Aboriginal Services, Health Care and Disability Services, and Support for Families.

### **Canadian Centre for Child Protection**

This organization offers resources to help keep children safe and reduce their risk of being sexually exploited. ([www.kidsintheknow.ca](http://www.kidsintheknow.ca) and [www.commit2kids.ca](http://www.commit2kids.ca)). It also helps find missing or exploited children ([www.missingkids.ca](http://www.missingkids.ca)). You can also go to [www.cybertip.ca](http://www.cybertip.ca) – Canada's national tip line for reporting online sexual exploitation of children.

615 Academy Rd. Winnipeg, MB R3N 0E7

Phone: 204-945-5735

Toll free: 1-800-532-9135

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

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

**Dream Catchers, Klinik Community Health Centre**

Dream Catchers supports women and transgender individuals who are in the process of leaving the sex trade. The program provides safe, supportive, therapeutic services.

870 Portage Ave. Winnipeg, MB R3G 0P1

Phone: 204-784-4042 or 204-784-4065

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

**Families Affected by Sexual Assault (FASA) –  
New Directions for Children, Youth, Adults and Families**

FASA provides therapy for families with children (under 18) who have been sexually assaulted by someone other than a parent or sibling. There is no wait list and services are free. FASA also offers a program that provides therapy to families with children under 12 who have sexual behaviour problems (show signs of developmentally inappropriate sexual behaviour to another person or themselves).

400 - 491 Portage Ave. Winnipeg, MB R3B 2E4

Phone: 204-786-7051

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

**Hands of Mother Earth (H.O.M.E.) and Honouring the  
Spirit of Our Little Sisters, Ma Mawi Wi Chi Itata**

These residential programs offered by Ma Mawi Wi Chi Itata are for sexually exploited young women and transgender youth (ages 13 to 17).

Winnipeg, MB

Phone (Hands of Mother Earth): 204-646-2901

Phone (Honouring the Spirit of Our Little Sisters): 204-925-1778

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

## **The Laurel Centre**

The centre provides individual and group counselling to women who have experienced childhood or adolescent sexual abuse, and want to resolve the long-term effects of the abuse. This may include addiction problems.

104 Roslyn Rd. Winnipeg, MB R3L 0G6

Phone: 204-783-5460

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

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

## **Marymound Clinical and Therapeutic Services**

Marymound offers the Sexually Exploited Youth Program and Sexual Abuse Treatment Program. The first works with young people (and their families, when appropriate) to provide therapy, life-skills coaching and access to community resources. This program also operates two group homes. The Sexual Abuse Treatment Program provides therapy for young people (ages four to 16) who've been sexually abused by a family member or someone else. Family participation is also encouraged, if appropriate.

442 Scotia St. Winnipeg, MB R2V 1X4

Phone: 204-338-7971

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

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

## **Men's Resource Centre**

The Men's Resource Centre provides long-term individual and group counselling to men who've experienced childhood or adolescent/teenage sexual abuse. The program recognizes that many compulsive behaviours, like addictions, are the result of survivors attempting to cope with the pain of abuse.

301 - 321 McDermot Ave. Winnipeg, MB R3A 0A3

Intake line: 204-415-6797, ext. 250

Toll free: 1-855-MRC-MRCS (1-855-672-6727)

Website: [www.mens-resource-centre.ca](http://www.mens-resource-centre.ca)

## **Sage House**

Sage House offers women who are street-involved and/or involved in the sex trade a welcoming, safe environment where they can receive meals, laundry and baths, health education, free condoms and medical care onsite. These services are available during drop-in hours. (Call phone number below for hours.)

422 Dufferin Ave. Winnipeg, MB R2W 2Y5

Phone: 204-943-6379

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

## **Sexual Abuse Treatment Program, Knowles Centre**

This program provides free counselling services for young people (ages 4 to 21) who've been sexually abused by a family member or someone else. This program helps children and families recognize how abuse may have affected them, and helps them cope with past sexual abuse experiences in a positive way.

2065 Henderson Highway Winnipeg, MB R2G 1P7

Phone: 204-339-1951

Email: [satp@knowlescentre.ca](mailto:satp@knowlescentre.ca)

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

## **Sexual Assault Crisis Program, Klinik Community Health Centre**

This program provides recent or past victims of sexual assault with a 24-hour crisis line, and short-term in-person counselling. These services are also available to victims' families, friends and supporters. As well, the program has trained volunteer counsellors who will meet victims at the hospital. They will provide support and encouragement through the process of reporting the sexual assault, and getting medical, legal, and social services.

Sexual Assault Crisis Line: 204-786-8631

Sexual Assault Crisis Line (toll free): 1-888-292-7565

Sexual Assault Crisis Line (TTY): 204-784-4097

For in-person counselling, call the Sexual Assault Intake line:  
204-784-4049

Website: [www.klinic.mb.ca/counsel-sexual.htm](http://www.klinic.mb.ca/counsel-sexual.htm)

### **Sexual Assault Suite, Health Sciences Centre**

All sexual assault victims who go to a hospital in Winnipeg for treatment within 72 hours of an assault are brought to the sexual assault suite at the Health Sciences Centre. Here, patients receive care from a specially trained nurse, in a place where survivors feel supported and can begin the process of healing. You can also receive information about counselling, and about reporting to police.

Winnipeg, MB  
Phone: 204-787-3942

### **Survivor's Hope Crisis Centre**

Through the SARA program (Sexual Assault Recovery and Healing), Survivor's Hope provides crisis intervention services, hospital accompaniment and support, follow-up support and referrals to survivors of sexual assault in northeastern Manitoba. Services are also available for survivors' family members, friends and other loved ones. As well, the centre provides youth with preventive programs that address sexual and relationship violence.

Pinawa, MB  
Phone: 204-753-3150  
Website: <http://survivors-hope.ca>

### **Transition, Education and Resources for Females (TERF) Program – New Directions for Children, Youth, Adults and Families**

TERF is a transition and healing program for children, youth, adults and transgender individuals who've been exploited through the sex trade.

400 - 491 Portage Ave. Winnipeg, MB R3B 2E4  
Phone: 204-786-7051, ext. 5311  
Email: [terf@newdirections.mb.ca](mailto:terf@newdirections.mb.ca)  
Website: [www.newdirections.mb.ca/services/training\\_ed/terf.php](http://www.newdirections.mb.ca/services/training_ed/terf.php)

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## OTHER RESOURCES DEALING WITH ABUSE

### **Canadian Red Cross RespectED: Violence and Abuse Prevention**

Through interactive workshops, RespectED educates youth about abuse, harassment and violence. It also promotes healthy relationships and safer communities. In addition to their offices in Winnipeg and Brandon, the Red Cross has outreach staff in various Manitoba communities.

#### Winnipeg/NE Manitoba Office

Canadian Red Cross House  
1111 Portage Ave. Winnipeg, MB R3G 0S8  
Phone: 204-982-7319  
Toll free: 1-866-685-4250  
Email: [informanitoba@redcross.ca](mailto:informanitoba@redcross.ca)  
Website: [www.redcross.ca](http://www.redcross.ca)

#### Western Manitoba Office

Unit #2 - 817 Rosser Ave. Brandon, MB R7A 0L1  
Phone: 204-729-4970

### **Manitoba Justice Victim Services - Child Victim Support Service (CVSS)**

The CVSS helps victims and witnesses of abuse (up to age 18), adult survivors of sexual abuse, and other vulnerable victims (on a case-by-case basis) who are involved in the criminal court process.

1410 - 405 Broadway Winnipeg, MB R3C 3L6  
Phone: 204-945-6851 (in Winnipeg)  
Toll free: 1-866-484-2846  
Website: [www.gov.mb.ca/justice/victims](http://www.gov.mb.ca/justice/victims)



## CHILD CARE

There are many child care options available to parents in Manitoba, including licensed, early learning and child care centres, homes and nursery schools, as well as unlicensed child care provided in home settings. Parents may also seek temporary or casual care for their children. Some of these child care options are explained below.

### LICENSED EARLY LEARNING AND CHILD CARE

Licensed centres/homes are inspected and monitored by the Manitoba government (Manitoba Early Learning and Child Care). They must meet government standards in many areas, including health and safety, staff training and ratios, programming, equipment, behaviour management policies, health and nutrition guidelines, and more. Quality early learning and child care supports a child's emotional, social, intellectual and physical development. It also keeps children safe and happy, in a caring environment.

In Manitoba, families can choose full-time or part-time care in a licensed child care centre, a family child care home or a nursery school.

#### **Child Care Centres**

Child care centres offer one or more of the following types of programs:

##### Full-Time Infant and Preschool

- for children three months to six years of age
- typically open from 6:00 or 6:30 a.m. to 5:30 or 6:00 p.m.
- evening, overnight or weekend care may be available

### Nursery School

- for preschool children under six years of age
- for parents who may or may not work outside the home, but still want an enriching experience for their children
- usually operate for two or three hours a day, and from two to five days a week

### School Age

- for children five to 12 years of age
- for children while they are not in school (ex: before or after school, lunch hours, teacher in-service days, school holidays)

## **Child Care Homes**

This type of licensed child care is offered in the caregiver's own home. There are two types:

### Family Child Care Home

Can accept:

- up to eight children under age 12
- no more than five children under age 6
- no more than three children under age 2

The caregiver's own children (under age 12) are included in the maximum numbers allowed.

### Group Child Care Home

- two caregivers work together in the home of one of the caregivers
- can accept up to 12 children under age 12, with no more than three children under age 2

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## **Finding Licensed Child Care**

### **Manitoba Early Learning and Child Care**

Manitoba Early Learning and Child Care's (MELCC's) website allows you to search for licensed care in your community. You can also use the Online Child Care Registry to find out information about the various licensed child care providers, and to put your child's name on wait lists for as many providers as you want. This way, you'll be on the wait lists of all the licensed child care providers that meet your needs.

MELCC publishes A Parent's Guide to Quality Child Care. This guide provides information about child care options in Manitoba and is available free online (see website address below), or by contacting Manitoba Early Learning and Child Care.

219 - 114 Garry St. Winnipeg, MB R3C 4V6

Phone: 204-945-0776

Toll free: 1-888-213-4754

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

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

## **Subsidies**

### **Subsidy Information Services**

Subsidies help lower the cost of child care for eligible parents and are only available for children enrolled in licensed child care. They are available at all provincially funded centres, homes and nursery schools, and at some non-funded programs. To be eligible for subsidy (other than subsidy for nursery school), parents must show a reason for needing child care (ex: employed, in training, attending school or university, looking for a job or having a medical or special need). A special income-based subsidy for families wanting a part-time nursery school experience for their preschool children is also available at most licensed nursery schools. For these subsidies, families do not need a reason for service, such as working or going to school, to qualify.

Manitoba Early Learning and Child Care's website ([www.gov.mb.ca/childcare](http://www.gov.mb.ca/childcare)) has a Subsidy Eligibility Estimator, which can help you estimate your family contribution and the amount of subsidy for a four-week period. Subsidy applications are available online, through your child care provider, or by contacting Subsidy Information Services.

102 - 114 Garry St. Winnipeg, MB R3C 1G1

Phone: 204-945-0286

Toll free: 1-877-587-6224

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

### **Social Services Appeal Board**

If you disagree with either the amount of a subsidy, or the decision not to grant subsidy, you may appeal the decision. An appeal must be submitted in writing, within 30 days of receiving the subsidy decision, to the Social Services Appeal Board.

7<sup>th</sup> floor - 175 Hargrave St. Winnipeg, MB R3C 3R8

Phone: 204-945-3003 or 204-945-3005

Toll free: 1-800-282-8069

TTY: 204-948-2037

Website: [www.gov.mb.ca/fs/ssab/](http://www.gov.mb.ca/fs/ssab/)

### **Child Care Inclusion Support Program**

Manitoba Early Learning and Child Care can provide funding to licensed child care centres, nursery schools, and family and group child-care homes, to reduce or eliminate barriers for children with additional support needs. The Inclusion Support Program allows a child with additional support needs to participate fully in an early learning and child care program. For more information, contact the Inclusion Support Program.

219 - 114 Garry St. Winnipeg, MB R3C 4V6

Phone: 204-945-0776

Toll free: 1-888-213-4754

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

Website: [www.gov.mb.ca/fs/childcare/inclusion](http://www.gov.mb.ca/fs/childcare/inclusion)

## UNLICENSED CHILD CARE

Private home child care is unlicensed care provided in a family home. Under Manitoba law, a caregiver at a private home may operate without a licence and offer care for a maximum of four children under the age of 12, with no more than two children under the age of 2. The caregiver's own children are included in these numbers. If more children than this are receiving care, the home must be licensed by the Manitoba government as a family child care home.

Parents have the right to ask an unlicensed caregiver for both a child abuse registry check and a criminal record check. (It is recommended that you ask for a criminal record check that includes a "vulnerable sector screening," which provides more detailed information, such as a sexual offence where a pardon has been granted.) Other important considerations include caregivers' qualifications and whether they have emergency first-aid and CPR training.

## OTHER RESOURCES

### **Child Care**

#### **Manitoba Child Care Association**

This non-profit organization advocates for a quality child care system. It publishes a helpful guide, *Choose Quality Child Care*, which includes information on what to look for, and questions to ask, when choosing a child care centre or home. The guide is available online at [www.mccahouse.org](http://www.mccahouse.org) or by calling 204-586-8587 (in Winnipeg); toll free 1-888-323-4676.

#### **Babysitting and Home Alone**

Sometimes parents need to find temporary or casual care for their children. According to Manitoba law, children under the age of 12 are not allowed to stay home alone. Once your child turns 12, he or she is legally old enough, in Manitoba, to stay home alone, and to

care for younger children or siblings. Some 12-year-olds are ready to be alone for short periods of time; others may not be ready. To see whether your 12-year-old is ready to stay home alone, ask them if they'd know what to do in a difficult situation or an emergency.

Babysitting courses, and courses on staying home alone, are available. These courses teach children how to deal with common issues. Check with your local resource centre, library, community centre, YMCA-YWCA or any other organization to find a course near you.

### **Some groups that offer babysitter training are:**

#### **Babysitter Safety Training Course, Safety Services Manitoba**

In Winnipeg, Safety Services Manitoba offers a Babysitter Safety Training Course for youth age 12 and older. Across the province, Safety Services Manitoba distributes course materials to groups who want to sponsor a training program. To find out where a course is being offered in your community, contact Safety Services Manitoba.

Phone: 204-949-1085

Toll free: 1-800-661-3321

Email: [registrar@safetyservicesmanitoba.ca](mailto:registrar@safetyservicesmanitoba.ca)

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

#### **What Every Babysitter Should Know, St. John Ambulance**

This is a course for youth who, at minimum, are turning 12 within the calendar year.

Winnipeg:

Phone: 204-784-7000

Toll free: 1-800-471-7771

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

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

Brandon:

Phone: 204-727-4466

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

### **Canadian Red Cross Babysitting Course**

This course is for youth who are 11 or older, and is offered in many communities across Manitoba.

Winnipeg/NE Manitoba Office

Phone: 204-982-7319

Toll free: 1-866-685-4250

Email: [informanitoba@redcross.ca](mailto:informanitoba@redcross.ca)

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



## EDUCATION – LITERACY AND UPGRADING

### **Adult Learning and Literacy Programs**

Adult learning and literacy programs help improve reading, writing, communication and math skills. Depending on the program, you may be able to receive high school credits, prepare for the General Educational Development (G.E.D.) test, or access family literacy programs. There is no cost to attend these programs. Depending on the program, registration may be by semester or may be accepted any time during the year. For a list of certified adult learning and literacy programs in Manitoba, go to **[www.edu.gov.mb.ca/ael/all/directory/](http://www.edu.gov.mb.ca/ael/all/directory/)** or, to find a program near you, contact Literacy Partners of Manitoba.

LEARN Line: 204-947-5757

Toll free: 1-866-947-5757

Email: [learnline@mb.literacy.ca](mailto:learnline@mb.literacy.ca)

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

### **General Educational Development (G.E.D.) Certificates**

The G.E.D. certificate is not a high school diploma. Instead, it proves a person has a general educational background that compares to that of the average high school graduate. Special classes to prepare for a G.E.D. Test are offered at most adult education centres, employment preparation services and community colleges. Contact the provincial G.E.D. Testing Office at 1-800-853-7402 to receive information on times and locations for writing the test.

Website: **[www.edu.gov.mb.ca/ael/all/ged/](http://www.edu.gov.mb.ca/ael/all/ged/)**

### **Mature Student High School Diploma**

Students 19 years and over who have been out of school may choose to pursue a Mature Student High School Diploma by taking courses at a Manitoba high school, an adult learning centre (see Adult Learning and Literacy Programs in this section), and/or through Manitoba Education's Distance Learning Unit (toll free 1-800-465-9915; **[www.edu.gov.mb.ca/k12/dl/](http://www.edu.gov.mb.ca/k12/dl/)**).

## EDUCATION – OTHER SECONDARY PROGRAMS

### **Adolescent Parent Centre**

The Adolescent Parent Centre is a special school in Winnipeg for young women who are pregnant or have babies that are two years old or younger. The centre offers junior high and senior high school courses.

136 Cecil St. Winnipeg, MB R3E 2Y9

Phone: 204-775-5440

Website: [www.wsd1.org/APC/](http://www.wsd1.org/APC/)

### **Resources for Adolescent Parents (RAP)**

For information on this program – offered by New Directions for Children, Youth, Adults and Families – see the Skill Upgrading and Employment section below.

## EDUCATION – POST-SECONDARY ASSISTANCE

### **ACCESS Programs**

These specialized programs are designed to help individuals access, and succeed in, post-secondary education. Eligible Manitobans are those facing geographic, financial or academic barriers that make it difficult for them to access post-secondary education. ACCESS programs are intended for (but not limited to) Aboriginals, northerners, women, immigrants and people from visible minority groups. For a list of colleges and universities that offer these programs, go to [www.edu.gov.mb.ca/ael/unicoll/access.html](http://www.edu.gov.mb.ca/ael/unicoll/access.html).

### **Manitoba Student Aid, Manitoba Advanced Education and Literacy**

Manitoba Student Aid provides financial assistance for post-secondary education to Manitobans with limited finances. Assistance includes loans that need to be repaid (Canada Student Loans, Manitoba Student Loans) or grants and bursaries (if you are eligible) that do not need to be repaid.

401 - 1181 Portage Ave. Winnipeg, MB R3G 0T3  
Phone: 204-945-6321  
Toll free: 1-800-204-1685  
TTY: 204-945-8483 or toll free 1-866-209-0696  
Website: [www.gov.mb.ca/educate/sfa/](http://www.gov.mb.ca/educate/sfa/)

Brandon Office

3<sup>rd</sup> floor - 340 9th St. Brandon, MB R7A 6C2  
Phone: 204-726-6592

## SKILL UPGRADING AND EMPLOYMENT

### **Community Unemployed Help Centre**

This non-profit organization provides information, advice and representation to unemployed workers in Manitoba experiencing Employment Insurance (EI) problems.

501 - 275 Broadway Winnipeg, MB R3C 4M6  
Phone: 204-942-6556  
Toll free: 1-866-942-6556  
Email: [cuhc@mymts.net](mailto:cuhc@mymts.net)  
Website: [www.cuhc.mb.ca](http://www.cuhc.mb.ca)

### **Employment Manitoba Centres, Manitoba Entrepreneurship, Training and Trade**

Employment Manitoba centres offer free employment counselling, help with job searches and information on training programs. Employment Manitoba also offers financial help to eligible individuals entering a certain training programs. Employment Manitoba centres are located in communities across Manitoba. Contact Employment Manitoba or go to their website to find a location near you.

Phone: 204-945-0575  
Toll free: 1-866-332-5077  
Website: [www.gov.mb.ca/employment/jobs\\_careers.html](http://www.gov.mb.ca/employment/jobs_careers.html)

## **New Directions for Children, Youth, Adults and Families**

New Directions offers a variety of training and education programs, including:

- **JobSolution** – a program for young adults that provides job counselling and supports for keeping a job
- **Project OASIS** – a program for newcomer youth who are in contact with the youth criminal justice system
- **Resources for Adolescent Parents (RAP)** – a program for young women who are pregnant, or have children, that provides supports allowing them to continue going to school
- **Training Resources for Youth (TRY)** – a program for young people between 16 and 19 years of age that helps prepare them for work or return to school

400 - 491 Portage Ave. Winnipeg, MB R3B 2E4

Phone: 204-786-7051

TTY: 204-774-8541

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

## **Opportunities for Employment (OFE)**

OFE helps people prepare for and find jobs. Services are free, and include assistance in developing resumes, preparing for interviews and searching for jobs. OFE also offers an Employ-Ability Skills Program, a computer literacy program, short-term certificate programs, and programs for mature workers (age 50 and older) and people with disabilities.

2<sup>nd</sup> floor - 352 Donald St. Winnipeg, MB R3B 2H8

Phone: 204-925-3490

Email: [ofe@ofe.ca](mailto:ofe@ofe.ca)

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

**Osborne Village Resource Centre**

This resource centre helps prepare people for successful job searches and/or career changes. Services include career counselling, help in developing resumes, workshops on interview skills and job searches, and basic computer training.

Unit 1 - 107 Osborne St. Winnipeg, MB R3L 1Y4  
 Phone: 204-989-6503  
 Website: [www.ovrc.ca](http://www.ovrc.ca)

**PATH Resource Centre, North End Community Renewal Corp.**

This resource centre works with north end residents to help identify personal and employment goals and create action plans to reach these goals. Services include career assessments, one-on-one counselling, job placements, and workshops on life skills, employment readiness and introduction to computers.

627 Selkirk Ave. Winnipeg, MB R2W 2N2  
 Phone: 204-927-2300  
 Website: [www.necrc.org](http://www.necrc.org)

**Reaching E-Quality Employment Services (REES)**

REES provides employment counselling services for people with physical disabilities or health conditions. Services include career exploration, resume development/cover letter writing and job placements, along with interview, job search and employment maintenance skills. REES also offers the Youth Employment Project (YEP), for youth (ages 17 to 29) who have a disability or health condition.

305 - 1200 Portage Ave. Winnipeg, MB R3G 0T5  
 Phone: 204-832-7337  
 TTY: 1-800-855-0511 (ask for 204-947-3480)  
 Email: [info@re-es.org](mailto:info@re-es.org)  
 Website: [www.re-es.org](http://www.re-es.org)

### **SEED Winnipeg**

SEED is a non-profit organization that helps low-income individuals and groups start and expand small businesses. Services are free and include training, consulting, business planning and ongoing assistance.

80 Salter St. Winnipeg, MB R2W 4J6

Phone: 204-927-9935

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

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

### **Taking Charge!**

Taking Charge! provides services to help single parents and women become self-sufficient. Services include literacy and academic upgrading programs, career counselling, personal development and pre-employment workshops, parenting programs and computer classes.

276 Colony St. Winnipeg, MB R3C 1W3

Phone: 204-925-1100

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

### **Winnipeg Transition Centre**

The Winnipeg Transition Centre's Employment Assistance Resource Services (E.A.R.S.) program offers free job-search training to unemployed and under-employed Manitobans. E.A.R.S. workshops teach skills and offer advice on every step of the job-finding process, from contacting employers and creating resumes, to having a successful job interview.

1836 Main St. Winnipeg, MB R2V 3H2

Phone: 204-338-3899

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

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

### **Women Business Owners of Manitoba**

Women Business Owners of Manitoba is a non-profit organization that provides training and networking opportunities for women entrepreneurs.

P.O. Box 2748 Winnipeg, MB R3C 4B3  
 Phone: 204-775-7981  
 Email: [info@wbom.ca](mailto:info@wbom.ca)  
 Website: [www.wbom.ca](http://www.wbom.ca)

### **Women's Enterprise Centre**

Women's Enterprise Centre helps women throughout Manitoba find information, improve their skills and get financing to start a business, or expand or purchase an existing business.

100 - 207 Donald St. Winnipeg, MB R3C 1M5  
 Phone: 204-988-1860  
 Toll free: 1-800-203-2343  
 Email: [wecinfo@wecm.ca](mailto:wecinfo@wecm.ca)  
 Website: [www.wecm.ca](http://www.wecm.ca)

### **The Workers Compensation Board (WCB) of Manitoba**

The WCB administers insurance to workers and employers in Manitoba for workplace injuries. It provides assistance to workplaces, and workers injured on the job, through both financial compensation and return-to-work services.

333 Broadway Winnipeg, MB R3C 4W3  
 Phone: 204-954-4321 (exchange connecting all departments)  
 Phone: 204-954-4922 (general information)  
 Toll free: 1-800-362-3340  
 Email: [wcb@wcb.mb.ca](mailto:wcb@wcb.mb.ca)  
 Website: [www.wcb.mb.ca](http://www.wcb.mb.ca)

#### WCB Northern Regional Office

4 - 90 Thompson Dr. Thompson, MB R8N 1Y9  
 Phone: 204-778-1900  
 Toll free: 1-866-770-5366

### **Workers Compensation Board (WCB) 24-Hour Worker Distress Line**

This line is a free, confidential service offered by Klinik Community Health Centre for WCB claimants, or their family members, who are in distress or experiencing a crisis.

Phone: 204-786-8175

Toll free: 1-800-719-3809

### **Workplace Education Manitoba (WEM)**

Workplace Education Manitoba (WEM) provides free assessments and training to prepare individuals for work or further education. The agency also has programs for Aboriginal people, immigrants and individuals planning to enter the skilled trades. Programs are available in many communities across Manitoba, including Flin Flon, Swan River, The Pas, Thompson and Winkler.

1000 Waverley St. Winnipeg, MB R3T 0P3

Phone: 204-272-5030

Toll free: 1-866-704-6118

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

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

### **Winnipeg Industrial Skills Training Centre**

This centre trains unemployed individuals for entry-level jobs in the metal trades through courses on industrial metal fabrication and industrial welding.

903 King Edward St. Winnipeg, MB R3H 0P8

Phone: 204-783-7031

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

**Y.E.S. Manitoba**

This agency provides free help to youth (ages 16 to 29) looking for work. Services include employment counselling and career planning, help in creating resumes and cover letters, interview skills and job search assistance.

614 - 294 Portage Ave.  
Winnipeg, MB R3C 0B9  
Phone: 204-987-8660  
Website: [www.youthemploymentservices.com](http://www.youthemploymentservices.com)

**Youth Canada**

This federal government website provides easy access to youth-related information and services about education, jobs and career planning. It also has information about health, money management and more.

Toll free: 1-800-622-6232 (information on Government of Canada programs and services)  
Website: [www.youth.gc.ca](http://www.youth.gc.ca)

**YWCA of Thompson**

The YWCA of Thompson offers life skills, pre-employment, upgrading and literacy programs.

39 Nickel Rd. Thompson, MB R8N 0Y5  
Phone: 204-778-6341  
Website: [www.ywcahompson.ca](http://www.ywcahompson.ca)



## EMPLOYMENT AND INCOME ASSISTANCE (EIA), MANITOBA ENTREPRENEURSHIP, TRAINING AND TRADE

EIA provides benefits (in the form of money) to help Manitobans with no other way to support themselves or their families. These benefits help with the costs of basic needs like food, clothing, housing and health costs. For people who are able to work, EIA provides support to help them find employment.

### Applying for EIA

Before you fill out an application for EIA benefits, you may need to complete a pre-intake orientation. Once that's done, EIA staff will set up an intake appointment for you to complete an EIA application. A checklist of documents you should bring with you to the appointment is available at [www.gov.mb.ca/fs/assistance/pubs/eia\\_checklist.pdf](http://www.gov.mb.ca/fs/assistance/pubs/eia_checklist.pdf).

For more information on how to:

- apply for EIA
- set up a pre-intake orientation
- make an intake appointment
- find the EIA office nearest you

Contact one of the numbers below:

Phone: 204-948-4000 (in Winnipeg)

Toll free: 1-877-812-0014

TTY: 204-945-4796 or 1-800-855-0511 (Manitoba Relay Service)

You can also go to [www.manitoba.ca/fs/eiawloc](http://www.manitoba.ca/fs/eiawloc) for a map of EIA office locations near you (in Winnipeg), or [www.manitoba.ca/fs/eiarloc](http://www.manitoba.ca/fs/eiarloc) for locations outside Winnipeg.

### **After-Hours Emergency Support**

After-hours emergency support may be available if you have a crisis that can't wait until regular business hours. For emergency support, call 204-945-0183 in Winnipeg or toll free 1-866-559-6778.

### **Other EIA Benefits**

Along with income support, you may qualify for additional benefits from EIA. For example, EIA may help with the costs of:

- a new baby (ex: crib, layette)
- beds and bedding (a mattress, box spring and frame for each person in the home every seven years; new bedding every three years)
- child care, including the cost of getting children to and from childcare while you're working, going to school or in job training
- needed home repairs (if you own your home)
- moving, in special cases (ex: home is unsafe; a change in family size; finding lower rent; or moving closer to a job or training)
- electricity, fuel, etc. in northern and remote communities
- replacing identification (ID), if yours is lost, stolen, or destroyed
- school supplies for dependent children (under 18) who go to school full-time (the amount depends on the child's age)
- damage or security deposits for your home
- basic furniture – a one-time start-up allowance – if furniture is not included in the rent (available only in certain situations)

Speak to EIA staff for more details on these benefits.

## Health Needs

As a single parent, you are eligible for benefits for necessary prescription drugs from the time you enrol with EIA. You are also eligible for dental and optical services after a three-month waiting period. During the waiting period, benefits may be provided in emergencies. You may also be eligible for benefits for other health needs (ex: addictions treatment, ambulance service, transportation for medical appointments, telephones for health and safety reasons). If you get a job, you and your children may be eligible to have your health benefits continue for up to two years. Talk to EIA staff for more information on health benefits.

Note: Even if you are not eligible for EIA income assistance, you may be eligible for support for your health needs (on a one-time or ongoing basis). See the chapter on Health Care and Disability Services for more information.

## Child Support

Child or spousal support orders and agreements from former partners must be declared to EIA. These payments are counted as income, and will be taken off your monthly EIA payments. Usually, EIA requires single parents to take steps to get child support (if they have not already done so). However, in certain situations, you may not be required to get support – for example, if there is reason to believe that doing so would lead to violence by your former partner.

## Appeals

If you disagree with a decision made about your income support or benefits, speak with EIA staff and they will review the decision with you. If you still disagree, you may speak to the supervisor of your EIA office. You also have the right to appeal to an independent group called the Social Services Appeal Board if:

- your application was denied
- your assistance was cancelled, suspended, reduced or withheld
- you think your assistance amount is not enough to meet your basic needs
- you believe you had to wait too long for a decision, after applying for support or an increase in support.

You have 30 days after the decision is made to file your appeal in writing.

### **Social Services Appeal Board**

7<sup>th</sup> floor - 175 Hargrave St. Winnipeg, MB R3C 3R8

Phone: 204-945-3003

Toll free: 1-800-282-8069, ext. 3003

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

## **CHILD BENEFITS**

### **Canada Child Benefits, Canada Revenue Agency**

The Canada Child Tax Benefit is available for low-income families with children under age 18. The Universal Child Care Benefit is available to all families with children under 6 years of age. The Child Disability Benefit is for families who care for a child under age 18, who is eligible for this disability amount. For more information on these and other benefits you and your family may be eligible for, contact the Canada Revenue Agency at 1-800-387-1193 (toll free).

### **Manitoba Child Benefit**

The Manitoba Child Benefit provides monthly benefits to help low-income families needing assistance with the cost of raising children. Families receiving the Manitoba Child Benefit are also eligible for the Children's Opti-care Benefit, which covers a portion of the cost of prescription glasses every three years. For more information, go to the Manitoba Child Benefit website or contact the Income Supplement Programs office.

P.O. Box 3000

203 South Railway St. East Killarney, MB R0K 1G0

Phone: 204-523-5230

Toll free: 1-800-563-8793

TTY: 204-945-4796 or 1-800-855-0511 (Manitoba Relay Service)

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

Website: [www.gov.mb.ca/fs/assistance/mcb](http://www.gov.mb.ca/fs/assistance/mcb)

## FINANCIAL INFORMATION/COUNSELLING AND HELP WITH SAVINGS

### **Community Financial Counselling Services**

This organization provides free financial counselling, including a review of your financial situation. There is a small fee for the Debt Management Program. Other programs that are free include financial counselling for gambling-related problems, income tax preparation for low income individuals/families, and information and advocacy for those who need help related to the provincial Employment and Income Assistance (EIA) program. For Manitobans outside of Winnipeg, financial counselling services may be provided by phone.

516 - 294 Portage Ave. Winnipeg, MB R3C 0B9

Phone: 204-989-1900

Toll free: 1-888-573-2383

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

### **Credit Counselling Society**

This non-profit organization helps individuals with their money and debt problems by providing free credit counselling. There is a fee for a debt settlement program (if the society succeeds in negotiating a settlement with your creditors).

Suite 208 - 428 Portage Ave. Winnipeg, MB R3C 0E2

Phone: 204-942-8789

Website: [www.nomoredebts.org/manitoba.html](http://www.nomoredebts.org/manitoba.html)

### **Financial Literacy Resource Website, Manitoba Government**

The Financial Literacy Resource website provides Manitobans with information about financial literacy programs and services from various Manitoba government departments, agencies and provincially funded community organizations. It's located at [www.gov.mb.ca/finance/literacy](http://www.gov.mb.ca/finance/literacy).

### **Fort Garry Women's Resource Centre**

The centre offers some programming on budgeting, and a saving circle for women who have experienced, or are currently experiencing, domestic violence. The centre also offers free clothing for women and children through its Outreach Clothing Program.

1150-A Waverley St. Winnipeg, MB R3T 0P4

Phone: 204-477-1123

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

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

### **I'm Worth It: Financial Stories, Ideas and Strategies for Women**

The I'm Worth It guide was written to help women better understand and take control of their financial situations. You'll find a PDF of the guide on the website as well as a free Excel template and app (computer application) for budgeting. Paper copies of the guide may be ordered through The Manitoba Securities Commission.

500 - 400 St. Mary Ave. Winnipeg, MB R3C 4K5

Phone: 204-945-2548

Toll free: 1-800-655-5244

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

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

### **Industry Canada, Office of the Superintendent of Bankruptcy**

Industry Canada's brochures *Dealing with Debt: A Consumer's Guide* and *All About Bankruptcy Mediation* provide information and options for people in debt and those considering declaring bankruptcy. The website also has other resource material for those in debt, and publications for parents, children and teenagers about money management.

4<sup>th</sup> floor - 400 St. Mary Ave. Winnipeg, MB R3C 4K5

Phone: 1-877-376-9902 (toll free)

Website: [www.osb.ic.gc.ca](http://www.osb.ic.gc.ca) (click on Resources for Debtors)

## **SEED Winnipeg**

SEED Winnipeg helps low-income participants save for household necessities, and educational or medical expenses. There are money management training classes available, as well as opportunities for support from peers and SEED staff. SEED also offers a savings program, where matched savings are added to the funds that participants save on their own.

80 Salter St. Winnipeg, MB R2W 4J6

Phone: 204-927-9935

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

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

## **RESOURCES FOR FOOD**

### **Winnipeg Harvest / Rural and Northern Food Banks**

Winnipeg Harvest provides emergency food to people who struggle to feed themselves and their families. Food is distributed through organizations such as churches, community centres, schools, soup kitchens and community agencies. You can call to make an appointment to pick up food from their nearest outlet; advance notice is required. A volunteer will create a confidential file for you that includes the number of children in your household and your Manitoba health card number.

To access a rural or northern food bank, call Winnipeg Harvest's toll-free line. Staff will refer you to the food bank in your area.

1085 Winnipeg Ave. Winnipeg, MB R3E 0S2

Phone: 204-982-3663

Food assistance line: 204-982-3660

Toll-free food assistance line: 1-800-970-5559

Email: [info@winnipeg Harvest.org](mailto:info@winnipeg Harvest.org)

Website: [www.winnipeg Harvest.org](http://www.winnipeg Harvest.org)

### **Salvation Army Family Services Division**

In urgent or emergency situations, the Salvation Army Family Services Division provides food hampers to low-income people in Winnipeg. You must call ahead for an appointment.

Phone: 204-946-9490

### **Soup Kitchens / Emergency Meals – Winnipeg**

The times and days these organizations serve free meals may change, so please call ahead.

### **Agape Table**

175 Colony St.

Phone: 204-783-6369

Meal times: Monday - Friday from 8:00 a.m. - 10:30 a.m.

(offers a low-cost breakfast and bag lunch, as well as a low cost grocery-buying club)

### **Andrews St. Family Centre**

220 Andrews St.

Phone: 204-589-1721

Meal times: Wednesdays from 12:00 p.m. to 1:00 p.m.

(offers a low cost grocery-buying club)

### **Immaculate Conception Church**

181 Austin St. North

Phone: 204-942-3778

Meal times: Sundays at 2:00 p.m. (September - June)

### **Indian and Metis Friendship Centre**

45 Robinson St.

Phone: 204-586-8441

Meal times: Thursdays from 12:00 p.m. to 1:00 p.m.

### **Main St. Project**

75 Martha St.

Phone: 204-982-8245

Meal times: Monday - Sunday at 7:00 a.m., 10:00 a.m., 1:30 p.m. and 5:00 p.m.

Adults 18 years and older (No children)

### **Siloam Mission**

300 Princess St.

Phone: 204-956-4344

Meal times: Monday - Sunday at 9:00 a.m., 12:30 p.m. and 7:00 p.m.

### **Lighthouse Mission**

669 Main St.

Phone: 204-943-9669

Meal times: Monday - Friday from 2:00 p.m. to 3:30 p.m.

(Clothing distribution from 12:00 p.m. to 1:00 p.m.)

### **Union Gospel Mission**

320 Princess St.

Phone: 204-943-9904

Meal times: Monday - Friday 11:00 a.m. and 7:00 p.m.; Saturday and Sunday 7:00 p.m.

### **Soup Kitchens/Emergency Meals - Rural**

#### **Helping Hands Soup Kitchen**

111 - 7th St. Brandon, MB R7A 3S5

Meal times: Monday - Friday: 12:00 p.m. to 1:00 p.m.

## **Other Food Resources**

### **Community Gardens**

The City of Winnipeg offers community gardens (where a piece of land is shared by several families and managed by a community group) and allotment gardens (where individual plots are rented from the city for a fee). For more information and locations, call 311.

For information on community gardens in Brandon, contact one of the garden co-ordinators, listed at [www.brandon.ca/index.php/community-gardens](http://www.brandon.ca/index.php/community-gardens).

### **Good Food Club, West Broadway Development Corp.**

The Good Food Club delivers boxes of fresh food to those in need and holds community dinners. Members do volunteer work for the club in exchange for “sweat equity points,” which can be used to buy healthy food. For more information, contact the program’s co-ordinator at 774-7201, ext. 6.

Website: [www.westbroadway.mb.ca/good-food-club](http://www.westbroadway.mb.ca/good-food-club)

### **Meals on Wheels of Winnipeg**

This program delivers nutritious noon meals (for a small fee) to those unable to prepare their own meals. The website also includes a list of other Meals on Wheels programs, run in rural and northern areas of the province (click on Meals in Manitoba).

500 - 283 Portage Ave.  
Winnipeg, MB R3B 2B5  
Phone: 204-956-7711  
Website: [www.mealswinnipeg.com](http://www.mealswinnipeg.com)

## CLOTHING, FURNITURE, SMALL APPLIANCES, ETC.

### **Centre Flavie-Laurent**

Centre Flavie-Laurent distributes free furniture, appliances, household items and clothing to people in need. Call ahead for hours of operation, or see the centre's website.

164 Marion St. Winnipeg, MB R2H 0T4

Phone: 204-233-4936

Email: [fl@cflc.info](mailto:fl@cflc.info)

Website: [www.cflc.info](http://www.cflc.info)

### **The Clothes Closet**

The Clothes Closet provides free clothing, suitable for work, to women who've either left abusive relationships, or are in job-training programs and preparing for job interviews. This service is by appointment only. Twice a year, The Clothes Closet has a sale open to the public.

800 Point Rd. (Lower level of United Church) Winnipeg, MB R3T 3L8

Phone: 204-284-9311

Website: [www.swfic.org/closet.html](http://www.swfic.org/closet.html)

### **Evergreen Basic Needs**

Evergreen Basic Needs provides food, clothing and household items to people in need. The organization also operates a thrift store called Respun Threads.

P.O. Box 89 71 4<sup>th</sup> Ave. Gimli, MB R0C 1B0

Phone: 204-642-9736

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

### **Hands of Hope**

Hands of Hope provides free furniture and household goods to people in need. Delivery is free.

Phone: 204-261-8607

Winnipeg, MB

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

### **Koats for Kids/Coats for Kids**

This program collects new and gently used winter outerwear for children, and distributes it through schools, daycares and community agencies from September through February. For more information, call 204-586-5628 in Winnipeg (United Way of Winnipeg) or 204-571-8929 in Brandon (United Way Brandon and District). Some other communities in Manitoba have coats for kids programs as well – ask your children’s school or a social service provider if there is a program in your community.

### **Oyate Tipi Cumini Yape**

This service distributes gently used household goods and furniture to women and children escaping poverty and/or abusive situations. Services are free and by appointment only. Women must be referred by a social service agency that has partnered with Oyate Tipi Cumini Yape.

606 Selkirk Ave. Winnipeg, MB R2W 2N1

Phone: 204-589-2218

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

### **Tools for School, Winnipeg Harvest**

This program provides free basic school supplies to Winnipeg children in need. For more information, ask your school if they offer school supplies through this program, and if not, call Winnipeg Harvest at 204-982-3663.

## **OTHER RESOURCES**

### **Children’s Hospital Book Market**

This non-profit volunteer organization sells donated books for children and adults at three annual sales.

Phone: 204-787-4000

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

### **Christmas Cheer Board of Greater Winnipeg**

The Christmas Cheer Board co-ordinates donations to provide hampers and toys to needy families at Christmas.

P.O. Box 51089

Winnipeg, MB R2X 3C6

Phone: 204-669-5369

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

### **Classified Advertisements**

You can find deals by searching local classified ads in newspapers and on websites (ex: [www.kijiji.ca](http://www.kijiji.ca), [www.usedeverywhere.com](http://www.usedeverywhere.com)). If purchasing or selling items through classified ads, be cautious, avoid scams and never go alone to meet the seller/buyer. Most online classified websites offer a Safety Tips section – review it for more information on staying safe.

### **Community Volunteer Income Tax Program**

This program is a partnership between the Canada Revenue Agency (CRA) and community organizations that host tax preparation clinics. At these clinics, volunteers prepare tax returns for eligible individuals. To find out if you are eligible, and if there are community organizations in your area offering this service, contact the CRA at 1-800-959-8281 (toll free) or go to [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca).

### **Consumer Protection Office, Manitoba Healthy Living, Seniors and Consumer Affairs**

The Consumer Protection Office hears, mediates and investigates consumer (customer) complaints, including issues with credit cards, credit history and credit reports, payday loans and identity theft.

302 - 258 Portage Ave. Winnipeg, MB R3C 0B6

Phone: 204-945-3800

Toll free: 1-800-782-0067

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

Website: [www.gov.mb.ca/cca/cpo](http://www.gov.mb.ca/cca/cpo)

### **Neighbours Helping Neighbours**

This program is a partnership between the Salvation Army and Manitoba Hydro, and is available across the province. It provides one-time emergency funding to help with energy bills for those who've received a Final or Shut off/Disconnection notice, and are unable to pay their bills due to personal hardships or crises. For more information, go to [www.hydro.mb.ca/community/neighbours\\_helping\\_neighbours](http://www.hydro.mb.ca/community/neighbours_helping_neighbours) or contact the Salvation Army – phone numbers listed below:

Winnipeg: 204-949-2106  
Portage la Prairie: 204-239-7213  
Brandon: 204-727-6271  
Dauphin: 204-638-3764  
Flin Flon: 204-687-7812  
Thompson: 204-677-3658

### **Samaritan House Ministries**

Samaritan House Ministries provides food hampers, donated clothing and household items to those in need. The organization also offers literacy programs and other supportive services.

630 Rosser Ave. Brandon, MB R7A 0K7  
Phone: 204-726-0758  
Website: [www.samaritanhouse.net](http://www.samaritanhouse.net)

### **The Habitat Re-Store**

This volunteer-based store offers new and used building materials at greatly reduced prices – ideal for inexpensive home renovation or repairs.

60 Archibald St. Winnipeg, MB R2J 0V8  
Phone: 204-233-5160  
Website: [www.habitat.mb.ca](http://www.habitat.mb.ca)

## KEY CONTACTS FOR HEALTH INFORMATION

### **Dial-a-Dietician**

This phone line connects callers from anywhere in Manitoba to a registered dietician who can answer questions and provide advice on food and nutrition. The service is free.

Phone: 204-788-8248  
Toll free: 1-877-830-2892

### **Health Links / Info Santé**

Health Links is a confidential, free, health information and referral phone line staffed by registered nurses. This service is for non-emergency health conditions and questions. It is available provincewide, 24 hours a day, seven days a week. Because legal reasons require Health Links to document each call, you will be asked for your name, address, phone number and birth date.

Phone: 204-788-8200  
Toll free: 1-888-315-9257

### **Klinic Crisis Line and Manitoba Suicide Line**

Klinic Community Health Centre offers a provincewide crisis phone line and the Manitoba Suicide Line. Both operate 24 hours a day, seven days a week, and both lines are staffed by counsellors who provide confidential counselling, support and referral. Anyone who wants to discuss a problem can call – you do not have to be in crisis, or suicidal, to call.

Crisis Line: 204-786-8686  
Crisis Line (toll free): 1-888-322-3019  
Crisis Line (TTY): 204-784-4097  
Website: [www.klinic.mb.ca/counsel-crisis.htm](http://www.klinic.mb.ca/counsel-crisis.htm)

Suicide Line: 1-877-435-7170  
Website: [www.reasonstolive.ca](http://www.reasonstolive.ca)

## **Poison Hotline**

The Poison Hotline provides immediate assessment and treatment advice during poison emergencies. Services are available 24 hours a day, seven days a week.

Phone: 204-787-2591

## **MANITOBA HEALTH CARDS**

A Manitoba health card allows you to see a doctor, get a prescription, visit a hospital emergency room and use most other health services. To register or update your health card, contact Client Services at Manitoba Health. For an application form, contact your city or municipal office. In Winnipeg, forms are available at 510 Main St.

### **Client Services, Manitoba Health**

Main floor - 300 Carlton St.

Winnipeg MB R3B 3M9

Phone: 204-786-7101

Toll free: 1-800-392-1207

TTY/TDD: 204-774-8618 or toll free 1-800-855-0511

(Manitoba Relay Services)

## **FINDING A DOCTOR**

A family doctor provides ongoing care, which helps them get to know your family and your family's health needs. Your family doctor is your doorway to the health care system's other services, such as diagnostic tests or referrals to a specialist.

## **Family Doctor Connection**

To find family doctors in your area who are accepting new patients, call the Family Doctor Connection line. This free service, offered by Manitoba Health and the Manitoba College of Family Physicians, operates Monday to Friday, 8:30 a.m. to 4:30 p.m.

Phone: 204-786-7111

Toll free: 1-866-690-8260

TTY: 204-774-8618 or toll free 1-800-855-0511 (Manitoba Relay Services)

## **CONCERNS AND COMPLAINTS**

### **College of Physicians and Surgeons of Manitoba**

People concerned about the care they received from a physician (doctor), or about a doctor's conduct towards them, have a right to complain to the college. If you are unsure whether you have a valid complaint, and would like to speak to someone about it, call the college, and ask to speak to the Complaints/Investigations Department, or email the department directly.

1000 - 1661 Portage Ave. Winnipeg, MB R3J 3T7

Phone: 204-774-4344

Toll free: 1-877-774-4344

Email: [complaints@cpsm.mb.ca](mailto:complaints@cpsm.mb.ca)

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

### **Other Health Professions**

Manitoba's health professions each have a governing body that deals with concerns about the conduct of their members. If you have a concern about a health professional, such as a chiropractor, dentist, nurse or pharmacist, you have the right to complain to the profession's governing body. For a list of these organizations, go to [www.gov.mb.ca/health/guide/7.html](http://www.gov.mb.ca/health/guide/7.html).

## HELP WITH HEALTH COSTS

### **Employment and Income Assistance (EIA) Health Benefits**

Note: For information about health coverage for individuals receiving income assistance from EIA, see the chapter on Financial Help and Stretching the Dollar – Employment and Income Assistance (EIA) section.

If you can pay for your basic living costs (ex: you are not eligible for income support through EIA), but cannot afford to pay for your own or your family's health needs, you may be eligible for help with your health costs. One-time grants may be issued for drug, dental and optical needs, as well as medical equipment. If you have a long-term need, you may be eligible for EIA health benefits on an ongoing basis. For more information, contact Employment and Income Assistance.

Phone: 204-948-4000 (in Winnipeg)

Toll free: 1-877-812-0014

TTY: 204-945-4796 or 1-800-855-0511 (Manitoba Relay Service)

To find the EIA office nearest you, check the maps at the following websites:

**[www.manitoba.ca/fs/eiawloc](http://www.manitoba.ca/fs/eiawloc)** (in Winnipeg)

**[www.manitoba.ca/fs/eiarloc](http://www.manitoba.ca/fs/eiarloc)** (outside Winnipeg)

### **Dental Care**

The Winnipeg Regional Health Authority (WRHA) has a guide, *Where to Go for Dental Care in Your Community*, to help people with limited incomes and no dental insurance find low-cost dental care. The guide includes a list of community clinics in Winnipeg that offer dental treatment at low cost, as well as information on what to do if someone has a dental emergency. The guide is available at **[www.wrha.mb.ca/prog/oralhealth/files/WhereToGo.pdf](http://www.wrha.mb.ca/prog/oralhealth/files/WhereToGo.pdf)**.

### **Eye Exams**

Optometrists measure how well you can see, prescribe glasses or contact lenses, and detect eye disease. For those under 19, or over 65 years of age, Manitoba Health pays for one complete routine eye

exam in a two-year benefit period. If an optometrist decides that regular eye exams are medically necessary for you, the cost will be covered no matter what your age. For more information on Manitoba Health's eye exam coverage, call 204-786-7334 or 204-786-7367 in Winnipeg, or toll free 1-800-392-1207.

## **Health Insurance**

The costs of some health services are not covered by Manitoba Health (ex: some ambulance transportation, prescription drugs, vision services and dental needs). Single parents may have supplemental health insurance through social assistance, their workplaces or their former partners' coverage. Those who do not, may want to consider buying private insurance. There are many companies that offer supplemental health plans for a fee. One of them is Manitoba Blue Cross (a non-profit organization). Contact Manitoba Blue Cross for more information on cost and health services covered by their various plans.

## **Manitoba Blue Cross**

599 Empress St. P.O. Box 1046, Station Main Winnipeg, MB R3C 2X7  
Phone: 204-775-0151  
Toll free: 1-800-873-2583  
Website: [www.mb.bluecross.ca](http://www.mb.bluecross.ca)

## **Manitoba Pharmacare Program, Manitoba Health**

Through Manitoba Pharmacare, eligible Manitobans pay part of the costs of their eligible drug prescriptions (the Pharmacare deductible), and Pharmacare pays the rest. The deductible amount depends on family income. The minimum deductible for Pharmacare is \$100. To apply, a Pharmacare Application/Consent Authorization form must be completed. This form is available at any pharmacy in Manitoba or online at [www.gov.mb.ca/health/pharmacare/forms](http://www.gov.mb.ca/health/pharmacare/forms).

300 Carlton St. Winnipeg, MB R3B 3M9  
Phone: 204-786-7141  
Toll free: 1-800-297-8099  
TTY/TDD Relay Service: 204-774-8618 or toll free 711 or 1-800-855-0511  
Email: [pharmacare@gov.mb.ca](mailto:pharmacare@gov.mb.ca)  
Website: [www.gov.mb.ca/health/pharmacare/](http://www.gov.mb.ca/health/pharmacare/)

For Manitobans whose drug costs are high in relation to their income, the Pharmacare deductible can be paid in monthly instalments. Those enrolled in the Deductible Instalment Payment Program for Pharmacare pay their deductible as an additional amount on their monthly Manitoba Hydro bill.

### **Manitoba Health**

300 Carlton St. Winnipeg, MB R3B 3M9

Phone: 204-945-1733

Toll free: 1-888-519-3492

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

## **HEALTH ACCESS CENTRES AND COMMUNITY HEALTH CENTRES**

### **Access Centres**

Access centers provide easy access to a wide range of health, social and community services and supports under one roof. There is currently one access centre in Brandon and three in Winnipeg. Two more Winnipeg sites are under construction – ACCESS Nor'West (to be located at Keewatin St. and Burrows Ave.) and ACCESS St. James (to be located on the Grace Hospital grounds).

### **ACCESS Downtown**

640 Main St. Winnipeg, MB R3B 0L8

Phone: 204-940-3638

### **ACCESS River East**

975 Henderson Highway (Northdale Shopping Centre)

Winnipeg, MB R2K 4L7

Phone: 204-938-5000

### **ACCESS Transcona**

845 Regent Ave. West Winnipeg, MB R2C 3A9

Phone: 204-938-5555

### **7th St. Health Access Centre**

20 - 7th St. Brandon, MB R7A 6M8

Phone: 204-578-4800

Website: [www.brandonrha.mb.ca/en/Access\\_Centre/](http://www.brandonrha.mb.ca/en/Access_Centre/)

### **Community Health Centres**

#### **Aikins St. Community Health Centre**

The centre provides medical care, including physical checkups, immunizations, pregnancy testing and care during pregnancy, mental health services, and testing and treatment of sexually transmitted infections. Other services include parenting support and education and counselling on nutrition and birth control.

601 Aikins St. Winnipeg, MB R2W 4J5

Phone: 204-940-2025

#### **Health Action Centre**

Health Action Centre provides dental and medical care, including physical checkups, immunizations, pregnancy testing and care during pregnancy (including a midwifery program), mental health services, and testing and treatment of sexually transmitted infections. Other services include parenting support, and education and counselling on nutrition and birth control. New clients must live in one of these postal code areas: R3A, R3B or R3C.

640 Main St. (ACCESS Downtown) Winnipeg, MB R3A 1P2

Phone: 204-940-1626

#### **Hope Health Care**

Hope Health Care provides medical care, including physical checkups, immunizations, pregnancy testing and prenatal care, birth control, and testing and treatment of sexually transmitted infections. Home visits, as well as individual, couple, family and group counselling, are available.

240 Powers Ave. Winnipeg, MB R2W 5L1

Phone: 204-589-8354

## **Klinik Community Health Centre**

Note: For more information on Klinik's counselling services, see the chapter on Abuse and the chapter on Education, Training and Employment. You'll also find information on the Klinik Crisis Line and Manitoba Suicide Line earlier in this chapter, and information on Project Choices later in this chapter.

Klinik provides medical care, including physical checkups, immunizations, unplanned pregnancy consultation, pregnancy testing and care during pregnancy, and testing and treatment of sexually transmitted infections. Other services include education and counselling on nutrition and birth control. Klinik also offers a walk-in teen clinic, a refugee and immigrant health program, and a trans-health clinic for transgender individuals.

Klinik also provides free drop-in counselling at two locations: 845 Regent Ave. West, Access Transcona (for communities of Transcona, River East and Elmwood) and Klinik's 545 Broadway location. Call ahead for hours.

870 Portage Ave. Winnipeg, MB R3G 0P1  
Medical Care/Teen Klinik: 204-784-4090  
Drop-in Counselling: 204-784-4067  
Email: [klinik@klinik.mb.ca](mailto:klinik@klinik.mb.ca)  
Website: [www.klinik.mb.ca](http://www.klinik.mb.ca)

## **Mount Carmel Clinic**

Mount Carmel Clinic provides medical care including physical checkups, immunizations, pregnancy testing and care during pregnancy (including a midwifery program), mental health services, and testing and treatment of sexually transmitted infections. Other services include education and counselling on nutrition, birth control and other health matters. Dental services are available, with the cost based on the patient's ability to pay. The pharmacy offers the ability to purchase medications on credit, in certain circumstances.

Also offered are a teen clinic, parenting support for young parents, individual and group counselling, and a multicultural wellness program for immigrants and refugees.

886 Main St. Winnipeg, MB R2W 5L4

Phone: 204-582-2311

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

### **Nine Circles Community Health Centre**

This centre specializes in the prevention and care of sexually transmitted infections (STIs) and HIV. They provide testing, treatment, information and referrals for STI/HIV. As well, confidential information and referrals are available through the provincewide Sexual Health Info Line.

705 Broadway Winnipeg, MB R3G 0X2

Phone: 204-940-6000

Sexual Health Info Line: 204-945-2437 (toll free 1-800-782-2437)

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

### **Nor'West Co-op Community Health Centre**

Note: For information on other Nor'West services, see the chapters on Aboriginal Services, Abuse and Support for Families.

Nor'West provides medical care, including physical checkups, immunizations, pregnancy testing and care during pregnancy, mental health services, and testing and treatment of sexually transmitted infections. Other services include education and counselling on diabetes, nutrition, birth control, quitting smoking and other health matters, along with parenting support.

Nor'West also offers a teen clinic, and a mentorship program for pregnant women or new mothers struggling with alcohol/drug abuse.

103 - 61 Tyndall Ave. Winnipeg, MB R2X 2T4

Phone: 204-940-2020

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

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

## **Women's Health Clinic**

Women's Health Clinic delivers a variety of services by female doctors, nurse practitioners, midwives, dietitians and counsellors. Services include pregnancy testing, birth control, counselling for unplanned pregnancies, and sexually transmitted infections, abortion services, midwifery services and a teen clinic. Counselling, support groups and educational resources are available for teens and women. Counselling and mentorship programs are offered for pregnant and new mothers, while the Birth Centre provides prenatal and postpartum care. Women's Health Clinic provides education and information on many women's health issues.

Women's Health also offers the Provincial Eating Disorders Prevention and Recovery Program, available to both females and males. This program provides eating disorder assessment, treatment groups, nutrition counselling and services for families and friends.

Unit A - 419 Graham Ave. Winnipeg, MB R3C 0M3

Phone: 204-947-1517

Toll free: 1-866-947-1517

TTY: 204-956-0385

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

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

## **Youville Community Health Centre**

At this centre, dietitians, community health nurses, a counsellor, a physician, and other health professionals provide a wide range of services. These include parenting and pregnancy programs, health promotion and education, a teen clinic, nutrition programs and free counselling.

6 - 845 Dakota St. Winnipeg, MB R2M 5M3

Phone: 204-255-4840

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

## PUBLIC HEALTH OFFICES

Public health professionals provide health information, and are available by phone or in person. Services provided may include prenatal education, post-partum followup, Healthy Baby groups, information about communicable diseases, immunizations, nutrition information, healthy sexuality information and services or more. For a list of public health offices across Manitoba, go to **[www.gov.mb.ca/health/publichealth/offices](http://www.gov.mb.ca/health/publichealth/offices)** or contact your regional health authority (RHA) below.

### **Assiniboine Regional Health Authority**

Phone: 204-483-5000  
Toll free: 1-888-682-2253  
Website: **[www.assiniboine-rha.ca](http://www.assiniboine-rha.ca)**

### **Brandon Regional Health Authority**

Phone: 204-578-2300  
Website: **[www.brandonrha.mb.ca](http://www.brandonrha.mb.ca)**

### **Burntwood Regional Health Authority**

Phone: 204-677-5353  
Website: **[www.brha.mb.ca](http://www.brha.mb.ca)**

### **Regional Health Authority – Central Manitoba**

Phone: 204-428-2720  
Toll free: 1-800-742-6509  
Website: **[www.rha-central.mb.ca](http://www.rha-central.mb.ca)**

### **Churchill Regional Health Authority**

Phone: 204-675-8318  
Website: **[www.churchillrha.com](http://www.churchillrha.com)**

### **Interlake Regional Health Authority**

Phone: 204-467-4742  
Toll free: 1-888-488-2299  
Website: **[www.irha.mb.ca](http://www.irha.mb.ca)**

### **NOR-MAN Regional Health Authority**

Phone: 204-687-1300

Website: [www.norman-rha.mb.ca](http://www.norman-rha.mb.ca)

### **North Eastman Health Authority**

Phone: 204-753-3101

Toll free: 1-877-753-2012

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

### **Parkland Regional Health Authority**

Phone: 204-638-2118

Toll free: 1-800-259-7541

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

### **South Eastman Health/Sante Sud-Est**

Phone: 204-424-5880

Toll free: 1-866-716-5633

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

### **Winnipeg Regional Health Authority**

Phone: 204-926-7000

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

## **ADDICTIONS**

### **Addictions Foundation of Manitoba (AFM)**

AFM provides education, prevention and treatment services that aim to reduce the harm associated with alcohol, other drugs and gambling. Programs are available for men, women and youth with addictions, and their families. The AFM's Parents Intervention Program is designed for parents and caregivers who are concerned about their children's use of alcohol, other drugs or gambling. AFM also offers the Manitoba Addictions Information Line. (See below.)

AFM has regional offices in Brandon (Western Region), Thompson (Northern Region) and Winnipeg (Winnipeg Region). Each region has satellite offices in various communities. Contact the office in your region for information about the programs available in your community or area.

Manitoba Addictions Information Line: 1-855-662-6605  
Website: [www.afm.mb.ca](http://www.afm.mb.ca)

Main Office

1031 Portage Ave. Winnipeg, MB R3G 0R8  
Phone: 204-944-6200  
Toll free: 1-866-638-2561  
Email: [wpgreg@afm.mb.ca](mailto:wpgreg@afm.mb.ca)

Western Region

510 Frederick St. Brandon, MB R7A 6Z4  
Phone: 204-729-3838  
Toll free: 1-866-767-3838  
Email: [westreg@afm.mb.ca](mailto:westreg@afm.mb.ca)

Northern Region

90 Princeton Dr. Thompson, MB R8N 0L3  
Phone: 204-677-7300  
Toll free: 1-866-291-7774  
Email: [northreg@afm.mb.ca](mailto:northreg@afm.mb.ca)

**Addictions Recovery**

Addictions Recovery provides safe, affordable, supportive, alcohol and drug-free living for men in early recovery (post-treatment) from drug and alcohol dependency.

93 Cathedral Ave. Winnipeg, MB R2W 0W7  
Phone: 204-586-2550  
Website: [www.addictionsrecovery.ca](http://www.addictionsrecovery.ca)

### **Addictions Unit, Health Sciences Centre**

The Addictions Unit is voluntary. Admission is either through the Health Sciences Centre emergency department or can be pre-arranged by one of the unit's physicians or the nurse clinician. The length of stay ranges between three and 10 days.

GB2 Health Sciences Centre  
820 Sherbrook St. Winnipeg, MB R3A 1R9  
Phone: 204-787-3843

### **Al-Anon and Alateen**

Al-Anon is a support group for families and friends whose lives have been affected by someone else's drinking (whether in the past or present). Alateen is for young people whose lives have been affected by someone else's drinking. Many communities across Manitoba have Al-Anon/Alateen groups.

107 - 2621 Portage Ave. Winnipeg, MB R3J 0P7  
Phone: 204-943-6051  
Email: [al-anon-enquiries@mymts.net](mailto:al-anon-enquiries@mymts.net)  
Website: [www.mb.al-anon.alateen.org](http://www.mb.al-anon.alateen.org)

### **Alcoholics Anonymous (AA)**

This self-help organization supports people who want to recover from alcoholism. Many communities across Manitoba have AA groups.

208 - 323 Portage Ave. Winnipeg, MB R3B 2C1  
Phone: 204-942-0126  
Toll free: 1-877-942-0126  
Website: [www.aamanitoba.org](http://www.aamanitoba.org)

### **Behavioural Health Foundation**

The Behavioural Health Foundation provides long-term, residential, addictions treatment programming for men, women, teens and families experiencing a variety of addiction problems. Services are available for those with addictions problems and mental health concerns.

35 Ave de la Digue P.O. Box 250  
St. Norbert, MB R3V 1L6  
Phone: 204-269-3430  
Email: [info@bhf.ca](mailto:info@bhf.ca)  
Website: [www.bhf.ca](http://www.bhf.ca)

### **Esther House**

Esther House is a residence that supports women in recovery from addictions.

P.O. Box 68022  
RPO Osborne Village Winnipeg, MB R3L 2V9  
Phone: 204-582-4043  
Website: [www.esther-house.ca](http://www.esther-house.ca)

### **The Laurel Centre**

For information on this agency, see the chapter on Abuse.

### **Main St. Project**

The Main St. Project provides emergency shelter and food services, a drug and alcohol detoxification unit, onsite counselling, transitional housing, and a range of other services for adult men and women.

75 Martha St. Winnipeg MB R3B 1A4  
Phone: 204-982-8245  
Website: [www.mainstreetproject.ca](http://www.mainstreetproject.ca)

### **Narcotics Anonymous**

Narcotics Anonymous is a non-profit organization that co-ordinates self-help groups throughout the province to support addicts who want to stop using street or prescription drugs, or alcohol.

Phone: 204-981-1730  
Ontario/Manitoba region: 1-888-811-3887 (toll free)  
Email: [na\\_manitoba@hotmail.com](mailto:na_manitoba@hotmail.com)  
Website: [www.mascna.org](http://www.mascna.org)

### **The Native Addictions Council of Manitoba (NACM)**

NACM provides residential and community-based programs for First Nations men, women and youth who are addicted to alcohol, drugs, chemicals and/or gambling. In addition to the services in Winnipeg, Brandon and Dauphin provide NACM intake, counselling and outreach programs.

NACM/Pritchard House  
160 Salter St. Winnipeg, MB R2W 4K1  
Phone: 204-586-8395  
Website: [www.mts.net/~nacm/](http://www.mts.net/~nacm/)

### **Resource Assistance for Youth (RAY)**

For information on this agency, see the chapter on Support for Families.

### **Rosaire House**

Rosaire House provides addictions treatment services to men and women who want to address their alcohol, drug and/or gambling issues.

P.O. Box 240 The Pas, MB R9A 1K4  
Phone: 204-623-6425  
Website: [www.norman-rha.mb.ca/RosaireHouse.htm](http://www.norman-rha.mb.ca/RosaireHouse.htm)

### **The Salvation Army Anchorage Program**

This program provides a variety of services to men and women affected by addictions, including those who also have mental health issues.

180 Henry St. Winnipeg, MB R3B 0J8  
Phone: 204-946-9401

**St. Raphael Wellness Centre**

St. Raphael Wellness Centre offers pre and post-addictions treatment programs and a family program, all of which are free of charge. The family program is open to the all, including children and teens (if accompanied by an adult).

2<sup>nd</sup> floor - 225 Vaughan St. Winnipeg, MB R3C 1T7

Phone: 204-956-6650

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

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

**Tamarack Rehab**

Tamarack Rehab is an abstinence-based, residential addictions treatment centre for adult men and women. Other services include a pre-treatment program for individuals who do not yet have 28 days sobriety, and after-care support.

60 Balmoral St. Winnipeg, MB R3C 1X4

Phone: 204-772-9836

Intake: 204-775-3546

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

**Two Ten Recovery**

Two Ten Recovery provides a clean and sober environment for men and women in recovery from drug and/or alcohol addiction. The home atmosphere promotes sobriety through a temporary, safe, structured and supportive living environment.

210 Maryland St. Winnipeg, MB

Phone: 204-219-5210

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

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

**Youth Addictions Centralized Intake Service,  
Manitoba Adolescent Treatment Centre**

The Youth Addictions Centralized Intake Service is a provincewide service that provides support, information and help in accessing a variety of addiction programs, including youth treatment and stabilization services. For extreme situations (where youth with

persistent, severe addictions will not voluntarily seek help), unit staff will help obtain a court order to allow for non-voluntary assessment by addiction specialists.

Phone: 1-877-710-3999

## DISABILITY SERVICES

There are many programs and resources available to Manitobans with disabilities and their families. For more information, see below:

### **Living in Manitoba: A Resource Guide for Women with Disabilities**

This guide, produced by Manitoba Status of Women, provides information, resources and contacts for women with disabilities. It was developed in collaboration with the Manitoba Disabilities Issues Office. The guide is available online or by contacting Manitoba Status of Women.

409 - 401 York Ave. Winnipeg, MB R3C 0P8

Phone: 204-945-6281

Toll free: 1-800-263-0234

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

Website: [www.gov.mb.ca/maw/publications](http://www.gov.mb.ca/maw/publications)

### **Manitoba Government Services**

Note: Some Manitoba Family Services and Labour services are delivered through regional offices across the province. To find an office near you, contact Manitoba Government Inquiry:

Phone: 204-945-3744

Toll free 1-866-626-4862

TTY: 204-945-4796

Lists of office locations are also available online:

Winnipeg: [www.gov.mb.ca/fs/misc/loc/winnipeg.html](http://www.gov.mb.ca/fs/misc/loc/winnipeg.html)

Rural/Northern: [www.gov.mb.ca/fs/misc/loc/ruralnorthern.html](http://www.gov.mb.ca/fs/misc/loc/ruralnorthern.html)

**Child Care Inclusion Support Program, Manitoba Family Services and Labour**

For information on this program, see the chapter on Child Care.

**Children in Care with Disabilities, Manitoba Family Services and Labour**

This program provides services to strengthen and support families of children in care, who have disabilities.

305 - 114 Garry St. Winnipeg, MB R3C 4V7

Phone: 204-945-5870

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

Website: [www.gov.mb.ca/fs/pwd/children\\_in\\_care](http://www.gov.mb.ca/fs/pwd/children_in_care)

**Children's disABILITY Services, Manitoba Family Services and Labour**

Children's DisABILITY Services provides services and supports for families who need help caring for a child with a disability. For more information, contact the Manitoba Family Services and Labour office in your area.

Website: [www.gov.mb.ca/fs/pwd/css](http://www.gov.mb.ca/fs/pwd/css)

**Community Living disABILITY Services (formerly the Supported Living Program), Manitoba Family Services and Labour**

Community Living disABILITY Services offers a range of day and residential services for adults with mental disabilities. For more information, contact the Manitoba Family Services and Labour office in your area.

Website: [www.gov.mb.ca/fs/pwd/supported\\_living](http://www.gov.mb.ca/fs/pwd/supported_living)

**Employment Programs and Services for People with Disabilities Guide, Manitoba Entrepreneurship, Training and Trade**

This guide outlines the employment-related programs and services available to persons with disabilities in Manitoba. It is available at [www.gov.mb.ca/ctt/pdfs/disabilities\\_guide.pdf](http://www.gov.mb.ca/ctt/pdfs/disabilities_guide.pdf).

### **Income Assistance for Persons with Disabilities, Manitoba Entrepreneurship, Training and Trade**

This program provides financial and employment assistance for adults with disabilities enrolled in the Employment and Income Assistance (EIA) program. For more information, contact the Employment and Income Assistance office in your area.

Phone: 204-948-4000 (in Winnipeg)

Toll free: 1-877-812-0014

TTY: 204-945-4796 or 1-800-855-0511 (Manitoba Relay Service)

Website: [www.gov.mb.ca/fs/pwd/iapd](http://www.gov.mb.ca/fs/pwd/iapd)

### **MarketAbilities Program, Manitoba Family Services and Labour**

This program offers services to help adults with disabilities prepare for, find and maintain employment. Services for people with mental, psychiatric or learning disabilities are provided through the regional offices of Manitoba Family Services and Labour (contact the office in your area). For individuals with physical disabilities, services are provided through three designated agencies: Canadian National Institute for the Blind (CNIB) for individuals with a visual disability; the Canadian Paraplegic Association for individuals with a spinal cord injury; and the Society for Manitobans with Disabilities (SMD) for individuals with other physical disabilities, including those who are deaf or hard of hearing. For contact information for these agencies, see their listings in this chapter.

### **Residential Rehabilitation Assistance Program (RRAP) for Persons with Disabilities, Manitoba Housing**

This program provides financial assistance for homeowners and landlords to pay for modifying a house or rental unit to meet the needs of a person with a disability living in the home.

Main floor - 280 Broadway Winnipeg, MB R3C 0R8

Phone: 204-945-5566

Toll free: 1-866-689-5566

TTY: 204-945-4796 or 1-800-855-0511 (Manitoba Relay Service)

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

Website: [www.gov.mb.ca/housing/rrap\\_pwd.html](http://www.gov.mb.ca/housing/rrap_pwd.html)

## **Community Resources**

### **Canadian National Institute for the Blind (CNIB)**

CNIB is a non-profit agency providing a variety of programs and services for children, youth and adults who are blind or partially sighted. Services include advocacy, counselling, referrals and support groups. The CNIB has offices in Winnipeg and Brandon, which are responsible for covering all of Manitoba.

1080 Portage Ave. Winnipeg, MB R3G 3M3

Phone: 204-774-5421

Toll free: 1-800-532-4893

Email: [Manitoba@cnib.ca](mailto:Manitoba@cnib.ca)

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

354 10<sup>th</sup> St. Brandon, MB R7A 4G1

Phone: 204-727-0631

### **Canadian Paraplegic Association (Manitoba)**

This organization helps people with spinal cord injuries, and other physical disabilities, achieve independence, self-reliance and full community participation.

211 - 825 Sherbrook St. Winnipeg, MB R3A 1M5

Phone: 204-786-4753

Toll free: 1-800-720-4933

Email: [winnipeg@canparaplegic.org](mailto:winnipeg@canparaplegic.org)

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

### **Learning Disabilities Association of Manitoba (LDAM)**

LDAM provides information, referral and support programs for individuals with learning disabilities and/or attention deficit disorders (ADD), their families and the professionals that work with them. For information on the Portage la Prairie chapter of LDAM, contact the Winnipeg office.

### Winnipeg office

617 Erin St. Winnipeg, MB R3G 2W1

Phone: 204-774-1821

Email: [ldamb@mymts.net](mailto:ldamb@mymts.net)

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

### Brandon and District Chapter

129B - 12th St. Brandon, MB R7A 4L8

Phone: 204-727-4669

Email: [ldambdn@mymts.net](mailto:ldambdn@mymts.net)

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

## **New Directions for Children, Youth, Adults and Families**

New Directions offers a variety of residential and day programs for people with intellectual disabilities, mental health issues, and/or behavioural concerns. As well, New Directions' Manitoba Learning Centre assesses children and adults who may have learning disabilities.

400 - 491 Portage Ave. Winnipeg, MB R3B 2E4

Phone: 204-786-7051

TTY: 204-774-8541

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

## **St. Amant Centre**

St. Amant Centre provides a wide range of programs and services for Manitobans with developmental disabilities and autism, and for their families.

440 River Rd. Winnipeg, MB R2M 3Z9

Phone: 204-256-4301

Email: [inquiries@stamant.mb.ca](mailto:inquiries@stamant.mb.ca)

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

## **Society for Manitobans with Disabilities (SMD)**

SMD provides a range of services provincewide for children and adults who have physical disabilities and/or are deaf or hard of hearing. From education and work training, to counselling and therapy programs, SMD connects people with the resources they need to be more active in their communities, and become more

independent. SMD has regional offices across Manitoba – contact the society to find out about programs available in your area.

825 Sherbrook St. Winnipeg, MB R3A 1M5  
Phone: 204-975-3010  
Toll free: 1-866-282-8041  
TTY: 204-975-3012 or toll free 1-800-225-9108  
Email: [info@smd.mb.ca](mailto:info@smd.mb.ca)  
Website: [www.smd.mb.ca](http://www.smd.mb.ca)

### **Wheelchair Services and Parking Permit Program:**

Winnipeg, MB  
Phone: 204-975-3250  
Toll free: 1-800-836-5551  
TTY: 204-975-3239 or toll free 1-800-856-7934

## **FETAL ALCOHOL SPECTRUM DISORDER (FASD) PREVENTION AND SUPPORT**

### **Healthy Child Manitoba programs**

#### **FASD Information Manitoba**

For information on alcohol use during pregnancy, or for support raising a child with FASD, parents can call the FASD Information Manitoba line toll free at 1-866-877-0050. This phone line is confidential and staffed by FASD experts.

#### **Insight Mentoring Program**

The Insight Mentoring Program (formerly Stop FASD) is a three-year support program for women (18 years of age and older) who are pregnant or have recently given birth and are struggling with alcohol and/or drug use. A mentor works one-on-one with the client, in a supportive, non-judgmental way, to help her build and maintain a healthier lifestyle. For more information on the program, call 204-945-2266 in Winnipeg; toll free 1-888-848-0140.

Website: [www.gov.mb.ca/healthychild/fasd/insight](http://www.gov.mb.ca/healthychild/fasd/insight)

## **Project Choices**

Project Choices is for women 16 years or older, who are sexually active, drink alcohol and not currently pregnant. Four short sessions with a counsellor, and one session with a nurse, help women make healthy decisions for themselves about alcohol use and contraception. For more information, call Nor'West Co-op Community Health Centre at 204-940-8611; or Klinik Community Health Centre at 204-784-4072 or 204-784-4015.

## **Other FASD Services/Resources**

### **Interagency Fetal Alcohol Spectrum Disorder (FASD) Program, New Directions for Children, Youth, Adults and Families**

The Interagency FASD Program provides voluntary services and support to birth, foster and adoptive families in Winnipeg with children (6 and under) who have been prenatally exposed to alcohol and/or other substances.

Unit 10 - 254 Stella Walk Winnipeg, MB R2W 2T3

Phone: 204-582-8658

Email: [ifasd@newdirections.mb.ca](mailto:ifasd@newdirections.mb.ca)

Website: [www.newdirections.mb.ca/services/ifasd.php](http://www.newdirections.mb.ca/services/ifasd.php)

### **Manitoba FASD Centre / FASD Family Network**

The Manitoba FASD Centre provides assessment, diagnosis and followup services for children and youth who have been exposed to alcohol during pregnancy. As well, the centre offers short-term followup education and support to families following the diagnosis. The centre also co-ordinates a network for parents and caregivers of children with FASD. The FASD Family Network holds support group meetings, information events and recreational activities for families with children and youth of all ages.

633 Wellington Cres. Winnipeg, MB R3M 0A8

Phone: 204-235-8866

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

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

## MENTAL HEALTH

### **Canadian Mental Health Association (CMHA), Manitoba Division**

The CMHA promotes mental health and supports people experiencing mental illness. Regional offices offer various programs across Manitoba.

CMHA also operates the Eating Disorders Self-Help Program. The program offers information packages, referrals to clinics and therapists, and support groups, to individuals suffering from eating disorders and weight preoccupation, and their families and friends.

2633 Portage Ave. Winnipeg, MB R3J 0P7  
Phone: 204-953-2350  
Email: [info@cmhamanitoba.ca](mailto:info@cmhamanitoba.ca)  
Website: [www.manitoba.cmha.ca](http://www.manitoba.cmha.ca)

### **Manitoba Adolescent Treatment Centre (MATC)**

MATC provides a range of mental health services for children and adolescents who experience psychiatric and/or emotional disorders. Services range from brief intervention to intensive long-term treatment.

Centralized intake line: 204-958-9660  
TTY: 204-958-9685  
Email: [info@matc.ca](mailto:info@matc.ca)  
Website: [www.matc.ca](http://www.matc.ca)

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

MHERC provides books, journals, pamphlets, videos, articles and other resources on mental health, and related issues, to all Manitobans at no charge. MHERC is a program of the Manitoba Schizophrenia Society.

100 - 4 Fort St. Winnipeg, MB R3C 1C4  
Phone: 204-786-1616  
Email: [info@mss.mb.ca](mailto:info@mss.mb.ca)

## **Mental Health Intake (by Region)**

Website: [www.gov.mb.ca/health/mh/region](http://www.gov.mb.ca/health/mh/region)

### Winnipeg region:

Adult intake: 204-940-2655

Child and adolescent intake: 204-958-9660

Assiniboine: 204-571-2952

Brandon: 204-578-2400

Burntwood: 204-677-5350

### Central Region:

Portage la Prairie area: 204-239-3000

Winkler area: 204-325-0946

Toll free: 1-888-310-4593 (for both Portage la Prairie and Winkler areas)

Churchill: 204-675-8322

Interlake: 204-785-7752

NOR-MAN: 204-687-1340

North Eastman: 204-444-6147

Parkland: 204-638-2103

South Eastman: 204-346-7018

## **Mental Health Crisis Services (by Region)**

Website: [www.gov.mb.ca/health/mh/crisis](http://www.gov.mb.ca/health/mh/crisis)

### Brandon and Assiniboine Regions:

24-hour Crisis Line / Mobile Crisis Unit: 204-725-4411 or  
1-888-379-7699 (toll free)

Crisis Stabilization Unit: 204-727-2555

Child and Adolescent Treatment Centre and Crisis Line:  
204-727-3445 or 1-866-403-5459 (toll free)

Burntwood:

Thompson General Hospital: 204-677-5350

Central:

Crisis Line (24 hours): 1-866-588-1697

Child and Adolescent Treatment Centre and Crisis Line: 204-727-3445 or 1-866-403-5459 (toll free)

Karen Devine Safe House: 204-239-5307

Churchill:

Churchill Hospital: 204-675-8300

Interlake (also serves North Eastman):

Mental Health Crisis Service: 204-482-5361 or 1-866-427-8628 (toll free)

Norman:

Flin Flon on-call crisis – daytime: 204-687-1340

Flin Flon after hours (4:30 p.m. - 8:30 a.m.): 204-687-7591

The Pas on call crisis – daytime: 204-623-9650

The Pas after hours (4:30 p.m. - 8:30 a.m.): 204-623-6431

Parkland:

Mental Health Crisis Response Service: 1-866-332-3030

Child and Adolescent Treatment Centre and Crisis Line:  
204-727-3445 or 1-866-403-5459 (toll free)

South Eastman:

24-hour Crisis Line and Mobile Crisis Service: 204-326-9276 or  
1-888-617-7715 (toll free)

Winnipeg:

Mobile Crisis Service: 204-940-1781

WRHA Crisis Stabilization Unit: 204-940-3633

Youth Mobile Crisis Team: 204-949-4777 or 1-888-383-2779 (toll free)

Seneca Help Line (7:00 p.m. – 11:00 p.m.): 204-942-9276

## OTHER HEALTH SERVICES/RESOURCES

### **Adolescent Health Services, Women's Hospital, Health Sciences Centre**

Adolescent Health Services at Women's Hospital provides counselling for unplanned pregnancy, prenatal and postnatal care, and general support.

Women's Hospital, Out-patient Services  
735 Notre Dame Ave. Winnipeg, MB R3E 0L8  
Phone: 204-787-1781

### **Birth Roots Doula Collective**

Doulas are trained to provide support to women and their families before, during and after the birth of their children. A sliding fee scale is available.

206 - 83 Sherbrook St. Winnipeg, MB R3C 2B2  
Phone: 204-792-6769  
Email: [info@birthrootsdoulas.com](mailto:info@birthrootsdoulas.com)  
Website: [www.birthrootsdoulas.com](http://www.birthrootsdoulas.com)

### **Breastfeeding Hotline, HealthLinks / Info Santé**

HealthLinks' Breastfeeding Hotline is available 24 hours a day, seven days a week to provide support and information about breastfeeding.

Phone: 204-788-8667  
Toll free: 1-888-315-9257

### **Children's Hospital, Health Sciences Centre (In-patient Services)**

840 Sherbrook St. Winnipeg, MB R3A 1S1  
Patient Inquiry: 204-787-2595  
Emergency (24 hours): 204-787-2306  
Poison Hotline (24 hours): 204-787-2591

## **Government of Canada**

To order free Government of Canada publications on subjects like smoking, nutrition, breastfeeding, sexually transmitted infections (STIs), fitness and child safety, call 1-800-O-CANADA (1-800-622-6232).

## **Health e-Plan, Manitoba Government**

The Manitoba government has introduced Health e-Plan. It is a secure, interactive, online health assessment tool. Using information you supply, Health e-Plan identifies your current health status, helps you set goals and tracks your progress towards meeting your goals. It also connects you with resources and support in your community. Health e-Plan is available at [www.gov.mb.ca/healthplan/](http://www.gov.mb.ca/healthplan/).

## **La Leche League Canada – Manitoba**

This organization provides information and support for breastfeeding women. Groups meet monthly throughout Manitoba. Help is also available by phone.

Manitoba office: 204-257-3509

National Breastfeeding Referral Line: 1-800-665-4324 (toll free)

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

## **Manitoba Association for Childbirth and Family Education (MACFE)**

This association offers childbirth preparation classes, as well as doula services. Doulas provide physical comfort and emotional support to women during labour to help ensure more satisfying birth experiences.

P.O. Box 68084

43 Osborne St. Winnipeg, MB R3L 1Y2

Phone: 204-688-2347

Email: [macfe@mymts.net](mailto:macfe@mymts.net)

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

## **Serena Manitoba**

Serena Manitoba offers couples education in fertility awareness and instruction in methods of natural family planning.

Education and Resource Centre

Room 317 - 99 Cornish Winnipeg, MB R3C 1A2

Phone: 204-783-0091

Toll free: 1-866-317-5362

Email: [mbserena@gmail.com](mailto:mbserena@gmail.com)

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

## **Sexuality Education Resource Centre (SERC) Manitoba**

The centre's two locations (Brandon and Winnipeg) provide advocacy, education and facilitation on sexuality and reproductive health. Community education programs deal with issues like birth control, adolescent/teen development and prevention of sexually transmitted infections (including HIV/AIDS). Anyone who has questions about sexuality and/or reproductive health can contact SERC's Facts of Life Program by email at [thefactsoflife@serc.mb.ca](mailto:thefactsoflife@serc.mb.ca).

In Winnipeg, SERC provides programming for immigrant/refugee communities.

200 - 226 Osborne St. North Winnipeg, MB R3C 0W4

Phone: 204-982-7800

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

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

In Brandon, SERC provides free, safe and confidential support for the GLBTTQ (Gay, Lesbian, Bisexual, Transgender, Two-Spirit, Questioning, and Queer) community, their family and their friends.

161 - 8<sup>th</sup> St. Brandon, MB R7A 3W9

Phone: 204-727-0417

Email: [brandon@serc.mb.ca](mailto:brandon@serc.mb.ca)

### **Wellness Institute, Seven Oaks General Hospital**

The Wellness Institute at Seven Oaks Hospital is a fitness centre, but also offers many classes and services for children and adults promoting wellness, disease prevention and rehabilitation.

1075 Leila Ave. Winnipeg, MB R2P 2W7

Phone: 204-632-3900

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

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

### **Youville Diabetes Centre**

The Youville Diabetes Centre offers a team of professionals including nurses, dieticians and a counsellor. The centre provides information and resources to help those with diabetes make healthy lifestyle choices and manage their blood sugar levels.

33 Marion St. Winnipeg, MB R2H 0S8

Phone: 204-233-0262

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



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## HOUSING

When looking for rental housing, the best places to start are the classified section of the newspaper, the Renter's Guide (available for free at most supermarkets) and online. As well, the Winnipeg Rental Network offers a database of Winnipeg rental listings at **[www.winnipegrentnet.ca/qualify-questions.cfm](http://www.winnipegrentnet.ca/qualify-questions.cfm)**.

When searching for housing (particularly when responding to classified ads), be sure to take precautions to stay safe and avoid scams. Most online classified websites offer a safety tips section. As well, the Winnipeg Rental Network's website offers tips on avoiding scams.

For more information about finding rental housing, and about the responsibilities of tenants and landlords, contact the following organizations or go to their websites:

### **Residential Tenancies Branch, Manitoba Healthy Living, Seniors and Consumer Affairs**

(See Other Resources, later in this chapter, for complete contact information.)

Website: **[www.gov.mb.ca/cca/rtb/resource](http://www.gov.mb.ca/cca/rtb/resource)**

### **Winnipeg Rental Network**

Phone: 204-927-2335

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

Website: **[www.winnipegrentnet.ca](http://www.winnipegrentnet.ca)**

## SUBSIDIZED HOUSING

### **Murdoch Management**

Murdoch Management is a property management firm that manages a significant number of non-profit and co-operative housing developments.

757 Henderson Highway Winnipeg, MB R2K 2K7  
Phone: 204-982-2000  
Toll free: 1-800-543-6118  
Email: [info@lifelease.ca](mailto:info@lifelease.ca)  
Website: [www.lifelease.ca](http://www.lifelease.ca)

### **S.A.M. (Management)**

S.A.M. is a non-profit corporation that provides rental units to families, single people or seniors with low incomes.

425 Elgin Ave. Winnipeg, MB R3A 1P2  
Phone: 204-942-0991  
Email: [admin@sam.mb.ca](mailto:admin@sam.mb.ca)  
Website: [www.sam.mb.ca](http://www.sam.mb.ca)

### **Winnipeg Housing Rehabilitation Corporation**

This non-profit corporation offers rental housing in Winnipeg's inner-city and north end.

60 Frances St. Winnipeg, MB R3A 1B5  
Phone: 204-949-2880  
Email: [info@whrc.ca](mailto:info@whrc.ca)  
Website: [www.whrc.ca](http://www.whrc.ca)

### **Manitoba Housing – Social Housing**

Manitoba Housing rents affordable housing (including apartments, townhouses, duplexes and houses) to Manitobans in need. To apply for housing, you can download an application from Manitoba Housing's website, go to a Manitoba Housing office or phone and ask for an application to be mailed to you. Contact Manitoba Housing for office locations across Manitoba, or to find out more about how to apply.

Main floor - 185 Smith St. Winnipeg, MB R3C 3G4  
Phone: 204-945-4663  
Toll free: 1-800-661-4663  
TTY: 204-945-4796 or 1-800-855-0511 (Manitoba Relay Service)  
Email: [housing@gov.mb.ca](mailto:housing@gov.mb.ca)  
Website: [www.gov.mb.ca/housing/mha.html](http://www.gov.mb.ca/housing/mha.html)

## OTHER MANITOBA GOVERNMENT PROGRAMS

### **Bedbug Hotline and Website**

The Manitoba government offers a website, toll free hotline and email address that provide information on how to prevent bedbugs, how to identify an infestation and how to deal with an infestation.

Toll free: 1-855-3MB-BUGS (1-855-362-2847)

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

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

### **Home Owner Emergency Loan Program (HELP), Emergency Repair Program and Secondary Suites Program; Manitoba Housing and Community Development**

HELP assists low-income homeowners by providing loans to pay for emergency repairs that affect the health or safety of those living in the home. The Emergency Repair Program is similar, but is for rural homeowners living in areas with a population under 2,500. The Secondary Suites Program provides financial assistance to eligible homeowners to construct a secondary suite.

### **Manitoba Housing – Housing Programs**

Main floor - 280 Broadway Winnipeg, MB R3C 0R8

Phone: 204-945-5566 (in Winnipeg)

Toll free: 1-866-689-5566

TTY: 204-945-4796 or 1-800-855-0511 (Manitoba Relay Service)

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

Website: [www.gov.mb.ca/housing/creatingmore](http://www.gov.mb.ca/housing/creatingmore)

### **RentAid (formerly the Manitoba Shelter Benefit), Manitoba Family Services and Labour**

This is a monthly benefit to help low-income families, seniors and people with disabilities, pay their rent. To be eligible, you must rent in the private market.

Provincial Services  
102 - 114 Garry St. Winnipeg, MB R3C 1G1  
Phone: 204-945-2197  
Toll free: 1-877-587-6224  
TTY: 204-948-3698  
Email: provservic@gov.mb.ca  
Website: [www.gov.mb.ca/fs/assistance/shelterbenefit.html](http://www.gov.mb.ca/fs/assistance/shelterbenefit.html)

### **Residential Rehabilitation Assistance Program for Homeowners (RRAP), Manitoba Housing and Community Development**

The Homeowner RRAP provides financial assistance to low-income homeowners by providing forgivable loans to pay for eligible repairs to their homes. Eligible repairs are those required to bring properties up to minimum levels of health and safety, and prolong the life of the homes.

TTY: 204-945-4796 or toll free at 1-800-855-0511 (Manitoba Relay Service)  
Website: [www.gov.mb.ca/housing/rrap\\_homeowner](http://www.gov.mb.ca/housing/rrap_homeowner)

#### Winnipeg

Winnipeg Housing and Homelessness Initiative  
361 Hargrave St. Winnipeg MB R3B 2K2  
Phone: 204-945-5566

#### Brandon

Brandon Neighbourhood Renewal Corporation  
410 - 9<sup>th</sup> St. (City Hall – Main floor) Brandon, MB R7A 6A2  
Phone: 204-729-2496

#### Other areas of Manitoba

Manitoba Housing – Housing Programs  
Main floor - 280 Broadway Winnipeg, MB R3C 0R8  
Toll free: 1-866-689-5566

## **Residential Tenancies Branch (RTB), Manitoba Healthy Living, Seniors and Consumer Affairs**

The RTB provides information, and investigates, mediates and makes decisions on disputes between landlords and tenants. If you are having a problem with your landlord, you may contact the RTB for help resolving the issue. The RTB also offers fact sheets for tenants on bed bugs, giving notice, mobile homes, privacy, renting with pets, rent increases, repairs, responsibilities of landlords and tenants, security deposits, subletting and more.

Website: [www.gov.mb.ca/cca/rtb](http://www.gov.mb.ca/cca/rtb)

### Winnipeg

302 - 254 Edmonton St. Winnipeg, MB R3C 3Y4

Phone: 204-945-2476

Toll free: 1-800-782-8403

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

### Brandon

Room 157 - 340 9<sup>th</sup> St. Brandon, MB R7A 6C2

Phone: 204-726-6230

Toll free: 1-800-656-8481

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

### Thompson

113 - 59 Elizabeth Dr. Thompson, MB R8N 1X4

Phone: 204-677-6496

Toll free: 1-800-229-0639

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

## **Independent Advisor Office**

This office provides staff from Legal Aid Manitoba to help tenants and small landlords fill out forms, file claims with the Residential Tenancies Branch, file appeals with the Residential Tenancies Commission, and prepare for hearings held by the branch and the commission. For in-person service, go to the Residential Tenancies Branch office in Winnipeg (address above).

Tenant line: 204-881-1714

Email (for tenants): [tenant@legalaid.mb.ca](mailto:tenant@legalaid.mb.ca)

Website: [www.gov.mb.ca/cca/rtb/advisor/lantenadvisor](http://www.gov.mb.ca/cca/rtb/advisor/lantenadvisor)

## EMERGENCY HOUSING/HOMELESS SHELTERS

### **Emergency Housing – Winnipeg**

#### **Salvation Army – Women’s Services**

7<sup>th</sup> floor - 180 Henry Ave. Winnipeg, MB R3B 0J8  
Phone: 204-946-9402

#### **Siloam Mission**

2<sup>nd</sup> floor - 300 Princess St. Winnipeg, MB R3B 1M3  
Phone: 204-956-4344  
Toll free: 1-866-648-4673  
Email: [info@siloadm.ca](mailto:info@siloadm.ca)  
Website: [www.siloadm.ca](http://www.siloadm.ca)

### **Emergency Housing – Rural and Northern**

#### **Salvation Army**

Brandon, MB  
Phone: 204-727-6271 (24 hours a day/7 days a week)  
(Will provide individuals/families with a hotel room for an evening – eligibility is dependent on need and age.)

#### **The Pas Homeless Shelter**

Suite A - 344 Ross Ave. The Pas, MB  
Phone: 204-627-7515

#### **Thompson Homeless Shelter**

115 Churchill Dr. Thompson, MB  
Phone: 204-627-7515

## **Employment and Income Assistance, Manitoba Entrepreneurship, Training and Trade**

An intake worker will assess the situation and may issue emergency benefits to eligible individuals/ families in need of food/shelter.

Phone: 204-948-4000 (in Winnipeg)

Toll free: 1-877-812-0014 (outside Winnipeg)

TTY: 204-945-4796 or toll free 1-800-855-0511 (Manitoba Relay Service)

After hours (emergency only): 204-945-0183 (in Winnipeg)

After hours (emergency only): toll free 1-866-559-6778 (outside Winnipeg)

## **OTHER RESOURCES**

### **City of Winnipeg Environmental Health Inspections**

The City of Winnipeg will enforce minimum standards for residential rental properties, such as single-family houses, duplexes and apartments. Common complaints include: not enough heat, no hot water, leaking toilets or pipes, broken windows, problems with bugs and/or mice, and broken floors and countertops.

Phone: 311 (in Winnipeg)

Website: [www.winnipeg.ca/cms/ehs/other/housing.stm](http://www.winnipeg.ca/cms/ehs/other/housing.stm)

### **Habitat for Humanity**

Habitat for Humanity partners with low-income, working families who are ready for the responsibility and challenges of homeownership, but would not qualify for a traditional mortgage. The selection of families is based on need, ability to pay and willingness to partner (requirement to contribute volunteer time – sweat equity). Habitat for Humanity has several chapters across Manitoba.

60 Archibald St. Winnipeg, MB R2J 0V8

Phone: 204-233-5160

Toll free: 1-855-396-4224

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

### **Holy Names House of Peace**

Holy Names House of Peace offers a safe home for women in transition (ex: newcomers to Manitoba).

211 Edmonton St. Winnipeg, MB R3C 1R4

Phone: 204-942-5535

Email: [hope04@shaw.ca](mailto:hope04@shaw.ca)

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

### **Lower Income Energy Efficiency Program, Manitoba Hydro**

Through this program, low-income homeowners can receive free insulation, a new high efficiency natural gas furnace or boiler (only \$19/month for a fixed term) and a free, in-home, energy-efficiency review and basic energy saving items (ex: free low-flow showerheads, compact fluorescent lights). The program also covers the cost of labour.

P.O. Box 815 Station Main Winnipeg, MB R3C 2P4

Phone: 204-480-5900

Toll free: 1-888-624-9376

Email: [lowerincome@hydro.mb.ca](mailto:lowerincome@hydro.mb.ca)

Website: [www.hydro.mb.ca/your\\_home/lieep/](http://www.hydro.mb.ca/your_home/lieep/)

### **Manitoba Human Rights Commission**

A landlord cannot refuse an apartment to anyone based on economic status (ex: receiving social assistance), family or marital status, race, religion, gender, sexual orientation or physical or mental disability. If you think you were discriminated against, contact the Manitoba Human Rights Commission (See the Legal chapter of this book for contact information.)

## LEGAL AID MANITOBA

Legal Aid Manitoba provides legal advice and representation to eligible low-income individuals and groups, including for the following matters:

- family issues such as divorce, child custody, maintenance enforcement and child protection matters
- adults and youth who are facing serious criminal charges
- people with disputes involving Employment and Income Assistance, Workers Compensation, Canada Pension Plan disability, and the Personal Injury Protection Plan under Manitoba Public Insurance, as well as Residential Tenancies Branch cases
- groups and individuals with test cases in the areas of consumer, poverty, environmental, Aboriginal and Charter of Rights challenges

Legal Aid's brochure describes its services in detail, and is available at: [www.legalaid.mb.ca](http://www.legalaid.mb.ca)

To determine if someone is eligible, Legal Aid looks at income, assets and debts and whether money will be available to pay legal fees at the end of the case. If you are applying for a separation, but still live with your spouse/partner, your eligibility is not affected by your spouse/partner's financial resources. If you have assets that are enough to pay for a lawyer, you may be refused legal aid. If your assets are locked in and you are not able to use them, or if using them would cause you a great deal of hardship, Legal Aid may be able to assist you.

If you qualify for Legal Aid, the services of a lawyer may be provided for free, or you may be expected to pay back some or all of your Legal Aid fees, depending on your financial situation. Even if you are expected to partially or fully pay back Legal Aid, it is still more affordable than hiring a private lawyer.

If you receive Legal Aid services, and you receive a lump sum payment at the end of your case (ex: if there is a substantial

financial divorce settlement), there may be an expectation of payment of some or all legal fees.

To apply for Legal Aid in Winnipeg, go to the Application Centre (call ahead for hours). You can also apply at the Legal Aid Manitoba offices located in Brandon, Dauphin, The Pas and Thompson. Lawyers and paralegals regularly travel to more than 40 outlying communities. There is a \$25 non-refundable fee to apply for Legal Aid (this fee is waived if you rely on social assistance, are in a women's shelter, are a full-time student, or are in a mental health facility). Legal Aid Manitoba has several offices in Winnipeg – for information on other locations, see their website or contact the Administration Office.

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

#### Application Centre

1st floor - 287 Broadway Winnipeg, MB R3C 0R9  
Phone: 204-985-8500

#### Administration Office

4th floor - 287 Broadway Winnipeg, MB R3C 0R9  
Phone: 204-985-8500  
Toll free: 1-800-261-2960  
TTY: 204-943-1131

#### Kelsey Office

P.O. Box 1770  
130 3rd St. The Pas, MB R9A 1L5  
Phone: 204-627-4833  
Toll free: 1-800-839-7946

#### Northlands Community Law Centre

P.O. Box 2429  
236 Edwards Ave. The Pas, MB R9A 1M2  
Phone: 204-627-4820  
Toll free: 1-800-268-9790

Parklands Community Law Centre  
31 - 3rd Ave. Northeast Dauphin, MB R7N 0Y5  
Phone: 204-622-7000  
Toll free: 1-800-810-6977

Thompson Community Law Centre  
3 Station Rd. Thompson, MB R8N 0N3  
Phone: 204-677-1211  
Toll free: 1-800-665-0656

Westman Community Law Centre  
236 - 11th St. Brandon, MB R7A 4J6  
Phone: 204-729-3484  
Toll free: 1-800-876-7326

## LEGAL RESOURCES FOR FAMILIES

### **A Guide to Changing a Child Support Order in Manitoba**

This Guide provides information for parents who pay or receive child support. The Guide is available free from court offices, maintenance enforcement program offices and Manitoba Legal Aid offices throughout Manitoba as well as from the Community Legal Education Association. It is also available online at:

Website:

**[www.gov.mb.ca/justice/family/law/changembssupportorder.html](http://www.gov.mb.ca/justice/family/law/changembssupportorder.html)**

### **Family Law in Manitoba Booklet**

This booklet, published by the Family Law Branch of Manitoba Justice, provides information on family law and the legal system in Manitoba. Topics covered include married and common-law relationships, separation, divorce, custody and access, support, adoption, change of name, death in the family, and more. The booklet is available online or you can request a copy from The Family Law Branch.

1230 - 405 Broadway Winnipeg, MB R3C 3L6  
Phone: 204-945-0268  
Toll free: 1-800-282-8069, ext. 0268  
Website: [www.manitoba.ca/justice/family/law](http://www.manitoba.ca/justice/family/law)

## MANITOBA GOVERNMENT PROGRAMS

### **Child Support Recalculation Service, Manitoba Justice**

This service is for parents who want to change the amount of child support ordered by the court based on a change in the income of the person ordered to pay support. For more information, contact your nearest court office or the Child Support Recalculation Service office.

201 - 373 Broadway Winnipeg, MB R3C 4S4  
Phone: 204-945-2293  
Toll free: 1-800-282-8069, ext. 2293  
Email: [csrs@gov.mb.ca](mailto:csrs@gov.mb.ca)  
Website: [www.gov.mb.ca/justice/family/law/recalculation](http://www.gov.mb.ca/justice/family/law/recalculation)

### **Family Conciliation Services, Manitoba Family Services and Labour**

Family Conciliation Services provides conflict resolution services (at no cost) to families going through separation or divorce. Family Conciliation Services is provincewide, with offices in Winnipeg, Brandon, Dauphin, Thompson, The Pas and Flin Flon. Referrals to Family Conciliation may be made by the court, your lawyer, Legal Aid, a social service agency, or you may decide to come on your own. Family Conciliation Services offers the following programs:

- **For the Sake of the Children** is an information program offered to parents to help them understand what they are going through, both legally and emotionally, and to learn more about the needs of children after separation. New court rules make program attendance compulsory for Manitobans requesting or responding to requests for interim or final orders for child custody, access, or private guardianship.

- **Mediation** is an alternative to traditional court action. It is for parents willing to meet and work together with a skilled, professional counsellor to make decisions about their children's ongoing needs after separation. Mediation can also be used to deal with the financial issues related to the separation, such as child support, spousal support and division of marital property.
- **Conciliation Counselling** provides short-term counselling for individuals, couples or families in the process of separation or divorce. It is not marriage counselling or couple counselling; rather, it is focused on short-term, problem solving and provides support and information.
- **Caught in the Middle** is a group for children ages 8 to 12 whose parents are in disagreement over separation and divorce issues.
- **Just for Teens** is a seminar for teens ages 12-17. (In the Brandon area, a workshop for children ages 14-17 is offered to help them adjust to their parents' separation.
- **The Grandparent Advisor Service** offers support, information, counselling and mediation to grandparents and family members seeking access to children.
- **The Brief Consultation Service** is a court-referred service that provides a brief consultation to parents, and the court, to help address the wishes or concerns of children ages 11 to 16. A report is forwarded to the court with recommendations on access.
- **Court-Ordered Assessments** help determine what is in the best interests of the children, when separating parents can't agree on decisions about their children.
- **First Choice Service** is an alternative to a traditional court-ordered assessment. It is a combination of assessment, mediation and settlement that helps parents resolve their custody or access issues more quickly.

2<sup>nd</sup> floor - 379 Broadway Winnipeg, MB R3C 0T9

Phone: 204-945-7236

Toll free: 1-800-282-8069, ext. 7236

TTY: 204-945-4796 or toll free 1-800-855-0511 (Manitoba Relay Service)

Website: [www.gov.mb.ca/fs/childfam/family\\_conciliation](http://www.gov.mb.ca/fs/childfam/family_conciliation)

### Flin Flon

143 Main St. Flin Flon, MB R8A 1K5  
Phone: 204-687-1700  
Toll free: 1-866-443-2291

### Dauphin

309 - 27<sup>nd</sup> Ave. Southwest Dauphin, MB R7N 3E5  
Phone: 204-622-2035  
Toll free: 1-866-355-3494

### Thompson

P.O. Box 5 59 Elizabeth Dr. Thompson, MB R8N 1X4  
Phone: 204-677-6570  
Toll free: 1-866-677-6713

### Brandon

2<sup>nd</sup> floor - 340 - 9th St. Brandon, MB R7A 6C2  
Phone: 204-726-6336  
Toll free: 1-800-230-1885

### The Pas

3rd and Ross Ave. P.O. Box 2550 The Pas, MB R9A 1M4  
Phone: 204-627-8311  
Toll free: 1-866-443-2292

### Swan River

Main floor - 4<sup>th</sup> Ave. South P.O. Box 997 Swan River, MB R0L 1Z0  
Phone: 204-734-3491  
Toll free: 1-888-269-6498

## **Maintenance Enforcement Program, Manitoba Justice**

The Maintenance Enforcement Program is a free service that collects, records and forwards child and spousal support payments. Manitoba has agreements with other provinces, states and countries to enforce maintenance orders for one another.

225 - 405 Broadway Winnipeg, MB R3C 3L6  
Phone: 204-945-7133  
Toll free: 1-866-479-2717  
Email: [ManitobaMEPinquiries@gov.mb.ca](mailto:ManitobaMEPinquiries@gov.mb.ca)  
Website: [www.gov.mb.ca/justice/family/mep](http://www.gov.mb.ca/justice/family/mep)

## **Victim Services, Manitoba Justice**

Manitoba Justice Victim Services helps victims of the most serious crimes (as outlined in The Victims' Bill of Rights), victims of domestic violence, and child victims and witnesses. Victim Services helps people understand their rights and responsibilities. It also connects them to other services or agencies.

As well, Victim Services offers the Compensation for Victims of Crime and Victim Witness Assistance programs. The first program provides compensation to victims who suffer personal injury, hardships or expenses as a result of certain crimes in Manitoba. The Victim Witness Assistance program provides support services to crime victims, and witnesses, who are subpoenaed to appear in either Provincial Court or Court of Queen's Bench, in Winnipeg.

Website: [www.gov.mb.ca/justice/victims](http://www.gov.mb.ca/justice/victims)

Note: See chapter on Abuse, under Other Abuse-Related Resources, for more information on Victim Services' domestic violence programs.

## **Victim Rights Support Service/Child Victim Support Service/ Domestic Violence Support Service/Domestic Violence Intervention Unit**

1410 - 405 Broadway Winnipeg, MB R3C 3L6  
Phone: 204-945-6851 (in Winnipeg)  
Toll free: 1-866-484-2846

## **Compensation for Victims of Crime**

1410 - 405 Broadway Winnipeg, MB R3C 3L6  
Phone: 204-945-0899 (in Winnipeg)  
Toll free: 1-800-262-9344

## **Victim/Witness Assistance Program**

4<sup>th</sup> floor - 408 York Ave. Winnipeg, MB R3C 0P9  
Phone: 204-945-3594 (in Winnipeg)  
Toll free: 1-866-635-1111

## OTHER LEGAL RESOURCES

### **A Woman's Place**

This program offers free legal and support services to women who have been abused by intimate partners. Services are provided by paralegals, lawyer and support workers.

200-323 Portage Ave. Winnipeg, MB R3B 2C1  
Phone: 204-940-6624

### **Canadian Human Rights Commission**

Most employers, landlords or service providers, located in Manitoba, fall under the jurisdiction of the Manitoba Human Rights Commission (listed later in this chapter). However, businesses like airlines, banks and telecommunication providers, as well as the federal civil service and many First Nations governments and organizations, are regulated by federal law. Any complaints against these groups must be filed with the Canadian Human Rights Commission.

8<sup>th</sup> floor - 344 Slater St. Ottawa, ON K1A 1E1  
Toll free: 1-888-214-1090  
TTY: 1-888-643-3304  
Website: [www.chrc-ccdp.gc.ca](http://www.chrc-ccdp.gc.ca)

### **Community Legal Education Association (CLEA)**

This non-profit organization offers the Law Phone-In and Lawyer Referral Program, which provides free legal information (NOT legal advice) to callers. Callers needing legal advice can receive referrals to lawyers, who specialize in particular areas of the law, for free half-hour consultations. CLEA also publishes brochures that provide legal tips on various issues. The Uncontested Divorce Guide for Manitoba is available from CLEA at a cost of \$28. It's also available for loan at the Winnipeg Public Library. Free publications available from CLEA include Women in Abusive Relationships, Family Law for Children, and Legal Tips for Single Parents.

205 - 414 Graham Ave. Winnipeg, MB R3C 0L8  
Phone: 204-943-2305 (Law Phone-In)  
Phone: 204-943-3602 (Lawyer Referral only)  
Toll free: 1-800-262-8800  
Email: [info@communitylegal.mb.ca](mailto:info@communitylegal.mb.ca)  
Website: [www.communitylegal.mb.ca](http://www.communitylegal.mb.ca)

### **Elizabeth Fry Society of Manitoba**

This agency provides advocacy, support and guidance to women who have been, or may be at risk of becoming, involved in the criminal justice system. The Society also offers a program for women who've committed shoplifting or fraud, an anger management program, a bail verification and supervision program (for women charged with offences), and temporary housing units for women to help them re-enter the community.

544 Selkirk Ave. Winnipeg, MB R2W 2M9  
Phone: 204-589-7335  
Toll free: 1-800-582-5655  
Email: [administration@efsmanitoba.org](mailto:administration@efsmanitoba.org)  
Website: [www.efsmanitoba.org](http://www.efsmanitoba.org)

### **Family Law Access Centre, Law Society of Manitoba**

This is a pilot project offered by the Law Society of Manitoba to help middle-income families afford legal services for family law matters.

Phone: 204-926-2048  
Website:

[www.lawsociety.mb.ca/for-the-public/family-law-access-centre](http://www.lawsociety.mb.ca/for-the-public/family-law-access-centre)

### **John Howard Society of Manitoba**

This agency helps male offenders, and their families, live healthier, crime-free lives. Services include helping with pardons and planning for release, as well as employment preparation, anger management, parenting and literacy programs.

583 Ellice Ave. Winnipeg, MB R3B 1Z7  
Phone: 204-775-1514  
Email: [office@johnhoward.mb.ca](mailto:office@johnhoward.mb.ca)  
Website: [www.johnhoward.mb.ca](http://www.johnhoward.mb.ca)

## **Law Society of Manitoba**

All lawyers who practise law in Manitoba must be members of the Law Society of Manitoba (the regulating body for lawyers). The Law Society sets standards of conduct for lawyers and disciplines lawyers who don't meet these standards. If you have a concern about something a lawyer has done (or not done), contact the Discipline Department of the Law Society of Manitoba.

219 Kennedy St. Winnipeg, MB R3C 1S8

Phone: 204-942-5571

Email: [admin@lawsociety.mb.ca](mailto:admin@lawsociety.mb.ca)

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

## **Legal Help Centre**

The Legal Help Centre provides referrals, legal help and information to low-income people who live in Winnipeg. Free legal advice and/or representation are available to those who qualify.

Lower Level, MacNamara North Building

380 Spence St. University of Winnipeg

Winnipeg, MB R3B 2R6

Phone: 204-258-3096

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

## **Manitoba Human Rights Commission (MHRC)**

The MHRC enforces the Human Rights Code. Anyone in Manitoba may file a complaint about discrimination in areas like employment, housing and public services. There is no charge for filing a complaint or for seeking advice about human rights issues.

### Winnipeg

700 - 175 Hargrave St. Winnipeg, MB R3C 3R8

Phone: 204-945-3007

Toll free: 1-888-884-8681

TTY: 1-888-897-2811

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

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

Brandon

341 - 340 9<sup>th</sup> St. Brandon, MB R7A 6C2

Phone: 204-726-6261

The Pas

2<sup>nd</sup> floor - Otineka Mall

P.O. Box 2550 The Pas, MB R9A 1M4

Phone: 204-627-8270

**Winnipeg Police Victim Service Unit**

This unit helps people affected by a crime, by providing emotional support, as well as information about police cases, their progress through the courts and information on the justice system.

P.O. Box 1680 Winnipeg, MB R3C 2Z7

Phone: 204-986-6350

Website:

**[www.winnipeg.ca/police/Units\\_and\\_Divisions/victim\\_services.stm](http://www.winnipeg.ca/police/Units_and_Divisions/victim_services.stm)**



## **Leisure Guide, City of Winnipeg**

The Leisure Guide is delivered three times a year to homes that receive the Winnipeg Free Press. It can also be picked up at arenas, pools, libraries, leisure centres and many stores throughout Winnipeg. The guide lists recreational programs for children, youth, adults and seniors. Low-income families can apply to have their fees reduced for registered courses, drop-in programs and admissions to facilities such as pools.

People with special needs are encouraged to participate in all community services sponsored programs offered in the Leisure Guide. If assistance is needed to participate, call 204-786-7760.

Community Services Department  
395 Main St. Winnipeg, MB R3B 3N8  
Phone: 311  
TTY: 204-986-1311  
Website: [www.winnipeg.ca](http://www.winnipeg.ca)

## **Recreation Programs in Rural and Northern Areas**

In rural and northern communities, the municipal (city or town) government hires recreation directors to provide a variety of recreational services and programs. To find out whether your community has a recreation director, call your municipality or other local government body, or the Recreation and Regional Services Branch office in your area (contact information below).

### Central Region Office

225 Wardrop St. Morden, MB R6M 1N4  
Phone: 204-822-5418  
Toll free: 1-866-346-5219

### Eastman Region Office

20 - 1<sup>st</sup> St. South P.O. Box 50  
Beausejour, MB R0E 0C0  
Phone: 204-268-6018  
Toll free: 1-800-665-6107

Interlake Region Office

62 2<sup>nd</sup> Ave. P.O. Box 1519  
Gimli, MB R0C 1B0  
Phone: 204-642-6006  
Toll free: 1-866-259-5748

Norman Region Office

59 Elizabeth Dr. Thompson, MB R8N 1X4  
Phone: 204-677-6780

Norman Region Office

3rd and Ross Ave. P.O. Box 2550  
The Pas, MB R9A 1M4  
Phone: 204-627-8213

Parkland Region Office

27 - 2nd Ave. Southwest Dauphin, MB R7N 3E5  
Phone: 204-622-2022

Westman Region Office

146 - 340 9th St. Brandon, MB R7A 6C2  
Phone: 204-726-6066  
Toll free: 1-800-259-6592

## OTHER RECREATION RESOURCES

### **4-H, Manitoba Council**

4-H clubs offer activities and programs for youth ages 8 to 21. For information on 4-H clubs near you, contact the Manitoba Council Office.

1129 Queens Ave. Brandon, MB R7A 1L9  
Phone: 204-726-6136  
Email: [4hcouncil@mymts.net](mailto:4hcouncil@mymts.net)  
Website: [www.4h.mb.ca](http://www.4h.mb.ca)

### **Boys and Girls Clubs**

Boys and Girls clubs offer free activities to children and youth in a safe environment.

Thompson Club

365 Thompson Dr. P.O. Box 484  
Thompson, MB R8N 1Y2  
Phone: 204-778-7575

Winnipeg Clubs

929 Main St. Winnipeg, MB R2W 3P2  
Phone: 204-982-4940  
Email: [reception@wbgc.mb.ca](mailto:reception@wbgc.mb.ca)  
Website: [www.wbgc.mb.ca](http://www.wbgc.mb.ca)

**Cadet Program**

The Cadet Program is a federal government-sponsored program for youth ages 12 to 18. It includes the Royal Canadian Sea, Army and Air Cadets, and offers fun, challenging and rewarding activities. Cadet programs are available in many Manitoba communities. For more information, go to the website or contact Public Affairs for the Prairie Region to find out if there is a program in your area (contact information below).

Toll free: 1-800-842-1851 (Choose Option 1.)  
Email: [prairiepublicaffairs@forces.gc.ca](mailto:prairiepublicaffairs@forces.gc.ca)  
Website: [www.cadets.ca](http://www.cadets.ca)

**Girl Guides of Canada – Guides du Canada,  
Manitoba Council**

This provincewide program for girls (ages five and older) is led by women, and provides opportunities for fun, friendship and adventure.

213 - 530 Century St. Winnipeg, MB R3H 0Y4  
Phone: 204-774-4475  
Toll free: 1-800-565-8111  
Email: [info@girlguides.mb.ca](mailto:info@girlguides.mb.ca)  
Website: [www.girlguides.mb.ca](http://www.girlguides.mb.ca)

### **KidSport Manitoba**

KidSport Manitoba helps remove financial barriers that prevent children from playing organized sport throughout Manitoba. Grants are available (maximum \$300/year per child) to help with the cost of registration fees for children age 18 or younger (must be for sports recognized by Sport Manitoba). Applications for sport equipment are also available through KidSport Manitoba.

c/o Sport Manitoba  
145 Pacific Ave. Winnipeg, MB R3B 2Z6  
Phone: 204-925-5922  
Toll free: 1-866-774-2220  
Website: [www.kidsportcanada.ca/manitoba](http://www.kidsportcanada.ca/manitoba)

### **Program Registration Fee Subsidy, General Council of Winnipeg Community Centres (GCWCC)**

The Program Registration Fee Subsidy helps children and youth (age 17 and younger, from low-income families) to participate in sport, leisure or recreation programs at community centres in Winnipeg. For information about the subsidy, contact your local community centre of the GCWCC.

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

### **Provincial Parks, Manitoba Conservation and Water Stewardship**

Manitoba's parks offer a range of services for year-round enjoyment. For more information about provincial parks and what they offer, contact the Parks and Natural Areas Branch of Manitoba Conservation and Water Stewardship.

Phone: 204-945-6784  
Toll free: 1-800-214-6497  
Website: [www.gov.mb.ca/conservation/parks/popular\\_parks/index](http://www.gov.mb.ca/conservation/parks/popular_parks/index)

## Public Libraries

Public libraries allow you to borrow books, movies, music, magazines, eBooks and audio books. Many libraries also offer free programs, like parent/child story times and crafts, computer access, and workshops for adults and book clubs for all ages. To find a public library in Winnipeg, call 204-986-6450 or visit [www.winnipeg.ca/library](http://www.winnipeg.ca/library). If you live outside of Winnipeg, call 1-800-252-9998 to find the public library closest to you.

If you live in a community without local public library service, you can order books by mail, for free, through the Manitoba government's Open Shelf program. For information on this program, go to the Public Library Services website at [www.gov.mb.ca/chc/pls](http://www.gov.mb.ca/chc/pls), or phone 204-726-6590; toll free 1-800-252-9998.

## Scouts Canada, Manitoba Council

This provincewide program for children and youth (ages 5 to 23) provides opportunities for fun, friendship and adventure.

395 Stafford St. Winnipeg, MB R3M 2X4  
Phone: 204-786-6661  
Toll free: 1-888-726-8876  
Email: [manitoba@scouts.ca](mailto:manitoba@scouts.ca)  
Website: [www.mb.scouts.ca](http://www.mb.scouts.ca)

## The Sunshine Fund

The Sunshine Fund provides subsidies (money) for children who can't afford the costs of summer camp. (Parents/guardians must pay a portion of the fees – the amount depends on family income). The Sunshine Fund begins accepting applications in January or February each year. Be sure to apply early for the best choice of camps and dates.

302 - 960 Portage Ave. Winnipeg, MB R3G 0R4  
Phone: 204-784-1130  
Email: [sunshinefund@mbcamping.ca](mailto:sunshinefund@mbcamping.ca)  
Website: [www.mbcamping.ca](http://www.mbcamping.ca)

## **YMCA-YWCA**

The YMCA-YWCA offers many swimming and fitness programs for adults, teens, children and families. These services are available to everyone, regardless of your ability to pay. If you cannot afford the membership fee, ask the sales and services staff at your local branch for information about the Membership Assistance Program.

In Winnipeg, the Y-Neighbours program gives moms an opportunity to meet socially and to hear guest speakers on a range of topics. Child care is provided.

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

Website: <http://ywinnipeg.ca>

### Downtown YMCA-YWCA

301 Vaughan St. Winnipeg, MB R3B 2N7

Phone: 204-947-3044

### Elmwood-Kildonan YMCA-YWCA

454 Kimberly Ave. Winnipeg, MB R2K 0X8

Phone: 204-668-8140

### North Y Youth Centre

363 McGregor St. (Win Gardner Place) Winnipeg, MB R2W 4X4

Phone: 204-989-4109

### South YMCA-YWCA

5 Fermor Ave. Winnipeg, MB R2M 0Y1

Phone: 204-233-3476

### West Portage Y

3550 Portage Ave. Winnipeg, MB R3K 0Z8

Phone: 204-889-8052

Brandon Family YMCA  
231 - 8th St. Brandon, MB R7A 3X2  
Phone: 204-727-5456  
Email: [ymca@wcgwave.ca](mailto:ymca@wcgwave.ca)  
Website: **[www.ymcabrandon.com](http://www.ymcabrandon.com)**

Note: For the YWCA of Thompson, see the Education, Training and Employment chapter.



## CENTRALIZED SERVICES – WINNIPEG

### **Manitoba START**

This is the first place new immigrants should go after arriving in Winnipeg. This service provides information and referrals to programs that will help newcomers settle, improve their English and find a job.

265 Portage Ave. Winnipeg, MB R3B 2B2

Phone: 204-944-8830

Email: [frontdesk@manitobastart.com](mailto:frontdesk@manitobastart.com)

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

### **ENTRY Program**

This orientation program is a series of classes that helps new immigrants adjust to life in Manitoba. The classes focus on employment, getting around in the province, law and health. As well, ENTRY schedules language assessment appointments for new immigrants at the Winnipeg English Language Assessment and Referral Centre (WELARC). To register for ENTRY, go to Manitoba START (see listing above).

4<sup>th</sup> floor - 259 Portage Ave. Winnipeg, MB R3B 0C9

Phone: 204-944-0133

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

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

### **Nominee Application Centre, Immigrant Centre Manitoba**

The Nomination Application Centre provides free help with Manitoba Provincial Nominee Program (MPNP) applications. Services include MPNP information sessions, one-on-one consultations, notary services and referrals to other community resources.

100 Adelaide St. Winnipeg, MB R3B 0W2

Phone: 204-943-2240

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

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

## **Winnipeg English Language Assessment and Referral Centre (WELARC)**

This centre assesses language skills, and provides referrals to English language classes. Clients must first go to Manitoba START to get a referral to WELARC.

4<sup>th</sup> floor - 275 Portage Ave. Winnipeg, MB R3B 2B3

Phone: 204-943-5387

Email: [info@welarc.net](mailto:info@welarc.net)

Website: [www.welarc.net](http://www.welarc.net)

## **GOVERNMENT RESOURCES**

### **Bilingual Service Centres**

These centres offer a range of bilingual federal, provincial and municipal services, as well as community-based organizations, all under one roof.

Toll free: 1-866-267-6114

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

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

100 - 614 Des Meurons St. Winnipeg, MB R2H 2P9

Phone: 204-945-6220

1005 St Mary's Rd. Winnipeg, MB R2M 3S4

Phone: 204-945-0600

51 - 55 Rodgers St. Notre Dame de Lourdes, MB R0G 1M0

Phone: 204-248-7270

427 Sabourin St. St. Pierre-Jolys, MB R0A 1V0

Phone: 204-433-3340

P.O. Box 215 St. Laurent, MB R0C 2S0

Phone: 204-646-4095

## **Citizenship and Immigration Canada**

This federal government office handles matters such as permanent resident cards, and citizenship and immigration applications.

4<sup>th</sup> floor - 25 Forks Market Rd. Winnipeg, MB R3C 4S9

Phone: 1-888-242-2100 (toll free)

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

## **Living in Manitoba: A Resource Guide for Immigrant Women**

This guide provides information to help immigrant women successfully adapt to life in Manitoba. It covers issues like legal rights, housing, child care and women's health. The guide is available online or by contacting Manitoba Status of Women.

Phone: 204-945-6281

Toll free: 1-800-263-0234

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

Website: [www.gov.mb.ca/maw/publications](http://www.gov.mb.ca/maw/publications)

## **SETTLEMENT SERVICES – WINNIPEG**

### **The Immigrant Centre**

This centre provides immigrants with settlement, employment and support services. These services include verification of translations, interpretation and notary services, credentials recognition assistance, educational programs, citizenship classes and conversational English groups.

100 Adelaide St. Winnipeg, MB R3A 0W2

Phone: 204-943-9158

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

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

### **Welcome Place, Manitoba Interfaith Immigration Council**

Welcome Place provides free services for refugees and claimants, and their families, including reception and accommodations, orientation, referrals, adjustment counselling and support, inland protection, private sponsorship and support to sponsoring groups.

521 Bannatyne Ave. Winnipeg, MB R3A 0G4

Phone: 204-977-1000

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

### **Accueil francophone du Manitoba**

Accueil francophone offers intake and settlement services for French-speaking immigrants and refugees.

104 - 420 Des Meurons St. Winnipeg, MB R2H 2N9

Phone: 204-975-4250

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

### **Jewish Child and Family Service**

This organization provides free services to help immigrants of Jewish ancestry adjust to life in Manitoba. Services include pre-migration assistance, assessment, settlement assistance, employment assistance, counselling and referral. Services are offered in Hebrew, Russian, Ukrainian and Spanish.

C200 - 123 Doncaster St. Winnipeg, MB R3N 2B2

Phone: 204-477-7430

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

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

### **Neighbourhood Settlement Workers**

Settlement services help newcomers adjust to life in Manitoba and the local community, by providing information, assistance, and referrals to community resources.

### **Elmwood Neighbourhood Immigrant Settlement Worker**

Elmwood Community Resource Centre  
200 Levis St. Winnipeg, MB R2L 2C2  
Phone: 204-982-1720, ext. 205  
Email: nisw.elmwood@elmwoodcrc.com

### **Fort Garry/Fort Richmond Neighbourhood Immigrant Settlement Worker**

Dalhousie School  
262 Dalhousie Dr. Winnipeg, MB R3T 2Z1  
Phone: 204-261-0163  
Email: nisw1@pembinatrails.ca

### **Inkster Neighbourhood Immigrant Settlement Worker**

Nor'West Health Clinic  
103 - 61 Tyndall Ave. Winnipeg, MB R2X 2T4  
Phone: 204-940-1697  
Email: nisw.inkster@norwesthealth.ca

### **River East/Transcona Neighbourhood Immigrant Settlement Worker**

Bernie Wolfe Community School  
95 Bournais Dr. Winnipeg, MB R2C 3Z2  
Phone: 204-669-9412, ext. 2968

### **Seven Oaks Neighbourhood Immigrant Settlement Worker**

A.E. Wright Community School  
1520 Jefferson Ave. Winnipeg, MB R2P 1K1  
Phone: 204-632-6314, ext. 238 or 880-7826  
Email: nisw1@7oaks.org

**St. James-Assiniboia Neighbourhood Immigrant Settlement Worker**

Jameswood Community School  
1 Braintree Cres. Winnipeg, MB R3J 1C7  
Phone: 204-831-7405  
Email: st.james-diversity@hotmail.com

**St. Vital Neighbourhood Immigrant Settlement Worker**

René Deleurme Centre  
511 St. Anne's Rd. Winnipeg, MB R2M 3E5  
Phone: 204-257-7308, ext. 310

**Tuxedo/Edgeland/Doncaster Neighbourhood Immigrant Settlement Worker**

Tuxedo Resource Centre  
1 - 225 Doncaster St. Winnipeg, MB R3N 1X7  
Phone: 204-489-9141  
Email: nisw.tuxedo@hotmail.com

**West Central Neighbourhood Immigrant Settlement Worker**

West Central Women's Resource Centre  
101B - 583 Ellice Ave. Winnipeg, MB R3B 1J7  
Phone: 204-774-7990  
Email: nisw.westcentral@mymts.net

**William Whyte Neighbourhood Immigrant Settlement Worker**

William Whyte Residents Association  
295 Pritchard Ave. Winnipeg, MB R2W 2J2  
Phone: 204-582-9091

## EDUCATION, TRAINING AND EMPLOYMENT

Note: Manitoba START, Immigrant Centre and Pluri-elles, which are listed elsewhere in this chapter, also provide employment support.

### **Employment Projects of Winnipeg (EPW)**

EPW offers free employment counselling, introductory computer courses, job fairs and workshops, and employment preparation to those born outside Canada. Clients must be referred by Manitoba START.

990 - 167 Lombard Ave. Winnipeg, MB R3B 0V3  
 Phone: 204-949-5300  
 Email: [epwinc@epw.ca](mailto:epwinc@epw.ca)  
 Website: [www.epw.ca](http://www.epw.ca)

### **Employment Solutions for Immigrants**

This program provides career development and employment preparation for newcomers. Clients must be referred by Manitoba START.

265 Portage Ave. Winnipeg, MB R3B 2B2  
 Phone: 204-949-0300  
 Email: [employmentsolutions@mymts.net](mailto:employmentsolutions@mymts.net)

### **LEEP (Life Employment Enhancement Program for War Affected Youth)**

LEEP is a pre-employment training program for youth from countries affected by war. Participants are paid a training allowance during the program.

Salvation Army Multicultural Centre  
 51 Morrow Ave. Winnipeg, MB R2M 1A5  
 Phone: 204-946-9137  
 Email: [leep.mfc@mts.net](mailto:leep.mfc@mts.net)

### **Occupational Health Centre – Cross Cultural Community Development Program**

Trainers from various cultural communities provide workshops about workplace health and safety rights, as well as where to go for help with health or safety problems at work. One-on-one counselling is also available for injured workers from newcomer communities.

102 - 275 Broadway Winnipeg, MB R3C 4M6

Phone: 204-926-7908

Toll free: 1-888-843-1229

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

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

### **Success Skills Centre**

This free service offers employment and career counselling for immigrant professionals and skilled workers.

12<sup>th</sup> floor - 330 Portage Ave. Winnipeg, MB R3C 0C4

Phone: 204-975-5111

Email: [ssc@successskills.mb.ca](mailto:ssc@successskills.mb.ca)

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

### **University of Winnipeg – Global Welcome Centre**

This free service provides immigrants and refugees with guidance on education and career choices.

Room 1E04 - 511 Ellice Ave. Winnipeg, MB R3B 2E9

Phone: 204-258-2946

Email: [globalwelcomecentre@uwinnipeg.ca](mailto:globalwelcomecentre@uwinnipeg.ca)

Website: [www.uwinnipeg.ca/index/gwc-index](http://www.uwinnipeg.ca/index/gwc-index)

### **Victor Mager Adult Education and Training Centre**

This is a free employment preparation and job skills program for immigrants.

533 St. Anne's Rd. Winnipeg, MB R2M 3E8

Phone: 204-254-1618

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

## HEALTH, WELLNESS AND FAMILY SUPPORT PROGRAMS

### **Aurora Family Therapy Centre**

This free service provides therapy to immigrant and refugee individuals, couples and families on family and parenting issues, war-related trauma and cultural differences.

University of Winnipeg, Sparling Hall, 2<sup>nd</sup> floor

515 Portage Ave. Winnipeg, MB R3B 2E9

Phone: 204-509-1405 or 204-786-9156

Email: [healing@uwinnipeg.ca](mailto:healing@uwinnipeg.ca)

Website: <http://aurora.uwinnipeg.ca/programs-and-services/immigrant-refugee-project/>

### **The Family Centre – Enhanced Settlement Service Family Supports for Refugees**

This program of The Family Centre helps high need refugee families build independence and find resources. Services are available in several languages. For contact information, see the chapter on Support for Families.

### **Healthy Start for Mom and Me**

See the Support for Families chapter for information about this program, and its prenatal and postnatal classes for newcomers to Canada.

### **Immigrant Women’s Association of Manitoba**

The Immigrant Women’s Association of Manitoba provides support, information and referrals for immigrant and refugee women.

301 - 960 Portage Ave. Winnipeg, MB R3G 0R4

Phone: 204-414-9452

Email: [iwamanitoba@gmail.com](mailto:iwamanitoba@gmail.com)

### **Immigrant Women’s Counselling Services**

See the Abuse chapter for information about this agency.

### **Mount Carmel Clinic – Multicultural Wellness Program**

This free program provides counselling, support and advocacy for immigrants and refugees, in several languages.

886 Main St. Winnipeg, MB R2W 5L4

Phone: 204-589-9475

Website: [www.mountcarmel.ca/programs/community/MCWP.php](http://www.mountcarmel.ca/programs/community/MCWP.php)

### **NEEDS**

This organization provides free services to help immigrant and refugee children and youth adapt to life in Canada. Services include recreation, computer training, homework help and job programs.

251-A Notre Dame Ave. Winnipeg, MB R3B 1N8

Phone: 204-940-1260

Email: [needsinc@mymts.net](mailto:needsinc@mymts.net)

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

### **Pluri-elles**

Pluri-elles offers a wide range of French-language services, including programs that involve education and training, finances, culture, health and social services. Services are available for all French-speaking Manitobans, including women, men and children.

570 Des Meurons St. Winnipeg, MB R2H 2P8

Phone: 204-233-1735

Toll free: 1-800-207-5874

Email: [pluridg@pluri-elles.mb.ca](mailto:pluridg@pluri-elles.mb.ca)

Website: [www.pluri-elles.mb.ca](http://www.pluri-elles.mb.ca)

### **Sexuality Education Resource Centre (SERC)**

See the Health Care and Disability Services chapter for information about this agency, which offers an immigrant/refugee health program.

### **Society for Manitobans with Disabilities (SMD)**

SMD's Ethno-Cultural Services program helps newcomers with disabilities, and their families, find services and supports in the community. This program offers services in many languages. SMD also offers a Deaf and Hard of Hearing Program, which provides language and math programs for adult newcomers.

825 Sherbrook St. Winnipeg, MB R3A 1M5

Phone: 204-975-3010

Toll free: 1-866-282-8041

TTY: 204-975-3012 or toll free 1-800-225-9108

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

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

### **YMCA-YWCA of Winnipeg – Winnipeg's Welcome Program**

Through this program, low-income newcomers to Canada can receive a free, four-month membership to the YMCA-YWCA. To find out if you qualify, call the branch nearest you. (See the Recreation and Wellness chapter for contact information.)

## HOUSING

### **Immigrant and Refugee Community Organization of Manitoba (IRCOM)**

IRCOM has an apartment building for new immigrants, recreation and school assistance programs for children and youth, and programs to help families adapt to life and find community and social services in Winnipeg.

95 Ellen St. Winnipeg, MB R3A 1S8

Phone: 204-943-8765

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

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

## **New Journey Housing**

This organization helps new immigrants learn about buying or renting a house or apartment.

Portage Place Shopping Centre – 3rd Floor (opposite IMAX)  
312 - 393 Portage Ave. Winnipeg, MB R3B 3H6  
Phone: 204-942-2238  
Email: [info@newjourneyhousing.com](mailto:info@newjourneyhousing.com)  
Website: [www.newjourneyhousing.com](http://www.newjourneyhousing.com)

## **REGIONAL SETTLEMENT SERVICES**

Settlement services help newcomers adjust to life in Manitoba and the local community by providing information, assistance, and referrals to community resources. The following services are listed in alphabetical order by community.

### **Arborg and Riverton Immigrant Settlement Services**

337 River Rd. P.O. Box 582 Arborg, MB R0C 2A0  
Phone: 204-376-3623  
Email: [ariss@mts.net](mailto:ariss@mts.net)  
Website: [www.rivertoncanada.com/settlement-guide](http://www.rivertoncanada.com/settlement-guide)

### **Westman Immigrant Services**

729 Princess Ave. Brandon, MB R7A 0P4  
Phone: 204-727-6031  
Email [settadmin@mts.net](mailto:settadmin@mts.net)  
Website: [www.wesls.com](http://www.wesls.com)

### **Cartwright, Killarney, Boissevain Settlement Services**

485 Curwen St. P.O. Box 190 Cartwright, MB R0K 0L0  
Phone: 204-529-2590  
Email: [cdo@cartwrightroblin.ca](mailto:cdo@cartwrightroblin.ca)

### **Parklands Regional Settlement Services**

421 Main St. P.O. Box 516  
Grandview, MB R0L 0Y0  
Phone: 204-546-5100  
Email: [immigration@cfparkland.ca](mailto:immigration@cfparkland.ca)  
Website: [www.parklandimmigration.ca](http://www.parklandimmigration.ca)

### **Neepawa Immigrant Settlement Services**

290 Davidson St. P.O. Box 598  
Neepawa, MB R0J 1H0I  
Phone: 204-476-2055  
Email: [nadcoimmigrant@mymts.net](mailto:nadcoimmigrant@mymts.net)  
Website: [www.neepawasettlement.com](http://www.neepawasettlement.com)

### **Portage Learning and Literacy Centre**

2<sup>nd</sup> floor - 110 Saskatchewan Ave. West  
Portage la Prairie, MB R1N 0M1  
Phone: 204-857-6304  
Email: [info@learningcentre.net](mailto:info@learningcentre.net)  
Website: [www.learningcentre.net](http://www.learningcentre.net)

### **Asessippi Parkland Settlement Services**

178 Main St. P.O. Box 1359  
Russell, MB R0J 1W0  
Phone: 204-773-4792  
Email: [immigration@russellmb.com](mailto:immigration@russellmb.com)  
Website: [www.asessippiparkland.com](http://www.asessippiparkland.com)

### **Eastman Immigrant Services**

D4 - 284 Reimer Ave. Steinbach, MB R5G 0R5  
Email: [info@eastmanimmigrantservices.com](mailto:info@eastmanimmigrantservices.com)  
Website: [www.eastmanimmigrantservices.com](http://www.eastmanimmigrantservices.com)

### **Swan Valley Settlement Services**

120 - 6<sup>th</sup> Ave. North P.O. Box 370  
Swan River, MB R0L 1Z0  
Phone: 204-734-3417

### **Thompson Newcomer Settlement Services**

Community Futures North Central Development  
3 Station Rd. P.O. Box 1208  
Thompson, MB R8N 1P1  
Phone: 204-677-1495  
Toll free: 1-888-847-7878

### **Virден Settlement Services**

585 7<sup>th</sup> Ave. South, P.O. Box  
513 Virден, MB R0M 2C0  
Phone: 204-851-1432  
Email: virdenssf@mts.net

### **South Central Immigrant Services**

2 - 295 Perry St. P.O. Box 420  
Winkler, MB R6W 4A6  
Phone: 204-325-4059  
Email: sciswinkler@gmail.com  
Website: [www.regionalconnections.ca](http://www.regionalconnections.ca)

## CHILD AND FAMILY SERVICES

Manitoba's child and family services (CFS) system provides services to communities, families and children. They include counselling, education, emergency assistance, practical support, treatment and temporary care. Temporary care includes foster care or residential care (while family concerns are being addressed), or appropriate permanent care (including adoption) when reunification is no longer possible.

Foster homes are approved and managed by the mandated authorities. Individuals interested in becoming foster parents should contact the agency or authority in their area. Those interested in adoption should contact the adoption department of a child and family services agency or a licensed adoption agency.

Note: See the chapter on Aboriginal Services for information on First Nations and Métis child and family agencies and authorities in Manitoba.

### **All Nations Coordinated Response (ANCR) Network**

The ANCR Network is usually the first point of contact for anyone reporting child abuse or needing services from Manitoba's child and family services system. ANCR's phone lines are open 24 hours a day, seven days a week.

835 Portage Ave. Winnipeg, MB R3G 0N6

Phone: 204-944-4200

Toll free: 1-888-945-ANCR (2627)

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

### **General CFS Authority and List of Mandated CFS Agencies**

Note: Many of the agencies below have other offices. Check with the agency's main office for current listings.

#### **General Child and Family Services Authority**

301 - 180 King St. Winnipeg, MB R3B 3G8

Phone: 204-984-9360

Toll free: 1-866-803-2814

### **Child and Family Services of Central Manitoba**

25 - 3rd St. Southeast Portage la Prairie, MB R1N 1N1

Phone: 204-857-8751

Toll free: 1-888-339-3576

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

### **Child and Family Services of Western Manitoba**

800 McTavish Ave. Brandon, MB R7A 7L4

Phone: 204-726-6030

Toll free: 1-800-483-8980

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

### **Churchill Child and Family Services**

Churchill Regional Health Authority

162 Laverendrye Ave. Churchill, MB R0B 0E0

Phone: 204-675-8322

### **Jewish Child and Family Service**

C200 - 123 Doncaster St. Winnipeg, MB R3N 2B2

Phone: 204-477-7430

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

### **Rural and Northern Services – Eastman**

20 - 1<sup>st</sup> St. Beausejour, MB R0E 0C0

Phone: 204-268-6028

### **Rural and Northern Services – Interlake**

101 - 446 Main St. Selkirk, MB R1A 1V7

Phone: 204-785-5100

### **Rural and Northern Services – Parkland**

27 - 2nd Ave. Southwest Dauphin MB R7N 3E5

Phone: 204-622-2035

### **Rural and Northern Services – Northern**

P.O. Box 5 59 Elizabeth Dr. Thompson, MB R8N 1X4

Phone: 204-677-6570

Provincial Building  
143 Main St. Flin Flon, MB R8A 1K5  
Phone: 204-687-1700

P.O. Box 2550 3<sup>rd</sup> St. and Ross Ave. The Pas, MB R9A 1M4  
Phone: 204-627-8311

### **Winnipeg Child and Family Services**

404 - 1 Wesley Ave. Winnipeg, MB R3C 4C6  
Phone: 204-944-4438  
Website: [www.gov.mb.ca/fs/about/org/csd/wcfs](http://www.gov.mb.ca/fs/about/org/csd/wcfs)

## **HEALTHY CHILD MANITOBA PROGRAMS**

Note: For information on Healthy Child Manitoba programs on fetal alcohol spectrum disorder, see the chapter on Health.

### **Healthy Baby**

Healthy Baby is a two-part program – it includes the Manitoba Prenatal Benefit and Community Support programs. The first provides monthly financial help, for women with low to moderate-incomes, to buy healthy foods during pregnancy. Community Support programs are groups that help pregnant women, and new parents, meet other parents and get information on health, nutrition, and parenting. Some of the programs offer bus tickets and babysitting services.

For more information on the Manitoba Prenatal Benefit and on Community Support programs in your area, contact Healthy Child Manitoba at 204-945-1301 in Winnipeg; toll free 1-888-848-0140; or go to [www.manitoba.ca/healthychild/healthybaby](http://www.manitoba.ca/healthychild/healthybaby).

## **Families First (Home Visiting)**

Families First offers free home visits to families with children – from pregnancy to the time children start school. The program is provided across Manitoba by community public health. During home visits, the public health nurse provides support to parents – helping them build strong relationships with their children, while sharing information and suggesting activities to help them grow up healthy and happy. For more information, talk to your public health nurse, or call 204-945-2266 in Winnipeg; toll free 1-888-848-0410, or go to [www.manitoba.ca/healthychild/familiesfirst](http://www.manitoba.ca/healthychild/familiesfirst).

## **Triple P – Positive Parenting Program**

The Triple P Parent Line, staffed by trained Triple P counsellors, is open from 8:00 a.m. to 8:00 p.m., Monday to Friday. The phone line provides free, confidential support, and the opportunity to discuss parenting issues like bedtime, tantrums and toilet training. The parent line also provides referrals for face-to-face programs (ex: individual counselling, parenting seminars, groups) that are offered by partner agencies.

Triple P Parent Line: 204-945-4777

Triple P Parent Line (toll free): 1-877-945-4777

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

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

## **Parent-Child Coalitions**

Parent-child coalitions operate across Manitoba, promoting and supporting local programs for families with children ages 0 to 6. The coalitions focus on parent-child programs and activities that address positive parenting, nutrition, physical health, literacy and learning. For more information on parent-child activities in your community, call Healthy Child Manitoba.

Phone: 204-945-2266

Toll free: 1-888-848-0140

Website: [www.gov.mb.ca/healthychild/parentchild/](http://www.gov.mb.ca/healthychild/parentchild/)  
(Healthy Child Manitoba)

Website: [www.mbparentchild.com](http://www.mbparentchild.com)  
(Manitoba Parent-Child Coalitions)

## FAMILY RESOURCE CENTRES

Family resource centres can provide great support to all family members. Services may include education programs for all ages; workshops on things like parenting, anger management and health and wellness; child care; counselling and drop-in programs. For information on the specific programs and services offered, contact a family resource centre near you.

### **Family Resource Centres – Winnipeg**

#### **Andrews Street Family Centre**

B-220 Andrews St. Winnipeg, MB R2W 4T1  
Phone: 204-589-1721  
Website: [www.asfc.mb.ca](http://www.asfc.mb.ca)

#### **Elwick Village Centre**

14 - 1411 Fife St. Winnipeg, MB R2P 0A2  
Phone: 204-632-0910 or 204-632-5992

#### **The Family Centre of Winnipeg**

401 - 393 Portage Ave. Winnipeg, MB R3B 3H6  
Phone: 204-947-1401  
Website: [www.familycentre.mb.ca](http://www.familycentre.mb.ca)

#### **Heritage Park Family Resource Centre**

Room 116 - 1 Braintree Cres. Winnipeg, MB R3J 1C7  
Phone: 204-895-2519  
Website: [www.heritage-park.org](http://www.heritage-park.org)

#### **Wolseley Family Place**

691 Wolseley Ave. Winnipeg, MB R3G 1C8  
Phone: 204-788-8052  
Email: [wfp.admin@mts.net](mailto:wfp.admin@mts.net)  
Website: [www.wolseleyfamilyplace.com](http://www.wolseleyfamilyplace.com)

### **South Winnipeg Family Information Centre**

800 Point Rd. (lower level) Winnipeg, MB R3T 3L8  
Phone: 204-284-9311  
Website: [www.swfic.org](http://www.swfic.org)

### **St. George School Parenting Centre**

St. George School  
151 St. George Rd. Winnipeg, MB R2M 3J2  
Phone: 204-253-6773

### **Family Resource Centres – Rural and Northern**

#### **Altona and Area Family Resource Centre**

238 5<sup>th</sup> Ave. Northeast P.O. Box 473  
Altona, MB R0G 1K0  
Phone: 204-324-2352  
Email: [aafrc@rha-central.mb.ca](mailto:aafrc@rha-central.mb.ca)  
Website: [www.altonafamilyresourcecentre.com](http://www.altonafamilyresourcecentre.com)

#### **Anna's House**

B-11 Highway 12 North Steinbach, MB R5G 1T1  
Phone: 204-346-0413  
Website: [www.annashouse.ca](http://www.annashouse.ca)

#### **Carman Family Resource Centre**

40 - 2<sup>nd</sup> St. Northeast P.O. Box 124  
Carman, MB R0G 0J0  
Email: [carfrc@mymts.net](mailto:carfrc@mymts.net)  
Website: [www.carmanfamilyresourcecentre.com](http://www.carmanfamilyresourcecentre.com)

#### **Child Family Resource Centre**

109 - 2<sup>nd</sup> Ave. South P.O. Box 212  
Cranberry Portage, MB R0B 0H0  
Phone: 204-472-3671

**Elsbeth Reid Family Resource Centre**

255 - 9<sup>th</sup> St. Brandon, MB R7A 6X1

Phone: 204-726-6280

Website: [www.cfswestern.mb.ca](http://www.cfswestern.mb.ca) (click on Family Resource Centre)

**Growing Years Resource Centre**

216 Manitoba Ave. Selkirk, MB R1A 0Y5

Phone: 204-785-8218

Website: [www.growingyears.info](http://www.growingyears.info)

**Morden Parent and Child Resource Centre**

484 Stephen St. Morden, MB R6M 1T6

Phone: 204-822-1231

**Network 4 Change**

17 - 31 1<sup>st</sup> St. South P.O. Box 1698

Beausejour, MB R0E 0C0

Phone: 204-268-2506

Website: [www.network4change.ca](http://www.network4change.ca)

**The Pas Family Resource Centre**

16 Tremaudan Ave. P.O. Box 97

The Pas, MB R9A 1K3

Phone: 204-623-5575

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

**Tupper St. Family Resource Centre**

20 Tupper St. North Portage la Prairie, MB R1N 1W8

Phone: 204-857-9011

Email: [resourcecentre@tsfrc.com](mailto:resourcecentre@tsfrc.com)

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

**Wings of Power Family and Community Resource Centre**

39 Main St. P.O. Box 66

Pine Falls, MB R0E 1M0

Phone: 204-367-9641

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

## OTHER SUPPORTS

### **Aurora Family Therapy Centre**

Aurora Family Therapy Centre offers therapy to families, couples and individuals. Appointments are available weekdays, evenings and Saturdays. The centre welcomes individuals of all ages, cultures, genders, abilities, nationalities, races, religions and sexual orientations. Fees are based on income and family size.

University of Winnipeg, Sparling Hall, 2<sup>nd</sup> floor

515 Portage Ave. Winnipeg, MB R3B 2E9

Phone: 204-786-9251

Website: [www.aurora.uwinnipeg.ca](http://www.aurora.uwinnipeg.ca)

### **Better Fathers**

This non-profit organization offers group sessions and individual counselling to help men become better fathers and men. Services are free.

Winnipeg, MB

Phone: 204-782-7987

Email: [better\\_fathering@mts.net](mailto:better_fathering@mts.net)

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

### **Big Brothers Big Sisters**

This association matches adult volunteers with children/youth (age 7 and older) who need friendship, support and guidance. Programs operate in Brandon, Morden/Winkler, Portage la Prairie and Winnipeg.

153A - 8<sup>th</sup> St. Brandon, MB R7A 3W9

Phone: 204-727-1787

Website: [www.bigbrothersbigsisters.ca/brandon](http://www.bigbrothersbigsisters.ca/brandon)

P.O. Box 450 Winkler, MB R6W 4A6

Phone: 204-325-9707

Website: [www.bigbrothersbigsisters.ca/mordenwinkler](http://www.bigbrothersbigsisters.ca/mordenwinkler)

20 Tupper St. North Portage la Prairie, MB R1N 1W8  
Phone: 204-857-4397  
Website: [www.bigbrothersbigsisters.ca/portage](http://www.bigbrothersbigsisters.ca/portage)

2<sup>nd</sup> floor - 765 Portage Ave. Winnipeg, MB R3G 0N2  
Phone: 204-988-9200  
Email: [main@bigwinnipeg.com](mailto:main@bigwinnipeg.com)  
Website: [www.bigwinnipeg.com](http://www.bigwinnipeg.com)

### **Block Parent Program of Winnipeg**

The block parent program provides a network of safe places children can go for help, if they are in trouble (ex: injured, approached by a stranger, being bullied). Volunteers' homes have a Block Parent sign in the window to let children know the home is safe. Volunteers are screened by the Winnipeg Police Service, and must undergo Child Abuse Registry checks.

466 Gertrude Ave. Winnipeg, MB R3L 0M8  
Phone: 204-284-7562  
Website: [www.winnipegblockparents.mb.ca](http://www.winnipegblockparents.mb.ca)

### **The Compassionate Friends**

The Compassionate Friends is a non-profit, non-denominational, self-help organization offering friendship, understanding, grief education and hope to all families who've experienced the death of a child, at any age, from any cause. Support and information are provided at monthly meetings, weekly drop-in times, and through a newsletter.

685 William Ave. Winnipeg, MB R3E 0Z2  
Phone: 204-787-4896  
Website: [www.tcfwinnipeg.org](http://www.tcfwinnipeg.org)

### **Futures Resource Centre, Marymound North**

Futures Resource Centre offers families and children support, and the opportunity to learn, share and receive information. The centre offers many programs, including parenting classes, school readiness and healthy eating.

125 Commercial Pl. Thompson, MB R8N 1T1

Phone: 204-677-7820

Email: [futures@marymound.com](mailto:futures@marymound.com)

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

### **Healthy Start for Mom and Me**

Healthy Start for Mom and Me offers informal, friendly prenatal and postnatal (babies up to one year old) drop-ins at nine community sites in Winnipeg. The program provides babysitting, healthy snacks, playtime with babies, videos and activities, and milk coupons for pregnant youth and women. For those who do not speak English, newcomer sessions are offered with translation services (only at the Edmonton St. location). The program is focused on those who face poverty and other barriers, and are uncomfortable with other services.

2<sup>nd</sup> floor - 400 Edmonton St. Winnipeg, MB R3B 2M2

Phone: 204-949-5350

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

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

### **Kids Help Phone**

This is a 24-hour, toll free, national, bilingual, anonymous, confidential service that provides counselling, referrals and information for children, teens and young adults. Counselling is available by phone, or users can post questions on the Kids Help Phone online forums. Kids Help Phone deals with issues such as relationships, bullying, emotional health, substance abuse, violence and suicide.

Phone (toll free): 1-800-668-6868

Email: [info@kidshelpphone.ca](mailto:info@kidshelpphone.ca) or [manitoba@kidshelpphone.ca](mailto:manitoba@kidshelpphone.ca)

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

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

Manitoba Farm and Rural Support Services offers confidential phone counselling through the Manitoba Farm and Rural Stress Line, and online counselling through email, online chat or Skype. Calls are answered by trained counsellors with farming backgrounds.

Phone (toll free): 1-866-367-3276

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

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

## **Manitoba Foster Family Network**

Through a provincewide network, the Manitoba Foster Family Network provides training, guidance, and assistance for foster parents. It acts as a collective voice to help improve the child welfare system. Local associations provide opportunities to get to know fellow foster parents, and create a grassroots support system. Peer Support Providers give emotional and social support to foster parents to empower them and the children in their care.

3<sup>rd</sup> floor - 555 Broadway Winnipeg, MB R3C 0W4

Phone: 204-940-1280

Toll free: 1-866-458-5650

Peer Support Line: 204-231-0391

Peer Support (toll free): 1-800-940-7337

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

## **Men's Resource Centre**

This centre provides free support and counselling for men (age 16 and up) dealing with issues like parenting, childhood abuse, relationship loss and other problems. Services include individual counselling (call for drop-in times or to make an appointment), group counselling, workshops and temporary shelter for men fleeing abusive relationships. To request emergency shelter during business hours, call the Men's Resource Centre (information below). Outside of business hours, call The Provincial Domestic Abuse Line toll free at 1-877-977-0007, or Osborne House at 204-942-3052.

301 - 321 McDermot Ave. Winnipeg, MB R3A 0A3  
Phone: 204-415-6797  
Toll free: 1-855-MRC-MRCS/1-855-672-6727  
Website: [www.mens-resource-centre.ca](http://www.mens-resource-centre.ca)

### **Military Family Resource Centres (MFRCs)**

MFRCs provide support to Canadian Forces personnel and their families. Services are available at local Canadian/Military Family Resource Centres, online and by phone through the Family Information Line. In Manitoba, there are MFRCs in Shilo and Winnipeg (the Winnipeg MFRC also serves Southport/Portage la Prairie).

Shilo MFRC: 204-765-3000, ext. 3352  
Winnipeg MFRC: 204-489-7003 or 204-833-2500 ext. 4500  
Family Information Line: 1-800-866-4546 (toll free in North America)  
Website: [www.familyforce.ca](http://www.familyforce.ca)

### **Mothers Program, Women's Health Clinic**

Women's Health Clinic offers a range of services to support mothers through the life changes that come with having a baby (whether by birth or adoption). Programs include Families Connecting Support Groups, Sherpa Mothers Program, and Coping with Change Postnatal Education workshops.

Unit A - 419 Graham Ave. Winnipeg, MB R3C 0M3  
Phone: 204-947-2422, ext. 113  
TTY: 204-956-0385  
Toll free: 1-866-947-1517  
Email: [whc@womenshealthclinic.org](mailto:whc@womenshealthclinic.org)  
Website: [www.womenshealthclinic.org](http://www.womenshealthclinic.org)

### **New Directions for Children, Youth, Adults and Families**

Note: For information on New Directions' other programs, see the chapters on Abuse; Health Care and Disability Services; and Education, Training and Employment.

New Directions for Children, Youth, Adults and Families offers a variety of programs for families. Unless otherwise listed, contact the main office for more information.

The Family Therapy Program provides free therapy to families living in or near Winnipeg to help deal with a range of issues. Depending on the need of the family, therapy can involve the whole family, the couple, siblings or an individual. The program also offers a support group for parents of high-risk youth.

Opikihiwawin addresses the needs of Aboriginal people who were adopted or fostered and their cross-cultural families. The program provides cultural education and supports for Aboriginal children, youth and adults (836 Ellice Ave.; phone: 204-783-7078).

The Parenting Centre offers information about parenting and family issues to parents of children from birth to 12 years of age. Counselling, groups, play therapy and family therapy are also available (321 McDermot Ave.; phone: 204-956-6560).

Several residential treatment programs are available for children and youth who are referred by a child and family services agency for treatment or healing.

#### Main office

400 - 491 Portage Ave. Winnipeg, MB R3B 2E4

Phone: 204-786-7051

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

#### **The Office of the Children's Advocate**

The Office of the Children's Advocate represents the rights, interests and viewpoints of children and youth who are receiving, or should be receiving, services under The Child and Family Services Act and/or The Adoption Act. The office protects the rights of children and youth, while acting independently of the child welfare system.

100 - 346 Portage Ave. Winnipeg, MB R3C 0C3

Phone: 204-988-7440

Toll free: 1-800-263-7146

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

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

### **Parents without Partners**

This organization provides all single, separated, divorced, and widowed parents and their children with a healthy environment for support, friendship and sharing parenting information and advice. Events include parent activities, family activities and educational meetings/workshops.

Winnipeg, MB

Phone: 204-957-7172

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

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

### **Rainbow Resource Centre**

The Rainbow Resource Centre offers information, counselling, support groups and peer support to members of the LGBTT (Lesbian, Gay, Bisexual, Transgender, Two-Spirit, Intersex and Queer) community and those questioning their sexual orientation and gender identity. The centre also offers parents, family, and friends of LGBTT community members information, education and support to foster supportive relationships with their LGBTT loved ones.

170 Scott St. P.O. Box 1661 STN Main

Winnipeg, MB R3C 2Z6

Administrative Line: 204-474-0212

Peer Support Line: 204-284-5208, or toll free 1-888-399-0005

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

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

### **Resource Assistance for Youth (RAY)**

RAY offers a variety of programs for youth (focused on homeless youth), including providing basic needs, advocacy, support groups, outreach, health services, addictions services, assistance finding housing and advocacy with landlords, help finding jobs/training, and mental health services.

125 Sherbrook St. Winnipeg, MB R3C 2B5

Phone: 204-783-5617

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

## **Rossbrook House**

Rossbrook House is a neighbourhood house for children and youth in Winnipeg's inner-city. Rossbrook House offers drop-in, recreational, arts, cultural, women's and economic development programs.

658 Ross Ave. Winnipeg, MB R3A 0M1  
Phone: 204-949-4090  
Email: [mail@RossbrookHouse.ca](mailto:mail@RossbrookHouse.ca)  
Website: [www.rossbrookhouse.ca](http://www.rossbrookhouse.ca)

## **School Divisions' Clinical Services**

Each school division offers various clinical services, which may include the services of occupational therapists, physiotherapists, psychologists, school social workers and speech and language pathologists. To find out about the services offered by your school division, contact your child's school.

## **The Pas Action Centre**

This centre provides free programs for youth in the Kelsey Housing Area.

22 Tremauden Ave. The Pas, MB  
Phone: 204-623-5320

## **Villa Rosa**

Villa Rosa is a safe place for single, young women to live during and after pregnancy. Villa Rosa provides counselling and life skills training, opportunities to learn a healthy lifestyle, and access to community services like midwives, the medical system and elders. Villa Rosa also offers an education program to help young women get back to, or stay in, school.

784 Wolseley Ave. Winnipeg, MB R3G 1C6  
Phone: 204-786-5741  
Toll free: 1-800-643-0733  
Email: [administration@villarosa.mb.ca](mailto:administration@villarosa.mb.ca)  
Website: [www.villarosa.mb.ca](http://www.villarosa.mb.ca)

### **Voices: Manitoba's Youth in Care Network**

This youth-driven program provides support, encouragement and advocacy for youth as they move from being wards of the government, to youth transitioning to independence, to adulthood. Outreach services for young people who have recently come into care are available. Members range in age from 12 to 30 years.

929 Main St. Winnipeg, MB R2W 3P2

Phone: 204-982-4956

Toll free: 1-866-982-4956

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

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

### **Youth Resource Centre/Shelter**

The Youth Resource Centre/Shelter, a program of Macdonald Youth Services, offers free advocacy, information, referral and help with short-term, basic needs for youth ages 12 to 20 on a walk-in basis. As well, an emergency, overnight shelter is available for youth ages 12 to 17. Beds are assigned on a first-come-first-serve basis every night. Youth who stay at the shelter are offered crisis intervention counselling, food, hygiene needs, shower, clothes and case management.

161 Mayfair Ave. Winnipeg, MB R3L 0A1

Phone: 204-477-1804

Toll free: 1-888-477-1804

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

## **WOMEN'S RESOURCE CENTRES**

Women's resource centres offer a variety of programs, including abuse counselling, assistance with job searches, workshops on money management, parenting and health and wellness. For information on the specific programs and services offered, contact a women's resource centre near you.

**In Winnipeg****Central Park Women's Resource Centre**

100 - 420 Edmonton St. Winnipeg, MB R3B 3B6  
Phone: 204-944-8685

**Fort Garry Women's Resource Centre**

1150-A Waverley St. Winnipeg, MB R3T 0P4  
Phone: 204-477-1123  
Email: [info@fgwrc.ca](mailto:info@fgwrc.ca)  
Website: [www.fgwrc.ca](http://www.fgwrc.ca)

**North End Women's Resource Centre**

394 Selkirk Ave. Winnipeg, MB R2W 2M2  
Phone: 204-589-7347  
Email: [info@newc.mb.ca](mailto:info@newc.mb.ca)  
Website: [www.newcentre.org](http://www.newcentre.org)

**North Point Douglas Women's Centre**

221 Austin St. North Winnipeg, MB R2W 3M8  
Phone: 204-947-0321  
Email: [npdirector@mymts.net](mailto:npdirector@mymts.net)  
Website: [www.northpointdouglaswomenscentre.org](http://www.northpointdouglaswomenscentre.org)

**Pluri-elles (Manitoba)**

570, Des Meurons St. Winnipeg, MB R2H 2P8  
Phone: 204-233-1735  
Toll free 1-800-207-5874  
Email: [pluridg@pluri-elles.mb.ca](mailto:pluridg@pluri-elles.mb.ca)  
Website: [www.pluri-elles.mb.ca](http://www.pluri-elles.mb.ca)

**West Central Women's Resource Centre**

640 Ellice Ave. Winnipeg, MB R3G 0A7  
Phone: 204-774-8975  
Email: [info@wcwrc.ca](mailto:info@wcwrc.ca)  
Website: [www.wcwrc.ca](http://www.wcwrc.ca)

## **Rural/Northern Centres**

### **Interlake Women's Resource Centre**

87 - 5<sup>th</sup> Ave. P.O. Box 1991 Gimli, MB R0C 1B0

Phone: 204-642-8264

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

### **Lakeshore Women's Resource Centre**

#1 - 2<sup>nd</sup> Ave. North P.O. Box 628 Ashern, MB R0C 0E0

Phone: 204-768-3016

Website: [www.lwrc.weebly.com](http://www.lwrc.weebly.com)

### **Snow Lake Family Resource Centre**

P.O. Box 838 Snow Lake, MB R0B 1M0

Phone: 204-358-7141

Email: [frc@gillamnet.com](mailto:frc@gillamnet.com)

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

### **Swan Valley Crisis Centre**

P.O. Box 2354 Swan River, MB R0L 1Z0

Phone: **204-734-9368**

### **The Women's Resource Centre**

800 Rosser Ave. Brandon, MB R7A 6N5

Phone: 204-726-8632

Toll free: 1-866-255-4432

Email: [twcbrandon@wcgwave.ca](mailto:twcbrandon@wcgwave.ca)

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

### **Women's Safe Haven/Resource Service**

60 Hapnot St. Flin Flon, MB R8A 1L6

Phone: 204-681-3105

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