

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

**GET YOUR  
BENEFITS!**



**THE MANITOBA  
COLLEGE OF  
FAMILY PHYSICIANS**



**LE COLLÈGE DES  
MÉDECINS DE FAMILLE  
DU MANITOBA**

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

# READ AND SHARE: GET YOUR BENEFITS!

A plain language booklet listing select federal, provincial, and regional benefits and programs for Manitobans who may be eligible. To access this booklet online or for more information about individual programs, benefits, tax filing benefits, please visit: [www.getyourbenefits.ca](http://www.getyourbenefits.ca).

Also available at <https://www.edu.gov.mb.ca/benefits/> or to order paper copies or download at: <http://www.gov.mb.ca/health/primarycare/providers/povertytool.html>

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## RESOURCES

## Page

DID YOU FILE YOUR INCOME TAX? .....	3-4
FINANCIAL COUNSELLING & LITERACY .....	5
EMPLOYMENT & INCOME ASSISTANCE (EIA).....	6-7
FINDING WORK .....	7
CHILDREN & FAMILY .....	8-9
PERSONS LIVING WITH DISABILITIES .....	10-11
SENIORS & 55 PLUS .....	12
HEALTH NEEDS .....	13-14
MENTAL HEALTH .....	15-16
ADDICTION SERVICES .....	17
INDIGENOUS PEOPLES RESOURCES .....	18
NEWCOMERS TO CANADA.....	19
FOOD & HOUSING .....	20-21
OTHER SERVICES .....	21-22
USEFUL WEBSITES & PHONE NUMBERS.....	23

# DID YOU FILE YOUR INCOME TAX?

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

## Federal Income Tax Credits:

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

**Working Income Tax Benefit** – a refundable tax credit for working people with low incomes.

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

You can apply by completing the **form RC66-Canada Child Benefits Application** and sending it to Canada Revenue.

You can get a copy of the form by calling 1-800-387-1193 or online at:

<http://www.cra-arc.gc.ca/E/pbg/tf/rc66/README.html>.

You can send your completed child and family benefits forms by mail to the Winnipeg Tax Centre.

\*Let Canada Revenue know if your marital status changes by sending in form **RC65-Marital Status Change**. This will make sure your CCB and GST benefits are correctly calculated based on your new situation. Get a copy of this form on line at [www.cra-arc.gc.ca/E/pbg/tf/rc65/README.html](http://www.cra-arc.gc.ca/E/pbg/tf/rc65/README.html) or by calling 1-800-387-1193.

## Provincial (MB) Income Tax Credits:

**Personal Tax Credit** – a credit for low-income Manitobans and their dependents. For more information:

<http://www.cra-arc.gc.ca/E/pub/tg/5007-pc/5007-pc-16e.html>

(scroll down to Form MB479, Manitoba Credits)

**Education Property Tax Credit** – for those who pay rent or property taxes in Manitoba. Seniors may qualify for additional amounts.

Visit: <https://www.gov.mb.ca/finance/tao/eptc.html>

# DID YOU FILE YOUR INCOME TAX?

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**Manitoba Seniors School Tax Rebate:** Website:

[www.gov.mb.ca/finance/tao/sstrebate.html](http://www.gov.mb.ca/finance/tao/sstrebate.html)

**Primary Caregiver Tax Credit** – for people who provide ongoing voluntary care and support to family members, friends or neighbours who require help in their home. This program requires pre-application and approval.

Please see: [www.gov.mb.ca/finance/tao/caregiver.html](http://www.gov.mb.ca/finance/tao/caregiver.html)

**Manitoba Tax Assistance Office** – [www.gov.mb.ca/finance/tao](http://www.gov.mb.ca/finance/tao) – Informs and assists residents on the Manitoba income tax and tax credit programs. In Winnipeg call 204-948-2115, outside Winnipeg call 1-800-782-0771.

## Get Help with Your Taxes:

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

## Where Can I Find A Free Tax Clinic?

Community Volunteer Income Tax Program (CVITP) – Offered to low-income individuals with simple tax situations. A listing of free community tax clinics across Manitoba go to: <http://www.cra-arc.gc.ca/tx/ndvdl/vlntr/clncs/mb-eng.html>.

To learn more, call the CRA general enquiries line at 1-800-959-8281.

During the tax season (February – April) call the CVITP program at 204-989-1912.

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

**211 Manitoba** – [www.mb.211.ca](http://www.mb.211.ca) (click on financial)

or

**Manitoba Housing** – <http://www.gov.mb.ca/housing/tenants/tax.html>

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

# FINANCIAL COUNSELLING & LITERACY

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

**Access to Benefits program at SEED Winnipeg Inc. – Living on a low income? SEED Winnipeg can help you:**

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

For more information visit: [seedwinnipeg.ca](http://seedwinnipeg.ca). To book an appointment call 204-927-9945 in Winnipeg or email: [atob@seedwinnipeg.ca](mailto:atob@seedwinnipeg.ca)

**Manitoba Securities Commission** – Provides education programs about real estate, investing basics, child savings, women’s programs and other information.  
Visit [www.msc.gov.mb.ca/education](http://www.msc.gov.mb.ca/education)

**Manitoba Government’s Financial Literacy Resource Website:**  
[www.gov.mb.ca/finance/literacy](http://www.gov.mb.ca/finance/literacy)

**Financial Counselling – Chartered Professional Accountants Manitoba.**  
Visit <https://cpamb.ca/>

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

# EMPLOYMENT & INCOME ASSISTANCE

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The Employment & Income Assistance (EIA) program provides financial help to Manitobans who have no other way to provide for their basic needs. For people able to work, EIA can help you get employment by providing supports.

**You can apply for EIA by calling 204-948-4000 inside Winnipeg or 1-877-812-0014 outside Winnipeg.** For more information visit:

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

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

**Basic assistance** – help with food, clothing, household needs

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

**For those receiving EIA** – living in unsubsidized housing, the Rent Assist benefit is automatically included with the monthly EIA payments. Eligibility is assessed when you apply for EIA and is based on the number of family members, and whether utility costs (e.g., heat, electricity, water) are included in the rent. [www.gov.mb.ca/fs/eia/rentassist\\_facts.html](http://www.gov.mb.ca/fs/eia/rentassist_facts.html)

**For those who do not receive EIA** – living in eligible private rental or room and board spaces, a monthly benefit may be available and will vary depending on the annual income of each adult (in the household). To apply for non-EIA Rent Assist, go to: [www.gov.mb.ca/fs/eia/pubs/rentassist\\_appform.pdf](http://www.gov.mb.ca/fs/eia/pubs/rentassist_appform.pdf) or call Provincial Services at 204-945-2197 in Winnipeg or toll-free: 1-877-587-6224 to have an application form mailed to you.

## Need Help with EIA?

**Community Unemployed Help Centre** – Information and help with Employment Insurance (EI) or with Employment and Income Assistance (EIA) problems go to [www.cuhc.mb.ca](http://www.cuhc.mb.ca), call 204-942-6556 in Winnipeg or toll-free at 1-866-942-6556 or email: [cuhc@cuhc.mb.ca](mailto:cuhc@cuhc.mb.ca)

**Fair Practices Office** – Provides confidential and impartial assistance to Manitobans applying for or receiving services from Department of Families' programs, who feel they have not been treated fairly – including concerns

# EMPLOYMENT & INCOME ASSISTANCE

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with the Employment and Income Assistance program. The Fair Practices Office investigates complaints, mediates disputes and makes recommendations on individual cases to program staff based on investigation outcomes. For more information go to: [www.gov.mb.ca/fs/fpo](http://www.gov.mb.ca/fs/fpo)

**Credit/Employment and Income Assistance (EIA)** – listing of credit counselling services and EIA offices in Manitoba. Go to: <http://mb.211.ca/top-level-terms/financial/?language=en&filter%5B4487%5D=credit-counselling&filter%5B4550%5D=employment-and-income-assistance-eia>

## Finding Work

**Canada Benefits at Service Canada** – Service Canada offers you help getting back to work, temporary income support or skills training. Canada Benefits can help connect you with appropriate programs and services – truly a one-stop shop. Similarly, you will find information to help with your housing and health needs whether you are a Newcomer to Canada, a person with a disability, or an Aboriginal person. Try the Benefits Finder at [www.canadabenefits.gc.ca](http://www.canadabenefits.gc.ca) to get a customized list of federal and provincial programs and services.

**Training and Employment Services** (formerly Employment Manitoba) helps Manitobans prepare for, find and keep employment, including support for training to meet labour market needs. A wide range of employment and training services are offered through partnerships with community-based organizations and employers. To learn more go to: <http://www.gov.mb.ca/wd/ites/tes/> or call 204-945-0575 (Winnipeg) or Toll-Free (outside Winnipeg): 1-866-332-5077 or email: [mjsd@gov.mb.ca](mailto:mjsd@gov.mb.ca)

Find jobs in Manitoba at: <http://residents.gov.mb.ca/findingwork.html>

**Jobs on Market** – provides help with finding a job for individuals (non-disabled/without children) who are applying for or receiving Employment and Income Assistance (EIA). Jobs on Market staff will provide quick support to participants by helping to identify service needs, make referrals and encourage progress throughout the job search. On-site services include resume development, identifying job leads, and direct marketing to employers. Please visit: 128 Market Avenue in Winnipeg, Monday to Friday, 8:30 a.m. to 4:30 p.m. or call 204-948-JOBS (5627).

# CHILDREN & FAMILY

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Register a Manitoba birth – **Vital Statistics Agency** – Information on how to obtain a birth certificate and social insurance number for your child, and how to apply for the Canada Child Benefit.

[http://vitalstats.gov.mb.ca/birth\\_registration.html](http://vitalstats.gov.mb.ca/birth_registration.html)

## **You may be eligible for other benefits in addition to the monthly Canada Child Benefit:**

**Manitoba Child Benefit Program** – Monthly financial assistance to low income families who are NOT on EIA. Also provides help with some of the costs of children’s prescription eyeglasses. 1-800-563-8793 or download an application: [www.gov.mb.ca/fs/eia/mcb.html](http://www.gov.mb.ca/fs/eia/mcb.html)

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

- **The Manitoba Prenatal Benefit** – Financial benefit that helps pregnant women buy healthy food. You must live in Manitoba and have a family income of less than \$32,000 to qualify.
- **Healthy Baby Community Support Programs** – Free drop-in groups for pregnant women/their partners/parents with babies under the age of one to get information and support for a healthy pregnancy and baby. [www.gov.mb.ca/healthychild/healthybaby](http://www.gov.mb.ca/healthychild/healthybaby) or call 204-945-1301 in Winnipeg or Toll-free at 1-888-848-0140 elsewhere.

**Manitoba Early Learning and Child Care** – for help in paying eligible day care costs for low-income parents. Find the online subsidy application at: [www.gov.mb.ca/fs/childcare/families/childcare\\_subsidies.html](http://www.gov.mb.ca/fs/childcare/families/childcare_subsidies.html) or call 204-945-0286 (in Winnipeg); Toll-free: 1-877-587-6224 or email: [cdcsubsidy@gov.mb.ca](mailto:cdcsubsidy@gov.mb.ca)

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



# CHILDREN & FAMILY

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The Government of Canada offers the **Canada Education Savings Grant (CESG)**, which consists of a basic amount of 20% on the first \$2,500 in annual personal contributions to an RESP. Additional amounts of CESG of 10% and 20% on the first \$500 of annual personal contributions into an RESP are also provided available for children from middle- and low-income families.

If your child is born after 2004, they may be eligible to receive the **Canada Learning Bond (CLB)**. The CLB provides an initial payment of \$500 in an RESP, plus additional payments of \$100 every year of eligibility, up to age 15, for a maximum of \$2,000 to children from low-income families. No personal RESP contributions are required to receive the CLB.

Canadians who get the skills and training they need are more likely to get a good job. The CLB will help Canadian youth reach their full potential. For more details, visit <https://www.canada.ca/en/employment-social-development/services/student-financial-aid/education-savings.html>.

See also: <https://www.smartsaver.org/canada-learning-bond.shtml>

**Child Disability Tax Credit** – is a tax-free benefit for families who care for a child under age 18 who is eligible for the disability tax credit.

Online information: <http://www.cra-arc.gc.ca/bnfts/dsblty-eng.html>

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

# PERSONS LIVING WITH DISABILITIES

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

**Canada Pension Plan – Disability Benefits** – If you worked and contributed to CPP you may be able to get a disability pension until you turn 65.

Call 1-800-277-9914 to have an application kit mailed to you or apply at:

[www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-disability-benefit/apply](http://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-disability-benefit/apply)

**Employment and Income Assistance – Disability Benefits** – Persons with disabilities receive additional EIA benefits, including the Income Assistance for Persons with Disabilities (IAPD) of \$105 monthly. If prescribed by a health practitioner, persons with disabilities may be eligible for:

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

Go to [www.gov.mb.ca/fs/eia](http://www.gov.mb.ca/fs/eia) or read the brochure:

[www.gov.mb.ca/fs/eia/pubs/eia\\_disability.pdf](http://www.gov.mb.ca/fs/eia/pubs/eia_disability.pdf) for more details.

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

**Disability Tax Credit** – This is a tax credit that can reduce your taxes or be transferred to a spouse/partner to reduce theirs. The Canada Revenue Agency must approve the credit before you can make a claim. Find more information at:

[www.cra-arc.gc.ca/tx/ndvdl/sgmnts/dsblts/dtc/menu-eng.html](http://www.cra-arc.gc.ca/tx/ndvdl/sgmnts/dsblts/dtc/menu-eng.html)

**Working Income Tax Benefit – Disability Supplement** – This additional refundable amount tops up the working income tax benefit if you are also eligible for the disability tax credit. Find more information at: [www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/lns409-485/453-eng.html](http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/lns409-485/453-eng.html)

# PERSONS LIVING WITH DISABILITIES

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**Refundable Medical Expense Supplement** – This refundable credit can be claimed on the tax return of working individuals with low incomes and high medical expenses. Find more information at: [www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/lns300-350/330-331/menu-eng.html](http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/lns300-350/330-331/menu-eng.html)

**Registered Disability Savings Plan** – This program allows you to save for the future without losing any of your EIA-D benefits. The government will match your savings up to 300%. Even if you have a low income and cannot put money in your plan, the government may give you up to \$1,000 each year. Find more information at [www.cra-arc.gc.ca/tx/ndvdl/tpcs/rdsp-reei/menu-eng.html](http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/rdsp-reei/menu-eng.html)

\*Note: If you are blind or partially sighted, you can get CRA publications and personalized correspondence in Braille, large print, electronic text, or MP3 by going to [www.cra-arc.gc.ca/alternate](http://www.cra-arc.gc.ca/alternate) or by calling 1-800-959-8281

**Society for Manitobans with Disabilities** – SMD provides programs and services to meet the needs of children, youth, and adults with disabilities. Call 204-975-3010 in Winnipeg or toll-free at 1-866-282-8041. TTY 204-975-3083. Find SMD at <https://www.smd.mb.ca/smd> or email [info@smd.mb.ca](mailto:info@smd.mb.ca)

**Specialized Services for Children & Youth (SCCY)** – is an initiative focused on the integration and, where possible, co-location of services for Manitoba children and youth with disabilities and special needs. Visit <http://sscy.ca/> or call 204-452-4311

# SENIORS & 55 PLUS

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**Canada Pension Plan – Retirement (CPP-R)** – if you worked and paid into CPP, you can start getting a retirement pension as early as age 60. CPP is paid monthly based on how much you paid into the plan.

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

**Guaranteed Income Supplement (GIS)** – A non-taxable benefit to top up OAS for low-income seniors. If you are receiving the OAS pension, apply for your GIS three months before your 65th birthday. Monthly amount depends on the annual income from the previous tax year. Eligibility for GIS is reviewed each year when you file your tax return; it is automatically renewed for seniors who qualify.

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

**For more information on above programs, contact Service Canada at 1-800-O-CANADA (1-800-622-6232) or online at:**

[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

**55 Plus** – Manitoba program provides financial supplement to low-income seniors 55 years or older. Payment made four times a year based on income on the previous year's tax return. 55 Plus benefits – available if you receive only the health care benefits portion of income assistance. Call 1-800-563-8793 or go to: [www.gov.mb.ca/fs/eia/55plus.html](http://www.gov.mb.ca/fs/eia/55plus.html)

**Seniors Information Line** – Manitoba Information and referral line for seniors, families, caregivers and professionals working with seniors. Access to information on services and programs for seniors. Contact 204-945-6565 (in Winnipeg) or Toll free at 1-800-665-6565 or email: [seniors@gov.mb.ca](mailto:seniors@gov.mb.ca)

**Manitoba Seniors' Guides:** [www.gov.mb.ca/shas](http://www.gov.mb.ca/shas)

**Guide to Manitoba Home Care:** [www.gov.mb.ca/health/homecare/index.html](http://www.gov.mb.ca/health/homecare/index.html)

# HEALTH NEEDS

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**Manitoba Health Links** (24 hours) – 204-788-8200  
or toll-free 1-888-315-9257

**Regional Health Authorities** – To find contact information for health authorities across Manitoba go to [www.gov.mb.ca/health/rha/](http://www.gov.mb.ca/health/rha/)

**Get or update your health card – Learn more about health care coverage at:** [www.gov.mb.ca/health/mhsip](http://www.gov.mb.ca/health/mhsip)

**Prescription Drug Coverage** – Go to [www.drugcoverage.ca](http://www.drugcoverage.ca) for information on provincial/territorial and federal drug benefit programs.

**Manitoba Pharmacare** – This is a drug program for all Manitobans, regardless of age, whose income is affected by high drug costs. Pharmacare coverage is based on both your total family income and the amount you pay for eligible prescription drugs. For information, applications and help with calculating your deductible. Call 204-786-7141 or toll-free at 1-800-297-8099 or go online to: [www.gov.mb.ca/health/pharmacare](http://www.gov.mb.ca/health/pharmacare)

- Manitoba Pharmacare calculates your yearly deductible (the amount you pay for your drugs before Pharmacare starts to cover the eligible drug costs) based on the income on your tax return from two years ago. If your income changes, you can ask to have your deductible recalculated based on your current income. You will need to fill out form called a projected income worksheet found online at: [www.gov.mb.ca/health/pharmacare/forms.html](http://www.gov.mb.ca/health/pharmacare/forms.html)
- The Deductible Payment Program allows eligible Manitobans to pay their deductible in monthly instalments. For more information go to: [www.gov.mb.ca/health/pharmacare/dipp.html](http://www.gov.mb.ca/health/pharmacare/dipp.html)

## **Employment and Income Assistance (EIA) – Health Related Supports**

Individuals receiving EIA are eligible for prescription drugs as well as dental and optical coverage after a waiting period. Prescribed medical supplies and equipment may also be provided where these needs are not available under another program.

# HEALTH NEEDS

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

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

For more information on these programs call **Manitoba Health Ancillary Programs** at 1-800-297-8099 extensions 7365 or 7366 or go online to: [www.gov.mb.ca/health/mhsip/programs.html](http://www.gov.mb.ca/health/mhsip/programs.html)

## **Dental Health**

For information on dental health needs, including community clinics that provide basic dental treatment at low cost, see the resource: **Where To Go for Dental Care In Your Community online at:** [www.wrha.mb.ca/prog/oralhealth/files/WhereToGo.pdf](http://www.wrha.mb.ca/prog/oralhealth/files/WhereToGo.pdf)

Or view the list of community clinics at: [www.wrha.mb.ca/prog/oralhealth/files/QuickRefGuide.pdf](http://www.wrha.mb.ca/prog/oralhealth/files/QuickRefGuide.pdf)

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

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

For First Nations and Inuit, this program through the federal government pays for drugs and other health benefits not otherwise covered under provincial programs. Go to: [www.canada.ca/en/health-canada/services/non-insured-health-benefits-first-nations-inuit](http://www.canada.ca/en/health-canada/services/non-insured-health-benefits-first-nations-inuit)

# MENTAL HEALTH

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## Crisis Response

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

[www.gov.mb.ca/healthyliving/mh/crisis.html](http://www.gov.mb.ca/healthyliving/mh/crisis.html)

## Province-wide Crisis Lines

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

**Manitoba Suicide Line** – 1-877-435-7170 (1-877-HELP170)

<http://reasontolive.ca>

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

**Klinic Sexual Assault Crisis Hotline** – 204-786-8631 or 1-888-292-7565

**Manitoba Farm, Rural and Northern Support Services** – (rural and northern residents) [www.ruralsupport.ca](http://www.ruralsupport.ca) – online counselling or call 1-866-367-3276 (Mon-Fri 10 am to 9 pm)

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

## Winnipeg Regional Health Authority – Mental Health

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

**WRHA Adult Mobile Crisis** – ADULT-204-940-1781

**WRHA Youth Emergency Crisis Stabilization** – 204-949-4777

**Winnipeg Health Service Directory** – For services in Winnipeg go to: [www.wrha.mb.ca/healthinfo/directory/files/healthservices\\_directory.pdf](http://www.wrha.mb.ca/healthinfo/directory/files/healthservices_directory.pdf) (under Mental Health Services) or call Health Links at 204-788-8200.

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

# MENTAL HEALTH

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**WRHA Adult Community Mental Health Services** – Requires physician referral 204-788-8330.

**For Interlake-Eastern, Prairie Mountain, Northern and Southern Health regions** visit [www.gov.mb.ca/healthyliving/mh/region.html](http://www.gov.mb.ca/healthyliving/mh/region.html) for a list of mental health service contacts.

**Seneca Mental Health Warm Line, and Seneca Respite, Winnipeg** – Non-profit organization that provides services and supports to people living with mental health concerns, to live independently in the community. Supports provided through several different service streams: Community Mentorship, Housing/Tenancy Services, Employment Services and Seneca Respite Services. For information on programs and services visit [www.sararielinc.com](http://www.sararielinc.com) or call 204-237-9263 in Winnipeg.

## Community Mental Health Agencies

### Canadian Mental Health Association (CMHA)

- **Manitoba and Winnipeg** – 204-982-6100  
[www.mbwpg.cmha.ca](http://www.mbwpg.cmha.ca)
- **CMHA Central (Portage)** – 204-239-6590  
[www.mb-central.cmha.ca](http://www.mb-central.cmha.ca)
- **CMHA Parkland (Swan River)** – 204-734-2734  
[https://www.cmha.ca/branch\\_locations/parkland-region/](https://www.cmha.ca/branch_locations/parkland-region/)
- **CMHA Thompson** – 204-677-6050  
[www.thompson.cmha.ca](http://www.thompson.cmha.ca)

**MDAM Post-Partum Warm Line** – 204-391-5983

**For other community mental health agencies please see:**

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

204-942-6568 or 1-855-942-6568; [www.mherc.mb.ca](http://www.mherc.mb.ca)



# ADDICTION SERVICES

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**Addictions Foundation of Manitoba (AFM)** – Services are provided to those who are seeking assistance either due to their own or another’s involvement with alcohol, drugs, and/or gambling. Services are residential and community-based in communities across Manitoba. Website: [www.afm.mb.ca](http://www.afm.mb.ca)

## **Provincial Adult Addictions Information**

Toll-Free Line – 1-855-662-6605

## **Youth Addictions Centralized Intake Service**

Toll-Free Line – 1-877-710-3999

## **24-Hour Problem Gambling Helpline**

Toll-Free Line – 1-800-463-1554

**Directory of ADULT Addiction Services in Manitoba** – This website provides information to individuals, family members, friends and service providers about how they can get help for a substance abuse problem for adults or their families. The information here describes those programs funded through Manitoba Health, Seniors and Active Living or through a Regional Health Authority. Website: [www.gov.mb.ca/healthyliving/addictions/adult](http://www.gov.mb.ca/healthyliving/addictions/adult)

**Directory of YOUTH Addictions Services in Manitoba** – The website provides information to youth, parents, caregivers and service providers about how they can get help for a substance abuse problem. The information here describes those programs funded through Manitoba Health, Seniors and Active Living, other provincial government departments, or through a Regional Health Authority. Manitoba offers a continuum of services that support youth and families in the process of overcoming addictions. Website: [www.gov.mb.ca/healthyliving/addictions/youth](http://www.gov.mb.ca/healthyliving/addictions/youth)

**Native Addictions Council of Manitoba (NACM)** – The mission of NACM is to provide traditional healing services to our people through holistic treatment of addictions. Website: [www.nacm.ca](http://www.nacm.ca)

# INDIGENOUS PEOPLES RESOURCES

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**Indigenous and Northern Affairs Canada – Manitoba Region** – A federal government department providing information and services to Indigenous people in the Manitoba Region. You can also find information about First Nations communities, tribal councils and active political organizations across Manitoba. Call 1-800-567-9604 or email: [Infopubs@aadnc-aandc.gc.ca](mailto:Infopubs@aadnc-aandc.gc.ca)  
Website: [www.aadnc-aandc.gc.ca](http://www.aadnc-aandc.gc.ca) (select Manitoba region)

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

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

**Eagle Urban Transition Centre (EUTC)** – A Winnipeg-based service organization mandated by the Assembly of Manitoba Chiefs and serving as a central location for clients seeking transitional support while living in and/or relocating to Winnipeg. EUTC assists First Nation clients with day-to-day issues including housing, social assistance, addictions, resources for youth and services/programs in the areas of training/employment and education. Contact EUTC at 204-954-3050 or online at: [www.manitobachiefs.com/eagle-urban-transition-centre-eutc](http://www.manitobachiefs.com/eagle-urban-transition-centre-eutc)

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

# NEWCOMERS TO CANADA

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## Refugees

**Resettlement Assistance Program** – This program helps refugees and protected persons resettle in Canada by providing financial assistance for up to one year. Call 1-888-242-2100 or browse:

[www.servicecanada.gc.ca/eng/goc/resettlement\\_assistance.shtml](http://www.servicecanada.gc.ca/eng/goc/resettlement_assistance.shtml)

Some newcomers, including refugees and refugee claimants, may also qualify for some assistance through Manitoba's Employment and Income Assistance Program (EIA). Refugees are eligible for EIA at the end of their sponsorship period.

## **Immigrant & Refugee Community Organization of Manitoba (IRCOM)**

This organization operates a transitional housing complex for newcomer families for up to three years after their arrival, as well as a Community Resource program connecting community members with employment, education and health resources.

IRCOM also operates an asset building program and a newcomer literacy initiative. For more information, contact 204-943-8765 or email: [info@ircom.ca](mailto:info@ircom.ca)

For more information about programs and resources for tenants go to:

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

## Immigrants

**Immigrant Centre Manitoba Inc.** – The Centre provides settlement supports to help newcomers become familiar with Canada, as well as help with filling out immigration forms, access to a language bank, employment services, workplace entry programs, cooking and nutrition classes, computer training and a lending library. Go to [www.icmanitoba.com](http://www.icmanitoba.com) or contact 204-943-9158.

**Manitoba Start** – This information and referral service is for newcomers to Manitoba setting up permanent residence in Winnipeg, and provides access to employment programs that best meet the needs of each newcomer. Contact Manitoba Start at 204-944-8833 or online at [www.manitobastart.com](http://www.manitobastart.com)

# FOOD & HOUSING

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**Winnipeg Harvest** – Provides food assistance for people in Winnipeg and referrals to rural food banks. For Food Assistance call 204-982-3660 or toll-free at 1-800-970-5559 or email: [appointments@winnipeg Harvest.org](mailto:appointments@winnipeg Harvest.org)  
Website: [www.winnipeg Harvest.org](http://www.winnipeg Harvest.org)

**NorWest Co-op Community Food Centre in Winnipeg** –provides food and nutrition support. Website: [www.norwestcoop.ca](http://www.norwestcoop.ca)

**Dial a Dietitian** – Free nutrition information for all Manitobans. Speak to a registered dietitian by calling 204-788-8248 in Winnipeg or toll-free at 1-877-830-2892. Website: <http://www.wrha.mb.ca/prog/nutrition/dietitian.php>

## Housing and Emergency Shelters

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

**Co-op Housing** [www.chfcanada.coop](http://www.chfcanada.coop)

**Residential Tenancies Branch (RTB)** [www.gov.mb.ca/cca/rtb](http://www.gov.mb.ca/cca/rtb). Help to solve tenancy disputes and provide information and assistance regarding rights and responsibilities of landlords and tenants. Call 204-945-2476 (Winnipeg) or toll-free (in Manitoba) 1-800-782-8403 or email: [rtb@gov.mb.ca](mailto:rtb@gov.mb.ca)

**Healthy Housing** – For tenants living with housing problems (such as bed bugs, rodents, or lack of heat) contact By-Law Enforcement Services. Winnipeg – call 311; outside of Winnipeg contact the local Public Health Inspector:  
[www.gov.mb.ca/health/publichealth/environmentalhealth/protection/contact.html](http://www.gov.mb.ca/health/publichealth/environmentalhealth/protection/contact.html)

**Community Safety – Public Safety Investigations** – Manitoba Justice program to assist residents of a neighbourhood who fear for their safety related to ongoing unlawful activities. Call 1-800-954-9361 or go online to:  
[www.gov.mb.ca/justice/safe/scna.html](http://www.gov.mb.ca/justice/safe/scna.html)

# FOOD AND HOUSING

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**End Homelessness Winnipeg** – Information on clothing, emergency shelter, food, affordable housing, and other services visit this community-based organization at <http://endhomelessnesswinnipeg.ca/>. Email them at [info@endhomelessnesswinnipeg.ca](mailto:info@endhomelessnesswinnipeg.ca) or phone 204-942-8677 or 204-942-8960

## Homeless Shelters

**Winnipeg** – [www.winnipegrentnet.ca/help-links/help-emergency.cfm](http://www.winnipegrentnet.ca/help-links/help-emergency.cfm)

**Steinbach** – [www.todayhouse.ca](http://www.todayhouse.ca)

**Brandon** – See Contact Crisis Brochure  
[www.brandonhomelessness.weebly.com/crisis-contact-brochure.html](http://www.brandonhomelessness.weebly.com/crisis-contact-brochure.html)

# OTHER SERVICES

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## Domestic Violence

**Manitoba Association of Women's Shelters – Domestic Violence Crisis Line and Violence Prevention Program** – Call toll-free 1-877-977-0007 or visit [www.maws.mb.ca/where\\_can\\_i\\_go.htm](http://www.maws.mb.ca/where_can_i_go.htm)

**Domestic Violence Emergency Shelters** – Online directory by region:  
[www.gov.mb.ca/fs/fvpp/resources.html](http://www.gov.mb.ca/fs/fvpp/resources.html)

**Men's Resource Centre of Manitoba Emergency Shelter** – Call 204-415-6797 (Winnipeg) or toll-free 1-855-672-6727 or visit [www.mens-resource-centre.ca](http://www.mens-resource-centre.ca)

# OTHER SERVICES

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## Domestic Violence

**Manitoba's Stop the Violence site** – [www.manitoba.ca/stoptheviolence](http://www.manitoba.ca/stoptheviolence)

**Family Violence Prevention Program** – [www.gov.mb.ca/fs/fvpp](http://www.gov.mb.ca/fs/fvpp)

**LGBTQ** – [www.gov.mb.ca/stoptheviolence/lgbttq.html](http://www.gov.mb.ca/stoptheviolence/lgbttq.html)

**Support Services for Victims of Domestic Violence**

[www.gov.mb.ca/justice/victims/dvss.html](http://www.gov.mb.ca/justice/victims/dvss.html)

## Legal Information & Help

**Community Legal Education Association (Manitoba) Inc.** – a charitable organization that provides legal information and a law phone-in and Lawyer Referral Program. Go to [www.communitylegal.mb.ca](http://www.communitylegal.mb.ca) or call 204-943-2382.

To reach the **Law Phone-In and Lawyer Referral Program**, call 204-943-2305 (Winnipeg) or toll-free 1-800-262-8800 (outside Winnipeg only). It is not an emergency or drop-in service. Office hours are 9 am to 4 pm, Mon-Fri.

**Legal Help Centre** – For legal information and referrals and free drop-in clinics for low income individuals, call 204-258-3096 or visit [www.legalhelpcentre.ca](http://www.legalhelpcentre.ca)

**Public Interest Law Centre** (includes the Poverty Law Unit) – [www.legalaid.mb.ca](http://www.legalaid.mb.ca). This office of Legal Aid Manitoba accepts eligible cases about income security and housing issues. This includes appeals to decisions by Employment and Income Assistance (EIA), Canada Pension Plan (CPP), Worker's Compensation Board (WCB), Manitoba Public Insurance Corporation (MPIC) and Residential Tenancies Branch (RTB). Call 204-985-8540 or toll-free 1-800-261-2960.

## Consumer Rights

**Consumer Protection Office** – For information on consumer rights in Manitoba or help with consumer-related complaints call 204-945-3800 or toll-free 1-800-782-0067 or visit [www.gov.mb.ca/cca/cpo](http://www.gov.mb.ca/cca/cpo)

# USEFUL WEBSITES & PHONE NUMBERS

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**Manitoba Residents' Portal** – <http://residents.gov.mb.ca/index.html> – Search for details on provincial programs and services organized by personal situation, (e.g., 'caregiver', 'consumer') or service need (e.g., 'get a health card').

**Service Link Manitoba** – [www.gov.mb.ca/servicelink](http://www.gov.mb.ca/servicelink) – Online tool to help you determine if you qualify for many provincial government programs.

**Manitoba Employment and Income Assistance Program (EIA)** – [www.gov.mb.ca/fs/eia](http://www.gov.mb.ca/fs/eia) EIA programs overview – coverage, eligibility requirements, and the application process – downloadable brochures/applications. Call 204-948-4000 in Winnipeg or 1-877-812-0014 from outside Winnipeg.

**EIA After Hours Emergencies** – Support may be available if you have a crisis that cannot wait until regular business hours. For emergency support, call: 204-945-0183 (Winnipeg) or Toll-free: 1-866-559-6778 (outside Winnipeg) or TTY: 1-800-855-0511 (Manitoba Relay Service)

**Manitoba Government Inquiry** – Tel: 204-945-3744 Toll Free in North America: 1-866-626-4862; TTY: 204-945-4796; Email: [mgi@gov.mb.ca](mailto:mgi@gov.mb.ca)

**211 Manitoba** – An online service from United Way and Volunteer Manitoba to connect people with services closest to where they live.

- **It's Tax Season** – includes a complete listing of benefits for Manitobans and free income tax clinics. Visit <http://mb.211.ca/its-tax-season/>

To access this booklet online  
or to download a copy of the  
Get Your Benefits! booklet  
please visit:

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

2017

Funding in part provided by  
the Manitoba Government

Adapted from a tool developed by  
Christine Herrera, MD Candidate,  
and Dr Gary Bloch MD CCFP

Revised for use in Manitoba  
with the support of:



UNIVERSITY  
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Health Sciences

  
**COMMUNITY**  
Financial Counselling Services

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