

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

**GET YOUR
BENEFITS!**



THE MANITOBA
COLLEGE OF
FAMILY PHYSICIANS



LE COLLÈGE DES
MÉDECINS DE FAMILLE
DU MANITOBA

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

READ AND SHARE: GET YOUR BENEFITS!

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

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

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

RESOURCES

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DID YOU FILE YOUR INCOME TAX?

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

Federal Income Tax Credits

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

Canada Workers Benefit – a refundable tax credit that provides tax relief for eligible low income individuals and families who are in the workforce.

canada.ca/canada-workers-benefit

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

- Apply online at [My Account](#). Go to “Apply for child benefits” to complete and submit your application. Or, complete form **RC66-Canada Child Benefits Application** at canada.ca/en/revenue-agency/services/forms-publications/forms/rc66.html and mail it to the following address: Winnipeg Tax Centre , Post Office Box 14005 Station Main, Winnipeg MB R3C 0E3
- Let the Canada Revenue Agency (CRA) know if your marital status changes by sending in form **RC65-Marital Status Change**, available online at canada.ca/en/revenue-agency/services/forms-publications/forms/rc65.html. This will make sure your CCB and GST benefits are correctly calculated .
- You can request paper copies of these forms by calling 1-800-387-1193.

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

DID YOU FILE YOUR INCOME TAX?

Climate action incentive payment (CAIP) – a tax-free amount paid to help individuals and families offset the cost of the federal pollution pricing. As of July 2022, the CAIP will be paid as a quarterly benefit for those who qualify. Visit: <https://www.canada.ca/en/revenue-agency/services/child-family-benefits/cai-payment.html#toc1>

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

Provincial (MB) Income Tax Credits:

Personal Tax Credit – a credit for low-income Manitobans and their dependents. Visit: canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/tax-return/completing-a-tax-return/provincial-territorial-tax-credits-individuals/manitoba.html

Education Property Tax Credit – for those who pay rent (prior to 2022 tax year) or property taxes in Manitoba. Seniors may qualify for additional amounts. Visit: www.gov.mb.ca/finance/tao/eptc.html

Seniors School Tax Rebate – the person who claims the education property tax must also be the person who claims this tax rebate. Visit: www.gov.mb.ca/finance/tao/sstrebate.html

Residential Renters Tax Credit – for those who pay rent in Manitoba starting with the 2022 tax year. Visit: www.manitoba.ca/edupropertytax/

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. Visit: www.gov.mb.ca/finance/tao/caregiver.html.

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

DID YOU FILE YOUR INCOME TAX?

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) – A collaboration between the Canada Revenue Agency and community organizations to offer free income tax preparation to individuals with low to modest income and a simple tax situation. For more information, and to find a free tax clinic in your area, go to www.canada.ca/en/revenue-agency/campaigns/free-tax-help.html or call the CRA general inquiries line at 1-800-959-8281.

Additional free tax clinics and information can be found by searching: **211 Manitoba** – mb.211.ca/ (see financial)

FINANCIAL COUNSELLING & LITERACY

Access to Benefits Program (A to B) helps individuals living on a low income to:

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

A to B Programs are offered by:

- **SEED Winnipeg Inc.:** www.seedwinnipeg.ca To book an appointment call 204-927-9945 in Winnipeg or Email: AtoB@seedwinnipeg.ca
- **Immigrant and Refugee Community Organization of Manitoba Inc. (IRCOM) House Isabel:** www.ircom.ca/programs/asset-building/ Call: 204-943-8765 extension 106 or 108 or Email: info@ircom.ca
- **Manitoba Possible** (for people with disabilities): www.manitobapossible.ca/programs (select Financial Empowerment) Call: 204-975-3103 (Winnipeg) or Toll-free at: 1-866-282-8041 or Email info@manitobapossible.ca
- **New Journey Housing:** www.newjourneyhousing.com. Call: 204-942-2238 or Email: info@newjourneyhousing.com

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

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

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

Financial Literacy Program – Chartered Professional Accountants Manitoba. Visit cpamb.ca/members/financial-literacy-program. The website can help you find a CPA to help with your personal financial affairs.

FINANCIAL COUNSELLING & LITERACY

Canada Money and Finances – Once you have your benefit, you can ask for help to manage your money. For information about budgeting and saving check out Government of Canada resources at canada.ca/en/services/finance.html

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

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

EMPLOYMENT & INCOME ASSISTANCE

The Employment & Income Assistance (EIA) program provides financial help to Manitobans who have no other way to provide for their basic needs. For people able to work, EIA can help you get employment by providing supports. **Apply for EIA by calling 204-948-4000 (Winnipeg) or 1-855-944-8111 (outside Winnipeg).** For more information visit:

www.gov.mb.ca/fs/eia

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

Basic assistance – help with food, clothing, household needs

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

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

Need Help with EIA?

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

EMPLOYMENT & INCOME ASSISTANCE

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

EMPLOYMENT & TRAINING

Employment & Training Services

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

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

Manitoba Jobs and Skills Development Centres offer a wide range of employment and training services through 14 Centres situated throughout Manitoba. Call 204-945-0575 (Winnipeg) or Toll-free: 1-866-332-5077; Email: mjtd@gov.mb.ca or visit: www.gov.mb.ca/wd/contact/

Winnipeg

Downtown Centre: 100-111 Lombard Ave.

South Centre: 1005 St. Mary's Rd.

Rural Manitoba

Morden Centre: 1-160 Stephen St.

Portage la Prairie Centre: 1016 Saskatchewan Ave. E.

Steinbach Centre: 321 Main St.

Gimli Centre: 2nd Floor, 62-2nd Ave.

Selkirk Centre: 100-260 Superior Ave.

Dauphin Centre: 135A 2nd Ave. NE

Swan River Centre: 1431-1st St. N.

Brandon Centre (bilingual services available): 127-340 9th St.

Westbran Training Centre (Brandon): 2005 McGregor Ave

Northern Manitoba

Thompson Centre: North Centre Mall, 118-3 Station Rd.

Flin Flon Centre: 143 Main St.

The Pas Centre: 305 4th St. W.

EMPLOYMENT & TRAINING

Manitoba Economic Development, Investment, and Trade Some of the services offer include Essential Skills, literacy and other employment related programming targeted to support the diverse individual needs of Manitobans. Visit: www.gov.mb.ca/wd/ites/tes/jobs_careers.html. For Upcoming Events visit: gov.mb.ca/wd/ites/tes/index.html and click on Upcoming Events

Employability Assistance for People with Disabilities offers a wide range of employment services to assist adults with disabilities in preparing for, obtaining and maintaining employment. Visit: www.gov.mb.ca/wd/ites/vrmanual/index.html Email: EAPD@gov.mb.ca, or call Toll-Free:1-866-332-5077; TTY/TDD Relay Service 711 or 1-800-855-0511 or 204-945-0575 (Winnipeg).

Youth Partnerships offers a number of job opportunities and hiring programs for students and youth under 30 years old looking for employment with the Government of Manitoba. For more information visit [Province of Manitoba | wd - Youth Partnerships \(gov.mb.ca\)](http://Province of Manitoba | wd - Youth Partnerships (gov.mb.ca)) or www.gov.mb.ca/jec/syeo/index.html

Youth Employment Services Manitoba (YES) provides free, inclusive employment services and supports for youth aged 16 to 29, all across Manitoba. YES offers virtual and in-person appointments to help youth gain employability skills (resume building, job searching, etc.), as well as free workshops and training such as CPR/First Aid and Food Handler Certification. For more information or to register for our services, call 204-987-8661 or visit www.yesmb.ca

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

Canada Benefits at Service Canada – Service Canada offers you help getting back to work, temporary income support and skills training. Canada Benefits can help connect you with appropriate programs and services – truly a one-stop shop. Visit: canada.ca/en/services/benefits.html

Manitoba Student Aid is a government program that provides Federal and Provincial supplemental financial assistance in the form of loans, grants and bursaries to help pay for full-time and part-time post-secondary education costs. To apply online or learn more about this program: www.edu.gov.mb.ca/msa/ or call 204-945-6321. To book an appointment call 1-833-782-4362. Locations: 401-1181 Portage Ave. (Winnipeg) or 362-240 9th St. (Brandon)

CHILDREN, YOUTH & FAMILIES

Register a Manitoba birth with the Vital Statistics Agency. Complete forms provided at the time of birth or contact the Vital Statistics Agency for information. At this time you can also apply for a social insurance number for your child and the Canada Child Benefit. Call 204-945-3701 (Winnipeg) or Toll-Free: 1-866-949-9296 or visit: vitalstats.gov.mb.ca/birth_registration.html

Obtain a **birth certificate** for your child born in Manitoba directly from the **Vital Statistics Agency** by submitting an application. A birth certificate is needed to access other programs or benefits. Visit: vitalstats.gov.mb.ca/online_certificate_application.html

Maintenance Enforcement Program is set up to monitor and enforce court orders and separation agreements requiring payment of maintenance support. To learn more visit: www.gov.mb.ca/justice/courts/mep/index.html or call 204-945-7133 (Winnipeg) or Toll-Free: 1-866-479-2717 or Email: ManitobaMEPIquiries@gov.mb.ca

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

Manitoba Child Benefit Program – Monthly financial assistance to low-income families who are NOT on EIA. Call 204-948-7368 (Winnipeg) or Toll-Free: 1-877-587-6224 or download an application: www.gov.mb.ca/fs/eia/mcb.html

Manitoba Child Care Subsidy Program – for help in paying eligible day care costs for low-income parents. Manitoba's goal is to achieve a \$10-per-day-out-of-pocket parent fee per child by March 2023. Find the online subsidy application at: www.gov.mb.ca/fs/childcare/families/childcare_subsidies.html or call 204-945-8195 (in Winnipeg); Toll-free: 1-877-587-6224 or Email: cdcsubsidy@gov.mb.ca

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

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

CHILDREN, YOUTH & FAMILIES

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

Canada Education Savings Program – the Government of Canada can help you save for your child's education after high school by putting money into a **Registered Education Savings Plan (RESP)**. Money saved in an RESP can be used to pay for expenses related to full-time or part-time studies in a trade school, CEGEP, college, university or in an apprenticeship program. There are two federal education savings incentives provided through RESPs:

The **Canada Learning Bond (CLB)** is money for an eligible child born in 2004 or later. An initial \$500 is deposited in an RESP, and an additional \$100 for every year a child is eligible, depending on the family income, until the age of 15, to a maximum of \$2,000. It can also be accessed retroactively up to age 20. No personal contributions into the RESP are required. For any CLB questions or help signing up for an RESP, including access to the required identification (birth certificate, SIN) at no cost, call Community Financial Counselling Services at 204-989-1919 (in Winnipeg); or Email: madelinev@cfcs.mb.ca

The **Canada Education Savings Grant (CESG)** provides 20 cents on every dollar contributed to an RESP for an eligible child, up to age 17 and a yearly maximum of \$500. Depending on family income, a child may be eligible for an additional 10% or 20% on the first \$500 put into an RESP every year.

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

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

CHILDREN, YOUTH & FAMILIES

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

Futures Forward is a coordinated community led initiative providing services and resources that address the needs of current and former Youth in Care, ages 15 to 29, including emotional well-being, mentorship, and supports for mental health, housing, financial literacy, education, training and employment. Call 1-888-395-2135 or Visit: www.futuresforward.ca/ To book an appointment call 204-987-8661 or email reception@yesmb.ca

Resource Assistance for Youth, Inc. (RaY) is a non-profit street-level agency working with street-entrenched and homeless youth up to the age of 29. RaY is non-judgmental and non-partisan, employing a harm reduction approach. Call 204-783-5617 ext. 206 (reception desk) or visit 125 Sherbrook Street (Winnipeg). Online www.rayinc.ca or Email: info@rayinc.ca

Children’s Opti-care Program helps families who get the Manitoba Child Benefit to pay some of the cost for their children’s glasses. Visit: www.gov.mb.ca/fs/eia/children_opticare.html

PERSONS LIVING WITH DISABILITIES

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

Community Living disABILITY Services provides a range of support services for adults with an intellectual disability. Visit: www.gov.mb.ca/fs/clds/services-supports.html. Find a service location near you, visit: www.gov.mb.ca/fs/misc/loc/winnipeg.html or www.gov.mb.ca/fs/misc/loc/ruralnorthern.html

Children’s disABILITY Services supports families who are raising a child (or children) with developmental or physical disabilities. Visit: www.gov.mb.ca/fs/cds/. Find a service location near you, visit: www.gov.mb.ca/fs/cds/locations.html.

Employment and Income Assistance – Disability Benefits – provided to eligible applicants with disabilities, who may receive additional amounts due to medical needs to cover: special diets, transportation or phone costs and additional health-related/medical supplies/equipment which are not covered under any other program. Go to gov.mb.ca/fs/eia/eia_disability.html

Information for Manitobans with Disabilities provides information about the services available for people with disabilities. Visit: www.gov.mb.ca/fs/imd

Manitoba Possible – 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. Visit: manitobapossible.ca/ or email: info@manitobapossible.ca

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

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

PERSONS LIVING WITH DISABILITIES

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

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

Canada Pension Plan (CPP) Disability Benefits – if you contributed to the CPP, you may be eligible for CPP Disability benefits. Call 1-800-277-9914 or visit: canada.ca/en/services/benefits/publicpensions/cpp/cpp-disability-benefit/apply to download the application kit or apply online. Paper copies are also available at any Service Canada centre.

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

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

Canada Worker's Benefit– Disability Supplement – this additional refundable amount tops up the Canada worker's benefit if you are also eligible for the disability tax credit. Visit: canada.ca/canada-workers-benefit

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

Registered Disability Savings Plan –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. Visit: canada.ca/taxes-rdsp

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

INDIGENOUS PEOPLES RESOURCES

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

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

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

Eagle Urban Transition Centre (EUTC) – A service organization mandated by the Assembly of Manitoba Chiefs and serving as a central location for First Nations clients seeking transitional support while living in and/or relocating to Winnipeg. Call 204 954-3050 or online at: manitobachiefs.com/urban/

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

INDIGENOUS PEOPLES RESOURCES

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

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

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

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

NEWCOMERS TO CANADA

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

Immigrant Centre Manitoba Inc. provides settlement supports, access to a language bank, employment services, workplace entry programs, etc. Go to icmanitoba.com/ or contact 204 943-9158.

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

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

Westman Immigrant Services (WIS) offers settlement, employment and language programs and services to immigrants, refugees and newcomers in Western Manitoba. Call 204-727-6031 (Brandon) or go to westmanimmigrantservices.ca.

New Journey Housing (Winnipeg) is a resource centre for newcomer housing and guides newcomers to rent, purchase housing and manage their money. To make an appointment contact 204-942-2238 or online at newjourneyhousing.com/ Email: info@newjourneyhousing.com

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

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

NEWCOMERS TO CANADA

Winnipeg English Language Assessment and Referral Centre (WELARC) – Assists newcomers to Canada to improve their communication skills in English or French. WELARC provides referrals to English or French classes. Call 204-943-5387, Email: info@welarc.net or visit: welarc.net/

Manitoba Association of Newcomer Serving Organizations (MANSO) is the umbrella organization for settlement service providers in Manitoba. It maintains an extensive list of services for newcomers across Manitoba, including regional settlement service hubs and specialized services:

mansomanitoba.ca/resources/ Call 204-272-0872 or Email: info@mansomanitoba.ca

SENIORS & 55 PLUS

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

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

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

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

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

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

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

HEALTH NEEDS

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

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

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

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

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

Manitoba Pharmacare is a drug benefit program for any Manitoban whose income is seriously affected by high prescription drug costs. You qualify for the program if: you are eligible for Manitoba Health coverage and your prescriptions are not covered by other provincial or federal programs. For information call 204-786-7141 or Toll-free at 1-800-297-8099 or online at: gov.mb.ca/health/pharmacare/ Email: pharmacare@gov.mb.ca

Local Health Regions can help you with specific care needs in your area. Find contact information at: www.gov.mb.ca/health/rha/contact.html

HEALTH NEEDS

Employment and Income Assistance (EIA) – Health Related Supports

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

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

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

For more information on these programs call **Manitoba Health Ancillary Programs** at 204-786-7365 (Winnipeg) or Toll-Free 1-800-297-8099 extension 7366 or online to: www.gov.mb.ca/health/mhsip/programs.html

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

Where To Go for Dental Care In Your Community(: wrha.mb.ca/oral-health/)

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

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

– Find information on dental health coverage at:

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

Need help finding a provincial or community-based service or program? 211 Manitoba is a searchable online database of government, health, and social services that are available across the province. Visit: mb.211.ca

MENTAL HEALTH

Crisis Response

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

Province-wide Crisis Lines

Shared Health Mental Health & Wellness Resource Finder is an online tool that provides a number of mental health and addictions supports and resources for you and those you care about. Visit: sharedhealthmb.ca/services/mental-health/mental-health-and-wellness-resource-finder/

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); reasonstolive.ca

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

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

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

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

Winnipeg Regional Health Authority – Mental Health

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

WRHA Adult Mobile Crisis – 204-940-1781

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

MENTAL HEALTH

WRHA Youth Mobile Crisis Team – 204-949-4777

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

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

Community Mental Health Agencies

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

CMHA Service Navigation Hub helps Manitobans to find care or service within the mental health or addictions systems to match their needs.

Call: 204-775-6442 or email hub@cmhawpg.mb.ca

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

Postpartum Warm Line, MDAM – phone line that offers support to women, men and their families who are suffering from post-partum depression. Call: 204-391-5983

Peer Connections Manitoba provides mental health education and value-based peer support for those dealing with mental health challenges. 204-786-1616; peerconnectionsmb.ca/

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

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

ADDICTION SERVICES

Addictions-Related Supports and Resources

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

Shared Health Mental Health & Wellness Resource Finder is an online tool that provides a number of mental health and addictions supports and resources for you and those you care about. Visit: sharedhealthmb.ca/services/mental-health/mental-health-and-wellness-resource-finder/

Youth Addictions Centralized Intake Service

Toll-Free Line – 1-877-710-3999

24-Hour Problem Gambling Helpline

Toll-Free Line – 1-800-463-1554

HOUSING, EMERGENCY SHELTER & FOOD

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: gov.mb.ca/housing

Manitoba Rent Relief Fund – called Manitoba Rent bank, helps low-to-moderate-income renters unable to pay shelter costs due to unforeseen circumstances. Eligible Manitobans can access interest-free loans and services to avoid eviction due to arrears and pay for damage deposits or utilities. Visit: manitobahelps.com Call: 431-813-4357 or Toll-Free 1-855-955-4324

Co-op Housing chfcanada.coop Call: 1-800-268-2537

Residential Tenancies Branch (RTB) 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 or 1-800-782-8403 (Winnipeg), 204-726-6230 or 1-800-656-8481 (Brandon) or 204-677-6496 or 1-800-229-0639 (Thompson) or Email: rtb@gov.mb.ca

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

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

Centre Flavie-Laurent provides furniture, household items and clothing free of charge to those in need. Located at 610 Laflèche Street in Winnipeg. Call 204-231-9513 or 204-233-4936 or visit: centreflavie.com or Email: fl@cflc.info

End Homelessness Winnipeg – Listings for emergency shelters, outreach, housing supports, affordable housing and other services for those experiencing or at risk of homelessness. Visit endhomelessnesswinnipeg.ca. Call: 204-942-8677 or Email: info@endhomelessnesswinnipeg.ca

HOUSING, EMERGENCY SHELTER & FOOD

Homeless Shelters

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

Street Links – Winnipeg resource. stbonifacestreetlinks.com/

Steinbach – todayhouse.ca

Domestic Violence / Family Violence Emergency Shelter Services

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

Emergency Resources and Supports for all Manitobans – Online directory by region: gov.mb.ca/msw/fvpp/resources.html

Domestic Violence / Family Violence Information and Resources

Manitoba's You are not alone: Dealing with Sexual Violence. Visit gov.mb.ca/youarenotalone/

Domestic or Family Violence Prevention Program-Information on and where to go for support. gov.mb.ca/msw/fvpp/

The Laurel Centre Inc. – individual and group counselling to women who have experienced childhood and/or adolescent sexual abuse. Call 204-783-5460 or visit: thelaurelcentre.com

Support Services for Victims of Domestic Violence:
gov.mb.ca/justice/vs/dvs/dvss/

HOUSING, EMERGENCY SHELTER & FOOD

Safe Spaces (24/7)

West End 24/7 (WE24) – is a safe space for youth that operates out of the Magnus Eliason Recreation Centre at 430 Langside Street (Winnipeg) and provides an overnight space for youth ages 13 to 26 to rest, relax, access food, resources and basic needs, in a supportive, kind, and warm environment. Visit: spenceneighbourhood.org/program/we24/ or Call: 204-783-5000 ext. 111 (WE24 Outreach Office) or 204-333-9681 (WE24 Outreach Cellphone)

Velma's House – is a 24/7, low-barrier, safe space for adult women and members of the 2SLGBTQ+ community who identify as female who are unsheltered, experience violence and sexual exploitation. Access on a drop-in basis at 154 Sherbrook St. in Winnipeg. Visit: kanikanichihk.ca/velmas-house/

Food Assistance

Harvest Manitoba (formerly Winnipeg Harvest) – A provincial food network providing food assistance to Manitobans. Website: winnipeg Harvest.org
For Food Assistance call: 204-982-3671 (Winnipeg - new requests) 204-982-3660 (Winnipeg - returning clients) or Toll-free at 1-800-970-5559 (outside Winnipeg) or Email: appointments@winnipeg Harvest.org (Winnipeg) or kellym@harvestmanitoba.ca (outside Winnipeg)

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

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

OTHER SERVICES

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

Thrive Community Support Circle is a diverse agency dedicated to offering free services that are inclusive to all persons. Programs and services include parenting courses, mental health workshops, therapeutic counselling, drop-in services, thrift shop, income tax, ids and child care
P: 204.772.9091/F: 204.774.2161 W: thrivecommunitysupportcircle.com F: facebook.com/THRIVEwpg

Benefits wayfinder – Prosper Canada's online tool that simplifies the search for government benefits for people seeking ways to boost their incomes and/or reduce their expenses. The bilingual tool provides customized benefit recommendations based on the life circumstances of each user. Accessible at benefitswayfinder.org, the information and resources provided are from federal, provincial, and territorial governments.

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

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

OTHER SERVICES

Don't see what you are looking for?

Visit Manitoba Government Inquiry online at:

www.gov.mb.ca/contact/

Email: mgi@gov.mb.ca, or

Call 204-945-3744 (Winnipeg) or

Toll-Free: 1-866-626-4862.

Visit www.getyourbenefits.ca for more resources.

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

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