

**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

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# 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

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

### Working Income Tax Benefit

This is a refundable tax credit for working people with low incomes.

## Provincial (MB) Income Tax Credits:

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

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

**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.

**Tuition Fee Income Tax Rebate** – for graduates of post-secondary programs (after December 31, 2006) who live and pay taxes in Manitoba.

## Child Tax Benefits (CTB):

These are monthly payments to help support your children. You may have applied for child benefits when you asked for your child's birth certificate. If you haven't applied, you can do this 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/benefits/>.

\*Let Canada Revenue know if your marital status changes by sending in form **RC65-Marital Status Change**. This will make sure your CTB and GST benefits are correctly calculated based on your new situation. Get a copy of this form online at <http://www.cra-arc.gc.ca/formspubs/tpcs/bnfts-eng.html> or by calling 1-800-959-8281.

## Get help with your taxes:

**Community Volunteer Income Tax Program (CVITP)**. Eligible low-income individuals with simple tax situations can have their taxes done for FREE from mid-February to the end of April. Services are subject to availability of volunteers. Browse [www.cra-arc.gc.ca/volunteer](http://www.cra-arc.gc.ca/volunteer) or call the CRA general enquiries line at 1-800-959-8281, to learn more about what types of returns are not eligible. During the tax season (Feb-Apr), call the CVITP program at 204-989-1912 to find a volunteer tax clinic near you.

# EMPLOYMENT & INCOME ASSISTANCE

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Employment & Income Assistance (EIA) is a program that provides financial help to Manitobans with no other way to provide for their basic needs. For people who are able to work, EIA can help you get back to work by providing supports to employment. **You can apply for EIA by calling 1-877-812-0014.**

For more information on EIA benefits and other supports please see:  
[www.gov.mb.ca/jec/eia/eiafacts/index.html](http://www.gov.mb.ca/jec/eia/eiafacts/index.html)

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

- Basic assistance – help with food, clothing, household needs
- Income assistance for persons with disabilities – additional financial support to help offset some of the costs of living with a disability in the community
- Rent Assist shelter benefits – help with rental costs
- Health needs – help with prescription eye or dental needs
- Medical supplies and equipment not available through another program
- Special health-related diet allowances, when prescribed
- Transportation costs for education, employment or health-related needs
- Special needs – like the costs of beds/bedding in exceptional circumstances

**Rent Assist** – Rent Assist is a monthly shelter-related financial benefit to help low-income Manitobans who pay rent in the private market and are required to spend a large portion of their income on rent. Rent Assist benefit amounts have been increased up to 75% of median market rent. Manitobans living in eligible rental or board and room spaces, **who do not receive EIA**, may receive a monthly benefit that will vary depending on the annual income of each adult (in the household). To apply for non-EIA Rent Assist, you can download the following application form:

[http://www.gov.mb.ca/jec/eia/pubs/rentassist\\_appform.pdf](http://www.gov.mb.ca/jec/eia/pubs/rentassist_appform.pdf) or call Provincial Services at 204-945-2197 in Winnipeg or 1-877-587-6224 toll-free to have an application form mailed to you.

**For those receiving EIA**, maximum monthly shelter benefits of \$511 for single individuals and \$758 for a family of four may be available to eligible Manitobans living in unsubsidized housing. The amount will be based on number of family members, and whether utility costs (ex: heat, electricity, water) are included in the rent. Rent Assist is included with monthly EIA payments.

<http://www.gov.mb.ca/jec/eia/rentassist/index.html>

# EMPLOYMENT & INCOME ASSISTANCE

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**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.

**Employment Manitoba** – Need help finding or exploring career options in Manitoba? Looking for information about employment and training opportunities? Phone: 204-945-0575 E-mail: [mjsd@gov.mb.ca](mailto:mjsd@gov.mb.ca)  
Website: <http://www.gov.mb.ca/employment/index.html>

**Training and Employment Services** – 14 Manitoba Jobs and Skills Development Centres in the Province offer a wide range of services for job seekers. Community-based organizations are also funded to help unemployed people to prepare for, find and keep jobs. For more information, go to [www.gov.mb.ca/employment/ jobs\\_careers.html](http://www.gov.mb.ca/employment/jobs_careers.html) or call toll-free 1-866-332-5077 for Employment and Training inquiries.

Find jobs in Manitoba with a comprehensive job search tool at:  
[www.manitoba.ca/findmyjob](http://www.manitoba.ca/findmyjob)

## Need Help with EIA?

**Community Unemployed Help Centre** – For 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 1-866-942-6556 or email [mcuhc@mts.net](mailto:mcuhc@mts.net)

**EIA Advocates Network** – The Network is made up of community members who are on EIA, and community agency staff and volunteers who support individuals living on EIA. The regular meetings create an opportunity to discuss policy changes, training opportunities, share resources and create joint materials. For more information contact <https://eianetwork.wordpress.com>

# FAMILIES WITH CHILDREN

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

**Manitoba Child Benefit Program** – This program provides a small amount of monthly financial assistance to low income families who are NOT on EIA, and also provides help with some of the costs of children’s prescription eyeglasses. Contact 1-800-563-8793 or go online to download an application at:

<http://www.gov.mb.ca/jec/eia/mcb/>

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

- **The Manitoba Prenatal Benefit** – a financial benefit that helps women buy healthy food while they are pregnant. You must be pregnant, live in Manitoba and have a family income of less than \$32,000 to qualify.
- **Healthy Baby Community Support Programs** – offer free drop-in groups for pregnant women and their partners and parents with babies under the age of one where you learn about taking care of yourself and your baby. Snacks provided.

Go to <http://www.gov.mb.ca/healthychild/healthybaby/index.html> 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. Call 1-877-587-6224 for subsidy information services or get an online application at [www.gov.mb.ca/fs/childcare/about](http://www.gov.mb.ca/fs/childcare/about)

**Resource Assistance for Youth (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. Find us on the web at [www.rayinc.ca](http://www.rayinc.ca) or email [info@rayinc.ca](mailto:info@rayinc.ca)

**Canada Education Savings Program (CESP)** – Get help from the government with saving for your child’s education after high school when you open a Registered Education Savings Plan (RESP) account for your child and apply for the CESP. Find out how at [www.hrsdc.gc.ca/eng/jobs/student/savings/index.shtml](http://www.hrsdc.gc.ca/eng/jobs/student/savings/index.shtml)

**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

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

# PERSONS LIVING WITH DISABILITIES

**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:

<http://www.servicecanada.gc.ca/eng/services/pensions/cpp/disability/benefit/index.shtml>

**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 <http://www.gov.mb.ca/jec/eia/eiafacts/index.html> or read the brochure: [http://www.gov.mb.ca/jec/eia/pubs/eia\\_disability.pdf](http://www.gov.mb.ca/jec/eia/pubs/eia_disability.pdf) for more details.

## **You might qualify for additional tax breaks:**

**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.

**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.

**Refundable Medical Expense Supplement** – This refundable credit can be claimed on the tax return of working individuals with low incomes and high medical expenses.

**Registered Disability Savings Plan** – This program allows you to save for the future without losing any of your EIA-D benefits. The government will match your savings up to 300%. Even if you have a low income and cannot put money in your plan, the government may give you \$1000 each year. Find more information at [www.cra-arc.gc.ca/disability](http://www.cra-arc.gc.ca/disability)

\*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.

# SENIORS AND 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 get some 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.

**Guaranteed Income Supplement (GIS)** – A non-taxable benefit to top up OAS for low-income seniors. The 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 to 64 year old spouse or common-law partner 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. It is automatically renewed for those who qualify.

**For more information on the programs listed above, 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** – A Manitoba program that provides a financial supplement to low-income seniors 55 years or older. The payment is made four times a year based on income shown on the previous year's tax return. 55 Plus benefits may be available if you receive only the health care benefits portion of income assistance.

Call 1-800-563-8793 or go to: <http://www.gov.mb.ca/jec/eia/55plus/index.html>

**Rent Assist** – Rent Assist is a monthly shelter-related financial benefit to help low-income Manitobans who pay rent in the private market and are required to spend a large portion of their income on rent. Rent Assist benefit amounts have been increased up to 75% of median market rent. To apply for non-EIA Rent Assist, download the following application form: [http://www.gov.mb.ca/jec/eia/pubs/rentassist\\_appform.pdf](http://www.gov.mb.ca/jec/eia/pubs/rentassist_appform.pdf) or call Provincial Services at 204-945-2197 in Winnipeg or 1-877-587-6224 toll-free to have an application form mailed to you.

**Seniors Information Line** – This is an information and referral line for seniors, their families, caregivers and professionals working with seniors. This resource provides access to information on services and programs for seniors in Manitoba. Contact 204-945-6565 or toll free at 1-800-665-6565.

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

**Guide to Manitoba Home Care**

<http://www.gov.mb.ca/health/homecare/index.html>



# 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: <http://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 Healthy Living and Seniors or through a Regional Health Authority.

Website: <http://www.gov.mb.ca/healthyliving/addictions/adult.html>

**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 Healthy Living and Seniors, 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: <http://www.gov.mb.ca/healthyliving/addictions/youth.html>

**Native Addictions Council of Manitoba (N.A.C.M)** – The mission of N.A.C.M. is to provide traditional healing services to our people through holistic treatment of addictions.

Website: <http://www.mts.net/~nacm/>

# HEALTH NEEDS

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**Winnipeg Health Service Directory** – To help you find the health services you need in the Winnipeg area go online to [www.wrha.mb.ca/healthinfo/directory/files/healthservices\\_directory.pdf](http://www.wrha.mb.ca/healthinfo/directory/files/healthservices_directory.pdf) or call Health Links at 204-788-8200.

**Regional Health Authorities** – To find contact information for rural and northern health authorities go to [www.rham.mb.ca/rhaList.html](http://www.rham.mb.ca/rhaList.html)

**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/index.html](http://www.gov.mb.ca/health/pharmacare/index.html)

- Manitoba Pharmacare calculates your yearly deductible (the amount you pay for your drugs before Pharmacare starts to cover the 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 new 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/dippp.html](http://www.gov.mb.ca/health/pharmacare/dippp.html)

**Special Access Drug Programme** – For drugs to treat certain serious or life-threatening conditions. For more information go to: [www.hc-sc.gc.ca/dhp-mps/acces/index-eng.php](http://www.hc-sc.gc.ca/dhp-mps/acces/index-eng.php)

**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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**Get or update your health card** – Insured Health Benefits:  
<http://www.gov.mb.ca/health/mhsip/index.html>

**Get the Guide to health services in Manitoba at:**  
<http://www.gov.mb.ca/health/guide/index.html>

**Non-Insured Health Program** – 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.hc-sc.gc.ca/fniah-spnia/nihb-ssna/index-eng.php](http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/index-eng.php)

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

- Breast Prosthesis Program
- Seniors Eyeglass Program
- 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 for First Nations

Please refer to First Nations Resources Non-Insured Health program:

[www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/index-eng.php](http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/index-eng.php)

# MENTAL HEALTH

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## **Crisis Response**

**If you or someone you know is experiencing a mental health crisis, contact 9-1-1 or your local crisis hotline:**

**Klinic Crisis Line** – 204-786-8686, or 1-888-322-3019

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

**Youth Crisis Stabilization System (YCSS)** – 204-949-4777

**Manitoba Suicide Line** – 1-877-435-7170

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

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

## **Crisis Response Centre – Winnipeg**

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.

**A list of additional crisis services in each region can be found at [www.gov.mb.ca/healthyliving/mh/crisis.html](http://www.gov.mb.ca/healthyliving/mh/crisis.html)**

**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)**

or call Health Links at 204-788-8200.

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

**Community Mental Health Services** – Operated by Regional Health

Authorities to assist people with mental health difficulties develop coping and living skills and obtain other community services. In Winnipeg call the intake and referral line at 204-788-8330. For other regions go online at:

**[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 by region.

**Canadian Mental Health Association (CMHA) Winnipeg/Manitoba**

– Offers programs and services related to mental health and an information and referral line to access services and supports. Contact 204-982-6100 or visit

**[www.winnipeg.cmha.ca](http://www.winnipeg.cmha.ca)**

**Sara Riel Inc.** – A non-profit organization that provides services and supports to people living with mental health concerns, helping them live independently in the community. Supports are provided through several different service streams: Community Mentorship, Housing/Tenancy Services, Employment Services and Seneca Respite Services. More information about programs and services can be found online at **[www.sararielinc.com](http://www.sararielinc.com)** or by calling 204-237-9263 in Winnipeg.

# FIRST NATIONS RESOURCES

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## **Aboriginal Affairs and Northern Development Canada – Manitoba**

**Region** – A federal government department providing details on programs and services of interest to Aboriginal 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/eng/1100100020394/1100100020398](http://www.aadnc-aandc.gc.ca/eng/1100100020394/1100100020398)

**Non-Insured Health program** – For First Nations and Inuit, this program through the federal government pays for drugs, dental services and other health benefits not otherwise covered under provincial programs.

Go to [www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/index-eng.php](http://www.hc-sc.gc.ca/fniah-spnia/nihb-ssna/index-eng.php)

**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) (see About the AMC webpage). To talk to AHP–Health Services about Advocacy, call Central Intake: 1-877-940-8880 or go to:

<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 maintains an up-to-date inventory of resources, programs and services available to assist 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. Clients may use these resources on their own or with the assistance, support and advocacy of the EUTC counselors. Contact EUTC at 204-954-3050 or online at:

[www.manitobachiefs.com](http://www.manitobachiefs.com) (located under Policy Areas).

## **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 may also qualify for some assistance through Manitoba's Employment and Income Assistance Program (EIA).

### **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 of Manitoba** – 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** – This organization also provides referrals to rural food banks. For Food Assistance call 204-982-3660 or toll-free at 1-800-970-5559 or email: [appointments@winnipegharvest.org](mailto:appointments@winnipegharvest.org)  
Website: [www.winnipegharvest.org](http://www.winnipegharvest.org)

**Child Nutrition Council of Manitoba** – Supports breakfast, snacks and lunch program. Website: <http://childnutritioncouncil.com>

**NorWest Coop Community Food Centre in Winnipeg** – Programs about food and nutrition. Website: [www.norwestcoop.ca](http://www.norwestcoop.ca)

## Housing and Emergency Shelters

**Manitoba Housing** – Affordable and subsidized housing options for those living on low to moderate-income. Information and applications for rental, repair and home ownership programs are available at:  
<http://www.gov.mb.ca/housing/mh/find/find.html>

**Co-op Housing** [www.chfcanada.coop/eng/pages2007/about\\_3.asp](http://www.chfcanada.coop/eng/pages2007/about_3.asp)

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

**Healthy Housing** – For tenants living with housing problems that might affect their health and well-being (such as bed bugs, rodents, or lack of heat) contact Bylaw Enforcement Services. Within Winnipeg call 311; outside of Winnipeg contact the local Public Health Inspector listed on [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 1-800-954-9631 or go online to [www.gov.mb.ca/justice/safe/scna.html](http://www.gov.mb.ca/justice/safe/scna.html)

**Emergency Shelters** – Online directory by region:  
<http://www.gov.mb.ca/fs/fvpp/resources.html> To find emergency shelter locations call 204-417-2110 or visit [www.winnipegrentnet.ca/help-links/help-emergency.cfm](http://www.winnipegrentnet.ca/help-links/help-emergency.cfm)

**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)

**Men's Resource Centre Emergency Shelter** – Call 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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## Homeless Shelters

Winnipeg – <http://www.winnipegrentnet.ca/help-links/help-emergency.cfm>

Steinbach – <http://todayhouse.ca/>

Brandon – For further information, see the following Contact Crisis Brochure 2015:  
<http://brandonhomelessness.weebly.com/uploads/5/2/3/8/52382363/crisiscontactbrochure2015b.pdf>

## Domestic Violence

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

Family Violence Prevention Program

<http://www.gov.mb.ca/fs/fvpp/about.html>

LGBTQ – <http://www.gov.mb.ca/stoptheviolence/lgbttq.html>

Support Services for Victims of Domestic Violence

<http://www.gov.mb.ca/justice/victims/services/dvss.html>

## Legal Information & Help

**Community Legal Education Association (Manitoba) Inc.** – a charitable organization that provides legal information to Manitobans 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 a 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 1-800-261-2960.



# OTHER SERVICES

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## Consumer Rights

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

## Contact Community Information Resource

Go to [www.contactmb.org](http://www.contactmb.org) or call 1-866-266-4636 for a directory of supports and services available throughout Manitoba.

## Financial Counselling

**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)

**Manitoba Securities Commission** – Contains education programs about real estate, investing basics, child savings, women’s programs and other information.  
<http://www.msc.gov.mb.ca/education/index.html>

**Manitoba Government’s Financial Literacy Resource Website:**  
<http://www.gov.mb.ca/finance/literacy/>

# USEFUL WEBSITES & PHONE NUMBERS

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**Service Canada** [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca) – Catch-all site for federal programs, including newcomers, seniors (OAS, GIS), First Nations, veterans, employment (ex: SIN), EI, GST credit, Child Tax Benefit. Organized by population group, life events and subject.  
Call 1-800-O-CANADA (1-800-622-6232).

**Canada Benefits** [www.canadabenefits.gc.ca](http://www.canadabenefits.gc.ca) – Provides a full listing of federal income and other supports, organized by personal status (ex: 'parent', 'Aboriginal') or life situation (ex: 'unemployment', 'health resources'), and by province, with links to the relevant program websites, and to applicable forms. (A good website for health providers to explore).

**Manitoba Residents' Portal** [www.gov.mb.ca/residents](http://www.gov.mb.ca/residents) – Provides details on provincial programs and services organized by personal situation (ex: 'caregiver', 'consumer') or service need (ex: 'get a health card').

**Service Link Manitoba** – an online tool to help you determine if you qualify for many Provincial Government programs.  
Go to <http://web22.gov.mb.ca/ServiceLink/>

**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.

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

**Employment Manitoba** [www.manitoba.ca/employment](http://www.manitoba.ca/employment) – Provides services that help individuals prepare for, find and keep employment. For more information about these services please contact your local Manitoba Jobs and Skills Development Centre. To find the Centre nearest you, visit Training and Employment Services online or call 204-945-0575 (in Winnipeg) or toll-free at 1-866-332-5077 (outside Winnipeg).

# USEFUL WEBSITES & PHONE NUMBERS

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## **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)

**Contact Community Information Resource** – A directory of supports and services available throughout Manitoba. Call 1-866-266-4636 or go to:

[www.contactmb.org](http://www.contactmb.org)

**Literacy Partners of Manitoba (LPM)** – LPM helps open the doors to life-long learning and a society in which we can all participate fully when everyone has the literacy and essential skills to thrive at home, at work, and in the community. LPM is committed to supporting learners and practitioners in their efforts to improve literacy and essential skills in Manitoba.

Tel: 204-947-5757, 1-866-947-5757

905 Ellice Avenue

Fax: 204-956-9315

Winnipeg, Manitoba Canada

Email: [literacy@manitobaliteracy.com](mailto:literacy@manitobaliteracy.com)

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Website: <http://manitobaliteracy.com/>

To download or get information on copies of  
the **Get Your Benefits!** booklet please visit:

<http://www.gov.mb.ca/health/primarycare/providers/povertytool.html>

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**community**  
Financial Counselling Services