

## COMMUNITY RESOURCES

When caring for a person with Alzheimer's disease or another dementia, it is important to be knowledgeable about the resources that are available. To assist you, we have compiled a list of helpful community resources. You may also contact the Alzheimer Society of Manitoba at 204-943-6622 or 1-800-378-6699 or the Regional Office nearest you for information and referral.

### GENERAL INTAKE INFORMATION

When calling any of the services listed below, have the following information available regarding the person who needs care:

- the person's name, date of birth, address and telephone number
- the person's Manitoba Health Services numbers (medical registration number – six digits and personal health I.D. number – nine digits)
- the name and phone number of the family doctor
- a list of current medications
- Power of Attorney or Committee and Health Care Proxy documentation, if applicable
- a description of your situation and what you see as your care needs

### GETTING A DIAGNOSIS

If you are concerned about changes in a person's memory and ability to carry out tasks related to daily living, consider seeking assessment of the person's health. Assessment and diagnosis may be accessed through the family doctor, geriatric day hospital, Geriatric Program Assessment Team or the Geriatric Mental Health Team in Winnipeg or the Seniors Team, Services for the Elderly or Community Mental Health in Regional Health Authorities outside of Winnipeg. The assessment process may include consultation with a psychologist, psychiatrist, neurologist, geriatrician, occupational therapist, physiotherapist, social worker or nurse.

- **Geriatric Program Assessment Team** (Winnipeg only): The Geriatric Program Assessment Team will assess the complex needs of persons over the age of 65 years in their homes or in the hospital and will facilitate access to appropriate geriatric services. Their purpose is to reduce or prevent unnecessary hospital admissions and recommend a treatment plan to improve the client's quality of life.

PROVINCIAL - WINNIPEG 10-120 DONALD ST R3C 4G2 204-943-6622 [alzmb@alzheimer.mb.ca](mailto:alzmb@alzheimer.mb.ca)

INTERLAKE / EASTERN - BEAUSEJOUR  
TEL: 204-268-4752 | FAX: 204-268-4799  
EMAIL: [alzne@alzheimer.mb.ca](mailto:alzne@alzheimer.mb.ca)

NORTH CENTRAL - PORTAGE LA PRAIRIE  
TEL: 204-239-4898 | FAX: 204-239-0902  
EMAIL: [alznc@alzheimer.mb.ca](mailto:alznc@alzheimer.mb.ca)

PARKLAND - DAUPHIN  
TEL: 204-638-4483 | FAX: 204-638-4493  
EMAIL: [alzprk@alzheimer.mb.ca](mailto:alzprk@alzheimer.mb.ca)

SOUTH CENTRAL - WINKLER  
TEL: 204-325-5634 | FAX: 204-325-6496  
EMAIL: [alzsc@alzheimer.mb.ca](mailto:alzsc@alzheimer.mb.ca)

SOUTH EASTMAN - STEINBACH  
TEL: 204-326-5771 | FAX: 204-326-5799  
EMAIL: [alzse@alzheimer.mb.ca](mailto:alzse@alzheimer.mb.ca)

WESTMAN - BRANDON  
TEL: 204-729-8320 | FAX: 204-726-1082  
EMAIL: [alzwm@alzheimer.mb.ca](mailto:alzwm@alzheimer.mb.ca)

- **Geriatric Mental Health Team** (Winnipeg only): Geriatric Mental Health Team members provide assessment and short term intervention to: people experiencing first onset of mental illness age 65 and up; people with lifelong mental illness age 65 and up requiring specialized services and who do not have a psychiatrist. The Team may provide consultation and supportive counseling for the person and/or family and monitor the impact of recommended interventions.

Referrals to the Geriatric Program Assessment Team and Geriatric Mental Health Team can be made by a physician, a health care professional, community groups, family member or by the person.

**Winnipeg Region: Geriatric Program Assessment Team and Geriatric Mental Health Team Central Intake Line – 204-982-0140**

**Outside Winnipeg: Seniors Team, Services for the Elderly or Community Mental Health Contact – 1-800-392-1207 or the local Regional Health Authority**

- **Day Hospitals:** Day Hospitals are facilities for people who require specific medical or nursing care. Day Hospitals are frequently used by medical professionals to assess people suspected of having Alzheimer’s disease or another dementia. A doctor’s referral is required for admission.
- **Second Opinion:** If you want a second opinion, discuss this with your family doctor. A referral to another doctor or a specialist may be arranged.
- **The Family Doctor Connection Program** can provide a list of doctors that may be taking new patients. You can contact the College of Physicians & Surgeons or visit their website for a list of physicians practicing in Manitoba.

**The College of Physicians & Surgeons of Manitoba**  
**1000–1661 Portage Ave.**  
**Winnipeg MB R3J 3T7**  
**204-774-4344 or 1-877-774-4344**  
**www.cpsm.mb.ca**

**Family Doctor Connection Program**  
**204-786-7111 or 1-866-690-8260**  
**Outside Winnipeg**  
**contact the local health clinic**  
**Monday to Friday 8:30 am to 4:30 pm**

## HEALTHCARE SERVICES

**MyRightCare.ca** is a website that can help you understand the options available for you when you are sick or injured. The site groups the services/facilities in to Quick Care or Walk-In Clinics, Emergency Departments, Mental Health and others. It also sorts services/facilities by hours of operation and proximity to your home or location. For more information contact

**WRHA                      204-926-7000                      <http://www.myrightcare.ca/>**

**It’s Safe to Ask** encourages patients and families to request the information they need in order to become active participants in their care. It includes easy-to-read materials for patients, as well as information kits for healthcare providers and organizations.

**MIPS                      204-927-6477                      <http://www.safetoask.ca/>**

## **PRIME Program**

A program aimed at keeping seniors healthy and living in their own homes, PRIME program offers an all-inclusive health service including medical care, personal care, socialization and exercises, after hours support, rehabilitation, day program, Home Care coordination, access to a team of health professionals and more.

The service is staffed by a primary care physician, case manager, clinical resource nurse, pharmacist, social worker and other professionals. Clients attend up to five times a week, depending on their need, with transportation being provided by the program. Referrals to the program are accepted from family physicians, the home care program, hospitals or other health care professionals involved with the client. A monthly fee, based on income, is charged to cover those services that are not covered by Manitoba Health.

## **MANITOBA HOME CARE PROGRAM**

This program is provided through Regional Health Authorities in Manitoba. Home Care is provided to Manitobans of all ages based on assessed needs and the other resources available to the individual or family. A request for a Home Care assessment can be made by the person, their family or by a friend.

### **Home Care Programs & Services**

Services that may be put in place following an assessment by a case coordinator include:

- **Personal Care Assistance:** Direct service workers may help you with mobility, such as walking and transferring to and from a wheelchair, and with your personal care, such as bathing, dressing and toileting.
- **Home Support:** Direct service workers may come to your home to help you with activities, such as meals, light housekeeping and laundry.
- **Health Care:** Nurses may provide health teaching, counseling and nursing care. Physiotherapists may teach you special exercises, and occupational therapists may assist you with planning your activities of daily living.
- **In-home Relief/Respite Care in the Home:** A direct service worker may be arranged to provide short periods of in-home relief for your caregiver.
- **Respite Care in Alternate Settings:** Respite care may be arranged to provide longer periods of relief for your caregiver. During this time, you may be admitted to an alternate care setting. There is a fee for this service.
- **Supplies and Equipment:** Some supplies and equipment needed for your care may be available through the Home Care Program.
- **Adult Day programs:** These day programs enable you to meet other people and enjoy recreational activities away from your home. There is a fee for this service.
- **Community Housing with Support Options:** As care needs change, additional options are available to help seniors “age in place” in their communities. These options may include supportive housing, group living facilities and specialized supports.

### **Eligibility for Services**

Home Care Services are available to all Manitobans; the cost of services is covered by Manitoba Health. To be eligible for the Manitoba Home Care Program an individual:

- must be a Manitoba resident
- must be registered with Manitoba Health
- must require health services or assistance with activities of daily living

- must require service to stay in their home for as long as possible
- must require more assistance than that available from existing supports and community resources

Residents new to Manitoba must register with Manitoba Health to receive a Manitoba Health Services number before Home Care will be able to begin the assessment process.

**To register for a health number contact Manitoba Health.**

**Winnipeg Region – 204-786-7101**

**Outside Winnipeg – 1-800-392-1207**

### **Request for Home Care Services**

To request Home Care or to receive more information, contact the intake worker in your area.

**Winnipeg Region – Home Care Central Intake – 204-788-8330**

**Outside Winnipeg – 1-866-626-4862** or the Home Care office in your area

Requests are forwarded to the local Home Care office. A Case Coordinator will contact you to arrange an interview. There may be a two to three week waiting period from the time you make your initial request until the time of the interview.

The Case Coordinator will make a home visit to discuss your needs. It is important to discuss the things in your life that impact on your ability to provide care, such as other available supports, health concerns and other family commitments. Be as specific and thorough as you can. The assessment will be used to determine your needs and the assistance available to you.

If a person is in the hospital and will need assistance at home, the hospital staff or the hospital based Home Care Case Coordinator will arrange for Home Care before the person is discharged.

### **Assessment**

Assessment is done by the Case Coordinator. The assessment will determine:

- eligibility for Home Care programs and services
- Home Care services available to the person and their caregiver
- how to access community resources available from other agencies (e.g. Meals on Wheels)
- how the family could coordinate all available resources

**Home Care staff only carries out duties as assigned in the client's care plan. They are not allowed to help with other tasks, such as taking the client shopping, to doctor's appointments or to do business. Home Care staff cannot accept money or gifts.**

**Volunteer Services:** Volunteers may be available to help you with other activities that support your care plan.

## **Home Care Appeal Panel**

The panel hears appeals from people who have requested home care services and disagree with the decision made regarding their eligibility or the level of service offered. If you have concerns, first speak with your Home Care Case Coordinator. If you have not reached a satisfactory outcome, you may file an appeal.

To obtain an Appeal Form and for more information on this process, contact:

**Manitoba Health Appeal Board**

**204-945-5408**

**1-866-744-3257**

**[appeals@gov.mb.ca](mailto:appeals@gov.mb.ca)**

## **MANITOBA PERSONAL CARE SERVICES**

This program is provided through Regional Health Authorities in Manitoba. Personal care services assist Manitobans who can no longer remain at home safely because of their health care needs.

### **Access to Long Term Care and Housing Options**

As dementia progresses, it may be necessary to consider moving the person from their home to another housing option. Families frequently ask the question, "When is the right time to make the move?" Each family must make this decision based on their own personal needs and circumstances. A consideration might be that the person is no longer able to remain in their home safely, even when additional services are provided. At this time, accessing long term care services or the Personal Care Home Program might be the best option.

**Long Term Care Services:** provide care when care cannot continue at home. The Home Care Case Coordinator or Long Term Care Access Centre Coordinator (if the person is in hospital) will assess your level of need with you and determine the appropriate care program. The variety of long term care services available are:

- **Chronic Care Services:** provides specialized care to individuals who, due to a chronic health condition, require more care than a personal care home can accommodate.
- **Companion Care:** provides care for people who can no longer manage independently, but prefer to live in their home rather than in a personal care home.
- **Respite Care Program:** arranges for individuals who require 24-hour care to be admitted to a personal care home in order to provide a planned period of relief to families. Respite is available for varied lengths of time.
- **Supportive Housing:** provides personal support service and homemaking in community residential settings. Supportive housing combines apartment living services, such as meals and homemaking and 24-hour support care and supervision.
- **Personal Care Home:** provides personal care service to individuals who can no longer manage independently at home with family support and/or the support of a community service. Personal care homes provide professional nursing services and personal care. Personal care homes also offer pharmaceutical services, activities/recreation, occupational therapy, physiotherapy, housekeeping, laundry and linen service.

## **Considering Personal Care Home**

A personal care home may be the appropriate care setting when:

- safety is an issue even if Home Care is provided
- services can be provided more effectively and economically in a personal care home

When requesting assessment and considering moving to a personal care home, it is advisable to allow adequate time as there is often a waiting period before a change of residence can be made.

## **Selecting a Personal Care Home**

When selecting a personal care home, it is suggested that you visit several facilities and inquire about:

- the waiting period
- special units for people with Alzheimer's disease or dementia
- care practices for people with Alzheimer's disease or dementia
- cultural, language and religious considerations
- added services available and any additional costs

**A list of Personal Care Homes is available by calling the Long Term Care Branch  
Winnipeg Region – 204-833-1760                      Outside Winnipeg – 1-800-392-1207**

You can also contact the Alzheimer Society at 204-943-6622 (Winnipeg), 1-800-378-6699 (outside of Winnipeg) or the Alzheimer Society Regional Office nearest you for a list of personal care homes and information about determining the personal care home best suited to your needs.

## **Eligibility for Long Term Care and Housing Options**

- A person must be a Manitoba resident and registered with Manitoba Health to be eligible for placement in a personal care home.
- Canadian residents, living in Canada and relocating to Manitoba are eligible for personal care home services immediately following the person's move to Manitoba and their receiving a Manitoba Health Services number.

## **Application for Long Term and Housing Options**

An application for supportive housing or personal care home services is made through the Home Care Case Coordinator or Long Term Care Access Centre Coordinator (if you are in hospital). For more detailed information contact:

**Winnipeg Region – Home Care Central Intake – 204-788-8330**

**Outside Winnipeg – 1-866-626-4862** or the Home Care office in your area.

### **Application Process – “Paneling”**

Application forms for personal care home admission are obtained from the Home Care Case Coordinator. The form requests medical and care information that must be provided by the doctor and other medical specialists. The Case Coordinator will assist the family in completing the application form and will present the application to the Long Term Care Access Centre Panel Review Board. Applicants with the greatest need for care are given the highest priority in accessing long term care services.

If the application is approved, the person is “paneled” and their name is added to the waiting list for the personal care home selected. The personal care home chosen is notified and the client is placed on the facility waiting list. There may be a waiting period of six months to two years before placement in the personal care home selected. In situations where there may be a long wait for personal care home placement, the date when the person is paneled will be a factor in the individual’s movement up the waiting list. If necessary and in urgent situations, interim/alternate arrangements will be made during the waiting period.

### **Personal Care Home Placement Appeal**

If there is a concern about a personal care home application that has been denied, the panel decision can be appealed to:

**Manitoba Health Appeal Board    204-945-5408    1-866-744-3257    [appeals@gov.mb.ca](mailto:appeals@gov.mb.ca)**

### **Long Term Care Residential Charges**

The personal care home will contact the family regarding costs and services. For information about and assistance in determining cost of care, contact:

**Winnipeg Region – 204-786-7150      Outside Winnipeg - 1-800-392-1207**

### **To Address Concerns Regarding Personal Home Care Program and Services**

Concerns regarding service or care in a personal care home should be directed to the manager of the home. If you do not believe the concern is being resolved, you may access the complaint management process of the health authority.

**WRHA Clients Relation Coordinator    204-926-7825**

**Outside Winnipeg – the local Regional Health Authority**

If there is a concern that a person in a personal care home is experiencing abuse of any kind (e.g. financial, physical, sexual or emotional), it is mandatory that the situation be reported to the Protection of Persons in Care Office.

**The Protection for Persons in Care Office  
300 Carlton Street  
Winnipeg MB R3B 3M9  
Winnipeg: 204-788-6366 or Toll-free: 1-866-440-6366**

## COMMUNITY RESOURCES

### Health: Provincial

### Winnipeg

Health Links	204-788-8200	1-888-315-9257
Home Care Intake Line	204-788-8330	
Family Managed Care – Home Care Program	204-788-8330	
WRHA Geriatric Program Assessment Team	204-982-0140	
WRHA Geriatric Mental Health Team	204-982-0140	
Medication Information Line for the Elderly	204-474-6493	1-800-432-1960 ext 6493
Services for Elderly – Mental Health	204-940-2655	1-800-392-1207
Seniors Information Line	204-945-6565	1-800-665-6565
Manitoba Health Appeal Board	204-945-5408	
WRHA Respite Care – Long Term Care Access Centre	204-833-1760	
Family Doctor Connection Program	204-786-7111	
Mental Health Crisis Response Centre	204-940-1781	
Klinic Community Health Centre	204-786-8686	1-888-322-3019

### Financial:

Canada Pension Plan – Old Age Security		1-800-277-9914
Income Security Programs		1-800-277-9914
Canada Revenue Agency		1-800-959-8281
Canada Revenue Agency – Disability Tax Credit		1-800-959-8281
Manitoba Primary Caregiver Tax Credit	204-788-6646	1-866-626-4862
Employment Insurance Compassionate Care Benefit		1-800-206-7218

### Legal:

Legal Information/Lawyer Referral Service	204-943-2305	1-800-262-8800
Public Trustee's Office	204-945-2700	1-800-282-8069
Protection for Persons in Care Office	204-788-6366	1-866-440-6366
Seniors Abuse Line	204-945-1884	1-888-896-7183
Winnipeg Police Service – Vulnerable Persons Coordinator	204-986-6287	
Winnipeg Police Service – Missing Persons	204-986-6250	



## Health Insurance:

Manitoba Health Insured Benefits	204-786-7101	1-800-392-1207
Blue Cross – Private Coverage	204-775-0151	1-800-873-2583
Exceptional Drug Status – General Inquires Health Professionals Only	204-786-7318 204-788-6388	1-800-297-8099 x 7318 1-800-557-4303

## Driving and Transportation: Provincial

## Winnipeg

Manitoba Public Insurance Driver and Vehicle Licensing	204-985-7000	1-800-665-2410
Manitoba Public Insurance Medical Records	204-985-1900	1-866-617-6676
Parking Permit Program (Winnipeg)	204-975-3250	1-800-836-5551
City of Winnipeg – Handi Transit	204-986-5722	
Winnipeg Transit Schedules & Easy Access Bus	311	

## Agencies:

Alzheimer Society of Manitoba	204-943-6622	1-800-378-6699
Veterans Affairs Canada		1-866-522-2122
Social Services Appeal Board	204-945-3003/5	1-800-282-8069
Seniors & Healthy Aging Secretariat	204-945-2127	1-800-665-6565
A & O: Support Services for Older Adults	204-956-6440	
Rupert's Land Caregivers Services	204-452-9491	
Addictions Foundation of Manitoba	204-944-6200	1-866-638-2561

## Seniors Resource Councils: (In Winnipeg: contact re E.R.I.K. kits and Congregate Meal Programs)

Bonivital Council for Seniors	204-255-2061
Broadway Seniors Resource Council	204-772-3533
Downtown Seniors Resource Council	204-803-8329
Fort Garry Seniors Resource Council	204-792-1913
Keewatin/Inkster Neighbourhood Resource Council	204-774-3085
Middlechurch Community Council	204-336-4126
Point Douglas Seniors Coalition	204-792-2920
River East Council for Seniors	204-667-6812
Seven Oaks Seniors Links	204-612-3888

South Winnipeg Senior Resource Council	204-478-6169
St. James Assiniboia Senior Centre, Inc. – Support Services	204-987-8858
Transcona Council for Seniors	204-222-9879

**Outside of Winnipeg: contact the Resource Council in the community or the Regional Health Authority.**

**Other Services:  
Provincial**

**Winnipeg**

University of Manitoba Home Dental Care Program	204-831-3455/56	1-204-789-3450
Manitoba Health Senior Eyeglass Program	204-786-7365/66	1-800-297-8099 ext. 7365/66
Manitoba Pharmacare Program	204-786-7141	1-800-297-8099
SMD Wheelchair Services	204-975-3250	1-800-836-5551
Meals on Wheels of Winnipeg	204-956-7711	
Victoria Lifeline	204-956-6777	1-888-722-5222
Community Therapy Services	204-949-0533	
Jewish Child and Family Service	204-477-7430	
Canadian National Institute for the Blind	204-774-5421	1-800-563-2642
E.R.I.K. – Contact the Seniors Information Line	204-945-6565	1-800-665-6565
Reh-Fit Centre	204-488-8023	
Seven Oaks Wellness Institute	204-632-3900	

**Private Services: (See Yellow Page listings)**

**Nurses:** Respite care, nursing care, home support, convalescent care, companionship

**Homemaker Services:** Housekeeping, meal preparation, escort and companion services

**Home Health Services and Supplies:** Health care services, health care products, medical supplies (wheelchairs, walkers, lifts, canes, bathing systems etc.)

**Medical Alarms:** Medical alarm systems and monitoring

**Foot Care Nursing:** In home and mobile

**Foot Appliances:** Orthotics, specialized footwear

Call the **Alzheimer Society of Manitoba** for information and support.

**204-943-6622 or 1-800-378-6699**

Or the Regional Office nearest you

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

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The Alzheimer Society of Manitoba's mission is to alleviate the individual, family and social consequences of Alzheimer's disease and related disorders while supporting the search for a cure.