

COMMUNITY RESOURCES

When caring for someone living with 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.

Our First Link® Client Support team is also here to help guide you. Call or email us anytime at 204-943-6622 (Winnipeg) / 1-800-378-6699 (in Manitoba), alzmb@alzheimer.mb.ca or contact the regional office nearest you for more information.

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
- A description of your situation and what you see as the care needs for you and your family
- Power of Attorney or Committee and Health Care Proxy documentation, if applicable

MANITOBA HOME CARE PROGRAM

In Manitoba, Regional Health Authorities (RHAs) provide home care services to eligible individuals, regardless of age, who require health services or assistance with activities of daily living. Home care works with individuals and provides assistance to help them stay in their homes for as long as is safely possible.

A professional assessment of your individual needs, existing or potential supports and community resources will determine your eligibility for home care and the type and amount of services you may receive.

RHA home care staff are responsible for ensuring the provision of reliable and safe assessed service in the community.

What home care programs and services are offered?

Home care services include:

- Personal care
- Nursing
- Counseling/problem solving
- Household assistance/Respite/family relief

- Occupational therapy assessment
- Physiotherapy assessment
- Referral to other agencies
- Coordination of internal and external services in the community
- Assessment for long-term care and specialty services such as the Adult Day program, Companion Care program and Supportive Housing program

To be eligible for home care you must:

- Be a Manitoba resident
- Be registered with Manitoba Health
- Require health services or assistance with the activities of daily living
- Require service to remain safely in your home
- Require more assistance than is available from existing supports and community resources

Assessment

Individuals may contact or refer a Manitoba resident to their RHA to request an eligibility assessment to receive home care services.

Assessments are done by case coordinators who are health-care professionals. The case coordinator assigned to you will meet with you, and if appropriate, your family/representative to discuss your care needs and how best to meet them.

This assessment will determine:

- Whether you are eligible for home care services
- How to help you and your family organize the help available to you
- How to access community resources available to you
- What services you may require from home care
- Whether your need for care is best met in another setting

During the assessment, it is important for caregivers to discuss the things in your life that impact 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.

Self and Family Managed Care (SFMC)

The **Self and Family Managed Care Program** is an option offered by the Provincial Home Care program. It consists of two sub-options:

- **Self-Managed Care** enables clients with assessed home care needs to accept full responsibility for their personal care as **self managers**. Individuals who choose this option rather than receiving their services through the regular Provincial Home Care program are responsible for coordinating, managing and directing the non-professional services they need to continue living at home and in the community.

- **Family Managed Care** enables the families of clients with assessed home care needs to accept full responsibility for their family member as a **family manager**. The family manager who chooses this option for meeting their family member's needs is responsible for coordinating, managing and directing the non-professional services needed by their family member to continue living at home and in the community.

An assessment by a home care case coordinator will determine the type and amount of service needed according to the standard applicable to the Provincial Home Care program. This assessment will determine the amount of funding received by the self or family manager.

How to apply for Self and Family Managed Care

To apply for the SFMC program, you or your family member need to be a client of the Home Care program available through your Regional Health Authority (RHA) and be eligible to receive home care attendant/homemaker services. If you or your family member is already receiving services from your RHA's Home Care program, contact your home care case coordinator to discuss your interest in SFMC, and whether SFMC is an appropriate resource for you or your family.

If you or your family member is not a client of your RHA's Home Care program, and you would like to determine eligibility for same, please see the region-specific contact information available in the next section.

For more information about SFMC, please visit: [Self and Family Managed Care | ilrc.mb.ca](https://ilrc.mb.ca)

Self and Family Managed Care Agent Option

The **Independent Living Resource Centre (ILRC)** has designed an alternate support system available to those currently operating under the SFMC Program.

Under the 'ILRC as Agent Option,' Independent Living Resource Centre (ILRC) can act as a bridging agent to fulfill specific administrative and employee-related roles and alleviate some of the concerns accompanying the unique position of self/family manager.

For more information, contact ILRC at (204) 947-0194, or visit their website: [S & FMC Agent Option | ilrc.mb.ca](https://ilrc.mb.ca)

For more information or to make a referral to home care, contact your local RHA. Please note that processes for referral may differ by area.

Winnipeg Regional Health Authority

Home Care Central Intake

204-788-8330

Website: [Home Care | wrha.mb.ca](https://wrha.mb.ca)

Interlake-Eastern Regional Health Authority

Home Care Administration

204-785-7537

Or connect directly with a case coordinator in your area

Website: [Home Care | ierha.ca](https://ierha.ca)

Northern Regional Health Authority

General Inquiries Line

Toll-free: 1-888-340-6742

Or connect with your local health centre or nursing station

Website: [Our Locations | northernhealthregion.com](#)

Prairie Mountain Health

Home Care Central Intake

Toll-free: 1-855-474-3338

Website: [Home Care | prairiemountainhealth.ca](#)

Southern Health-Santé Sud

General Inquiries Line

Toll-free: 1-800-742-6509

Or connect directly with your local home care office

Website: [Home Care | southernhealth.ca](#)

Home care appeal process

The Manitoba Health Appeal Board (MHAB) is a body that is independent of the department and that hears appeals from individuals referred for or receiving home care services.

The MHAB encourages you to contact your Regional Health Authority (RHA) first to discuss your concerns. The MHAB will provide you with assistance in trying to resolve your concerns with the RHA. If a resolution occurs, an appeal will not be necessary.

When you may appeal a decision

You, and if appropriate, your family/representative, having exhausted all options with RHA staff to resolve the situation, may appeal to the MHAB.

How to file an appeal

1 . Contact the MHAB office to request a Notice of Appeal form or obtain one from the MHAB website at [The Manitoba Health Appeal Board | manitoba.ca](#)

2 . Fill out the form and return it to the MHAB. You may have a designate representative submit the form on your behalf. If you have any questions about how to fill out the form, please contact the MHAB:

Phone: 204-945-5408

Toll free: 1-866-744-3257

Email: appeals@gov.mb.ca

HEALTH SERVICES AND SUPPORTS

Family Doctor Finder

The **Family Doctor Finder** can make it easier for you and your family to find a team of health-care professionals (including family doctors and/or nurse practitioners) as part of a home clinic that provides you with a base for your health-care needs.

A home clinic is a patient-centred family practice that a patient/client identifies as the place that serves as a home base or central hub for timely care and coordination of all their health and medical needs over time.

Register online at [Family Doctor Finder Online Registration | forms.gov.mb.ca](https://forms.gov.mb.ca) or call to be connected with a home clinic in an area that will meet your needs.

To register by telephone, please contact Family Doctor Finder between 8:30 am and 4:30 pm, Monday to Friday at:

204-786-7111 (in Winnipeg) or toll-free at 1-866-690-8260
TTY/TDD call 774-8618 or Manitoba Relay Services toll-free 1-800-855-0511.

For more information, please visit [Family Doctor Finder | gov.mb.ca](https://gov.mb.ca)

Geriatric Program Assessment Team

The **Geriatric Program Assessment Team (GPAT)** is one of several Winnipeg Health Region programs that help seniors live safely and independently in their own homes for as long as possible. GPAT assesses individuals aged 65 years or older, living in Winnipeg. Anyone can refer a person to this service. Clients are seen by a geriatric clinician in their homes for an assessment of geriatric health issues that may include:

- Mobility concerns/falls
- Impairment of activities of daily living (dressing, bathing, etc.)
- Confusion/dementia
- Incontinence (toileting)
- Depression
- Inadequate social supports
- Medication issues (polypharmacy)

Geriatric Mental Health Team

The **Geriatric Mental Health Team (GMHT)** assesses individuals and provides short-term intervention to individuals aged 65 years or older, living in Winnipeg, who do not have a psychiatrist and are experiencing mental health problems. The GMHT may provide consultation, supportive counselling for the person and/or family and monitor the impact of recommended interventions. Anyone can refer a person to this service. Clients are seen by a geriatric mental health clinician in their home or in their personal care home for an assessment of mental health issues that may include:

- Dementia with behavioural or psychological symptoms
- Mood disorders
- Anxiety

- Psychotic disorders
- Personality disorders
- Emotional, behavioural and cognitive complications of brain diseases

For more information or to make a referral, contact the Geriatric Program Assessment Team/Geriatric Mental Health Team Central Intake Line at 204-982-0140.

Mental health services for seniors in rural & northern Manitoba

Mental health services for the elderly in rural and northern Manitoba provide assessment and short-term intervention to people over the age of 65 who are experiencing mental health problems. The service will also help people under the age of 65 years old whose cognitive impairment is related to a disease associated with aging. The team may provide consultation, supportive counselling for the person and/or family and monitor the impact of recommended interventions.

For more information, or to make a referral, contact your local Regional Health Authority (RHA). Please note that processes for referral may differ by area.

Interlake-Eastern Regional Health Authority:

Mental Health Services for the Elderly

Toll-free: 1-866-757-6205

Selkirk and area: 204-785-7752

Website: Mental Health Services for the Elderly | ierha.ca

Northern Health Region:

Community Mental Health

The Pas Primary Health Care Centre at 204-623-9650

Flin Flon Primary Health Care Centre at 204-687-1350

Thompson Public Health (Thompson Regional Office) at 204-677-5350

Or contact your nearest health centre or nursing station

Website: Our Locations | northernhealthregion.com

Prairie Mountain Health:

Seniors Mental Health

Toll-free: 1-855-222-6011

Brandon Mental Health Services at 204-578-2400

Dauphin Community Health Services at 204-638-2118

Swan Valley Community Health Services at 204-734-6601

Website: Seniors | prairiemountainhealth.ca

Southern Health-Santé Sud:

Seniors Consultation Team

Toll Free: 1-888-310-4593

Website: Mental Health | southernhealth.ca

Note: Click 'seniors' under 'Mental Health Access' for the fillable referral form.

Adult Day Programs

Adult Day Programs (ADPs) are offered throughout the province and provide social and recreational opportunities to home care clients and respite to care partners, with the goal of maximizing participants' independence within the community. These programs are intended for adults who may be socially isolated, physically frail or living with chronic conditions. A daily fee is charged to cover transportation (if available) and any meals/refreshments served during the program.

For more information and to inquire about eligibility, contact your primary care provider or home care case coordinator.

Geriatric day hospitals

The **Geriatric day hospitals** provide seniors over the age of 65 years with outpatient assessment and rehabilitation. The assessment includes two or more of the following disciplines: nursing, physiotherapy, occupational therapy, geriatrician, geriatric psychiatrist, social worker, pharmacist, dietician, speech language pathology and spiritual care. Those attending day hospitals require assessment and rehabilitation, health promotion and support to remain in the community. Individuals usually attend once or twice weekly for half or full days. Transportation services are available within Winnipeg. Services extend to the surrounding area of Winnipeg.

Referrals must be received from the individual's primary care provider, home care case coordinator or the hospital after an inpatient or emergency room visit.

For more information and to inquire about eligibility, contact your primary care provider or home care case coordinator.

PRIME program

The **PRIME** program is a long-term program providing care for seniors aged 65 or older with chronic complex problems posing risk of admission to personal care home, emergency departments or hospital. Currently, there are no PRIME programs in operation outside of Winnipeg.

The PRIME care team provides and coordinates a wide range of individualized services including: medical care, medications, after hours support, social programs, exercise and therapy, counselling, coordinating home care and specialty services and family support/help.

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. A monthly fee, based on annual income, is charged to cover those services that are not covered by Manitoba Health and participants must also cover the cost of any medications, though PRIME staff will assist with Pharmacare applications.

You may be eligible for the PRIME program if you:

- Are 65 or older
- Live in the Winnipeg Health Region service area
- Have complex medical, functional, cognitive and/or mental health issues impacting on your ability to remain at home
- Have accessed other services but these services do not meet your needs, such as home care, Adult Day Program or day hospital

- Are at high risk of requiring personal care home placement
- Have high use of hospital and/or emergency department

Referrals are accepted from home care, primary health care providers, hospital inpatients (when client is discharged home), Geriatric Program Assessment Teams, Geriatric Mental Health Teams and day hospitals.

For more information on PRIME and how to access this service, contact your primary care provider or home care case coordinator.

[PRIME | Winnipeg Regional Health Authority \(wrha.mb.ca\)](http://wrha.mb.ca)

MANITOBA PERSONAL CARE SERVICES

Note: ‘Long-term care’ refers to both supportive housing and personal care home.

A personal care home (PCH) provides personal care services to individuals who can no longer manage independently at home with family support and/or community services such as home care and where other assisted and supportive housing options are not suitable. Personal care services are offered throughout Manitoba. These services include:

- Meals (includes meals for special diets)
- Assistance with daily living activities such as bathing, getting dressed and using the bathroom
- Necessary nursing care
- Routine medical and surgical supplies
- Prescription drugs eligible under Manitoba’s Personal Care Home Program
- Physiotherapy and occupational therapy, if the facility is approved to provide these services
- Routine laundry and linen services

Who should you talk to about whether a personal care home is the right option for you?

If you live in the community, contact your home care case coordinator for more information. If you do not have a home care case coordinator, contact your local Regional Health Authority (RHA).

If you are in the hospital, ask to speak to the social worker or long-term care navigator.

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

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
- Care practices for people living with dementia

- Cultural, language and religious considerations
- Added services available and any additional costs

How much does it cost to live in a personal care home?

All residents of PCHs in Manitoba are required to pay a charge, called a residential charge, which is set by Manitoba Health. The daily charge is determined by an assessment of the annual income of each resident and is re-evaluated by Manitoba Health annually in August.

The cost of these services is shared by the provincial government (Manitoba Health, Seniors and Active Living) and the client who needs the services. Manitoba Health, Seniors and Active Living pays the majority of the cost through the regional health authorities. The personal care service client pays the other portion of the cost. This cost is a daily charge based on income.

Applicants admitted to hospital begin paying the residential charge once their application has been approved at panel. All hospital paneled clients must move to the first available PCH bed. If you refuse the offer for admission to personal care home, the hospital or health centre has the right to charge you the current daily per diem rate.

Applicants waiting in the community for placement in a PCH begin paying the residential charge on the day they are admitted to the home.

For more information on the personal care services and charges within Manitoba, please refer to the following resources:

- [Personal Care Services: A Guide to Services and Charges in Manitoba | gov.mb.ca](#) PDF handbook published through the Manitoba Provincial Government
- [Personal Care Services: Residential Charges in Manitoba | gov.mb.ca](#) PDF handbook published through the Manitoba Provincial Government
- [Residual Charge Calculator – 2023/2024 | gov.mb.ca](#) an online tool through the Manitoba Provincial Government website to estimate residual charges, based on your circumstances

Application to personal care home (PCH) – “paneling process”

Note: **Paneling** is the approval process for eligibility for the long-term care program including admission to the PCH program.

Once an individual’s needs are no longer being managed at home safely or effectively, you can request information on accessing long-term care from your home care case coordinator. The home care case coordinator will review other options such as assisted living, supportive housing and companion care. If it is decided that moving to a PCH is the most appropriate option, steps will be taken to complete an application for long-term care.

The case coordinator then completes an application form in consultation with the individual, family and health-care team. The form requests medical and care information that must be provided by the doctor and other medical specialists.

If the individual is in hospital, the social worker or long-term care navigator will help in completing the application.

The **Long Term Care Access Centre (LTC Access Centre)** is responsible for scheduling panel dates, ensuring persons have access to long-term care services that are most appropriate to their needs and maintaining waiting lists for personal care homes/long-term care programs.

The **Long Term Care Access Center Navigator (LTC Navigator)** will work with the home care case coordinator to panel and approve the application.

If the applicant is paneled and approved:

- The individual's name is placed on the wait list for their preferred PCH.
- A staff member from the PCH reviews the application and contacts the individual or family to ensure the PCH can meet the individual's needs and to plan for admission.
- The PCH notifies the individual or family (and hospital if required) of the planned admission date. If it's determined that the applicant's care needs do not require placement to PCH, the application will be rejected. A decision may be deferred if additional information is required.

What if the long-term care application is denied?

If the application is denied, the home care case coordinator will discuss community or other options with the individual/family.

If there is a concern about a PCH application that has been denied, the decision can be appealed through the Manitoba Health Appeal Board by completing a General Notice of Appeal. The online and printable form can be found on their website: [Notice of Appeal Forms | gov.mb.ca](https://www.gov.mb.ca/health/appeals/forms)

For more information, the Manitoba Health Appeal Board can be contacted by phone at 1-866-744-3257 or email at appeals@gov.mb.ca.

Can a personal care home refuse an application?

Yes. A PCH may decline an individual's application if the care home cannot meet the individual's care needs. This decision can be appealed by the individual or family member.

For more information, please contact your assigned home care case coordinator or contact your local home care office.

How are wait lists managed?

The day the application is approved is referred to as the "Panel Date". The wait lists for PCHs in Manitoba vary from a few days to months to years depending on someone's preferred facility.

Concerns regarding personal home care program and services

Concerns about service or care received while in a personal care home should be directed to the facility manager. If you feel that the concern has not been appropriately resolved, you may access the complaint management process of the health authority.

Within Winnipeg:

WRHA Client Relations Coordinator

Phone: (204) 926-7825

E-mail: ClientRelations@wrha.mb.ca

Website: [Client Relations | wrha.mb.ca](http://ClientRelations|wrha.mb.ca)

Note: If English is not your first language, please advise WRHA Client Relations, as interpreters are readily available.

Outside Winnipeg:

Interlake-Eastern Regional Health Authority

Toll-free: 1-855-999-4742

Website: [Compliments & Concerns | ierha.ca](http://Compliments&Concerns|ierha.ca)

Northern Health Region

Phone: 1-888-340-6742

Website: [Share Your Compliment or Concern | northernhealthregion.com](http://ShareYourComplimentorConcern|northernhealthregion.com)

Prairie Mountain Health

Inside Manitoba: 1-800-735-6596

Outside Manitoba: 1-204-578-2104

Website: [Submit a Complaint or Compliment | prairiemountainhealth.ca](http://SubmitaComplaintorCompliment|prairiemountainhealth.ca)

Southern Health-Santé Sud

Toll-free: 1-800-742-6509

Website: [Share Your Health Experience | southernhealth.ca](http://ShareYourHealthExperience|southernhealth.ca)

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

The **Protection for Persons in Care Act** helps protect adults from abuse or neglect while receiving care in personal care homes, hospitals or any other designated health facility. The Protection for Persons in Care Office (PPCO) is responsible for receiving and investigating reports of alleged abuse or neglect.

For more information or to make a report to the PPCO:

Phone: 204-788-6366

Toll-free: 1-866-440-6366

Website: [Protection for Persons in Care | gov.mb.ca](http://ProtectionforPersonsInCare|gov.mb.ca)

HOUSING

Long Term & Continuing Care Association of Manitoba

To explore housing options available to older adults in Manitoba, including options for independent living, supportive housing, personal care homes and aging in place communities, please visit: ltcam.mb.ca

This resource also provides the opportunity to attend virtual tours for many of the facilities throughout Manitoba.

Winnipeg Housing Directory for Older Adults

A & O: Support Services for Older Adults publishes the Winnipeg housing directory for older adults. The guide provides resource information about housing options within Winnipeg, including independent living, assisted living, supportive housing and long-term care.

[Housing Directory – A & O: Support Services for Older Adults | aosupportservices.ca](http://aosupportservices.ca)

SAFETY PLANNING TOOLS

Emergency Response Information Kit (E.R.I.K.)

The **Emergency Response Information Kit (E.R.I.K.)** is a place to store key information readily available for emergency responders, firefighters and police. Information should include who to contact in case of emergency, primary health concerns, a list of current medications, any allergies and the contact information for your primary care provider. An ERIK is a plastic pouch which includes a brochure talking about the program, a health-care directive, an It's Safe to Ask Medication Card and a red ERIK sticker for your door. The contents are to be kept in the plastic pouch and placed on your refrigerator, where emergency responders are trained to look for it.

Kits are available through your local Senior Resource Council.

For more information, call 211 to find out the phone number for the Senior Resource Council nearest you.

Please note that an individual Emergency Response Information Kit must be completed for each person residing in your home.

HEALTH-CARE SERVICES

Where to Go is a website that can help Manitobans understand the options available for you when you are sick or injured. The site links to each Regional Health Authority to provide information relating to services/facilities including walk-in connected care or walk-in clinics, urgent care, emergency departments, mental health and others. It provides information based on your location as well as wait times for some facilities.

Website: [Where do I go? | sharedhealthmb.ca](http://sharedhealthmb.ca)

For more information about a health issue from anywhere in the province, contact Health Links at 204-788-8200 or 1-800-315-925. Bilingual registered nurses are available 24/7 to answer your questions.

Shared Health Manitoba – 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 health-care providers and organizations.

Website: [It’s Safe to Ask | sharedhealth.mb.ca](https://www.sharedhealth.mb.ca)

COMMUNITY RESOURCE DIRECTORY

Provincial crisis numbers	Winnipeg	Toll-free
Suicide Crisis Helpline <i>**Please note that this call or text line is available 24/7</i> 988.ca		988
Manitoba Suicide Prevention & Support Line <i>**Please note that this line is available 24/7</i> reasonstolive.ca		1-877-435-7170
Klinic Crisis Line <i>**Please note that this line is available 24/7</i> Crisis Support klinic.mb.ca	204-786-8686	1-888-322-3019
Domestic Abuse Crisis Line <i>**Please note that this line is available 24/7</i>		1-877-977-0007
Seniors Abuse Support Line <i>**Please note that this line is only available 9 am to 5 pm CST, Monday to Friday</i>		1-888-896-7183
Manitoba Farm, Rural & Northern Support Services <i>**Please note that this line is available 24/7</i> supportline.ca		1-866-367-3276
RCMP – Find a detachment Manitoba & general inquiries Find a detachment — Manitoba rcmp-grc.gc.ca	431-489-8000	
Winnipeg Police Service – Missing Persons Missing persons winnipeg.ca	204-986-6250	
Winnipeg Police Service – Vulnerable Persons Coordinator Department directory winnipeg.ca	204-986-6287	

Provincial Health Information	Winnipeg	Toll-free
Blue Cross – Private Coverage Personal Benefits bluecross.ca	204-775-0151	1-800-873-2583
Canadian National Institute for the Blind (CNIB) cnib.ca	204-774-5421	1-800-563-2642
Canadian Medication Appropriateness and Deprescribing Network deprescribingnetwork.ca	Email: info@caden-recad.ca	
Health Links Health Links - Info Santé misericordia.mb.ca	204-788-8200	1-888-315-9257
Manitoba Health Insured Benefits Manitoba Health Card and Coverage gov.mb.ca	204-786-7101	1-800-392-1207
Manitoba Health Seniors Eyeglass Program Seniors Eyeglass Program gov.mb.ca	204-786-7365 or 204-786-7366	1-800-297-8099 ext. 7365 or 7366
Manitoba Pharmacare Program Pharmacare Program gov.mb.ca	204-786-7141	1-800-297-8099
Medication Information Line for the Elderly	204-474-6493	1-800-432-1960 ext. 6493
SMD Wheelchair Services Manitoba Wheelchair Program manitobapossible.ca	204-975-3250	1-800-836-5551
University of Manitoba Home Dental Care Program Centre for Community Oral Health Clinics umanitoba.ca	204-789-3387	
Victoria Lifeline victorialifeline.ca	204-956-6777	1-888-722-5222

Financial	Winnipeg	Toll-free
Canada Pension Plan – Old Age Security & Income Security Programs Programs and services for seniors canada.ca		1-800-277-9914
Canada Revenue Agency Canada Revenue Agency canada.ca		1-800-959-8281
Canada Revenue Agency – Disability Tax Credit Disability tax credit (DTC) canada.ca		1-800-959-8281
Compassionate Care Benefit and Family Caregiver Benefit for Adults Caregiving benefits and leave canada.ca		1-800-206-7218
Employment Insurance Compassionate Care Benefit EI caregiving benefits canada.ca		1-800-206-7218
Manitoba Primary Caregiver Tax Credit Primary Caregiver Tax Credit gov.mb.ca	204-948-2115	1-800-782-0771

Legal	Winnipeg	Toll-free
Legal help Centre Email: info@legalhelpcentre.ca legalhelpcentre.ca	204-258-3096	
Legal Information/Lawyer Referral Service communitylegal.mb.ca	204-943-2305	1-800-262-8800
The Public Guardian and Trustee of Manitoba gov.mb.ca	204-945-2700	1-800-282-8069
Protection for Persons in Care Office gov.mb.ca	204-788-6366	1-866-440-6366

Driving and Transportation	Winnipeg	Toll-free
City of Winnipeg – Winnipeg Transit Plus (Formerly Handi-Transit) info.winnipegtransit.com	204-986-5722	
Manitoba Public Insurance Driver and Vehicle Licensing mpi.mb.ca	204-985-7000	1-800-665-2410
Manitoba Public Insurance Medical Records and DriveABLE mpi.mb.ca	204-985-1900	1-866-617-6676
Parking Permit Program (Winnipeg) manitobapossible.ca	204-975-3257	1-800-836-5551
Transporation Options Network for Seniors (TONS) tonsmb.org	204-799-1788	

Other Agencies	Winnipeg	Toll-free
Addictions Foundation of Manitoba afm.mb.ca	204-944-6200	1-866-638-2561
A & O: Support Services for Older Adults aosupportservices.ca	204-956-6440	1-888-333-3121
Long Term & Continuing Care Association of Manitoba ltcam.mb.ca	204-477-9888	
Manitoba 211 211.ca		211
Meals on Wheels of Winnipeg mealswinnipeg.com	204-956-7711	
Social Services Appeal Board gov.mb.ca	204-945-3003	1-800-282-8069
Veterans Affairs Canada veterans.gc.ca		1-866-522-2122

Community Counselling Supports	Winnipeg	Toll-free
Canadian Mental Health Association cmha.ca		204-982-6100
Canadian Virtual Hospice virtualhospice.ca	Info@virtualhospice.ca	
Palliative Manitoba palliativemanitoba.ca	204-889-8525	1-800-539-0295
Rainbow Resource Centre rainbowresourcecentre.org	204-474-0212	1-855-437-8523

Seniors Resource Council (formerly Community Resource Councils)

Seniors Resource Coordinators (SRCs) help link and refer older adults 55+ to community supports, programs and services within your community.

Services vary from community to community based on identified needs; however, some common services are: E.R.I.K. (Emergency Response Information Kit), escorted transportation and other transportation options, yard and home maintenance referral program, networking and community outreach and congregate meal programs.

SRCs can be found in every Regional Health Authority. To find your local SRC call 211 or find a full listing in the Manitoba Seniors Guide here: Manitoba Seniors Guide | mb.211.ca

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

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

Or contact the regional office nearest you.

Website: alzheimer.mb.ca

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