Seniors Resource Guide





Manitoba League of Persons with Disabilities

Seniors Resource Guide

MLPD

June 1, 2023

WELCOME TO MANITOBA LEAGUE OF PERSONS WITH DISABILITIES'

RESOURCE GUIDE FOR SENIORS WITH DISABILITIES

This resource is a result of a vision by staff at MLPD to provide a quick-look list of services for seniors with disabilities, particularly those who are experiencing a new disability and are looking for services in the moment.

This booklet will help you find answers to issues and questions that you might be confronted with regarding your daily living.

We hope that we have covered most of the daily requirements needed for independent living. This booklet is intended to help you live in your own home, with some helpful resources to access food, transportation, housing, etc.

It was our desire to make the transition as easy as possible with this reference guide. Resources provided include both public and private services.

Note that MLPD does not endorse the private forprofit companies listed in this booklet. These unpaid listings are stated in their own words and provided as information for the readers.

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211 MANITOBA

"211 Manitoba is the front door to community-based government,



health and social services. It is a free, confidential service available 24 hours a day, and seven days a week in more than 150 languages including 4 Indigenous languages (Cree, Oji-Cree, Ojibway and Inuktitut). Finding help can be challenging, especially for individuals that are feeling overwhelmed or face multiple barriers. When you are not sure where to turn, dial 2-1-1, and a Service Navigator will help you find resources nearby."

211 can help older adults find resources for: Meals for Seniors, Pension and Income Support, Transportation, Recreation, Housing and Home Maintenance, Home Health Care, Elder Abuse, Daily Hello/Friendly Visiting Program and more!

Phone: 211

Website: www.mb.211.ca

VICTORIA LIFELINE MANITOBA

"Victoria Lifeline has been helping people lead safe and independent lives for over



thirty years. The medical alert service provides a fast and simple way to access help in an emergency by pressing a personal alert button, which connects you to a trained response associate 24 hours a day. With optional fall detection technology and mobile buttons that work outside the home, Victoria Lifeline is a

valuable support system for older adults and people living with chronic health conditions. For individuals who are unable to press a traditional help button, specialized access switches are also available."

Phone: 204-956-6777 Toll-free: 1-888-722-5222

Address: 1-756 Pembina Highway Email: <u>info@victorialifeline.ca</u>
Website: <u>www.victorialifeline.ca</u>



THE 55 PLUS PROGRAM PROVINCIAL SERVICES

The 55 PLUS Program, a Manitoba Income Supplement, provides quarterly benefits to lowerincome Manitobans who are 55 years of age and over, and whose incomes are within certain levels.

Phone: 204-948-7368
Toll Free: 1-877-587-6224

Address: 100 – 114 Garry Street

Email: incsup@gov.mb.ca

Unit 1: Seniors Resource Finders

WRHA SENIORS RESOURCE FINDERS

Below is a list of geographic resource finders that can provide information about resources in



your area. Contact information includes their website, email and phone, allowing you to contact them out in various ways. "Seniors Resource Finders (SRF) help link and refer older adults 55+ to community supports, programs and services. 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
- Congregate meal programs
- Educational materials and community presentations



1. St. James Assiniboia Area Seniors Resource Coordinator	www.stjamescentre.com sarah@stjamescentre.com	204 987-8850 Ext. 108
2. Assiniboine South Area	www.swsrc.ca resources@swsrc.ca	204 478-6169
3. Fort Garry Area	www.aosupportservices.ca fortgarry@ aosupportservices.ca	204 792-1913
4. St. Vital Area Seniors Resource Coordinator	www.dakotacc.com seniorsresources@ dakotacc.com	204 254-1010 Ext. 217
5. St. Boniface Area	www.dakotacc.com seniorsresources@ dakotacc.com	204 254-1010 Ext. 217
6. Transcona Area Seniors Resource Coordinator	www.transconaseniors.ca tcs@mymts.net	204 222-9879
7. River East Area Seniors Resource Coordinator	www.gnalc.ca resrf@gnalc.ca	204 669-1710 Ext. 224
8. Seven Oaks Area	sevenoaksseniors@ gwensecter.com	204 612-3888

9. Keewatin/ Inkster Area	<u>kinrc@mts.net</u>	204 774-3085
10. Point Douglas Area Seniors Resource Coordinator	www.aosupportservices.ca pdsc@aosupportservices.ca	204 792-2920
11. East Downtown Area	www.aosupportservices.ca dsrc@aosupportservices.ca	204 803-8329
11. West Downtown/ Broadway Area Seniors Resource Coordinator	www.bsrc.ca broadwayseniors@gmail. com	204 772-3533
12. River Heights Area Seniors Resource Coordinator	www.swsrc.ca resources@swsrc.ca	204 478-6169
Conseil des francophones 55+, serves French speaking population of Winnipeg	www.fafm.mb.ca conseil55@fafm.mb.ca	204 235-0670

	www.middlechurchhome.	204
Home of	<u>mb.ca</u>	336-4126
	<u>bmccallum@</u>	
serves West	middlechurchhome.mb.ca	
St. Paul and		
East St. Paul		

INDIGENOUS SENIOR RESOURCE CENTRE

"To increase access to information, resources, and supports that directly improves the health and well-being of Indigenous Seniors in Winnipeg;

To provide opportunities for active involvement within the community as a means of achieving physical, emotional, mental, and spiritual balance;

To create an environment that will generate a sense of community resources and develop a strong focus;

To reach out and connect Indigenous Seniors to additional community resources and develop a stronger focus;

To create an environment where Indigenous Seniors can celebrate their uniqueness and build friendships; and

To provide opportunities for Indigenous Seniors to pass on traditional values and historical knowledge to younger generations."

Phone: 204-586-4595

Address: A1-100 Robinson Street

Email: admin@isrcwpg.ca
Website: http://asrcwpg.ca/

Unit 2: Food

FOODFARE



"We at FoodFare offer an excellent same day delivery service that runs Monday to Friday. Grocery orders can be placed in the morning over the phone or via email, and will be delivered later that same day. If you prefer to shop your own order, we will also deliver that as well.

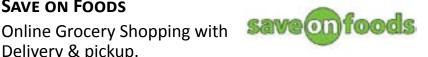
We have a wide variety of gluten free, lactose free, and organic products available. FoodFare also carries a large selection of deli, meats, fruits, and vegetables. This includes fresh in store made salads, sandwiches, wraps, fruit cups, and veggie cups that are ready to eat. In addition, our onsite butchers are happy to help you with all your meat preferences.

We offer carry out service to your vehicle, lots of staff to assist you in any way, and we will even bag your groceries!"

Food Fare	204-987-8849
905 Portage Ave.	<u>ff1@shawbiz.ca</u>
Food Fare	204-889-8892
839 Cavalier Dr.	<u>ff9@shaw.ca</u>
Food Fare	204-772-1250
115 Maryland St.	<u>ff17@shawbiz.ca</u>
Food Fare	204-885-2381
2285 Portage Ave.	<u>foodfare18@shawbiz.ca</u>
Food Fare	204-475-6638
247 Lilac Street	<u>ff26@shawbiz.ca</u>

SAVE ON FOODS

Delivery & pickup.



"We offer same day pickup and delivery options. Ranging from \$1.95 for pick up and \$4.95 to \$9.95 for delivery depending on the time slot selected. We often have promotions for new and existing clients.

We use our own team members for picking the orders with great product and store knowledge. We also use our own team members for delivery so our stores can directly support all of our customer's needs.

We also have a customer service phone line that is available anytime."

Save-On-Foods 850 St James Street	204 783 9036
Save-On-Foods 1399 McPhillips Street	204 334 1012
Save-On-Foods 1555 Regent Ave W	204 661 8780
Save-On-Foods 1910 Pembina Hwy	204 275 3881
Save-On-Foods 400 North Town Road	204 4520241

FAMILY FOODS

Portage Ave Family Foods

"Portage Avenue Family Foods is a locally owned grocery store. Aside from being a grocery store, we offer a wide range of services, including delivery, post office and pharmacy, which also delivers. Our deli also has a wide range of menu products i.e. soups, sandwiches, salads and many pre-made meals, which can all be pre-ordered and delivered."

Address: 1881 Portage Avenue

Phone: 204-988-4810

Email: famfoods@mymts.net

Website: portagefamilyfoods.com

Dakota Family Foods

"Dakota Family Foods is an independently owned, community store. We offer full-service in-house bakery, deli, produce and meat departments. On-line ordering is now available at shopnow.dakotafamilyfoods.com"

Phone: 204-255-6129

Address: 1099 St Mary's Road

Email: orders@dakotafamilyfoods.com

Website: <u>dakotafamilyfoods.com</u>

Downtown Family Foods

"Downtown Family Foods is Winnipeg's best downtown grocery store, and is proud to have been serving Winnipeg's best customers for the last 20 years. This isn't just your regular grocery supermarket, we do our best to make everyone feel welcome and provide a relaxed and enjoyable shopping experience. Our customer service is second to none and we are here to help you 7 days a week."

Phone: 204-947-6645

Address: 120 Donald Street.

Email: downtownfamilyfoods@gmail.com

Website: <u>downtownfamilyfoods.ca</u>

DE LUCA'S

"De Luca's has been a family business in Winnipeg since 1969. We focus on quality food and ingredients. Not only do we have prepared foods and pizza ready, we also roast our coffee on site."



Don't cook tonight see, <u>www.deluca.ca/order-now</u> You can also order your coffee online at <u>www.delucascoffee.com</u>

Free delivery over \$50 purchase.

De Luca's 950 Portage Ave.	204-774-7617
De Luca's 66 South Landing Dr.	204-775-8605

GIMLI FISH

"We have a variety of fresh & frozen products like pickerel, salmon, cod, halibut, shrimp and more. Delivery Available."

Phone: 204-589-3474 ext. 6

Address: 596 Dufferin Ave

625 Pembina Hwy 1083 St. Mary's Rd

Email: gimlifishmarket@gmail.com

Website: www.aimlifish.com

MEALS ON WHEELS WINNIPEG

Meals on Wheels delivers hot dinners, bag lunches and frozen meals straight to your door. We partner with the Winnipeg Regional Health Authority (WRHA) and independent care facilities to serve nutritious meals. Our dedicated volunteers deliver direct to homes and apartments across Winnipeg.

Phone: 204-956-7711

Website: www.mealswinnipeg.com



Unit 3: Transportation

MANITOBA PARKING PERMITS PROGRAM



"The Parking Permit Program is regulated by Manitoba Transportation & Infrastructure and administered by Manitoba Possible. The Program ensures that when a person has difficulty walking more than 50 meters, they can park in one of the specially designated accessible parking spots in lots across the province. Anyone who needs the full-time assistance of a mobility aid such as a wheelchair, walker, cane, or crutches is eligible for a Parking Permit and should see their health care professional (Occupational Therapist, Physiotherapist or Family Doctor) to be prescribed a Parking Permit. Temporary Permits are also available to allow you to use designated spaces during your recovery period (as certified by your health care professional).

The Parking Permit is available for a cost-recovery fee of \$15.00. For people with a permanent disability, a Permit is valid up to three years. Temporary Permits expire once a person has completed their recovery."

Phone: 204-975-3250

Address: 825 Sherbrook St.

Website: www.manitobapossible.ca/parking-permits

www.manitobapossible.ca

PATIENT TRANSPORT SERVICES

"Patient Transport Services provides patient transport services 24 hours a day, 365 days a year. We provide stretcher service, wheelchair service, and arm through arm service with your care and safety the highest priority.

Whenever you or your loved ones need to travel, Patient Transport Services can help."

Phone: 204-795-2222

Website: https://patienttransport.ca

WINNIPEG TRANSIT PLUS



Service Name	Notes	Ph/Website
Conventional Transit	Includes:85 fixed bus routes3 On-Request service zones	311 <u>Winnipegtransit.</u> <u>com</u>
Transit Plus	Paratransit service. Residents can access an application online, at Transit Customer Service Centres, or by calling.	204-986-5722 <u>Winnipegtransit.</u> <u>com/WTP</u>

THE FOLLOWING FEATURES ARE CURRENTLY IN PLACE ON WINNIPEG TRANSIT:

- Low floor easy access buses
- Automated external announcements
- Next stop announcer and visual stop display
- Priority and Courtesy Seating
- Adjustable seating options
- Operator assistance provided upon request
- Wheelchair and scooter securement systems
- Travel Training program

WAV WHEELCHAIR ACCESSIBLE VEHICLE*



"WAV pilot project is intended to provide wheelchair accessible transportation service in Winnipeg. It is funded and operated by the City of Winnipeg and we are the awarded dispatcher for this service.

The following webpage owned and operated by the City of Winnipeg regarding

WAV service"

*Note that this is currently a pilot project

Phone: 204-986-4928

Website: https://legacy.winnipeg.ca/vehiclesforhire/

wav/default.stm

WAV Wheelchair Accessible Vehicle*

MANITOBA POSSIBLE WHEELCHAIR REPAIRS

"Manitoba Possible provides children and adults in Manitoba with essential mobility through the loan of manual and motorized wheelchairs. Our focus is on meeting the basic mobility needs of any Manitoba resident living independently within the community. If you are a community-living Manitoba resident who has a Manitoba Health card and requires a wheelchair for at least six months, please consult a health care professional (Occupational Therapist, Physiotherapist or Family Doctor) to determine whether you are eligible for a wheelchair from our program. The program also provides repair service for Manitoba Wheelchair Program-issued chairs.

Phone: Wheelchair Intake team 204-975-3250 Website: https://www.manitobapossible.ca/ programs/#Provincialor.

SELF HELP CLEARINGHOUSE MANITOBA POSSIBLE

"Manitoba Possible Self-Help Clearinghouse supports a network of small independent self-help organizations that in turn provide services to seniors and people with disabilities. Support comes in the form of sharing health information through training sessions, individual consultation, dissemination of health information, hosting/facilitating support group activities, etc.

The self-help organizations are located at 825 Sherbrook Street, and are comprised of people with disabilities and their support network of family and friends. Individuals seeking to connect with Clearinghouse organizations should contact them directly, or call 204-975-3037 for assistance in connecting with the appropriate organization."

Phone: 204-975-3037

Address: 825 Sherbrook Street

Website: https://www.manitobapossible.ca/self-help-

clearinghouse/

Unit 4: Housing

EMPLOYMENT AND INCOME ASSISTANCE (EIA)

"The Employment and Income Assistance (EIA) program provides financial help to Manitobans who have no other way to support themselves or their families. This includes benefits from the Rent Assist program that helps with housing costs. EIA also provides assessment-informed services to support clients on a pathway to financial independence, at a pace that meets their individual needs."

Phone: 204-948-4000 or Toll-Free: 1-855-944-8111

Address: Central Intake: 111 Rorie Street

Email: askEIA@gov.mb.ca

Website: https://www.gov.mb.ca/fs/eia/

SAM MANAGEMENT INC. (S.A.M.)

"S.A.M. (Management) Inc. is a non-profit corporation managing non-profit housing for single persons, families & senior citizens across Winnipeg, Manitoba working to provide affordable, quality, and safe housing for today and tomorrow. We value our partnerships with other community contractors and organizations that share the same goals. Please come and visit us in our office

Monday to Friday or go online." **Phone:** (204) 942-0991

Address: 200 - 1080 Portage Avenue

Email: <u>admin@sam.mb.ca</u>
Website: <u>www.sam.mb.ca</u>

INDEPENDENT LIVING RESOURCE CENTRE (ILRC)

"The ILRC is a consumer-controlled organization that promotes and supports citizens with disabilities to make choices and take responsibility for the development and management of personal and community resources."



Phone: 204-947-0194

Address: 100 -167 Lombard Avenue

Email: thecentre@ilrc.mb.ca
Website: www.ilrc.mb.ca

TENANT LANDLORD COOPERATION (TLC) PROGRAM

"The TLC program is a project of the North End Community Renewal Corporation (NECRC).



TLC is an eviction prevention program that assists tenants and landlords having rental issues/conflict, with the goal of preventing evictions and bringing supportive resources to stabilize and promote healthy tenancies. We advocate for people facing eviction, who have been cut off EIA, conflict with landlord or other tenants, utility arears- anything that jeopardizes a tenancy. We support clients at RTB hearings and appeals. We are a city-wide program based in the North End on Selkirk Avenue."

Phone: 204-927-2330 Intake line: 204-927-2334

Address: 509 Selkirk Avenue.

Email: <u>info@necrc.org</u>
Website: necrc.org

Unit 5: Medical Services, Supplies and Equipment

HEALTH LINKS – INFO SANTÉ

A 24-hour, 7-days a week telephone information service. Staffed by registered nurses with the knowledge to provide answers over the phone to health care questions and guide you to the care you need.

Phone: 204-788-8200

Toll Free: 1-888-315-9257

MANITOBA HEALTH



Manitoba Pharmacare Program

Pharmacare is a drug benefit program for eligible Manitobans, regardless of disease or age, whose income is seriously affected by high prescription drug costs. Pharmacare provides drug cost assistance to eligible Manitobans who do not have coverage under a federal or other provincial program. Contact them to find out more.

Non-Insured Benefits

Phone: 204-786-7141

Toll Free: 1-800-297-8099 Address: 300 Carlton Street

TTY/TDD Relay Service: *204-774-8618*

Outside Winnipeg: 711 or 1-800-855-0511

E-mail: pharmacare@gov.mb.ca

Palliative Care Drug Access Program

Provides deductible-free coverage through Manitoba Health. Once Manitoba Health has processed the application, the costs of all eligible drugs prescribed by a physician will be covered. When filling their prescriptions at the pharmacy of their choice, individuals enrolled in the program will no longer be charged for their prescribed medication.

Phone: 1-204-237-2400

Website: https://www.gov.mb.ca/health/pcdap/index.

<u>html</u>

Seniors Eyeglass Program

The Seniors Eyeglass Program provides financial assistance towards the purchase of eyeglasses for eligible Manitoba residents. Benefits are based on a fixed fee schedule, not on the actual amount paid for dispensing fees, frames and lenses. Call or email for more information on this program.

Phone: 204-786-7365 or 204-786-7366 **Toll free:** 1-800-297-8099 ext 7365 or 7366

TTY/TDD Relay Service: 204-774-8618

Outside Winnipeg: 711 or 1-800-855-0511

Email: pharmacare@gov.mb.ca

Winnipeg Regional Health Authority

(Phone) 204-982-0140

Geriatric Mental Health Teams (GMHT)



GMHT are a team of health professionals (Geriatric Psychiatrist, Clinical Nurse Specialist, Psychiatric Nurses, Occupational Therapists and Social Workers) and one member of the team visits clients over age 65 in their home Monday through Friday. GMHT assess memory, mood, mental health issues and emotional and behavioral complications of brain disease on a non-emergent basis. If you feel that Geriatric Program Assessment Team can assist, call the Central Intake line.

Home Care

Home Care provided by the Winnipeg Regional Health Authority is one of the few publicly-funded programs across Canada that offers health services and assistance with daily household activities, which empowers individuals requiring these additional supports to remain safely in their homes for as long as possible.

Services include: personal care, nursing, household assistance and respite as well as assessments for occupational therapy, physiotherapy and long term care or other specialty services that might be needed. Home Care can assist with the referral process to other agencies and coordinate access to programs and services in the community.

A variety of programs are designed to meet specific health care needs such as intravenous therapy, stroke care, respiratory care and children's care as well as palliative care programs. The WRHA Self and Family Managed Care program provides funds in lieu of providing direct service staff, giving individuals the option to select and hire their own home care personnel.

To be assessed for WRHA Home Care, individuals who are residents of Manitoba and possess a Manitoba Health Card can contact the Home Care Intake Line independently.

Phone: 204-788-8330

Website: wrha.mb.ca/home-care/

STEPHENS VL MEDICAL LTD.

STEPHENS VL Medical Supplies Ltd.

"Stephens VL Medical Ltd. is a

Manitoba privately owned company located on the main floor of HSC at the 700 William Avenue entrance.

Stephens VL Medical Ltd. offers a wide range of product to the population of Manitoba. We offer ambulatory and mobility devices, aids to daily living, incontinence product, wound care, soft orthotics, bathroom safety, accessibility product, rehab care product, Telecare lifeline services and compression therapy just to name a few."

Phone: 204-787-3532

Address: 700 William Avenue, SR 140,

Health Science Centre.

Email: w-store@stevens.ca

Website: https://www.svlmed.ca/

INNOVATIVE MEDICAL SUPPLIES

"Innovative Medical Supplies Inc has been serving the Winnipeg area with medical supplies since 1994. Since inception, we have been a leader in the medical supply industry. From ligamentous and osteoarthritis bracing products to athletic injury and home health care supplies, we can meet all your needs in a convenient one-stop shopping environment. We provide sales, rentals, and services for all your medical supply needs in five Manitoba locations — Brandon, Steinbach, and three offices in Winnipeg.

We do direct billing to Manitoba Health. According to MB Health Coverage, a patient is permitted one brace per limb, per diagnosis, every two years."

217 Henderson Hwy, Winnipeg	204-663-6633
1450 McPhillips Street, Winnipeg	204-416-2157
Courts of St. James, 8-2727 Portage Ave., Winnipeg	204-896-1990
620 Dennis Street (First Street Plaza Lower Concourse), Brandon	204-727-0300
Unit 6-380 Stonebridge Crossing Steinbach	204-543-0663

Email: *info@innovativemedicalsupplies.com*

Website: https://www.innovativemedicalsupplies.org/

HOMEQUIP

"Helping Manitoba for over 30 years, your local family owned

medical equipment supply store is here to provide you and your family member's products that will aid in access and mobility needs at home or on the go."

HomEquip

Phone: 204-949-2300

Address: 385-550 Century Street.
Email: homequip.ca
Website: https://www.homequip.ca/

DIAMOND ATHLETIC MEDICAL SUPPLIES INC.

"At Diamond Athletic Medical Supplies, we have an established reputation with both health care providers and their patients as the best place to go for quality products at a reasonable price. Whether you're needing compression therapy, home health supplies, or orthopedic bracing, we are here to help! Our staff will work with you to answer your questions, discuss options, and offer expertise to ensure the best product, fit, and information."

Phone: (204) 488-7820 **Address:** 75 Poseidon Bay

Website: https://www.diamondathletic.com/

MOTORIZED CHAIRS/SCOOTERS, MOBILITY DEVICES

Motion (formerly Canadian Health Care Products)

"Canadian-owned and operated, Motion is Canada's leading provider of comprehensive and customized mobility and home accessibility



solutions for a wide variety of clients from children to seniors. It is Motion's mission to make life accessible for everyone with solutions that are delivered professionally, consistently and with integrity. Products include wheelchairs, walkers, mobility scooters, stair lifts, ceiling lifts, and bathroom and bedroom safety items."

Phone: 204-832-9963

Address: 3166 Portage Avenue. Email: winnipeq@motioncares.ca

Website: motioncares.ca

Re-New Mobility

"For over 25 years, we have supplied a variety of high-



quality products, such as walkers, ramps, mobility scooters, lift chairs, electric life recliners, stair lifts, and more. We carry a wide selection of new or pre-owned tilt and manual wheelchairs. Each pre-owned chair is cleaned, sanitized, and looked over to ensure it's in optimal working condition. Our team can also offer the most reliable services and installations in the industry.

Customers can receive products from the most trusted brands on the market, such as Invacare, Pride Mobility, Drive Medical, Future Mobility, PDG Mobility, Motion Composites, Evolution, Golden Technologies of Canada, and more."

Phone: 204-453-6473

Address: #1 940 Lorimer Boulevard

Email: <u>info@renewmobility.ca</u>
Website: <u>renewmobility.ca</u>

MOBILITY DEVICE MANITOBA PUBLIC INSURANCE HANDBOOK LINK

These are for the rules of the road in case you need to use City streets with your mobility device.

https://apps.mpi.mb.ca/comms/drivershandbook

Unit 6: Home Upgrades and Architectural Changes, Ramps, Lifts

SHIFT ACCESSIBILITY CONTRACTORS

"The average home isn't built to accommodate the needs of senior citizens or people with disabilities. That's why at Shift Accessibility, it's our mission to make ordinary homes more inclusive. With the integration of aging in place practices and accessible renovations."

Phone: 204-816-8699 Cell: 204-232-2745

Address: 7 Industrial Road

Email: info@shiftaccessibility.com

Website: https://accessiblerenovation.ca/

ALL CANADIAN RENOVATIONS

"All Canadian Renovations LTD. is a locally owned and operated Winnipeg Company.



We are a CAPS (Certified Aging in Place Specialist) renovation company, as recognized by the National Association of Home Builders (NAHB)."

Phone: 204-779-6900 Address: 980 Elgin Avenue

Email: info@acrltd.ca

Website: https://acrltd.ca/

Unit 7: Recreation and Community Services

MANITOBA ASSOCIATION OF SENIOR COMMUNITIES

"Manitoba Association of Seniors Communities



facilitates and supports the healthy aging of older Manitobans through leadership, learning, connection, and community engagement."

Website: manitobaseniorcommunities.ca

ACTIVE AGING IN MANITOBA

"Is a not-for-profit organization dedicated to the promotion of active aging opportunities, inspiring active lifestyles for all older Manitobans. With active aging, older adults can enhance their health and mobility, and participate in their community. We're the provincial organization responsible for the planning and implementation of the annual Manitoba 55+ Games and Active Aging Week embedded into October's Seniors and Elders month."

Phone: 888-951-1865 Address: 1075 Leila Ave.

Website: www.activeagingmb.ca

VOLUNTEER MANITOBA

"Volunteering in Manitoba gives a sense of purpose and pride.



Want to Volunteer?

People choose to volunteer for a variety of reasons. For some it gives them a sense of purpose by helping their community, for others it keeps them active. Regardless of the motivation, what unites them all is that they find volunteering rewarding.

Volunteer Referral Service

We are very pleased to offer our free referral service, which matches individuals who have an interest in volunteering with agencies who are seeking volunteers.

Finding the right place to volunteer takes work and careful consideration, and we have the expertise to help you through the process."

Phone: 204-477-5180

Address: 428 Portage Avenue

Email: info@volunteermanitoba.ca
Website: www.volunteermanitoba.ca

CARE POSSIBLE

"At Care Possible, we believe that every senior deserves to



live a comfortable and fulfilling life in their own home. That's why we've created an easy-to-use platform that connects care providers with clients who need home

and respite care services. Our platform allows clients to post their care job, including details about their specific care needs, location, and hourly rate. Care providers can then view the job listing and apply if they meet the requirements, making it easy for clients to find the right care provider for their specific needs. The support could be either home support, running errands, taking care of their medication, mobility support or as simple as just giving companionship to the seniors. All this support is available through the independent contractors via our platform."

Phone: 204-975-3080

Email: <u>support@carepossible.ca</u>
Website: www.carepossible.ca

Unit 8: Communication Services

CNIB CANADIAN NATIONAL INSTITUTE FOR THE BLIND

CNIB

"Founded in 1918, the CNIB

Foundation is a non-profit organization driven to change what it is to be blind today. We deliver innovative programs and powerful advocacy that empower people impacted by blindness to live their dreams and tear down barriers to inclusion."

Phone: 204-774-5421

Address: 1080 Portage Avenue

Email: info@cnib.ca

Website: https://www.cnib.ca/

VISION LOSS REHABILITATION CANADA (VLRC)

VISION LOSS REHABILITATION

"Vision Loss Rehabilitation

Canada (VLRC) is a not-for-profit national healthcare organization and the leading provider of rehabilitation therapy and healthcare services for individuals with vision loss. Our certified specialists provide a range of services that help individuals with vision loss lead more independent, active lives."

Phone: 1.844.887.8572

Address: 1080 Portage Avenue Email: <u>manitoba@vlrehab.ca</u>

Website: https://visionlossrehab.ca/en

CANADIAN HARD OF HEARING ASSOCIATION (CHHA)



"The Manitoba Chapter of the Canadian Hard of Hearing

Association advocates for people with hearing loss and teaches coping skills. To help seniors stay their homes, we could give advice on sources devices such as shake awake alarms, doorbells, flashing smoke or carbon dioxide alarms. We have support groups teaching hearing loss coping skills and/or do presentations on developing good communication skills between family members, care givers or work mates."

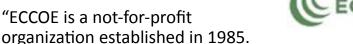
Phone: 204-975-3037 (will forward telephone message)

Address: 825 Sherbrook Street

Email: chhamanitoba@outlook.com

Website: https://chha-mb.ca/

ECCOE





ECCOE provides American Sign Language (ASL)-English Interpreters in the Province of Manitoba. ECCOE interpreters are all members of the Canadian Association of Sign Language Interpreters (CASLI) and comply with all of the professional Standards of Practice and Code of Ethics."

To book an Interpreter: **Phone:** 204-926-3271

Address: 200 – 1 Forks Market Road

Email: booking@eccoe.ca

Website: http://www.eccoe.ca/

DEAF CENTRE MANITOBA (DCM)

"Deaf Centre Manitoba (DCM), Inc. is a non-profit charitable organization which recognizes the value of Deaf Culture and American Sign Language. The purpose of the organization is to coordinate and/or provide resources, and programs that enhance the development of the Deaf community."

Phone: 431-478-0582

Address: 285 Pembina Hwy, Unit 101

Email: dcminc.info@shaw.ca

Website: www.deafcentremanitobainc.ca

RESOURCE CENTRE FOR MANITOBANS WHO ARE DEAF-BLIND (RCMDB)

"Located within Deaf Centre Manitoba, The RCMDB serves adults who are Deaf-Blind due to accident, trauma, disease or condition.

RCMDB services may also be extended to family members where the service would benefit the Deaf-Blind individual.

Phone: 204-475-6332

Address: 285 Pembina Hwy Email: dcminc.info@shaw.ca

After hours or Emergency: *emergency@eccoe.ca* **DCM Inc website:** *www.deafcentremanitobainc.ca/*

Unit 9: Peer Support Services for Older Adults

A & O: SUPPORT SERVICES FOR OLDER ADULTS

"A & O: Support Services for Older
Adults is a not-for profit organization
that provides specialized services for
older Manitobans. Its core programs
and services are classified under three foundational
pillars: Safety & Security, Social Engagement and
Counselling. The goal of these programs is to
empower, support and enhance the quality of life of
older Manitobans."

Phone: 204-956-6440

Address: 200-207 Donald St.

Email: <u>info@aosupportservices.ca</u>
Website: <u>aosupportservices.ca</u>

ALZHEIMER'S SOCIETY MANITOBA

"Beginning as a grassroots movement over 37 years ago, the Alzheimer Society of



Manitoba has grown to become the leading resource in the province for people living with dementia and their families.

The Alzheimer Society's First Link program connects families impacted by dementia with information, support services and education as early as possible and throughout the progression of the disease. Resources include supportive counselling, caregiver and professional education, support groups for people

with dementia and for their care partners, public awareness, community programs, research funding, advocacy and more.

You are not alone on your dementia journey. The Alzheimer Society is there to support you every step of the way."

Phone: 204-943-6622 Address: 120 Donald St.

Email: alzmb@alzheimer.mb.ca

Website: alzheimer.mb.ca

INDIGENOUS SENIOR RESOURCE CENTRE OF WINNIPEG, INC.

"A place with programs and services for Aboriginal seniors to come together and maintain and improve health, quality of life, personal independence, and involvement in community life.

Elder services are available" See page 6

Phone: 204-586-4595

Address: A1-100Robinson St. Email: admin@isrcwpg.ca

Website: <u>asrcwpg.ca</u>

NORTH POINT DOUGLAS WOMEN'S CENTRE



We provide basic needs support that includes:

- Resources, referrals, & advocacy
- Printing, photocopying, and faxing
- Smudging and traditional medicines
- Emergency food and hygiene products when available
- Access to computers, phone, and washroom
- Laundry (by appointment only; \$1/wash \$1/dry, soap and dryer sheets provided)
- Seasonally appropriate shoes and clothing when available
- Snacks and beverages
- Crisis support

Monday, Tuesday, Wednesday, Friday: 9:00am-4:00pm (Closed 12-1)

Saturdays: 1:00-5:00pm

Closed Thursday and Sunday

Phone: (204) 947-0321

Address: 221 Austin St. N, Winnipeg

Email: info@npdwc.org

Website: https://www.npdwc.org/

SENIOR IMMIGRANT SETTLEMENT SERVICES

"Settlement services for newcomers 55 years of age and over, including Settlement Orientation for Seniors where participants learn about important settlement topics such as: laws, health and safety, housing, transportation, money and banking and community information. Upon completing the Settlement Orientation for Seniors program, participants are referred to The Winnipeg English Language Assessment and Referral Centre (WELARC) for a language assessment appointment. They may then register for our English Language Program for Seniors or are welcome to join one of our English Conversation Classes. A settlement worker is available to provide additional support to participants."

Phone: (204) 956-6440

Address: 200 - 207 Donald Street Email: SISS@aosupportservices.ca

Website: www.aosupportservices.ca/senior-immigrant-

<u>settlement-services/</u>

STROKE RECOVERY ASSOCIATION OF MANITOBA

"We are a nonprofit organization that offers various programing for stroke survivors. Our programing includes support groups, exercise and art class, social club and outings to various venues around Winnipeg."

Phone: 204-942-2880

Address: 247 Provencher Blvd

Email: <u>director@strokerecovery.ca</u>
Website: <u>https://strokerecovery.ca/</u>



MANITOBA BRAIN INJURY ASSOCIATION

"Manitoba Brain Injury Association provides support services for individuals with brain injuries, including advocacy and weekly support groups, which we run from September - June. We have our Virtual Evening Survivors' Support Group for the first 3 Wednesdays of each month from 7:00 PM - 9:00 PM and our In-Person & Virtual Hybrid Afternoon

Survivor's Support Group every Thursday from 2:00 - 4:00 PM. Please contact us to register!

Phone: 204-975-3280

Address: 204-825 Sherbrook St.

Email: info@mbia.ca

Website: https://www.mbia.ca/

EASY STREET

"What is Easy Street? Easy Street is a unique rehabilitation program where clients can learn and practice the skills they need for independent living after a life-impacting health change.

The Easy Street team helps clients identify and achieve their personal goals, with the focus on activities they need to carry out everyday living. These activities may include: dressing, walking, cooking, leisure, driving a power wheelchair, school or work, shopping, banking, community transportation (taking the bus) and adjustment/lifestyle issues.

Who can benefit from treatment at Easy Street? Individuals who are having difficulty managing everyday living skills due to neurological illness or

injury can benefit from attending Easy Street. These illnesses or injuries may include: stroke, brain injury, long COVID and/or other life-changing illnesses."

Phone: 204-788-8158

Address: 99 Cornish Avenue

Email: <u>easystreet@misericordia.mb.ca</u>

Website: https://misericordia.mb.ca/programs/acute-

care/easy-street/

MANITOBA SUPPORTS

Manitoba Supports for Persons with Disabilities (Manitoba Supports) is for Manitobans with severe and prolonged disabilities who have no other way to financially support themselves or their families. Manitoba Supports is tailored to the unique needs of persons with disabilities, and includes enhanced benefits and community navigation services. Eligibility is also based on financial need, which means the program considers the financial resources of the person or household applying.

Phone: 204-948-6773 or Toll-Free: 1-877-830-1044

Address: 114 Garry St.

Email: <u>disabilitysupport@gov.mb.ca</u> **Website:** <u>https://www.gov.mb.ca/fs/manitobasupports/index.html</u>

Unit 10: Seniors Abuse Support Line

KLINIC

"Klinic Community Health supports health communities by providing primary health care, counselling, wellness activities and education. Klinic's Crisis Lines offer 24/7 phone support to anyone wanting to speak to a counselor. Please visit for further information."

Phone: 204-784-4090

Address: 167 Sherbrook Street

Email: <u>klinic@klinic.mb.ca</u>
Website: www.klinic.mb.ca

Unit 11: Indigenous-Specific Seniors Resources

INDIGENOUS SENIOR RESOURCE CENTRE

- "To increase access to information, resources, and supports that directly improves the health and well-being of Indigenous Seniors in Winnipeg;
- To provide opportunities for active involvement within the community as a means of achieving physical, emotional, mental, and spiritual balance;
- To create an environment that will generate a sense of community resources and develop a strong focus;
- To reach out and connect Indigenous Seniors to additional community resources and develop a stronger focus;
- To create an environment where Indigenous Seniors can celebrate their uniqueness and build friendships;
 and
- To provide opportunities for Indigenous Seniors to pass on traditional values and historical knowledge to younger generations."

Phone: 204-586-4595

Address: A1-100 Robinson Street, Winnipeg MB

Email: admin@isrcwpg.ca
Website: http://asrcwpg.ca/

INDIGENOUS HEALTH SERVICES

Aboriginal Health and Wellness Centre Primary Care Clinic



Address the physical, mental, spiritual, and emotional wellbeing of our constituents.

The health care team works in collaboration with one another and is comprised of Physicians, Social Support Workers, Community Health Workers, Registered Nurses, Counsellors, Cultural Advisor, Registered Dietitian and Administrative Staff.

Traditional Healing - Our Cultural Advisor is available to meet with constituents for advice and counselling related to traditional and spiritual healing. The Cultural Advisor provides holistic care in areas of ceremonies, spiritual advice, and counselling. They also act to connect constituents to other traditional healers as needed.

Health Community Care - The Community Health Workers and Nursing staff operate outreach programming that focuses on promoting health and wellness and preventing disease.

Phone: Ph: 204-925-3700

Address: 215-181 Higgins Avenue, Winnipeg MB,

R3B 3G1

Website: https://ahwc.ca

Kivalliq Inuit Centre

Provides transportation and boarding homes for Inuit people who are Winnipeg for medical procedures.

Phone: (204) 944-7110

Website: https://www.tunngasugit.ca/resources/

kivalliq-inuit-centre/

First Nations and Inuit Health Branch General Inquiries



The Non-Insured Health Benefits (NIHB) program provides drug benefits and services based on professional judgement. The program covers drugs available through pharmacies and administered in a home or ambulatory setting. The NIHB Drug Benefit List is a listing of all prescription drugs and over-the-counter drugs provided as an eligible benefit by the NIHB Program.

Phone: 204-983-8886

Toll Free: 1-800-665-8507

Address: Indigenous Services Canada,

First Nations and Inuit Health Branch

300-391 York Ave, Winnipeg MB R3C 4W1

Website: https://www.sac-isc.gc.ca/

eng/1572537161086/1572537234517

Indigenous Health Patient Services



Winnipeg Regional Health Authority

- Patient Services for Indigenous people receiving medical care in Winnipeg:
- Language Interpretation
- Resource Coordination
- Discharge Planning & Coordination
- Advocacy
- Spiritual/Cultural Care
- Indigenous Medical Transportation Coverage

Why call WRHA Indigenous Health for patient services? Call if you or your family member:

- speak an Indigenous language
- is being discharged
- want a patient advocate
- want ceremonies or traditional medicines
- need additional support
- are not sure if you need us we can do an assessment to assist you

Address:

GH215 Health Sciences Centre

820 Sherbrook Street

Winnipeg, Manitoba R3A 1R9

A1121 St. Boniface Hospital

409 Tache Avenue

Winnipeg, Manitoba R2H 2A6

HD220 Seven Oaks General Hospital

2300 McPhillips Street

Winnipeg, Manitoba R2V 3M3

Toll-Free: 1-877-940-8880

Email: Indigenoushealth@wrha.mb.ca

Website: https://wrha.mb.ca/indigenous-health/

patient-services/

RESOURCES FOR FORMER RESIDENTIAL SCHOOL STUDENTS



The National Indian Residential School Crisis Line

A phone line that provides 24-hour crisis support to former Indian Residential School students and their families.

Toll-Free: 1-866-925-4419

Southern Chiefs Organization Survivors Healing Program

Supports healing for those dealing with ongoing traumas associated with Indian Residential Schools and Indian Day Schools, the Sixties Scoop and child



welfare system, and the issue of missing and murdered Indigenous women, girls, and gender diverse people. We have liaisons ready to assist families, including helping in the coordination of events and gatherings while providing emotional support for Survivors and their families.

Phone: 204-946-1869

Toll-free phone: 1-866-876-9701

during regular office hours.

Address: 1572 Dublin Ave, Winnipeg, MB R3E 0L4

Email: survivorshealing@scoinc.mb.ca

Website: https://scoinc.mb.ca/

ADDITIONAL HELP LINES

MMIWG CRISIS LINE

Canada Individuals impacted by the issue of Missing and Murdered Indigenous Women and Girls are encouraged to contact the toll-free number

Toll-Free: 1-844-413-6649

HOPE FOR WELLNESS HELP LINE

Canada First Nations, Inuit and Métis seeking immediate emotional support can contact the toll-free line at

1-855-242-3310.

Toll-Free: 1-866-925-4419

COMMUNITY ORGANIZATIONS

EAGLE Urban Transition Centre

A province-wide service that provides leadership and resources to Aboriginal people who have re-located to, or are residents of, the city of Winnipeg. Supported by the Assembly of Manitoba Chiefs, the centre assists in improving the socio-economic status of Aboriginal people.

Direct services include counselling, referrals, advocacy

and support.

Phone: 1-204-954-3050 Toll-Free: 1-866-345-1883

Address: 2nd floor, 275 Portage Ave,

Winnipeg, MB R3B 2B3

Website: https://eagleutc.com/

MA MAWI WI CHI ITATA CENTRE



Providing culturally

relevant prevention and support-based programs and services to Winnipeg's Indigenous community since 1984. Includes referrals and advocacy, social programs and workshops. Seniors are welcome to attend the drop-in program on a daily basis to socialize with other community members, attend special events, and volunteer.

Phone: 204-925-0300

Address: 800 Selkirk Ave, Winnipeg, MB R2W 2N6

Email: info@mamawi.com

Website: https://www.mamawi.com/

MANITOBA MÉTIS FEDERATION

Promotes healthy living and supports Métis pride and self-determination. Services include reunification and repatriation, referral and advocacy, and Elder support.



Métis Community Liaison Department

Phone: 1-204-586-8474 ext 300 **Address:** 300-150 Henry Avenue,

Winnipeg, Manitoba, R3B 0J7

Email: info@mmf.mb.ca

Website: https://www.mmf.mb.ca/metis-community-

<u>liaison</u>

NORTH END WOMEN'S CENTRE, INC.

The centre is open on a drop-in basis for **women's** women to socialize, use the phone or have a coffee. Programs include the "Up Shoppe" (for Women, Children and Men), which offers clothing articles at a very low price (free of charge to women in need on the basis of a referral). Up Shoppe is open Monday to Thursday 9 a.m. to 4:30 p.m. and Friday 9 a.m. – 4 p.m. The North End Women's Centre offers various counselling programs during the year.

Phone: 204-589-7347

Address: 394 Selkirk Avenue Winnipeg, MB R2W 2M2

Email: info@newcentre.org

Website: https://newcentre.org/

TUNNGASUGIT – INUIT RESOURCE CENTRE

Tunngasugit is a non-profit organization that helps Inuit living in Winnipeg to find safe and affordable housing, accessing health & social services, finding employment and/or applying for social assistance and providing cultural activities and workshops.

Phone: (204) 416-8910 Toll free: 1-844-65-INUIT

Address: 818 Sargent Ave, Winnipeg, MB R3E 0B8

Email: info@tunngasugit.ca

Website: https://www.tunngasugit.ca/

Unit 12: Human Rights Charter

Everyone should know their rights! See links below for your rights.

Manitoba Human Rights Charter

https://www.justice.gc.ca/eng/csj-sjc/rfc-dlc/ccrf-ccdl/rfcp-cdlp.html

Ageism

These are your rights as a senior in Manitoba.

https://web2.gov.mb.ca/bills/40-1/b200e.php

MLPD Seniors Resource Guide

MLPD recognizes the organizations in this booklet, however we do not endorse them.



Ph: 204.943.6099

www.mlpd.mb.ca