

# The Caregiver Recognition Act

## Report and Inventory of Supports and Services for Caregivers

FOR THE PERIOD 2015 TO 2019

Manitoba 

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# A Message from the Minister of Health, Seniors and Active Living

I am pleased to present Manitoba's Caregiver Recognition Act Report and Inventory of Supports and Services for Caregivers for 2015 to 2019. This report provides information on activities in Manitoba that benefit informal caregivers. It also provides an inventory of supports and services available to Manitoba caregivers.

We know that many Manitobans will provide informal care for a friend or family member at some point during their lives. We also know that the number of Canadians providing informal care for family continues to grow. The need to support informal caregivers is increasingly important. Informal caregivers play an important role within our health system and on a person's care team.

Manitoba was the first jurisdiction in Canada to have a recognition act for caregivers. The Caregiver Recognition Act legislates the Manitoba government to consider and promote guiding principles relating to caregivers. The purposes of this act are to recognize the important role that families, caregivers and neighbours provide, and to ensure that services and supports are available to caregivers. It is utmost that we work together to ensure that services provided are equitable and people-centred, and that the needs and experience of caregivers are considered.

I am pleased that the responsibility for this act is in the department of Health, Seniors and Active Living at a time when we are making bold changes to improve the health system and develop people-centred services. The department has been tasked to work collaboratively in advancing this act to benefit patients, citizens and caregivers.

On behalf of the Manitoba government, I commend the important work of informal caregivers in our communities.

Sincerely,

*Original signed by*

**The Honourable Cameron Friesen**

MINISTER OF HEALTH, SENIORS AND ACTIVE LIVING

# Introduction

In 2011, The Caregiver Recognition Act received royal assent, making Manitoba the first jurisdiction in Canada to have a legislated recognition act for caregivers.

Under The Caregiver Recognition Act, an informal caregiver is defined as a person who is a spouse, other relative, neighbour or friend who provides unpaid care for a loved one living with challenges due to disability, illness, injury or aging. As per legislation, Manitoba is required to provide a progress report every two years on the needs of and supports available to caregivers. This is the third Caregiver Recognition Act Report and Inventory of Supports and Services for Caregivers tabled by the Minister of Health, Seniors and Active Living. This report provides an overview for the four-year period from 2015 to 2019. This time period represents a significant transformation in health care services and delivery, which over time, will be beneficial to patients, families and caregivers.

The Minister of Health, Seniors and Active Living has tasked the department of Health, Seniors and Active Living to lead the coordination of work and activities under the act.

The number of Canadians who are caring for family and friends, while balancing work and other commitments, continues to grow. Many people who provide informal care do not recognize themselves as primary caregivers. They identify themselves as children, spouses, parents, grandchildren, siblings, friends or neighbours. Regardless, these informal caregivers provide unpaid personal care, support or assistance to another person, because that other person lives with challenges due to a disability, illness, injury or aging. These supports help individuals remain in their homes and communities longer. Informal caregivers play an important role within the health system and are a key partner in the care team.

This report reflects the importance of these caregiving roles and highlights the work underway to create greater awareness about being a caregiver, caregiver needs, and the supports available to caregivers.

# Progress Summary

The Caregiver Recognition Act legislates the Manitoba government to consider and promote guiding general principles relating to caregivers.

The purpose of The Caregiver Recognition Act is to:

- ▶ increase recognition and awareness of caregivers
- ▶ acknowledge the valuable contribution they make to society
- ▶ help guide the development of a framework for caregiver recognition and caregiver supports

Under the act, each department and government agency must take practical steps to promote, amongst its employees and others, an awareness and understanding of the general principles relating to caregiving, as outlined in the act. In addition, each department or government agency that is responsible for the development, implementation, provision or evaluation of caregiver supports is to give due consideration to the general principles relating to caregiving.

The following measures have been promoted during this reporting period:

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## ***Provincial Primary Caregiver Tax Credit***

The Primary Caregiver Tax Credit provides recognition and financial support to individuals who serve as primary caregivers for more than 90 days. The primary caregiver may be a spouse, other relative, neighbour, or friend who provides care without remuneration.

During this time period, the Manitoba government red tape reduction efforts made it easier for caregivers to access this credit. Caregivers can now claim this tax credit when they file their income taxes instead of completing complicated paperwork. The claim process was also simplified by implementing a flat \$1,400 annual credit available to all eligible caregivers, which eliminated the requirement to calculate the credit based on the number of days that care was provided.

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## ***Manitoba Government Resident Portal and Manitoba Government Inquiry***

The Manitoba government resident portal provides centralized, current information on programs and services for Manitobans. As informal caregivers may need information on programs and services spanning across government, this centralized portal provides search criteria specific to caregivers. It is supported by Manitoba Government Inquiry and has been enhanced to support ease of navigation.

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## ***Health System Transformation***

The Manitoba government has begun its journey to undertake a major health system transformation. The goal of this transformation is to make the system more patient-focused and efficient, and ensure it is safe, affordable and sustainable in the long term. Several reviews and formal planning has occurred during this reporting period to support system wide transformation.

Key activities include:

- ▶ the creation of Shared Health, a provincial health organization
- ▶ work to develop a Manitoba Clinical Preventive Services Plan
- ▶ a reorganization of the department of Health, Seniors and Active Living, regional health authorities and provincial health organizations

More information on the Health System Transformation is available at [www.manitoba.ca/health/hst/index.html](http://www.manitoba.ca/health/hst/index.html).

As the department continues its transformation journey, the Caregiver Recognition Act will be a collaborative responsibility among various branches in the department to ensure that caregiver needs are considered from different perspectives.

The Manitoba government envisions that Shared Health and the service delivery organizations will continue to collaborate and consult with government (municipal, provincial, federal), regional health authorities, and community organizations to address key issues affecting caregivers. Community-based service delivery organizations and regional health authorities will be able to provide caregivers with personal connections to address concerns that previously were housed in the department.

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## ***Federal/Provincial/Territorial Ministers Responsible for Seniors***

During the period from 2015 to 2019, the Federal/Provincial/Territorial (F/P/T) Ministers Responsible for Seniors undertook several priorities that benefit caregivers. The department of Health, Seniors and Active Living participated on, and co-chaired, both the F/P/T Caregiver Readiness and the Labour Force Participation working groups. The federal government also participated, represented by the Seniors and Pensions Policy Secretariat, Employment and Social Development Canada. Manitoba also participated on the Aging in Community: Affordable Housing and Community Supports Working Group, and the Social Isolation of Seniors Working Group.

As a result of this collaborative work, the F/P/T Caregiver Readiness Working Group released a number of resources to provide information to informal caregivers around care options, balancing work and caregiving responsibilities, and caregiver readiness. In addition, the reports and toolkits on social isolation identify caregivers, as well as other subgroups, as being at risk of social isolation. Toolkits have been developed for use by community or other service groups.

- ▶ Care conversations, it's about you and the person you support
- ▶ Care options, choosing the best plan for you and the person you care for
- ▶ Helping employees balance work and caregiving responsibilities
- ▶ Balancing work and caregiver responsibilities
- ▶ Caregiver readiness (video)
- ▶ Social Isolation of Seniors Volume I Understanding the Issue and Finding Solutions
- ▶ Social Isolation of Seniors Volume II Ideas Exchange Event Toolkit

In addition, in 2019, the Labour Force Participation and Aging in Community working groups have developed reports on Affordable Housing and Community Supports, Labour Force Participation that include discussion on the challenges and the needs of caregivers. These reports are available on the website noted above.

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### ***Caregiver Recognition Day***

Caregiver Recognition Day continues to be held annually on the first Tuesday in April, in recognition and support of caregivers.

The above resources are available at:

[www.canada.ca/en/employment-social-development/corporate/seniors/forum.html](http://www.canada.ca/en/employment-social-development/corporate/seniors/forum.html)



# The Needs of Caregivers

Caregiving is recognized as a significant national issue, as more Canadians are increasingly caring for family and friends, while balancing work and other commitments. As Canada's population grows older, more and more people are helping care for a family member or friend. Aligning with the national trend, it is projected that most Manitobans will provide informal care for a friend or family member at some point during their lives.

Although informal caregiving is recognized as a significant issue, caregiving research and promising practices are still developing and emerging. Continuing to support and accommodate Canada's growing number of informal caregivers has benefits to all Canadians. Governments across Canada, including Manitoba, are engaged in ongoing policy discussions on the contributions of informal caregivers, how to support them and how to avoid caregiver burnout.

Further policy development related to supports for informal caregivers will become increasingly important as our population ages, and governments look at ways to manage growing demands on health care systems and services.

While many informal caregivers feel providing care is rewarding and results in a closer relationship with the person in their care, unpaid caregiving can also present challenges. Informal caregivers can bear substantial economic, social, physical and psychological costs.<sup>1</sup> Providing informal care can<sup>2</sup>:

- be emotionally demanding
- create stress
- lead to social isolation and guilt
- take away time from other responsibilities and activities
- result in out-of-pocket expenses
- negatively impact employment and result in missed days of work and income losses
- negatively impact a caregiver's health, well-being and economic security

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1 Keefe, J. M. 2011. Supporting Caregivers and Caregiving in an Aging Canada. IRRP Study 23. Montreal: Institute for Research on Public Policy.

2 Keefe, J. M. 2011. Supporting Caregivers and Caregiving in an Aging Canada. IRRP Study 23. Montreal: Institute for Research on Public Policy.

## CARE RECEIVERS

- ▶ In 2012, just over two million Canadians received care in the home to help cope with a long-term health condition, disability or age-related needs.<sup>3</sup>
- ▶ Most often, Canadians receiving care at home rely on help from family and friends for transportation needs, indoor domestic tasks, home maintenance, and outdoor work.<sup>4</sup>
- ▶ Age-related needs are the single most common reason for requiring help from caregivers (28 per cent), followed by cancer (11 per cent), cardio-vascular disease (nine per cent), mental illness (seven per cent), and Alzheimer's disease and dementia (six per cent).<sup>5</sup>
- ▶ The proportion of people receiving care for a long-term health condition, disability or aging needs is similar across provinces in Canada.<sup>6</sup>
- ▶ Less than one-third of care receivers are under the age of 45.<sup>7</sup>
- ▶ Mental illness is a leading reason for receiving care as younger care receivers.<sup>8</sup>
- ▶ About half of those who receive care from family and friends also receive care from professionals.<sup>9</sup>

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3 Statistics Canada, 2014. Receiving care at home. [www.statscan.gc.ca](http://www.statscan.gc.ca).

4 Statistics Canada, 2014. Receiving care at home. [www.statscan.gc.ca](http://www.statscan.gc.ca).

5 Statistics Canada, 2013. Portrait of Caregivers, 2012. [www.statcan.gc.ca](http://www.statcan.gc.ca)

6 Statistics Canada, 2014. Receiving care at home. [www.statscan.gc.ca](http://www.statscan.gc.ca).

7 Statistics Canada, 2014. Receiving care at home. [www.statscan.gc.ca](http://www.statscan.gc.ca).

8 Statistics Canada, 2014. Receiving care at home. [www.statscan.gc.ca](http://www.statscan.gc.ca).

9 Statistics Canada, 2014. Receiving care at home. [www.statscan.gc.ca](http://www.statscan.gc.ca).

## CAREGIVING IN CANADA

- ▶ Over eight million Canadians currently care for someone they know and this number is expected to increase because of Canada's aging population.<sup>10</sup>
- ▶ In 2012, 28 per cent of the population aged 15 and over, provided care to family members or friends with a long-term health condition, a disability or problems associated with aging.<sup>11</sup>
- ▶ In Canada, family and friends are the greatest source of care for older people.<sup>12</sup>
- ▶ In 2015, it was estimated that unpaid caregivers provided care that would have cost our system around \$30 billion nationally.<sup>13</sup>
- ▶ There are more than 6.1 million employed Canadians, or 35 per cent of our national workforce, providing care to a family member or friend.<sup>14</sup>
- ▶ Informal caregivers are substantially more likely to experience an array of negative emotional, social and health outcomes. When care and work are unbalanced, caregivers balancing work commitments and caregiving responsibilities may have to take a leave of absence, reduce their work hours, turn down job opportunities, quit their jobs, and/or miss days of work. For Canadian employers, this means substantial costs and productivity losses, with estimations totalling 18 million work days lost per year, plus the loss of skilled employees and increased employee turnover. The estimated cost to the Canadian economy from lost productivity due to caregiving responsibilities is \$1.3 billion per year.<sup>15</sup>

10 Federal/Provincial/Territorial Ministers Responsible for Seniors. Government of Canada, 2016. Care Conversations: It's about you and the person you support. [www.canada.gc.ca/seniors](http://www.canada.gc.ca/seniors)

11 Statistics Canada, 2012, Family Caregiving: What are the consequences? [www.statscan.gc.ca](http://www.statscan.gc.ca)

12 Sinha, S.K., Griffin, B., Ringer, T., Reppas-Rindlisbacher, C., Stewart, E., Wong, I., Callan, S., Anderson, G. (2016). An Evidence-Informed National Seniors Strategy for Canada – 2nd edition. Toronto, ON: Alliance for a National Seniors Strategy.

13 Sinha, S.K., Griffin, B., Ringer, T., Reppas-Rindlisbacher, C., Stewart, E., Wong, I., Callan, S., Anderson, G. (2016). An Evidence-Informed National Seniors Strategy for Canada – 2nd edition. Toronto, ON: Alliance for a National Seniors Strategy.

14 Federal/Provincial/Territorial Ministers Responsible for Seniors. Government of Canada, 2016. Helping Employees Balance Work and Caregiving Responsibilities: Tips for Employers. [www.canada.gc.ca/seniors](http://www.canada.gc.ca/seniors)

15 Canadian Caregiver Coalition, 2014. Care & Work: A Balancing Act (infographic). [www.ccc-ccan.ca](http://www.ccc-ccan.ca)

## CAREGIVING IN CANADA (CONTINUED)

- ▶ One-fifth of professionals in Canada are part of the growing sandwich generation of caregivers who are working and taking care of both their children as well as an older family member.<sup>16</sup>
- ▶ On average, women spend almost twice as many hours per month providing care, as compared to men.<sup>17</sup>
- ▶ The year 2015 marked the first year Canadians aged 65 and over outnumbered those who are younger than 15 years of age. Older Canadians now represent the fastest growing segment of our population.<sup>18</sup>
- ▶ The number of Canadians needing assistance is forecast to double over the next 30 years.<sup>19</sup>

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16 Duxbury, L., Higgins, C., 2013. Balancing Work, Childcare and Eldercare: A view from the trenches. Sprott School of Business, Carleton University, and Desjardins Insurance.

17 Keefe, J. M. 2011. Supporting Caregivers and Caregiving in an Aging Canada. IRRP Study 23. Montreal: Institute for Research on Public Policy.

18 Sinha, S.K., Griffin, B., Ringer, T., Reppas-Rindlisbacher, C., Stewart, E., Wong, I., Callan, S., Anderson, G. (2016). An Evidence-Informed National Seniors Strategy for Canada – 2nd edition. Toronto, ON: Alliance for a National Seniors Strategy.

19 Keefe, J. M. 2011. Supporting Caregivers and Caregiving in an Aging Canada. IRRP Study 23. Montreal: Institute for Research on Public Policy.

## CAREGIVING IN MANITOBA

- ▶ The proportion of caregivers varies across provinces, with Manitoba having the second highest rates of caregiving (33 per cent) in 2012. This is higher than the national average of 28 per cent.<sup>20</sup>
- ▶ The higher levels of caregiving in Manitoba are largely related to caring for a loved one suffering from a chronic health condition or disability.<sup>21</sup>
- ▶ Winnipeg caregivers (and three other Canadian cities) were more likely than those in other census metropolitan areas to provide care to a family member or friend with a chronic health issue or disability, as compared to aging-related conditions.<sup>22</sup>
- ▶ Manitobans receiving care at home from family and friends use professional services more than most other jurisdictions in Canada.<sup>23</sup>

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20 Statistics Canada, 2013. Portrait of Caregivers, 2012. [www.statcan.gc.ca](http://www.statcan.gc.ca)

21 Statistics Canada, 2013. Portrait of Caregivers, 2012. [www.statcan.gc.ca](http://www.statcan.gc.ca)

22 Statistics Canada, 2013. Portrait of Caregivers, 2012. [www.statcan.gc.ca](http://www.statcan.gc.ca)

23 Statistics Canada, 2014. Receiving care at home. [www.statscan.gc.ca](http://www.statscan.gc.ca).

# Conclusion

Caregivers and family supports are essential to our communities and our health care system. Government and community must ensure that caregivers are supported. As system-wide changes continue, community based programs will be identified and strengthened.

Through our engagement activities, we will connect caregivers to services in partnership with Shared Health, the regional health authorities and community-based organizations. Manitoba’s Clinical Preventive Services Plan will be essential in ensuring

provincial planning for caregivers, families and patients. Regional and community hubs will ensure supports are closer to home and community networks are strengthened, to enable better access and system navigation for caregivers and families.

Manitoba caregivers continue to be compassionate and committed to caring for friends and family. Manitoba will continue to advocate for the needs of caregivers and ensure they are supported and considered in planning across government.

# Inventory of Supports and Services for Caregivers

To meet the legislative requirement for a description of caregiver supports available to Manitobans, the Manitoba government has posted the 2015 to 2019 Caregiver Recognition Act Report and Inventory of Supports and Services for Caregivers online at: [www.manitoba.ca/health/](http://www.manitoba.ca/health/). This inventory can also be found in Appendix A of this report.

## APPENDIX A

# Inventory of Supports and Services for Caregivers

\* This inventory is not a complete listing of supports and services in Manitoba, but rather a collection of pertinent government-related and non-profit resources available to support informal caregivers. If you know of a program or service to be included in this publication, please email: [quality.citizen@gov.mb.ca](mailto:quality.citizen@gov.mb.ca).

## RESOURCES FOR ACCESSING INFORMATION

### Manitoba Government Inquiry

Manitoba Government Inquiry provides information on government programs and supports.

#### CONTACT:

Phone: 204-945-3744  
or toll free: 1-866-MANITOBA  
(1-866-626-4862)  
Email: [mgi@gov.mb.ca](mailto:mgi@gov.mb.ca)

### Manitoba Government Resident Portal

The Manitoba government resident portal provides up-to-date information on programs and services for Manitobans, including search criteria for caregivers.

#### CONTACT:

Website:  
<https://residents.gov.mb.ca/index.html>

### Information for Manitobans with Disabilities

This is a web-based tool to help you find information on the services available for people with disabilities in Manitoba. The information is organized into user-friendly fact sheets that answer the most commonly asked service questions raised by individuals with disabilities, their families, caregivers and service providers.

#### CONTACT:

Website:  
[www.manitoba.ca/fs/imd/index.html](http://www.manitoba.ca/fs/imd/index.html)

### 211 Manitoba

211 Manitoba is a searchable online database of government, health and social services that are available across the province. The service helps Manitobans who are looking to find the right community or social resource, but don't know where to start. 211 Manitoba also makes it easy for service providers and first responders to direct others to the right resource.

#### CONTACT:

Email: [211@volunteermanitoba.ca](mailto:211@volunteermanitoba.ca)  
Website: [www.mb.211.ca](http://www.mb.211.ca)

# APPENDIX A

## RESOURCES FOR ACCESSING INFORMATION

### Benefits Finder

Through a series of questions, the Benefits Finder may suggest federal, provincial or territorial governments benefits for which you may be eligible. The more questions you answer, the more customized your results will be. The Benefits Finder does not collect or track your information.

#### CONTACT:

Website:

[www.canada.ca/en/services/benefits.html](http://www.canada.ca/en/services/benefits.html)

## CAREGIVER ORGANIZATIONS AND CARE SUPPORT TOOLS

### Carers Canada

Carers Canada is an alliance of diverse partner organizations that work collectively and autonomously, to identify and respond to the needs of carers in Canada. Carers Canada works to cultivate recognition and respect for the integral role carers play in our country. Carers Canada is committed to engaging and listening to caregivers and collaborating with partners and stakeholders.

#### CONTACT:

Carers Canada c/o Canadian  
Home Care Association  
2000 Argentia Road, Plaza 3 Suite 302,  
Mississauga, ON L5N 1W1

Phone: 905-567-7373

Email: [csuridjan@cdnhomecare.ca](mailto:csuridjan@cdnhomecare.ca)

Website: [www.carerscanada.ca](http://www.carerscanada.ca)

### Caregiving with Confidence (formerly Rupert's Land Caregiver Services)

Caregiving with Confidence offers a range of support services for family caregivers.

#### CONTACT:

Phone: 204-452-9491

Email: [cwc@aosupportservices.ca](mailto:cwc@aosupportservices.ca)

Website: [www.caregivingwithconfidence.org](http://www.caregivingwithconfidence.org)



## APPENDIX A

### CAREGIVER INFORMATION FOR SPECIFIC CLIENT POPULATIONS Children, Families and Adults

#### **Manitoba Families**

Manitoba Families is responsible for a wide range of social services and programs including Community Living disAbility Service, Children's disABILITY Services, Employment and Income Assistance, Financial Benefits and Assistance, and Manitoba Housing.

#### **CONTACT:**

Manitoba Government Inquiry

Phone: 204-945-3744

toll free: 1-866-MANITOBA (1-866-626-4862)

Website: [www.manitoba.mb.ca/fs/index.html](http://www.manitoba.mb.ca/fs/index.html)

#### **Continuity Care Inc.**

Continuity Care Inc. supports families to plan for an enriched quality of life for their family member with an intellectual disability.

#### **CONTACT:**

2-120 Maryland Street,  
Winnipeg, MB R3G 1L1

Phone: 204-779-1679

Email: [info@continuitycare.ca](mailto:info@continuitycare.ca)

Website: [www.continuitycare.ca](http://www.continuitycare.ca)

#### **Independent Living Resource Centre (ILRC)**

ILRC supports consumers and families interested in pursuing the Self and Family Managed Care Program. It offers written resources, manuals, training, and a support group for self or family managers. The centre also assists people with disabilities to identify their needs and work towards solutions.

#### **CONTACT:**

311A-393 Portage Avenue,  
Winnipeg, MB R3B 3H6

Phone: 204-947-0194 (TTY/TDD)  
or toll free: 1-800-663-3043

Email: [thecentre@ilrc.mb.ca](mailto:thecentre@ilrc.mb.ca)

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

#### **Rehabilitation Centre for Children**

The Rehabilitation Centre for Children provides services to children with physical and developmental challenges, from birth to 18 years of age (21 years if still in school). The centre also has a family resource centre.

#### **CONTACT:**

155 Notre Dame Avenue,  
Winnipeg, MB R3E 3G1

Phone: 204-452-4311

Website: [www.rccinc.ca](http://www.rccinc.ca)

## APPENDIX A

### Chronic Disease and Injury-Related Organizations

#### **Alzheimer Society of Manitoba**

The Alzheimer Society of Manitoba provides information about Alzheimer's disease and other dementias, caregiving strategies, care planning options, referrals to community services, caregiver self-care, resources, support groups, family education opportunities and MedicAlert Safely Home. It also provides support groups, both in person and via teleconference, for those with dementia, and for family and caregivers of those with dementia.

#### **CONTACT:**

10-120 Donald Street,  
Winnipeg, MB R3C 4G2

Phone: 204-943-6622  
or toll free: 1-800-378-6699

Email: [alzmb@alzheimer.mb.ca](mailto:alzmb@alzheimer.mb.ca)

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

#### **Amyotrophic Lateral Sclerosis (ALS) Society of Manitoba**

The ALS Society of Manitoba provides a support group for persons living with ALS and their family, friends and caregivers.

#### **CONTACT:**

2A-1717 Dublin Avenue,  
Winnipeg, MB R3H 0H2

Phone: 204-831-1510  
or toll free: 1-866-718-1642

Email: [HOPE@alsmb.ca](mailto:HOPE@alsmb.ca)

Website: <http://alsmb.ca>

#### **Arthritis Society Manitoba & Nunavut Division Office**

The Arthritis Society Manitoba & Nunavut Division Office has a variety of support groups for those providing care to individuals with arthritis.

#### **CONTACT:**

Phone: 204-942-4892  
or toll free: 1-800-321-1433

Email: [info@mb.arthritis.ca](mailto:info@mb.arthritis.ca)

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

#### **Canadian Cancer Society**

The Canadian Cancer Society operates a Canada-wide, telephone peer support program. It matches clients who are living with cancer or caring for someone with cancer, with a trained volunteer who has been through a similar cancer experience. The match is based on factors that are important to you, such as type of cancer, gender, treatment, side effects, age, marital status or family situation.

#### **CONTACT:**

Toll free: 1-888-939-3333

Email: [connect@cancer.ca](mailto:connect@cancer.ca)

Website: [www.cancer.ca/en/?region=mb](http://www.cancer.ca/en/?region=mb)

## APPENDIX A

### Chronic Disease and Injury-Related Organizations

#### **CancerCare Manitoba**

CancerCare Manitoba provides a variety of services, including support groups for patients and family.

**CONTACT:**

Phone: 204-787-2197

or toll free: 1-866-561-1026

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

#### **Diabetes Canada**

Diabetes Canada offers programs and supports to help people living with or affected by diabetes.

**CONTACT:**

Winnipeg regional office phone:  
204-925-3800

Brandon branch and district office phone:  
204-728-2382

Website: [www.diabetes.ca](http://www.diabetes.ca)

#### **Heart and Stroke Foundation Manitoba Office**

The Heart and Stroke Foundation, Manitoba Office, provides information about healthy eating, physical activity, and preventing, managing, and coping with heart disease and stroke.

**CONTACT:**

Phone: 204-949-2000

or toll free: 1-888-473-4636

Website: [www.heartandstroke.ca/](http://www.heartandstroke.ca/)

#### **Huntington Society of Canada**

The Huntington Society of Canada delivers individual and group counselling service to support individuals and families living with Huntington disease.

**CONTACT:**

Toll free: 1-800-998-7398

Email: [events@huntingtonsociety.ca](mailto:events@huntingtonsociety.ca)

Website:

[www.huntingtonsociety.ca/tag/manitoba](http://www.huntingtonsociety.ca/tag/manitoba)

#### **Manitoba Brain Injury Association**

The Manitoba Brain Injury Association offers support groups and peer-support activities for those with brain injury and their caregivers. Activities are offered in the Winnipeg, Brandon, Steinbach, Dauphin and Parkland areas.

**CONTACT:**

Winnipeg phone: 204-975-3280

Dauphin and Parkland Region phone:  
204-638-4702

Toll free phone: 1-866-327-1998

Email: [info@mbia.ca](mailto:info@mbia.ca)

Website: [www.mbia.ca](http://www.mbia.ca)

# APPENDIX A

## Chronic Disease and Injury-Related Organizations

### Multiple Sclerosis (MS) Society

The Multiple Sclerosis Society provides a range of resources and support for caregivers who care for people who live with MS, including a 1:1 Peer Support Program.

#### CONTACT:

1465 Buffalo Place,  
Winnipeg, MB R3T 1L8

Phone: 204-943-9595  
or toll free: 1-800-268-7582

Contact an MS Navigator:  
1-844-859-6789

Email: [info@mssociety.ca](mailto:info@mssociety.ca)

Website: [www.mssociety.ca](http://www.mssociety.ca)

### Osteoporosis Canada

Osteoporosis Canada offers trained volunteer counsellors who can provide information and referrals about osteoporosis.

#### CONTACT:

Toll free (English) phone: 1-800-463-6842  
(in Canada only)

Toll free (French) phone: 1-800-977-1778  
(in Canada only)

Website: [www.osteoporosis.ca](http://www.osteoporosis.ca)

### Parkinson Canada in Manitoba

Parkinson Canada in Manitoba provides a variety of services, as well as support groups for caregivers.

#### CONTACT:

Phone: 204-786-2637  
or toll free: 1-800-565-3000

Email: [info@parkinson.ca](mailto:info@parkinson.ca)

Website: [www.parkinson.ca](http://www.parkinson.ca)

### Stroke Recovery Association of Manitoba

The Stroke Recovery Association of Manitoba offers family and caregiver support groups to improve the quality of life of stroke survivors and their families.

#### CONTACT:

Phone: 204-942-2880

Email: [admin@strokerecovery.ca](mailto:admin@strokerecovery.ca)

Website: [www.strokerecovery.ca](http://www.strokerecovery.ca)

## APPENDIX A

### Chronic Disease and Injury-Related Organizations

#### **The Kidney Foundation of Canada, Manitoba Branch**

The Kidney Foundation of Canada, Manitoba Branch, provides information and referral, educational materials, and peer support for people living with or affected by kidney disease.

**CONTACT:**

1-452 Dovercourt Drive,  
Winnipeg, MB R3Y 1G4

Phone: 204-989-0800  
or toll free: 1-800-361-7494

Email: [info@kidney.mb.ca](mailto:info@kidney.mb.ca)

Website: [www.kidney.ca](http://www.kidney.ca)

#### **The Manitoba Lung Association**

The Manitoba Lung Association is dedicated to the prevention and management of lung disease and the promotion of lung health in Manitoba. The Lung Association offers community programs across the province around smoking cessation, education and support for people living with respiratory diseases, as well as support groups.

**CONTACT:**

1 Wesley Avenue, Unit 301,  
Winnipeg, MB R3C 4C6

Phone: 204-774-5501  
or toll free: 1-888-566-5864

Email: [info@mb.lung.ca](mailto:info@mb.lung.ca)

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

### Ethno-Cultural Supports

#### **La Fédération des aînés franco-manitobains inc.**

The Fédération is dedicated to supporting French speaking Manitobans who are aged 50 and over to fully live in French.

**CONTACT:**

123-400, rue Des Meurons,  
Winnipeg, MB R2H 3H3

Phone: 204-235-0670  
or toll free: 1-855-235-0670

Email: [info@fafm.mb.ca](mailto:info@fafm.mb.ca)

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

#### **Government of Canada – Indigenous Services Canada**

Indigenous Services Canada (ISC) works collaboratively with partners to improve access to high quality services for First Nations, Inuit and Métis.

**CONTACT:**

Toll free phone: 1-800-567-9604  
or TTY: 1-866-553-0554

Website:

[www.canada.ca/en/indigenous-services-canada.html](http://www.canada.ca/en/indigenous-services-canada.html)

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## Ethno-Cultural Supports

### Manitoba Association of Friendship Centres

There are 11 friendship centres across Manitoba, offering programs and services for Indigenous caregivers.

**CONTACT:**

102-150 Henry Avenue,  
Winnipeg, MB R3B 0J7

Phone: 204-942-6299

Email: [info@friendshipcentres.ca](mailto:info@friendshipcentres.ca)

Website: [www.friendshipcentres.ca](http://www.friendshipcentres.ca)

### Jewish Child & Family Services

Jewish Child & Family Services offers supportive services to children, families and older adults, such as counselling services and support groups. Services are available in English, Yiddish, Russian, Hebrew and Spanish.

**CONTACT:**

C200-123 Doncaster Street,  
Winnipeg, MB R3N 2B2

Phone: 204-477-7430

Email: [jcfs@jcfswinnipeg.org](mailto:jcfs@jcfswinnipeg.org)

Website: [www.jcfswinnipeg.org](http://www.jcfswinnipeg.org)

## Men

### Mensheds

Mensheds Manitoba is a membership driven grassroots organization, run by experienced men, for men. Members choose the activities.

**CONTACT:**

Email: [info@menssheds.ca](mailto:info@menssheds.ca)

Website: <http://menssheds.ca/>

### Men's Resource Centre

The Men's Resource Centre provides counselling and support services to men who have experienced trauma and stressors in their lives, and want to resolve related issues.

**CONTACT:**

115 Pulford Street,  
Winnipeg, MB R3L 1X8

Phone: 204-415-6797

or toll free: 1-855-MRC-MRCS  
(1-855-672-6727)

Email: [reception@mens-resource-centre.ca](mailto:reception@mens-resource-centre.ca)

Website: [www.mens-resource-centre.ca](http://www.mens-resource-centre.ca)

# APPENDIX A

## Mental Health

### **Anxiety Disorders Association of Manitoba**

The Anxiety Disorders Association of Manitoba offers self-help for all Manitobans affected by anxiety disorders and provides cognitive behavioural programs and ongoing support groups for the prevention, education, early intervention and management of anxiety disorders. The association also provides resources for families, employers and health care professionals.

#### **CONTACT:**

Head Office 100-4 Fort Street,  
Winnipeg, MB R3C 1C4

Phone: 204-925-0600  
or toll free: 1-800-805-8885

Email: [adam@adam.mb.ca](mailto:adam@adam.mb.ca)

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

### **Canadian Mental Health Association (CMHA) Manitoba and Winnipeg**

CMHA Manitoba and Winnipeg promotes mental health and supports the resilience and recovery of people experiencing mental illness. The association offers a variety of services, including information and referral, courses and workshops.

#### **CONTACT:**

930 Portage Avenue,  
Winnipeg, MB R3G 0P8

Phone: 204-982-6100

Email: [office@cmhawpg.mb.ca](mailto:office@cmhawpg.mb.ca)

Website: [www.mbwpwg.cmha.ca](http://www.mbwpwg.cmha.ca)

### **Manitoba Schizophrenia Society**

The Manitoba Schizophrenia Society provides a variety of resources, services and support groups.

#### **CONTACT:**

100-4 Fort Street,  
Winnipeg, MB R3C 1C4

Phone: 204-786-1616

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

Email: [info@mss.mb.ca](mailto:info@mss.mb.ca)

### **Mood Disorders Association of Manitoba**

The Mood Disorders Association of Manitoba is a self-help organization providing support, education and advocacy for those living with mood disorders, co-occurring disorders, or other mental health illnesses.

#### **CONTACT:**

100-4 Fort Street,  
Winnipeg, MB R3C 1C4

Phone: 204-786-0987  
or toll free: 1-800-263-1460

Website: [www.mooddordersmanitoba.ca](http://www.mooddordersmanitoba.ca)

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### Mental Health

#### **Sara Riel Inc. – Seneca Services**

Sara Riel Inc. – Seneca Services provides short-term respite for people with mental health issues.

#### **CONTACT:**

101-66 Moore Avenue,  
Winnipeg, MB R2M 2C4

Intake phone: 204-237-9263

Seneca Warm Line (dedicated peer support workers): 204-942-9276

Email: [info@sararielinc.com](mailto:info@sararielinc.com)

Website: [www.sararielinc.com/en/home/](http://www.sararielinc.com/en/home/)

### LGBT2SQ+ Community

#### **Rainbow Resource Centre (RRC)**

Rainbow Resource Centre (RRC) offers support to the LGBT2SQ+ community in the form of counselling, education, and programming for individuals ranging from children through to 55+. It also supports families, friends and employers of LGBT2SQ+ individuals.

#### **CONTACT:**

170 Scott Street,  
Winnipeg, MB R3L 0L3

Phone: 204-474-0212  
or toll free: 1-855-437-8523

Fax: 204-478-1160

Website: <https://rainbowresourcecentre.org/>

### Seniors

Senior centres and support services for seniors offer many types of programming.

For senior centre locations, please visit the Manitoba Association of Senior Centres at: [www.manitobaseniorcentres.com](http://www.manitobaseniorcentres.com)

For Support Services for Seniors programming, contact your local regional health authority (see pages 29 and 30)



## APPENDIX A

### Veterans and Military

#### Veterans Affairs Canada

Veterans Affairs Canada offers a wide range of services and benefits to veterans and their families. Caregiver related programs include the Veterans Independence Program (VIP) and disability benefits. Primary caregivers for veterans may qualify for VIP housekeeping and/or yard care. Programs and services include health care benefits, mental health services, group health insurance, financial benefits, funeral assistance, disability pension, Veterans Independence Program and War Veterans Allowance.

#### CONTACT:

Phone: 1-866-522-2122 (English)

1-866-522-2022 (French)

Website: [www.veterans.gc.ca](http://www.veterans.gc.ca)

#### Veterans Affairs Canada – Operational Stress Injury Social Support

The Department of National Defence and Veterans Affairs Canada work in partnership to deliver Operational Stress Injury and Social Support (OSISS), including a national peer support network for Canadian Armed Forces members, veterans, and their families experiencing an operational stress injury.

#### CONTACT:

Website:

[www.veterans.gc.ca/eng/family-caregiver/health-programs-services](http://www.veterans.gc.ca/eng/family-caregiver/health-programs-services)

#### Winnipeg Military Family Resource Centre Respite Childcare Program

The Winnipeg Military Family Resource Centre Respite Childcare Program provides childcare respite for military families experiencing a special need.

#### CONTACT:

Phone: 204-833-2500, Ext. 4500

Email: [winnipegmfrfc@familyforce.ca](mailto:winnipegmfrfc@familyforce.ca)

Website: [www.cafconnection.ca](http://www.cafconnection.ca)

# APPENDIX A

## COUNSELING AND SUPPORT

### **A & O: Support Services for Older Adults Inc.**

A & O offers counselling services that identify, inform and assist older adults and their families. Assistance is available to help older adults cope with the many transitions associated with aging, including caregiving, grief, retirement, housing, financial, depression, isolation, loneliness and family relationships. It also offers bereavement support groups for 55+ older adults.

#### **CONTACT:**

200-280 Smith Street,  
Winnipeg, MB R3C 1K2

Phone: 204-956-6440

Email: [info@aosupportservices.ca](mailto:info@aosupportservices.ca)

Website: [www.aosupportservices.ca](http://www.aosupportservices.ca)

### **Klinic Community Health Centre**

Klinic offers a full range of health-related services, including medical care, counselling (drop-in available) and education.

#### **CONTACT:**

870 Portage Avenue,  
Winnipeg, MB R3G 0P1

Phone: 204-784-4090 or

Crisis Line: 204-786-8686

or toll free: 1-888-322-3019

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

### **Manitoba Farm, Rural and Northern Support Services**

Manitoba Farm, Rural and Northern Support Services offers support, counselling, information and referrals over the phone to farm families and other rural Manitobans.

#### **CONTACT:**

Phone: 204-571-4180

or toll free: 1-866-367-3276

Email: [info@supportline.ca](mailto:info@supportline.ca)

Website: [www.supportline.ca](http://www.supportline.ca)

### **Manitoba Suicide Prevention and Support Line**

The Manitoba Suicide Prevention and Support Line is a toll free, confidential 24-hour crisis line run by trained crisis counsellors from Klinic Community Health.

#### **CONTACT:**

Toll free phone: 1-877-435-7170

Website: [www.reasonstolive.ca](http://www.reasonstolive.ca)

# APPENDIX A

## FINANCIAL RESOURCES

### Get Your Benefits

Get Your Benefits booklet contains information on select federal, provincial, and regional benefits and programs for Manitobans who may be eligible.

#### CONTACT:

To access online, please visit:  
[www.getyourbenefits.ca](http://www.getyourbenefits.ca)

For paper copy email:  
[info@getyourbenefits.ca](mailto:info@getyourbenefits.ca)  
or phone 204-789-3657

### Government of Canada Tax and Benefit related information

The Government of Canada provides information on the Canada Caregiver Credit, Disability Tax Credit, Child Disability Benefit, Compassionate Care Benefits, and Employment Insurance.

#### CONTACT:

Service Canada toll free: 1-800-622-6232  
or TTY: 1-800-926-9105

Website: [www.canada.ca/en.html](http://www.canada.ca/en.html).

### Manitoba Pharmacare Program

Pharmacare is a drug benefit program for all Manitobans whose income is seriously affected by high prescription drug costs. Pharmacare coverage is based on total family income and the amount you pay for eligible prescription drugs. Each year you are required to pay a portion of the cost of your eligible prescription drugs referred to as the Pharmacare deductible. Your deductible is based on your total family income.

#### CONTACT:

Phone: 204-786-7141  
or toll free 1-800-297-8099 (in Manitoba)  
or TTY: 204-774-8618

Email: [pharmacare@gov.mb.ca](mailto:pharmacare@gov.mb.ca)

#### Online Form:

[www.manitoba.ca/health/pharmacare/forms.html](http://www.manitoba.ca/health/pharmacare/forms.html)

#### Website:

[www.manitoba.ca/health/pharmacare/index.html](http://www.manitoba.ca/health/pharmacare/index.html)

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## FINANCIAL RESOURCES

### Provincial Primary Caregiver Tax Credit

The Primary Caregiver Tax Credit provides recognition and financial support to individuals who serve as primary caregivers for more than 90 days. Caregivers can now claim this tax credit when they file their income taxes. For information on claiming this tax credit through the income tax system, contact the Manitoba Tax Assistance Office.

#### CONTACT:

Phone: 204-948-2115

or toll free: 1-800-782-0771

Email: [tao@gov.mb.ca](mailto:tao@gov.mb.ca)

Website: [www.manitoba.ca/finance/tao](http://www.manitoba.ca/finance/tao)

### Public Guardian and Trustee of Manitoba

The Public Guardian and Trustee of Manitoba is a provincial government special operating agency that manages and protects the affairs of Manitobans who are unable to do so themselves and have no one else willing or able to act. This includes mentally incompetent and vulnerable adults, deceased estates and children.

#### CONTACT:

500-155 Carlton Street,  
Winnipeg, MB R3C 5R9

Phone: 204-945-2700

Email: [pgt@gov.mb.ca](mailto:pgt@gov.mb.ca)

Website: [www.manitoba.ca/publictrustee](http://www.manitoba.ca/publictrustee)

# APPENDIX A

## LEGAL AND SAFETY SUPPORTS

### Health Care Directive

A Health Care Directive allows a person to make their own decisions about the amount and type of health care and treatment they want to receive, should they become unable to communicate. The Health Care Directives Act allows a person to name another person to make medical decisions for them, should they become unable to make the decisions themselves.

#### CONTACT:

Website:

[www.manitoba.ca/health/documents/hcd.pdf](http://www.manitoba.ca/health/documents/hcd.pdf)

### Law phone-in and Lawyer Referral Program

The Law phone-in and Lawyer Referral Program provides general legal information and advice over the phone in response to callers' inquiries. Callers are also referred to appropriate law-related agencies, where such an agency exists and the situation warrants it.

#### CONTACT:

Phone: 204-943-2305

or toll free: 1-800-262-8800

Website:

[www.communitylegal.mb.ca/programs/law-phone-in-and-lawyer-referral-program/](http://www.communitylegal.mb.ca/programs/law-phone-in-and-lawyer-referral-program/)

### Legal Aid Manitoba

Legal Aid Manitoba provides legal help to people with low incomes (bilingual services available). They can assist with family cases, criminal cases, poverty law cases involving welfare, workers compensation or disability benefits, public interest law cases for groups and individuals with test cases in the areas of consumer, poverty, environmental, and Aboriginal and Charter of Rights challenges. They are not able to assist with real estate transactions, wills and estates, adoptions, corporate and commercial matters, or civil litigation matters.

#### CONTACT:

Phone: 204-985-8500

or toll free: 1-800-261-2960

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

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## LEGAL AND SAFETY SUPPORTS

### Legal Clinics for Older Adults

Professional lawyers provide services on wills, powers-of-attorney and other concerns requiring legal consultation.

#### CONTACT:

A & O: Support Services for Older Adults Inc.

Phone: 204-956-6440

Email: [info@aosupportservices.ca](mailto:info@aosupportservices.ca)

Website: [www.aosupportservices.ca](http://www.aosupportservices.ca)

### Manitoba Human Rights Commission

The Manitoba Human Rights Commission is an independent agency of the Manitoba government that administers The Manitoba Human Rights Code. The commission conciliates, mediates and investigates complaints that allege discrimination, or failure to accommodate special needs, based on: ancestry, ethnic or national origin, religion or creed, age, sex (including pregnancy), gender-determined characteristics, sexual orientation, marital or family status, source of income, political belief and physical or mental disability.

#### CONTACT:

Phone Winnipeg: 204-945-3007

or Brandon: 204-726-6261

or toll free: 1-888-884-8681

Email: [hrc@gov.mb.ca](mailto:hrc@gov.mb.ca)

Website: [www.manitobahumanrights.ca](http://www.manitobahumanrights.ca)

### Manitoba Institute for Patient Safety

The Manitoba Institute for Patient Safety promotes patient safety through supporting leading health care practices, empowering patient engagement, developing and sharing resources for patients, families, health care organizations and providers, including information on safe use of medications, a patient advocate form, videos, toolkits and more.

#### CONTACT:

Phone: 204-927-6477

or toll free: 1-866-927-6477

Email: [admin@mips.ca](mailto:admin@mips.ca)

Websites: [www.safetoask.ca](http://www.safetoask.ca) or [www.mips.ca](http://www.mips.ca)

### Protection for Persons in Care

The Protection for Persons In Care Act is provincial legislation to help protect adults from abuse and neglect while receiving care in personal care homes, hospitals or any other designated health facility. In Manitoba, it is mandatory to report suspected abuse and neglect promptly. This means that anyone who has a reasonable basis to believe abuse or neglect has occurred, or is likely to occur, must report these concerns as soon as possible.

#### CONTACT:

Protection for Persons in Care Office

Phone: 204-788-6366

or toll free: 1-866-440-6366

Email: [protection@gov.mb.ca](mailto:protection@gov.mb.ca)

Website: [www.manitoba.ca/health/protection/](http://www.manitoba.ca/health/protection/)

## APPENDIX A

### HEALTH CARE SERVICES: REGIONAL HEALTH AUTHORITY (RHA) CONTACT INFORMATION

Contact the regional health authority office nearest you for information about health services and supports available in your community, including:

- ▶ respite
- ▶ accessing primary care services
- ▶ finding a primary care provider
- ▶ accessing geriatric assessment
- ▶ home care services
- ▶ mental health services
- ▶ palliative care programs
- ▶ support services to seniors
- ▶ personal care homes

#### Interlake-Eastern RHA

Phone: 204-785-4700  
or toll free: 1-855-347-8500

Email: [info@ierha.ca](mailto:info@ierha.ca)

Website: [www.ierha.ca](http://www.ierha.ca)

#### Northern Health Region

Flin Flon Regional office phone:  
204-687-1300 or toll free: 1-888-340-6742

The Pas Regional office phone:  
204-627-6800 or toll free: 1-888-340-6742

Thompson Regional office phone:  
204-677-5350 or toll free: 1-877-677-5353

Website: [www.northernhealthregion.ca](http://www.northernhealthregion.ca)

#### Prairie Mountain Health

Brandon Phone: 204-578-2325

Dauphin Phone: 204-638-2118  
or toll free: 1-800-259-7541

Souris Phone: 204-483-5000  
or toll free: 1-888-682-2253

Main Phone: 1-800-735-6596  
(inside Manitoba)

Email: [phm@pmh-mb.ca](mailto:phm@pmh-mb.ca)

Website: [www.prairiemountainhealth.ca](http://www.prairiemountainhealth.ca)

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### HEALTH CARE SERVICES: REGIONAL HEALTH AUTHORITY (RHA) CONTACT INFORMATION

#### **Southern Health – Santé Sud**

La Broquerie Regional Office phone:  
204-424-5880 or toll free: 1-800-742-6509

Morden Regional Office phone:  
204-822-2650 or toll free: 1-800-742-6509

Notre Dame de Lourdes Regional Office  
phone: 204-248-7250  
or toll free: 1-800-742-6509

Southport Regional Office phone:  
204-428-2720 or toll free: 1-800-742-6509

Email: [info@southernhealth.ca](mailto:info@southernhealth.ca)

Website: [www.southernhealth.ca](http://www.southernhealth.ca)

#### **Winnipeg Regional Health Authority (including Churchill)**

Head Office Phone: 204-926-7000

Home Care Central intake phone:  
204-788-8330

Churchill Health Centre phone:  
204-675-8881

Email: [info@wrha.mb.ca](mailto:info@wrha.mb.ca)

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

### HEALTH SYSTEM TRANSFORMATION UPDATES

For updates about the provincial health  
system transformation, as well as up-to-date  
information on care in the community, visit:

[www.manitoba.ca/health/hst/index.html](http://www.manitoba.ca/health/hst/index.html)



## APPENDIX A

### HEALTH, RESPITE, AND PALLIATIVE SUPPORTS:

#### Additional supports

In addition to supports that may be available through Manitoba Families (see page 15) or through your local regional health authority (see pages 29 and 30), please review the following programs for additional supports:

##### **A Port in the Storm**

A safe, supportive and affordable home-like environment for patients and families from rural and northern areas who require medical treatment in Winnipeg.

##### **CONTACT:**

Suite 101-311 Alexander Avenue,  
Winnipeg, MB R3A 0M9

Phone: 204-231-0720

Email: [admin@aportinthestorm.ca](mailto:admin@aportinthestorm.ca)

Website: [www.aportinthestorm.ca](http://www.aportinthestorm.ca)

##### **Awasis Agency of Northern Manitoba**

Awasis provides child respite services for Indigenous families in the north.

##### **CONTACT:**

Thompson phone: 204-677-1500  
or toll free: 1-800-667-4734

Winnipeg, Smith Street phone:  
204-987-9480

Winnipeg, McGee Street phone:  
204-790-4400

Toll free: 1-877-429-2747

Website: [www.awasisagency.ca](http://www.awasisagency.ca)

##### **Canadian Virtual Hospice**

Canadian Virtual Hospice provides support and trusted information about palliative and end-of-life care to patients, family members, health care providers, researchers and educators. The Virtual Hospice website offers: the opportunity to have questions answered by a clinical team specializing in palliative care, articles and videos about the latest research, financial benefits, managing symptoms, and other topics that help you navigate the health system, communicate with health care providers, and tools for professionals to better care for and communicate with patients and families.

##### **CONTACT:**

Email: [info@virtualhospice.ca](mailto:info@virtualhospice.ca)

Website: [www.virtualhospice.ca](http://www.virtualhospice.ca)

##### **Community Respite Service Inc.**

Community Respite Services Inc. offers respite services for caregivers of persons with physical or intellectual disabilities.

##### **CONTACT:**

Winnipeg office phone: 204-953-2400

Brandon (Westman) office phone:  
204-727-4910

Website: [www.communityrespiteservice.ca](http://www.communityrespiteservice.ca)

## APPENDIX A

### HEALTH, RESPITE, AND PALLIATIVE SUPPORTS: Additional Supports

#### Health Links – Info Santé

Health Links – Info Santé is a provincial telephone health information line available to all Manitobans. Services are available in more than 100 languages through over the phone interpreters.

#### CONTACT:

Phone: 204-788-8200  
or toll free: 1-888-315-9257

#### Health Sciences Centre (HSC) (Ronald McDonald House, Lennox Bell Lodge)

Ronald McDonald House and Lennox Bell Lodge offer places to stay for families and patients of HSC and CancerCare.

#### CONTACT:

Ronald McDonald House  
Phone: 204-774-4777

Lennox Bell Lodge  
Phone: 204-787-4271

Website:

[www.hsc.mb.ca/servicesPlacesToStay.html](http://www.hsc.mb.ca/servicesPlacesToStay.html)

#### Palliative Manitoba

Palliative Manitoba provides confidential community-based support, education and companion services at no charge to individuals with life-limiting illnesses, their caregivers and those who are bereaved, including: volunteer visiting program – supportive presence and occasional assistance with practical matters, bereavement support services – telephone bereavement support, grief seminars, groups, information on life-limiting illness, palliative care, bereavement, and a compassionate care course.

#### CONTACT:

2109 Portage Avenue,  
Winnipeg, MB R3J 0L3

Phone: 204-889-8525  
or toll free 1-800-539-0295

Email: [info@palliativemanitoba.ca](mailto:info@palliativemanitoba.ca)

Website: <http://palliativemanitoba.ca>

# APPENDIX A

## OTHER RESOURCES AND READING MATERIALS

### **Federal/Provincial/Territorial Ministers Responsible for Seniors Forum:**

#### **Caregiving resources**

- ▶ Website: [www.canada.ca/en/employment-social-development/corporate/seniors/forum.html](http://www.canada.ca/en/employment-social-development/corporate/seniors/forum.html)
- ▶ Care conversations, it's about you and the person you support
- ▶ Care options, choosing the best plan for you and the person you care for
- ▶ Helping employees balance work and caregiving responsibilities
- ▶ Balancing work and caregiving responsibilities
- ▶ Video: Caregiver readiness

#### **A Guide to Balancing Work and Caregiving**

Website: [www.chrc-ccdp.gc.ca/eng/content/guide-balancing-work-and-caregiving-obligations](http://www.chrc-ccdp.gc.ca/eng/content/guide-balancing-work-and-caregiving-obligations)

#### **A Guide to Home Care Services in Manitoba**

Website: [www.gov.mb.ca/health/homecare/guide.pdf](http://www.gov.mb.ca/health/homecare/guide.pdf)

#### **Canadian Centre for Elder Law**

Website: [www.bcli.org/ccel](http://www.bcli.org/ccel)

#### **Canadian Mortgage and Housing Corporation**

Website: [www.cmhc-schl.gc.ca/en/](http://www.cmhc-schl.gc.ca/en/)

#### **Canadian Movement Disorder Group – Caregiver/Partner Supports**

Website: <http://cmdg.org>

#### **Healthy Child Manitoba**

Phone: 204-945-2266 or toll free: 1-888-848-0140

Email: [healthychild@gov.mb.ca](mailto:healthychild@gov.mb.ca) Website: [www.manitoba.ca/healthychild](http://www.manitoba.ca/healthychild)

#### **Manitoba Families: Financial Benefits and Assistance**

Website: [www.manitoba.ca/fs/financial\\_benefits.html](http://www.manitoba.ca/fs/financial_benefits.html)

#### **Parenting on Your Own: a Handbook for One-Parent Families**

Website: [www.manitoba.ca/msw/publications/parenting.html](http://www.manitoba.ca/msw/publications/parenting.html)

#### **Responding to Stressful Events: Self-Care for Caregivers**

Website: [www.canada.ca/en/public-health/services/reports-publications/responding-stressful-events.html](http://www.canada.ca/en/public-health/services/reports-publications/responding-stressful-events.html)

