LIVING IN MANITOBA:  
A RESOURCE GUIDE FOR  
WOMEN WITH DISABILITIES
Table of Contents

Minister’s Message.................................................. 1
Introduction.................................................................... 3

EDUCATION AND TRAINING

• Literacy and Adult Learning Centres ........... 6
• Disabilities Services Offices at Post Secondary Institutions ......................... 7
• Student Grants, Bursaries and Loans...... 8
  - Bursaries and Loans........................................ 8
  - Grants for Students with Disabilities ....................... 9
  - Facts about Student Grants, Bursaries and Loans................................. 10
  - ACCESS Programs in Manitoba.......... 10
• Pre-Employment and Employment Training ........................................... 11
  - Vocational Rehabilitation Program ..... 11
  - Vocational Rehabilitation Program- Self-Directed Option ...................... 14

EMPLOYMENT AND VOLUNTEERING

• Employment......................................................... 15
• Career Planning .................................................. 16
– Employment Programs and Services for People with Disabilities (Manitoba Entrepreneurship, Training and Trade) .................................................. 17
– The Career Assistance Program for Persons with a Disability............... 18
• Self-Employment for Women with Disabilities.......................................................... 19
  – Entrepreneurs with Disabilities Program (Winnipeg) .................................................. 20
  – Entrepreneurs with Disabilities Program (Rural and Northern Manitoba)........... 21
• Returning to Work with a Disability (work related).................................................. 22
  – Workers Compensation System ........ 23
• Returning to Work with a Disability (not work-related) ................................. 24
  – Employee Assistance Programs in the Workplace .............................................. 24
  – Canada Pension Plan Disability Vocational Rehabilitation Program ....... 25
• Volunteering.............................................................. 26
  – Supports for People with Disabilities Who Volunteer................................. 26
  – What do You Need to Know about Volunteering? ........................................... 27
  – Contacting the Organization ................. 29
INCOME BENEFIT PROGRAMS

- Employment and Income Assistance Programs .................................................. 30
  - Employment and Income Assistance Financial Subsidy ............................. 31
  - Employment and Income Assistance Finding Work ...................................... 32
  - The Rewarding Work Health Plan Benefits ................................................. 32
  - The Get Started Benefit ............................................................................. 32
  - Employment and Income Assistance for Persons with Disabilities ............ 32
- Manitoba Shelter Benefit for Persons with a Disability ............................. 34
- Canada Pension Plan Disability Benefits ............................................... 36
- Veterans Disability Pension ................................................................. 37
- Other Disability Benefits ................................................................. 38

HEALTH AND WELL-BEING

- Medical Rights and Responsibilities ...... 40
- Be Open About Your Disability .......... 40
- Eating Well ................................................................. 41
- Shopping for Food and Health Care Items .................................................. 42
- Meal Delivery Services ................................................. 43
<table>
<thead>
<tr>
<th>Chapter</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCESS Health Resource Centres</td>
<td>44</td>
</tr>
<tr>
<td>Community Health Centres</td>
<td>47</td>
</tr>
<tr>
<td>Home Care</td>
<td>47</td>
</tr>
<tr>
<td>- Applying for Home Care</td>
<td>48</td>
</tr>
<tr>
<td>- Appealing a Home Care Decision</td>
<td>50</td>
</tr>
<tr>
<td>- Self-Managed or Family-Managed Home Care</td>
<td>50</td>
</tr>
<tr>
<td>Finding a Family Doctor</td>
<td>51</td>
</tr>
<tr>
<td>General Health Information and Professional Advice</td>
<td>52</td>
</tr>
<tr>
<td>- Health Links- Info Santé</td>
<td>52</td>
</tr>
<tr>
<td>Mental Health</td>
<td>54</td>
</tr>
<tr>
<td>Self-Care</td>
<td>55</td>
</tr>
<tr>
<td>Mental Health Support Services</td>
<td>57</td>
</tr>
<tr>
<td>- Other Mental Health Support Services in Manitoba</td>
<td>59</td>
</tr>
<tr>
<td>Seeing a Psychiatrist</td>
<td>59</td>
</tr>
<tr>
<td>Seeing a Psychologist</td>
<td>60</td>
</tr>
<tr>
<td>Community Mental Health Services</td>
<td>60</td>
</tr>
<tr>
<td>Supported Living</td>
<td>63</td>
</tr>
<tr>
<td>- Manitoba Supported Living Program</td>
<td>63</td>
</tr>
<tr>
<td>- Group (Peer) Support</td>
<td>64</td>
</tr>
<tr>
<td>Sexual and Reproductive Health</td>
<td>67</td>
</tr>
<tr>
<td>Accessible Services for Breast Screening and Pap Tests</td>
<td>70</td>
</tr>
</tbody>
</table>
• Aging with a Disability ................................. 72
• Prevention of Secondary Disabilities ...... 72
• Caregiving................................................... 73
• Making Healthcare Decisions ............... 74
  – Health Care Directive ......................... 76
• Being prepared in an Emergency .......... 77
  – Where to get an Emergency
    Response Information Kit ................... 78
  – Emergency Information for Seniors .... 79

HUMAN RIGHTS
• Your Rights............................................ 80
• Laws Based on Disability and Gender.... 81
  – The Canadian Charter of Rights and
    Freedoms ............................................. 81
  – The Manitoba Human Rights Code .... 82
  – What The Code Means for You ......... 82
• Reasonable Accommodation .............. 84
• Undue Hardship..................................... 85
• What to Do if You are Discriminated
  Against? .................................................. 85
• Workplace Accommodations .............. 86
• The Vulnerable Persons Living with a
  Mental Disability Act .............................. 86
• The Mental Health Act of Manitoba ....... 88
• The Protection of Persons in Care Act ... 88
• Advocacy and Citizenship .............................. 89
• Legal Services ............................................ 90
• Voting .......................................................... 91
  – Elections Canada ....................................... 91
  – Elections Manitoba ................................... 92

VIOLENCE AND ABUSE
• Your Right to Live Free from Violence and Abuse ........................................ 94
• What to Do if You are Being Abused .......................... 95
• Types of Abuse ............................................. 96
• Getting Help and Protecting Yourself ........................... 97
• Women’s Shelters in Manitoba .............................. 99
• Second Stage Housing ...................................... 100
• Services for Older Adults in Abusive Situations .................... 101

TOOLS FOR INDEPENDENT LIVING
• Assistive Technology Devices ......................... 104
• Manitoba Health Funding for Assistive Devices ........................................ 105
• Wheelchairs and Mobility Devices .................. 106
• Speech, Hearing and Communication Devices ...................................... 107
• Sign Language Interpreters ............................... 108
• Assistance for People Who are Blind or Partially Sighted ........................................ 109
• Occupational Therapists ................................. 109
• Service Dogs ............................................. 110
• Grants/Funding for Assistive Technology Devices for Employment .................. 112
• Grants from Non-profit Organizations for Assistive Technology Devices .......... 112
• Speech Reading and Sign Language Classes ...................................................... 114
• Assistance with Furnishings and Daily Living Aids ........................................ 115
• Money Management ...................................... 116
  – Help with Savings ..................................... 117
  – Help with Asset Management ..................... 119

PARENTING AND FAMILY LIFE
• Supports for Pregnancy, Childbirth and Parenting ............................................. 122
  – Midwifery ..................................................... 122
  – Healthy Child Manitoba .............................. 123
• Adoption ......................................................... 123
• Parenting With a Disability ......................... 124
• Child Care ...................................................... 125
  – Types of Childcare Centres .................... 126
  – Types of Childcare Homes .................... 127
• Childcare Subsidies............................ 128
  – Childcare Website ......................... 128
  – Childcare Subsidy Appeals.............. 129
• Separation and Divorce ....................... 129
  – Family Conciliation ....................... 130
  – The Divorce Guide for Manitoba....... 132
  – Family Law in Manitoba................ 132
  – Collaborative Family Law .............. 132
  – Legal Aid Manitoba – Pilot Project.... 133
  – Court Ordered Assessments ............ 134
  – Maintenance Enforcement Program.... 134
  – Parenting on Your Own Handbook... 135

HOUSING
• Importance of Housing....................... 136
• Choosing Housing That Meets Your Needs........................................ 137
• Manitoba Housing............................. 138
  – Residential Tenancies Branch........ 138
• Independent Tenant Advisor Office ..... 139
• Making Changes to your Home .......... 140
• Financial Assistance for Home Repairs
  and Modifications........................... 141
• Other Housing Options ...................... 144
  – Housing for Persons with Dementia and
    Early Stages of Alzheimers Disease.. 144
– Independent Living ........................... 144
– Supported Living Program ............ 146
– Seniors Housing ............................. 146

TRANSPORTATION AND TRAVEL

• Importance of Transportation Options .. 148
• Manitoba Parking Permit Program...... 149
• Transportation Services.................... 150
  – Winnipeg Public Transit Buses ....... 150
  – Handi-Transit (Winnipeg) .............. 151
  – If Your Handi-Transit Application is Denied ........................................... 152
  – City of Brandon Handi-Transit ....... 153
  – Handi-Transit in Rural Manitoba ...... 153
• Travel Outside Manitoba ................. 153
  – Canadian Transportation Agency .... 153
  – Plan Ahead for Travel .................... 154
  – To File A Complaint .......................... 154
  – Canadian Transportation Agency – Resources ............................................. 154
• Public Bus Service - Greyhound ....... 155
• Travelling Outside Canada .............. 156
RECREATION AND LEISURE

• Libraries .......................................................... 158
  – Winnipeg Public Library ............................. 159
  – What You Need to Know ......................... 159
  – Library Services for Persons with
    Special Needs .......................................... 160
  – Library Services in Rural Manitoba ....... 161
  – CNIB Library ........................................... 162

• Outdoor Activities ........................................... 162
  – Manitoba Provincial Parks ..................... 162
  – Accessible Campsites .............................. 163
  – What is a Yurt? ....................................... 163
  – Accessible Yurts and Cabins .................. 163
  – Interpretative Signs ............................... 164
  – Fishing .................................................... 164
  – Trails ...................................................... 165

• Adapted Sports .............................................. 166

• City of Winnipeg Leisure Guide .......... 168

• Regional and Recreation Services
  Branches in Manitoba ............................... 169

RESOURCES ................................................................ 171
It is my pleasure to introduce you to the first edition of *Living in Manitoba: A Resource Guide for Women with Disabilities*. As Minister responsible for both the Status of Women and Persons with Disabilities, I hope the information in this guide reflects issues affecting your lives today and your dreams for tomorrow.

Manitoba Status of Women has worked closely with the Disabilities Issues Office to develop this guide. I want to thank members of the Women with Disabilities Advisory Committee, whose experiences and wisdom guided us in creating this timely and broad-based guide.

As a woman living with a disability, I understand and share many of the challenges you face daily. I also know there are many opportunities for us to achieve our goals and serve our community. Sometimes, a lack of information is the most significant barrier to accessing these opportunities. This guide can help break down that barrier by providing detailed information and contacts to help you move forward.

The Manitoba government is committed to developing our policies and programs to meet the needs of people with disabilities. Because the
disability experience has added challenges for women, gender issues also play an important role in the process.

Through this guide, the Manitoba government and Manitoba Status of Women hope to bring our province closer to the ultimate goal – full citizenship for all.

Jennifer Howard
Minister of Labour and Immigration
Minister charged with the Administration of The Workers Compensation Act
Minister responsible for the Status of Women
Minister responsible for Persons with Disabilities
Statistics show many of us will experience a disability, either temporary or permanent, over the course of our lives.

Each woman experiences disability differently, whether it’s a physical barrier, learning disability, mental health issue, or something else. Some have ongoing needs. Others experience episodes of disability, so their needs change from time to time.

Despite the social and physical barriers people with disabilities face, they can lead full and satisfying lives. While there can be obstacles, a first step to overcoming challenges is finding what resources are available.

This guide is designed to provide information and contacts for all Manitoba women with disabilities. But it’s crucial to remember you are an expert on your own requirements, wants and dreams, and this may involve teaching others (family, friends, support groups and organizations) how best to meet your unique needs.

There are many programs and services committed to improving the lives of people with disabilities. The more you know about the options
available to you, the more informed your choices can become. It is helpful to remember to:

- ask for what you need – be specific
- be persistent – don’t give up until you’ve received some kind of response
- be as self-reliant as possible. This might include teaching others how to support you in getting your needs met

The resource section at the end of this guide lists more programs and services for Manitobans with disabilities. If you have questions, or suggestions for future guides, please contact:

**Manitoba Status of Women**
409-401 York Ave.
Winnipeg MB R3C 0P8
Phone: 204-945-6281 (in Winnipeg)
Toll free: 1-800-263-0234
Website: www.manitoba.ca/msw

**Manitoba Disabilities Issues Office**
Room 630-240 Graham Avenue
Winnipeg MB R3C 0J7
Phone: 204-945-7613 (in Winnipeg)
TTY: 204-948-2901
Website: www.gov.mb.ca/dio/

**Note:** This guide is also available in different formats upon request.
Accessing education or training will help you participate more fully in society. Statistics show that education rates for people with disabilities are rising, but there is still work to be done to remove a number of these barriers (ex: physical, financial, attitude-based).
Access to education and training provides women with more opportunities for employment and income to support themselves. Statistics show that women with disabilities are more likely to pursue a degree or a diploma, as opposed to men.

Manitoba offers excellent programs and services for both formal education and training. Check what is available in your community.

**Literacy and Adult Learning Centres**

Adult Learning and Literacy (ALL) is responsible for delivering adult education programs through adult learning centres and adult literacy programs in Manitoba. ALL can help you:

- improve your day-to-day reading and math skills
- earn high-school credits
- get a high school diploma
- prepare for college or university
- get a meaningful job

For more information on Adult Learning and Literacy, including opportunities for people with disabilities, contact the LEARN Line:

Phone: 204-947-5757 (in Winnipeg)
Toll free: 1-866-947-5757 (in Manitoba)
Disabilities Services Offices at Post Secondary Institutions

Most post secondary institutions offer supports for people with disabilities. These supports can help you get the most out of your educational experience by providing you with equal access to services and programs while attending class or studying.

Examples of supports can include:
- different ways of taking tests
- relocation of classes
- educational aids
- readers or sign-language interpreters

Contact the Disabilities Services Office of the post secondary institution you’re considering to find out the specific supports they provide. Search out supports that suit your individual needs and apply for these supports before you begin school.

See the resource section (at the end of this guide) for more information on Manitoba post secondary schools and support services available for students with disabilities.
Student Grants, Bursaries and Loans

Students with disabilities are eligible for the same grants, bursaries and loans as students without disabilities. Both the federal and provincial governments provide student funding.

Bursaries and Loans

If you are attending school in Manitoba and want to apply for federal or provincial funding, contact:

**Manitoba Student Aid**
401-1181 Portage Ave.
Winnipeg MB R3G 0T3
Phone: 204-945-6321
Toll free: 1-800-204-1685
TTY: 204-945-8483
TTY 1-866-209-0696 (outside Manitoba)
Website: www.gov.mb.ca/educate/sfa/

For more sources of student funding – bursaries, student loans and scholarships (for all students) – visit www.gov.mb.ca/opportunities/education

For more funding assistance for post secondary students with disabilities, visit www.disabilityawards.ca. (This site is sponsored by the National Educational Association of Disabled Students [NEADS].)
Grants for Students with Disabilities

If you have a disability, you are also eligible for these two non-repayable grants:

The Access Grant for Students with Permanent Disabilities
• up to $2,000 a year
• for full and part time students

To be considered for this grant, you must apply for, and be eligible to receive, a Canada student loan. Because there is no separate application for this grant, you must include proof of your permanent disability with your student loan application. Proof can include a medical certificate, a learning disability assessment or proof of receipt of federal and/or provincial disability insurance.

The Study Grant for the Accommodation of Students with Permanent Disabilities
• up to $8,000 a year
• for full and part time students

This grant is for exceptional education costs, such as tutors, interpreters or technical aids, which may not be covered by the school you want to attend. To qualify, you must apply for, and be eligible to receive, a Canada Student Loan.
You must complete and send a separate application form for the grant. Contact the Manitoba Student Aid Office to apply for your student loan and to receive the application form for the services study grant.

**Facts about Student Grants, Bursaries and Loans**

If you qualify for a student loan, you must start paying it back six months after you stop being a full time student. However, if you have a disability, you will get some flexibility on eligibility requirements and repayment terms.

To qualify for bursaries or grants, you must meet certain criteria, such as family income or place of residence (ex: northern Manitoba). Bursaries and grants do not have to be paid back.

**ACCESS Programs in Manitoba**

ACCESS programs provide financial support to students from under-represented groups who qualify for funding to go to college or university in Manitoba. For more information, contact the Access Program Office of the school you want to attend.
Pre-Employment and Employment Training

Pre-employment and employment training can help people with disabilities learn new skills, gain experience in the workplace and prepare for future employment.

Vocational Rehabilitation Program

Manitoba Family Services and Consumer Affairs’ Vocational Rehabilitation Program offers a wide range of employment support services to help adults with disabilities prepare for, get and maintain employment.

Services include:

• vocational counselling – exploration of employment/career goals based on the person’s interests, abilities and skills

• assessment – specialized assessments to help find suitable employment choices and supports

• vocational planning – individual review of each person’s unique training or employment needs. (This may involve a one-time service, or a multi-year training plan that includes a variety of supports.)

• vocational training – specific job development, post-secondary courses or other adult education
• support services – supports for dealing with barriers to employment. (These can include supported employment, disability-related education expenses, sign language interpreting, technical equipment or building or vehicle alterations.)

• direct employment services – support services for getting and/or maintaining employment. (Services may include help with job searches, resume preparations, contacts with job placement agencies, job referrals and on-the-job training.)

Am I eligible?
To be eligible for Vocational Rehabilitation Services, you must be:
• a resident of Manitoba with a mental, psychiatric, learning or physical disability
• 16 years of age or older
• legally entitled to work in Manitoba, and show a willingness to prepare for, get and maintain employment

Your application must include proof of your disability, diagnosed or assessed by an appropriate professional.
Where to apply:

People with mental, psychiatric or learning disabilities receive services from Manitoba Family Services and Consumer Affairs. Visit the website at www.gov.mb.ca/fs/pwd/voc_rehab. for regional information on where to apply.

Other contacts are:

TTY: 204-945-4796
Toll free:1-800-855-0511 (Manitoba Relay Service)

People with physical disabilities receive services through one of these three agencies:

If you have a visual disability (blindness, partial blindness), contact:

**CNIB**
Manitoba Division
1080 Portage Ave.
Winnipeg MB R3G 3M3
Phone: 204-774-5421 (in Winnipeg)
Toll free: 1-800-552-4893
TTY Deaf Access Line: 204-775-9802

If you have a spinal cord injury, contact:

**Canadian Paraplegic Association (CPA)**
Manitoba Division
825 Sherbrook St.
Winnipeg MB R3A 1M5
Phone: 204-786-4753 (in Winnipeg)
Toll free: 1-800-720-4933  
Website: www.cpamanitoba.ca

If you have any other physical disabilities (including those who are deaf or hard of hearing), contact:

**Society for Manitobans with Disabilities (SMD)**  
825 Sherbrook St.  
Winnipeg MB R3A 1M5  
Phone: 204-975-3010 (in Winnipeg)  
Toll free: 1-866-282-8041  
TTY Deaf Access: 204-975-3012  
TTY Toll free: 1-800-225-9108  
TTY Deaf Services: 975-3083  
Website: www.smd.mb.ca

**Vocational Rehabilitation Program – Self Directed Option**

This option gives eligible applicants (who need very little or no support) the opportunity to prepare and manage their own vocational plans.  
For more information, contact:

**Manitoba Family Services and Consumer Affairs**  
119-114 Garry Street  
Winnipeg MB R3C 4V4  
Phone: 204-945-1290 (in Winnipeg)
Employment

Employment offers an opportunity for financial stability and personal fulfillment, and is a priority for many women with disabilities. A number of factors may determine whether you can work, and if you can work full or part time.
If you’re looking for a job for the first time, or returning to work, it’s important to consider your:

- skills and experiences
- level of education and training
- attitude
- readiness for work
- personal skills (ex: decision-making, ability to adjust to new surroundings or handle difficult situations)
- support system (ex: family, friends)
- child care needs
- needs for workplace supports or other adjustments in your surroundings that will allow you to do your job

Career Planning

Career planning is usually a lifelong process.

Here are some questions you might ask yourself:

- Am I prepared to look for a job? If not, what are my challenges and how can I overcome them?
- What are my abilities, strengths and assets? What career do I want to pursue? What is realistic?
- Do I want to be self-employed, or work for someone else?
There are a number of organizations and government programs that can help you through this process.

**Employment Programs and Services for People with Disabilities (Manitoba Entrepreneurship, Training and Trade - ETT)**

ETT offers many employment programs and services province-wide for people with disabilities. The website below provides a guide to the programs and services available. It tells you what each program is about, who is eligible, and the contact information.

Website: www.gov.mb.ca/ctt/pdfs/disabilities_guide.pdf

Contact: **Manitoba Entrepreneurship, Training and Trade** for services in your area:
Phone: 204-984-2272 (in Winnipeg)
Toll free: 1-800-665-2019
TTY: 1-800-457-8466

This guide is available in alternate formats upon request.
The Career Assistance Program for Persons with a Disability

This program gives people with disabilities the opportunity to advance in the Manitoba Civil Service. Your position will depend on your career interests, job skills and current employment opportunities in government. Reasonable changes in the workplace will be made to meet your needs.

If you are successful, you’ll be placed in a term position at a classification and salary level suitable for the duties and responsibilities of the job.
While there is no guarantee of regular employment at the end of a placement, many past participants have gone on to lead successful careers in the civil service.

**Note:** Resumes are kept on file for six months.

Am I eligible?

To be eligible for the program you must have:

- a disability and be willing to self-identify as a person with a disability
- qualifications necessary for a position in the civil service

For more information, contact:

**Manitoba Civil Service Commission**
935 -155 Carlton St.
Winnipeg MB R3C 3H8
Phone: 204-945-2332 (in Winnipeg)
Toll free: 1-800-282-8069 (ext. 2332)
Website: www.manitoba.ca/csc

**Self-Employment for Women with Disabilities**

Owning your own business is never easy. However, some women find this a great opportunity to:

- support themselves financially
• work in personal surroundings that meet their needs
• choose the type of work they want to do

Many women run their businesses from their homes instead of public office space. Advantages include:
• no need for transportation to and from an office
• ability to choose working hours, including rest breaks
• lower costs of running a business
• possible tax breaks

As a woman business owner, you may face challenges such as:
• limited finances to start your business
• difficulty in reaching your customers

Is self-employment for you?
There are government programs to help you decide whether owning a business is right for you.

Entrepreneurs with Disabilities Program (Winnipeg)
This is a federal government program delivered through the Independent Living Resource Centre in Winnipeg. It offers business services and loans to Manitobans with disabilities, or health
conditions, who have viable business ideas. For more information, contact:

**Entrepreneurs with Disabilities Program (Winnipeg)**
311A-393 Portage Ave.
Winnipeg MB R3B 3H6
Phone/ TTY: 204-947-0194 (in Winnipeg)
Toll free/TTY: 1-800-663-3043
Website: www.ilrc.mb.ca

**Entrepreneurs with Disabilities Program (Rural and Northern Manitoba)**
This is a federal government program delivered through Community Futures Manitoba in locations across the province. It offers business services and loans to Manitobans with disabilities, or health conditions, who have viable business ideas. For more information, contact:

**Community Futures Manitoba**
559-167 Lombard Avenue
Winnipeg MB R3B 0V3
Phone: 204-943-2905 ext.4
Toll free: 1-800-665-2019
TTY: 1-800-457-8466
Website: www.cfmanitoba.ca

When you call, ask for the Entrepreneurs with Disabilities Program in rural and northern Manitoba.
Returning to Work with a Disability (work-related)

Returning to work after a disability-related leave or workplace injury is a process that usually starts in the workplace. It’s important that you and your employer work together.

According to the Workers Compensation Board (WCB) of Manitoba, before returning to work after a workplace injury, you should:

- get the health care services you need to help you recover
- start planning for your return to work

Returning to work as soon as it is safe, and physically and mentally possible, can help you recover. Usually your employer organizes your return-to-work process with you and your doctor/health care provider. Your union and/or occupational health and safety committee representative may also be included, along with your WCB worker.

Your return-to-work (RTW) plan is based on:

- the recommendations of your doctor or health care provider
- what you are able to do when you return to work
For more information, contact the Workers Compensation Board of Manitoba (contact information below).

**Workers Compensation System**

This is a provincial program that provides financial compensation to workers hurt on the job. If you are injured at work, you are entitled to receive the health care treatments you need at no cost.

If you are unable to return to work because of your injury, you may be eligible for return-to-work (RTA) programs to help with your return to the job.

For more information contact:

**The Workers Compensation Board of Manitoba**

333 Broadway
Winnipeg MB R3C 4W3
Phone: 204-954-4100 (in Winnipeg)
Toll free: 1-800-362-3340
Website: www.wcb.mb.ca
Returning to Work with a Disability (not work-related)

If you are returning to work with a disability unconnected to your work conditions, your return to work still follows a similar process.

You should work with your employer and doctor/professional health provider to make sure that your work capabilities and limitations are considered. Your union representative could also be involved, but not Workers Compensation.

For more information on returning to work, talk to someone in the human resources department where you work. You could also contact one of the community organizations that provide support for persons with disabilities. The resource section at the end of this guide has a list of some organizations under human rights.

Employee Assistance Programs in the Workplace

Some workplaces have employee assistance programs (EAP) that support their employees through challenging and difficult life experiences. These can be personal or work related occurrences.

Professional services offered under an EAP can include many services such as work related
consultations, counselling and referrals to outside programs like addictions treatment.

Contact your human resources department for more information. Or if you have a private health care plan, call them to see if you have coverage for these services.

**Canada Pension Plan (CPP) Disability Vocational Rehabilitation Program**

This federal government program gives people receiving Canada Pension disability benefits the chance to return to work through a vocational rehabilitation program supported by their doctors. It’s for adults who contributed to CPP while working in Canada.

Those participating in this program will still get their regular CPP disability benefits:
• during the upgrading and retraining process
• while looking for a job

If you find a job, the CPP disability benefit will continue for your first three months of work. If you don’t find a job, you’ll need to discuss your next steps, and your benefits, with your case specialist.
Contact:
Canada Pension Plan (CPP) Disability Vocational Rehabilitation Program
Human Resources and Skills Development Canada
Toll free: 1-800-277-9914
TTY: 1-800-255-4786
Website: www.servicecanada.gc.ca

Volunteering
Manitobans are known for their volunteer work. While you don`t earn money volunteering, you do get the satisfaction of contributing to your community, while learning new skills, meeting people and gaining valuable work experience.

Supports for People with Disabilities Who Volunteer
Manitoba Government Rewarding Volunteer Benefit Program
People with disabilities who receive Employment and Income Assistance (EIA), and do volunteer work are entitled to extra money each month. The financial benefit encourages and rewards volunteering and covers some costs. It can also help people with disabilities gain skills and work experience.
For more information, find an EIA office in your area by calling:

**Employment and Income Assistance Community Service Delivery**
119-114 Garry Street
Winnipeg MB R3C 4V7
Phone: 204-945-2177 (in Winnipeg)
TTY: 204-945-4761
Toll free: 1-800-855-0511
(Toll free TTY-Manitoba Relay Service)
Website: www.gov.mb.ca/fs/misc/loc

**What do You Need to Know About Volunteering?**
There are many places to volunteer. Before contacting a place, ask yourself these questions:

- What are your interests and skills?
- What can you contribute to the volunteer experience?
- What accommodations do you need to perform your duties as a volunteer?
- Does the volunteer opportunity require that you drive or own a vehicle?
- What transportation arrangements might you need to get to and from the volunteer site?
- How much time do you have?
Examples of places people can volunteer include:
• organizations serving people with disabilities
• religious organizations
• hospitals, nursing homes, health organizations
• social service agencies
• local cultural groups
• sports organizations
• schools, including your children’s school
• libraries
• animal shelters
• food banks

A good place to start is Volunteer Manitoba (contact information below). As well, talk to friends or family to see if they know of a place that needs volunteers. You should also check out the Volunteers Needed section in your local newspaper.

Volunteer Manitoba
Volunteer Manitoba provides information and training to volunteers and can help you find volunteer opportunities.
Contact:
410-5 Donald St.
Winnipeg MB R3L 2T4
Phone: 204-477-5180 (in Winnipeg)
Toll free: 1-888-922-4545
Website: www.volunteermanitoba.ca

Contacting the Organization

Once you find a place that interests you, call or email them to get more information. This will help you decide if the volunteer job is right for you. Ask the organization what opportunities are available, if they offer training and if they could accommodate your support needs.

The organization will want to meet you before you begin volunteering. At this first meeting, you can also ask questions about the organization and who they support.

The resource section (at the end of the guide) has more information on employment and volunteering.
Income Benefit Programs

Employment and Income Assistance Programs

Some women with disabilities find it too hard to get and keep a paying job because of ongoing health problems, barriers in the workplace and lack of needed supports. When living on a low income, you may need more financial help to pay for basic human needs, like food, clothing, and shelter.
Government income support programs can help with your daily living costs. When applying for income support, you or your doctor may need to fill out forms describing your disability and why you qualify for the benefit.

**Employment and Income Assistance (EIA) – Financial Subsidy**

EIA is a monthly payment sent by the Manitoba government to adults who need help to meet basic personal and family needs, such as:

- food and clothing
- shelter and utilities
- transportation to medical appointments
- some health-related costs
Employment and Income Assistance (EIA) – Finding Work

EIA also runs programs to help people with disabilities find work and live independently.

The Rewarding Work Health Plan Benefits

This program extends drug, dental and optical benefits for up to two years for people with disabilities who move from EIA to paid work.

The Get Started Benefit

This program gives people with disabilities one-time payments of $325 to encourage them to find work, and to help with job-related costs.

Employment and Income Assistance (EIA) for Persons with Disabilities

This additional financial subsidy is paid monthly by the Manitoba government to adults with disabilities who already receive regular EIA benefits.

The extra income is to help pay for added costs of living with a disability in the community. Funding may also be provided for things like wheelchair transportation, basic phone rental and coin laundry.
You are eligible for this assistance if you:
• have a physical or intellectual disability
• are receiving EIA benefits
• don’t have enough money to pay for basic needs (ex: food, shelter, clothing, utilities, transportation to medical appointments, health costs)

You are not eligible if you:
• receive money from any other source
• have someone else paying your bills (ex: pension benefits, income-in-kind, a sponsor)

EIA participants with disabilities can save money without affecting their benefits in the following ways:
• They can save up to $200,000 through the Federal Registered Disability Savings Plan
• They may receive up to $500 per month from families or others
• EIA liquid asset exemptions for people with disabilities have been increased to up to $4,000 a person to a family maximum of $16,000
For information on any Manitoba government income support programs, contact:

**Employment and Income Assistance**
Community Service Delivery
119 -114 Garry St.
Winnipeg MB R3C 4V7
Phone: 204-945-2177
TTY: 204-945-4761
Phone: 1-800-855-0511
(Toll free TTY- Manitoba Relay Service)
Website: www.gov.mb.ca/fs/assistance/eia

**Manitoba Shelter Benefit (MSB) for Persons with a Disability**

This financial subsidy is paid monthly by the Manitoba government to help pay rent for low-income seniors, people with disabilities, families and some people receiving income assistance.

You are eligible for the MSB if you:
• have a disability
• rent in the private market
• spend a large portion of your income on rent

You are **not** eligible if you:
• rent from Manitoba Housing
• receive any other financial subsidy to pay for your housing costs
You may qualify for a different financial benefit if you receive EIA, pay rent and if you or your spouse/common-law partner has a disability. For more information, please talk to your EIA worker, or contact:

**Provincial Services**
Manitoba Family Services and Consumer Affairs
102-114 Garry St.
Winnipeg MB R3C 1G1
Phone: 204-945-2197 (in Winnipeg)
Toll free: 1-877-587-6224
TTY: 204-948-3698
Canada Pension Plan Disability (CPP) Benefits

This financial subsidy is paid monthly by the federal government to adults who contributed to the Canadian Pension Plan (CPP) while working in Canada.

You are eligible for this benefit if you:
- have a severe, ongoing disability that often prevents you from doing any type of work
- have worked in the past and made the required contributions to the CPP plan
- are under 64 years of age and have been employed or self-employed in Canada

You can work part time and earn up to $4,800 a year, and still collect this benefit. (This amount changes annually, so check to ensure you have the correct amount.)

The payments stop:
- if you are able to return to work and earn more than $4,800 a year
- when you turn 65 (although it will automatically change to a CPP retirement pension)
- upon your death
The CPP disability benefit also provides monthly payments to dependent children of contributors with disabilities.

To receive CPP disability benefits, you must apply for them in writing. Find out how to apply and what forms you need by contacting:

**Service Canada**
Toll free: 1-800-277-9914
TTY: 1-800-255-4786
Website: www.servicecanada.gc.ca

**Veterans Disability Pension (VDP)**
This federal monthly pension offers disability benefits to eligible veterans, serving and previous members of the Canadian Forces and the RCMP, their spouses and dependents.

Your eligibility depends on your service and the nature of your disability. For more information, contact:

**Veterans Disability Pension Program (VDP)**
Toll free: 1-866-522-2122 (English)
1-866-522-2022 (French)
Other Disability Benefits

You may want to look into other benefits, such as:
• Registered Disability Savings Plan (RDSP)
• Canada Disability Savings Grant
• Canada Disability Savings Bond
• Disability Tax Credit
• Refundable Medical Expense Supplement
• Disability Supports Deduction
• Individual Development Account (IDA) Program

See the resource section (at the end of the guide) for more information on Income Benefit Programs.
To remain independent and an active part of your community, it’s important to make healthy choices every day. This includes finding health care services and providers that are accessible, inclusive and support your well-being.
Medical Rights and Responsibilities

As a Manitoba resident and a woman with a disability, you have important health care rights and responsibilities.

You have a right to:

• ask questions and get answers about your health
• choose your own health care providers (ex: family doctor)
• agree or disagree with your doctor
• refuse the treatment recommended by your doctor
• go to a different doctor if not satisfied with your current one
• have your medical file kept confidential and not shared with others unless you allow it
• refuse sexual touching by your health care provider

Be Open About Your Disability

It’s important, when dealing with health care professionals, to state upfront that you are a woman with a disability. They need to have this information so they are better prepared to provide the help you need.
It’s also important to take an active role in your care. Talk openly with your doctor, ask questions and state your concerns.

**Eating Well**

To maintain your health, it is important to make healthy food choices. As a woman with a disability, you may face challenges like limited income, access to grocery stores and difficulty preparing food (because of mobility issues).

Living on a limited income may make it harder to buy healthy foods like fruits and vegetables. Some options to look at are:

• getting together with friends and neighbours to buy some food items in bulk

• joining a local community kitchen where people gather in a common space to cook together, exchange recipes and share the cost of ingredients

**Note:** Community kitchens can be a good way to learn how to shop for healthy foods and stretch your food dollar. Community kitchens can sometimes be found in family resource facilities or local community centres.
Good Food Club

Another option in Winnipeg is the Good Food Club. Many low-income, inner-city residents become members to help themselves by farming, cooking and sharing food together. Members “work” for their food by volunteering in exchange for sweat equity points. Contact:

608 Broadway
Winnipeg MB  R3C 0W8
Phone: 204-774-7201 (ext. 6)

Shopping for Food and Health Care Items

Sometimes shopping has its own challenges like reaching for products on high shelves or coping with crowds. Some options to lessen these challenges include:

• find grocery stores and/or pharmacies that deliver

• check your area for stores with designated services for customers with disabilities.
(Phone them to find out what they can offer you, or call the manager before you come to ask for assistance when you arrive.)
Meal Delivery Services

Cooking takes a lot of time and energy and sometimes preparing food is hard to manage when you have a disability. If you can afford it, using meal delivery services can be a good solution.

Contacts:

**Meals on Wheels of Winnipeg, Inc.**
500-283 Portage Ave.
Winnipeg MB R3B 2B5
Phone: 204-956-7711 (in Winnipeg)
Website: www.mealswinnipeg.com
Cost: $5.00 (hot meal)
$3.50 (extra-cold evening meal)

**Meals on Wheels Brandon**
241- 8 St.
Brandon MB R7A 3X2
Phone: 204-727-6641
Cost: $7.00 per meal

**Rural Manitoba Meal Delivery Programs**
Contact: your regional health authority (RHA)
Cost: depends on supplier

See the resource section (at the end of the guide) under Health and Well-Being for RHA contact information.
ACCESS Health Resource Centres

ACCESS health resource centres combine programs from Manitoba Family Services and Consumer Affairs and the regional health authorities (RHAs) under one roof. Each ACCESS centre offers programs based on the specific needs of the community it’s located in.

There are three centres in Winnipeg and one in Brandon. Each has a primary care area with an accessible high/low examination bed, a Hoyer lift and a weigh scale.

Note: None of the centres have assistants to help you with preparing for a medical examination.
ACCESS River East
975 Henderson Highway
(Northdale Shopping Centre)
Winnipeg MB R2K 4L7
Phone: 204-938-5000 (in Winnipeg)

Services include:
• primary care
• programs to help families care for children with disabilities
• dieticians (provide nutrition advice and counselling)
• pre-natal classes and family planning
• maternal and child health services
• help with Employment Insurance (EI), Canada Pension Plan (CPP) Disability, etc.

ACCESS Transcona
845 Regent Ave. West
Winnipeg MB R2C 3A9
Phone: 204-938-5555 (in Winnipeg)

Services include:
• primary care
• dieticians (provide nutrition advice and counselling)
• pre-natal classes
• IV wound clinic
• drop-in counselling co-ordinated with KLINIC (Tuesdays: 12:00 p.m. to 7:00 p.m.)
• help with Employment Insurance (EI), Canada Pension Plan (CPP)

ACCESS Downtown
640 Main St.
Winnipeg MB R3B 0L8
Phone: 204-940-1626 (in Winnipeg)

Services include:
• primary care (including midwifery)
• dental services
• maternal and child health services
• healthy aging resources

ACCESS Brandon
20-7th St.
Brandon MB R7A 6M8
Phone: 204-578-4800
Website:
www.brandonrha.mb.ca/en/Access_Centre/

Hours of Operation: 11:00 a.m. to 7:00 p.m. (seven days a week) (closed on statutory holidays).
Community Health Centres

Teams of different health care providers work together offering medical services, home care, public health and mental health services to meet the needs of their communities. Some centres work in partnership with the communities they serve to help meet a wider range of needs, such as housing, education, employment and safe neighbourhoods.

To find a community health centre in your area, contact:
Phone: 204-287-8827 (in Winnipeg)
Toll free: 1-866-266-4636 (outside Winnipeg).

Home Care

Manitoba Health’s home care program provides supports/services to help you live independently, in your own home, for as long as possible. Home care is free, open to all Manitobans and is delivered through your local regional health authority (RHA).

Note: Your RHA is listed in the resource section at the end of this guide.
Applying for Home Care

If you want to apply for home care, you can ask for the service yourself, or have your family/support network or doctor ask on your behalf.

Applying for home care usually follows these steps:

• You call your local RHA and ask for home care - Intake. The staff there will do a 30-minute, pre-screen assessment with you over the phone, then forward your case to a home care office in your area.

• A case co-ordinator from your local home care office will contact you to set up a meeting with you and your family (or designated representative) to discuss your care needs and how best to meet them.

Your assessment will determine:

• if you are eligible for the program
• how you and your family/support network can best organize the help available to you
• how to access appropriate community resources
• what services you need from home care
Home care involves service workers coming to your home to provide care. Some common care services are:

- **personal care** – help with personal tasks (ex: getting in and out of bed, wheelchair transfers, bathing/showering, getting dressed)
- **home support** – preparing your meals, doing laundry and other basic household cleaning
- **health care** – receiving health care and education (nurse); learning new exercises or help in planning daily activities (specialist)
- **in-home relief** – providing respite for family/support network. (A service worker comes to your home for a certain period of time to give family members and the people they help, a break from each other.)
In some cases, home care will provide helpful devices like manual/electric beds, or floor stand lifts, for your home.

Home care does not have any back-up plans, if your worker can’t make it one day. You need to have your own back-up system, where family or friends are available, should this happen.

**Appealing a Home Care Decision**

If you don’t agree with the number of hours or the kinds of services home care is providing, you can appeal this decision through the Manitoba Health Appeal Board (MHAB). Contact:

**Manitoba Health Appeal Board**
102-500 Portage Ave.
Winnipeg MB R3C 3X1
Phone: 204-945-5408 (in Winnipeg)
Toll free: 1-866-744-3257

**Self-Managed or Family-Managed Home Care**

If you or your family is interested in managing and/or arranging your own care services, you can apply to this program. If you’re approved, you’ll receive direct funding from your RHA.
For more information on any of these home care programs, contact:

**Manitoba Home Care Program (Winnipeg)**
Phone: 204-920-2655
Website: www.wrha.mb.ca

**Outside Winnipeg:**
Call your local RHA or visit: www.gov.mb.ca/health/rha/map to find the contact information for your RHA.

**Finding a Family Doctor**

The advantage of having regular family doctors is that they know you and your health care concerns. Family doctors can also connect you to related services (ex: seeing a specialist, receiving physiotherapy).

It may not be easy to find a family doctor who is taking new patients. Finding a female family doctor will require even more effort. Sometimes family doctors will limit the number of new patients they take.

If you know the name and number of a female doctor, find out if she’s taking new patients. If there’s a wait list, ask how soon you could see the doctor if you were put on the wait list. Your family or friends may also be able to recommend someone.
Note: When you first contact a doctor, it’s important to reveal that you are a woman with a disability. All health professionals you deal with should have this information, so they are better prepared to provide the help and supports you need.

If you can’t find a doctor, the service listed below can connect you with family doctors who are accepting new patients. Information is provided in English and French. Contact:

Family Doctor Connection Line
(Monday to Friday: 8:30 a.m. - 4:30 p.m.)
Phone: 204-786-7111(in Winnipeg)
Toll free: 1-866-690-8260
TTY/TDD: 204-774-8618
Toll free: 1-800-855-0511 (Manitoba Relay Service)

General Health Information and Professional Advice

Health Links- Info Santé

If you need to call for advice and information if you or someone you know is sick and you don’t know what to do, nurses and referral specialists at Health Links – Info Santé can evaluate the symptoms and determine how quickly you need to get medical attention and where to go for care.
You should call Health Links when:

• your doctor’s office is closed and you’re not sure how to handle a non-emergency health problem

• you need information about a medication and your pharmacist isn’t available

• a loved one is diagnosed with an illness and you have questions

• you have a health-related concern
Contact:
**Health Links- Info Santé**
Phone: 204-788-8200 (In Winnipeg)
Toll free: 1-888-315-9257

**Note:** This phone line operates 24 hours a day, 7 days a week.

**Note:** Health Links is not for medical emergencies. In an emergency, call 911.

**Mental Health**

Many women will face anxiety or depression some time in their lives. According to the Canadian Mental Health Association, 20 per cent of Canadians will have a mental health illness.

Mental health problems range from mental stress and strain to biochemical disorders. Mental health is as important to our overall well-being as physical and spiritual health.

Manitoba’s mental health services include:

- promoting good mental health
- identifying mental illness early and providing support
- helping people live with mental health disorders
Self Care

As a woman, you can feel pulled in many directions by the obligations of daily life. You will also face other daily challenges because of your disability. Learning healthy ways to cope will make it easier to handle day-to-day stress and any tough times you face.

Self care is something most women with disabilities know about, but don’t always practise. Healthy ways of coping include:

• taking time each day to relax and unwind (ex: enjoying a cup of coffee, reading, listening to music)
• engaging in physical activity, which can relieve tension and boost your mood (Many adaptive exercises can be done right at home.)
• talking with people who don’t live in your home
• getting professional help through your doctor or a counsellor
• volunteering – it’s a great way to get involved and help others in need
Mental Health Support Services

Canadian Mental Health Association (CMHA)

The CMHA has three branches. They are located in Winnipeg, Brandon and Thompson.

Contacts:

Winnipeg Branch
432 Ellice Ave.
Winnipeg MB R3B 1Y4
Phone: 204-982-6100 (In Winnipeg)
Website: www.winnipeg.cmha.ca

Westman Branch
23 – 12th St.
Brandon MB R7A 4L6
Phone: 204-727-5425
Email: rcmha@mts.net

Thompson Branch
PO Box 456
43 Fox Bay
Thompson MB R8N 1N2
Phone: 204-677-6050
Website: www.thompson.cmha.ca
Mobile Crisis Service (24 hours)
If you are in crisis and need immediate medical attention, call the crisis service (below) or 911 if outside Winnipeg.

Contact:

Mobile Crisis Service
Phone: 204-940-1781 (in Winnipeg)
TTY: 204-779-8902

Emergency medical help is also available at the emergency department of your local hospital. There are mental health services at Grace Hospital, Health Science Centre, St. Boniface Hospital, Seven Oaks Hospital and Victoria Hospital.

Other additional places to contact include:

Klinic Community Health Centre
Suicide Line (24 hours - Toll free): 1-877-435-7170
Crisis Line: 204-786-8686 (in Winnipeg)
TTY Deaf Access Counselling: 204-784-4097
Website: www.klinic.mb.ca

Seneca House
283 Provencher Blvd.
Winnipeg MB R2H 0G6
Seneca House provides free respite and support for adults with mental health problems.

**Note:** Seneca House is a two-storey building that is not wheelchair accessible. As well, it cannot accommodate an attendant, if you need one.

### Other Mental Health Support Services in Manitoba

Along with the above organizations, mental health support services are also provided through regional health authorities (RHAs), the Selkirk Mental Health Centre and self-help and family support organizations.

### Seeing a Psychiatrist

If your family doctor or employee assistance plan refers you to Mental Health Services, Manitoba Health covers the cost of your visits to a psychiatrist. To find a psychiatrist in your area, contact your local RHA or ask your family doctor.
Seeing a Psychologist

Manitoba Health pays for you to see a psychologist if services are provided while you are hospitalized or receiving institutional care. Fees for psychologists in private practice are not covered by the province’s insured benefits but may be covered by private insurance plans, such as Blue Cross.

To find a psychologist in private practice in your area:

- Ask your family doctor to recommend someone
- Call the Psychological Association of Manitoba at 204-487-0784 (in Winnipeg) or visit www.cpmb.ca

Community Mental Health Services

These services include assessment, case management, rehabilitation, counselling and crisis intervention. Community-based mental health services are operated by regional health authorities or through contracted organizations.

These services help people with mental health problems develop coping and life skills and access to programs that can help meet daily needs and personal goals.
Acute-care treatment facilities provide psychiatric care and treatment in inpatient psychiatric units of general hospitals or community health centres operated by regional health authorities.

Outpatient services are available at many community hospitals and health centres. These include identification of mental health issues, treatment and case management.

Mental health self-help services provide a means for people with similar mental health experiences to support each other. Such organizations also increase public awareness of mental health issues.
The Mental Health Education Resource Centre (MHERC)

MHERC has a website and a library of educational materials. The staff and volunteers provide information on mental health, available services and related issues. Contact:

**Mental Health Education Resource Centre (MHERC)**
**Canadian Mental Health Association-Manitoba Division**
Suite 100-4 Fort St.
Winnipeg MB R3C 1C4
Phone: 204-953-2355 (in Winnipeg)
Toll free: 1-866-997-9918
Website: www.manitoba.cmha.ca

**Note:** These services are not provided by health professionals. If you need medical advice, contact a doctor or other health care professional.

Selkirk Mental Health Centre (SMHC)

SMHC is an inpatient facility providing long-term treatment and rehabilitation for Manitobans with mental health needs that can’t be met elsewhere in the health care system. SMHC also provides short-term, inpatient care for Manitobans from remote regions where acute mental health care services are not available locally.
Contact:
Selkirk Mental Health Centre
Phone: 204-482-3810 (in Selkirk)
Toll free: 1-800-881-3073
Website: www.gov.mb.ca/health/smhc/index

Supported Living

The Manitoba Supported Living Program

This program is for adults with intellectual disabilities and is available in all regions of Manitoba. Services provided include:

• residential services – provides care for adults with intellectual disabilities who live in the community in various settings (ex: family home, independent living centre, residential care facility)

• day services – includes supported employment, vocational and personal development services

• support services - includes respite for caregivers, crisis intervention and other supports for individuals and families in need

• In Company of Friends Program - provides adults with intellectual disabilities the opportunity to create and manage their own services with support from family and friends (Direct funding is provided.)
Services under the Manitoba Supported Living Program are available if you are:

- a resident of Manitoba
- considered a vulnerable person under The Vulnerable Persons Living with a Mental Disability Act
- a Canadian citizen (or an adult legally entitled to remain and work in Canada on a permanent basis)

To find an office in your region, contact:

**Manitoba Family Services and Consumer Affairs**
Phone: 204-945-1335 (in Winnipeg)
Toll free: 1-866-267-6114
TTY: 204-945-4796
TTY (Toll free): 1-800-855-0511
Website: [www.gov.mb.ca/fs/pwd/supported_living](http://www.gov.mb.ca/fs/pwd/supported_living)

**Group (Peer) Support**

Group support offers a way of learning through sharing thoughts, experiences and opinions. Women’s groups provide an informal environment where women can share personal thoughts and experiences without being judged.
The following places offer group (peer) support:

**Independent Living Resource Centre**
311A-393 Portage Ave.
Winnipeg MB R3B 3H6
Phone: 204-947-0194 (in Winnipeg)
Toll free: 1-800-663-3043
Website: www.ilrc.mb.ca

**Aboriginal Disabled Self-Help Group**
This organization supports Aboriginals with disabilities through self-help groups and conducts information/awareness sessions in the community to make sure their needs are being met. Contact: website: www.abcentre.org

**Canadian Multicultural Disability Centre**
The centre helps people with disabilities (especially those from diverse ethno-cultural backgrounds) participate fully in Canadian life. Contact the centre at:

1174 Pembina Hwy
Winnipeg MB R3T 2A4
Phone: 204-453-0391 (in Winnipeg)
Website: www.cmdci.ca
Society for Manitobans with Disabilities (SMD) Ethno-cultural Program

This program gives immigrants information about services and supports they can use. Staff members speak several different languages.

Society for Manitobans with Disabilities (SMD) Self-Help Clearinghouse

This clearinghouse supports a network of small, independent, self-help groups in Manitoba.

You can contact both of these SMD programs at:

SMD
825 Sherbrook St.
Head Office
Winnipeg MB R3A 1M5
Phone: 204-975-3010 (in Winnipeg)
Toll free: 1-866-282-8041 (in Canada or US)
TTY: 204-975-3012
TTY (Toll free): 1-800-225-9108 (in Canada or US)
Website: www.smd.mb.ca/self_help
Sexual and Reproductive Health

Sexual and reproductive health is important for everyone. Yet, women with disabilities often face particular issues in these areas.

When you talk to your doctor about a health problem, it’s important to determine how the problem came about and what treatments are available. Unfortunately, in the past, some health care providers have made assumptions about people with disabilities and sexual activity.

We know that women with disabilities are no different from anyone else in their sexual feelings, desires, needs and the problems they experience. As a woman with a disability, you should receive the same diagnosis and treatment as a woman without a disability. You should have regular breast and pelvic examinations, practise safe sex and have access to family planning and birth control.

Your doctor or health care provider can provide you with information on safe sex and birth control, or you might consult one of the following:

Women’s Health Clinic (WHC)

WHC provides a variety of services and programs by all female staff of physicians and other service providers. Services include counselling for: reproductive health, pregnancy, sexually transmitted diseases, abortion services.
and eating disorders. There are also programs for new mothers and free birth control supplies for those in financial need.

WHC is located in a wheelchair-accessible building and has a high/low examination table.

**Women’s Health Clinic**  
Unit A, 419 Graham Ave.  
Winnipeg MB R3C 0M3  
Phone: 204-947-1517 (in Winnipeg)  
TTY: 204-956-0385  
Website: www.womenshealthclinic.org

**Sexuality Education Resource Centre Manitoba (SERC)**  
The centre provides education on sexuality and reproductive health, addressing issues like contraception, prevention of sexually transmitted diseases, family life education and HIV/AIDS.

**SERC Winnipeg**  
2nd Floor, 555 Broadway Ave.  
Winnipeg MB R3C 0W4  
Phone: 204-982-7800 (in Winnipeg)  
Website: www.serc.mb.ca

**SERC Brandon**  
161- 8th St.  
Brandon MB R7A 3W9  
Phone: 204-727-0417 (in Brandon)  
Email: brandon@serc.mb.ca
Rainbow Resource Centre

This centre provides counselling and peer support for people of diverse sexual and gender identities. It also provides public education. Contact the centre at:

170 Scott St.
Winnipeg MB R3L 0L3
Phone: 204-474-0212
Website: www.rainbowresourcecentre.org
Accessible Services for Breast Screening and Pap Tests

Every year, in Manitoba, about 800 women are diagnosed with breast cancer and 45 women with cervical cancer.

**Breast Screening**

Women under 50 should talk to their doctors about their need for breast screening. Because it’s more common for women over 50 to get breast cancer, screening is particularly important for this age group.

**The Manitoba Breast Screening Program**

This Manitoba Health program checks for breast cancer in women 50 to 74 years old. Women this age do not need a doctor’s referral. If you are over 50 and have never had a breast screening, contact the program for an appointment at:

**Manitoba Breast Screening Program**

25 Sherbrook St.
Winnipeg MB R3C 2B1
Phone: 204-788-8000 (in Winnipeg)
Toll free:1-800-903-9290
Website: www.cancercare.mb.ca/home/prevention_and_screening
Pap Tests

Women who’ve been sexually active should have pap tests every two years. The test is usually done by a family doctor.

If your disability could affect the way the pap test is performed, talk to the nurse or doctor about your specific needs. If you do not have a family doctor and live in Winnipeg, one option is to contact Klinic.

Klinic offers pap tests for women who can’t get them anywhere else. They are provided on Saturdays, from 1-4 p.m. No appointments necessary. Contact:

**Klinic**
870 Portage Ave.
Winnipeg MB R3G 0P1
Phone: 204-784-4090 (in Winnipeg)
Website: www.klinic.mb.ca

Outside Winnipeg, contact:

**Manitoba Cervical Cancer Screening Program**
Phone: 204-788-8626 (in Winnipeg)
Toll free: 1-866-616-8805

**Note:** Don’t wait to get tested/screened. Early detection is crucial to preventing cancer in women.
Aging with a Disability

Your health and abilities will change over your lifetime. How you respond to those changes plays a role in your physical, social and mental health. Getting older doesn’t have to prevent you from enjoying life. It just means you may need to learn new ways of doing things or accept more help from others.

Women with long-term disabilities may face specific health challenges as they age, such as:

- losing certain abilities that force them to slow down their pace
- having more pain
- feeling tired and weak

As a result, you may find it harder to work, get around, do household chores or tend to your own personal care.

Although some of these changes are common, you may want to discuss them with your doctor. Often, new pain, fatigue and weakness are signs of new health problems that can be treated.

Prevention of Secondary Disabilities

Some disabilities can lead to additional health problems that can be prevented. For example, if you spend much of your time in a wheelchair
or bed, you may experience poor circulation or pressure sores. Talk to your health care provider to find out what you can do to prevent these problems.

**Caregiving**

There may come a time when you cannot meet all your care needs on your own. You might need more help than a spouse or other family member can provide.

Your doctor can refer you to home care, including Self Managed or Family Managed care, respite care or other disability support services. Depending on your needs, other options are assisted living or personal care homes. Your family and doctor can work with you to find out exactly what your health care needs are.

It’s a good idea to plan for some of your possible future needs in advance. Below are some sources you can access for information and help.

**Manitoba Seniors and Healthy Aging Secretariat (SHAS)**

The SHAS provides information and referral on seniors’ programs and services. Service is available in both English and French. The SHAS also produces a number of information guides that can be useful. These include a seniors’
guide (listing of seniors’ program and services), a legal guide and caregivers’ guide.

1610-155 Carlton St.
Winnipeg MB R3C 3H8
Phone: 204-945-6565 (in Winnipeg)
Toll free: 1-800-665-6565
Website: www.gov.mb.ca/shas

**Age & Opportunity (A&O)**

A&O offers programs and counselling for women and men aged 55-plus. Services include elder abuse counselling, social activities and support groups. Child care can also be arranged. For more information, contact:

200-280 Smith St.
Winnipeg MB R3C 1K2
Phone: 204-956-6440 (in Winnipeg)
Website: www.ageopportunity.mb.ca

**Making Health Care Decisions**

The best way to manage your health is to take an active role in your care. Every patient should be an equal partner with her doctor in getting well and staying well. For this partnership to be successful, it is important to have open communication. When you, your family or natural support network, and your doctor learn to work together, it can make a big difference in your health. Asking questions and voicing your
concerns are the best ways to improve your overall health.

You have the right to be educated on every aspect of a treatment or procedure until you fully understand it and are able to make an informed decision. You have the right to ask your doctor about alternative treatments and side effects before you make a decision. You have to live with the outcomes of a medical procedure, and therefore it is your right to consent to or refuse medical treatment.

In Canada, family members or friends cannot make a medical treatment decision on behalf of an adult unless the patient is ruled as incompetent. If you are unable to communicate, your doctor may determine what is in your best interest by consulting with your health care proxy (sometimes known as a substitute decision-maker), or, if you don’t have one, members of your family or natural support network. Therefore, it is essential to discuss with your health care proxy the level of care you feel is appropriate in advance.

If you do not want medical treatment to prolong your life in the event of extremely advanced illness, it is important that your health care proxy is aware so that they can effectively express this to your doctor.
Health Care Directive

As a Manitoba resident, you have the right to accept or refuse medical treatment at any time. If you become unable to speak or communicate on your own behalf, a health care directive allows you to:

- express your wishes about the amount and type of health care and treatment you want to receive
- give another person the power to make medical decisions for you should you ever be unable to make them yourself

A directive may be made by anyone capable of making a health care decision and understanding the consequences of that decision.

There is an Advanced Care Directive form you can use as a guide for providing the appropriate information. However, you may use any paper that is signed, dated and provides the same information.

More information and the Advanced Care Directive form can be found at the website: www.gov.mb.ca/health/livingwill

Further information on the law and health care directives in Manitoba can be found in *The Health Care Directives Act* at www.gov.mb.ca/laws
Being Prepared in an Emergency

Everyone should have a list of emergency response information in the home, so providers can get to you quickly in an emergency. An Emergency Response Information Kit (ERIK), available in Manitoba, can be a helpful tool.

Along with an information booklet, the kit contains a:

• Health Information Form
• Health Care Directive Information sheet and form
• blue organ donation card (if you wish to complete it)
• list of contacts/support people
• sticker (to place on your front door to let emergency responders know you have an ERIK)
• information folder with a magnet (to keep on the front of your fridge)

In an emergency, the responder sees the sticker on your front door, and knows to go to your fridge for emergency information.

Note: You should update the information as it changes.
Where to get an ERIK

**Independent Living Resource Centre**
The kit is free if you take the emergency preparedness training. Training includes specific information for people with disabilities.

To book the emergency preparedness training, contact:

**Independent Living Resource Centre**
311- A 393 Portage Ave.
Winnipeg MB R3B 3H6
Phone and TTY: 204-947-0194 (in Winnipeg)
Toll free and TTY: 1-800-663-3043
Website: www.ilrc.mb.ca

**Manitoba Seniors Community Resource Councils** (if you are a senior.) They ask for a donation for the kit if you can give one.

For a list of council locations in Manitoba, visit:
Website: www.seniors.cimnet.ca

or contact the **Seniors Information Line** at:

Phone: 204-945-6565 (in Winnipeg)
Toll free: 1-800-945-6565
Website: www.gov.mb.ca/shas/publications/
Winnipeg Fire Stations

Go to your nearest fire station to pick up an ERIK. Find a station near you by calling 311 or visit www.winnipeg.ca/fps/sitemap.stm

Emergency Information for Seniors

The Seniors and Healthy Aging Secretariat (SHAS) also has an excellent emergency information booklet. Although written for seniors, the information is useful to anyone in an emergency situation. To get the booklet, contact SHAS:

1610-155 Carlton St.
Winnipeg MB R3C 3H8
Phone: 204-945-6565 (in Winnipeg)
Toll free: 1-800-665-6565
Website: www.gov.mb.ca/shas

See the resource section (at the end of the guide) for more information on health and well-being.
Human Rights

Your Rights

Every woman, including women with disabilities, deserves to be treated equally and with respect. Every woman has the right to live a safe and secure life. In Canada, you have the right to be free from physical, social, or emotional harm. It is against the law to be treated unfairly because you’re a woman with a disability.
Laws Based on Disability and Gender

In Canada and in Manitoba, we have laws to protect you from discrimination based on disability and gender. These laws give you the right to equal citizenship and the right to participate in the decisions that affect your life. They are:

• The Canadian Charter of Rights and Freedoms

• The Manitoba Human Rights Code

The Canadian Charter of Rights and Freedoms

The charter is a set of laws on how our country operates. These laws apply to actions by governments at all levels. The charter can overrule any other provincial and municipal law and bylaw.

It deals with many other rights in addition to the right to equal treatment. These include:

• right to vote

• right or guarantee of freedom of expression and religion

• right to equality, including the equality of men and women without discrimination based on physical disability
• legal right of persons accused of crimes
• right to a democratic government
• right to live and to seek employment anywhere in Canada
• rights of Aboriginal people
• right to use either of Canada’s official languages
• right of French and English minorities to an education in their languages
• protection of Canada’s multicultural heritage

Note: In most cases, you must go to court to enforce your charter rights.

The *Manitoba Human Rights Code* (also called The Code)
The code is a law passed by the Manitoba government and applies to any individual, organization, business or government in Manitoba.

**What The Code Means for You**
It gives you the right to be free from unreasonable prejudice or mistreatment in areas covered by The Code. Each area is called a **protected characteristic** and includes:
• ancestry
• nationality
• ethnic origin
• religion
• age
• sex (including pregnancy)
• gender-determined characteristics
• sexual orientation
• marital or family status
• source of income
• political belief
• physical or mental disability

According to the code, if you have been discriminated against because of a physical or mental condition, your complaint may be valid on the basis of a disability.

You may file a complaint if you think you’ve been discriminated against because of:
• a physical or mental disability or related characteristic or circumstance (past or present)
• reliance on a guide dog or other animal assistant
• reliance on a wheelchair or any other special support appliance or device
Reasonable Accommodation

Reasonable accommodations are the steps taken to meet the needs of people with disabilities, such as:

- holding public meetings in locations that are fully accessible
- including service animals in residences, restaurants and other public locations (where animals are otherwise not allowed)
- meeting learning needs in schools (ex: American Sign Language - ASL, interpreters, note-takers)
- accommodating employees with disabilities (ex: special computer software, flexible hours of work, scent-free environment)

Laws against discrimination mean that:

- an employer cannot mistreat you because of your disability
- a landlord cannot evict you because of your disability
- you don’t have to tolerate abusive language or actions connected to your disability
Undue Hardship

Landlords, employers and service providers have a legal duty to provide reasonable accommodations, as long as it doesn’t result in undue hardship to them. Examples of undue hardship are:
• financial costs
• health and safety concerns
• impact on other employees and service users
• impact on other protected rights

What to Do if You’re Discriminated Against?

You can file a complaint with the Manitoba Human Rights Commission. (The commission is an arms-length agency funded by the Manitoba government and is responsible for carrying out the provisions of The Manitoba Human Rights Code.)

Any person, group or organization can file a complaint of discrimination. When the complaint is reviewed, the commission determines if discrimination has occurred by considering the impact, not the intent, of the action.
Workplace Accommodations

If you need accommodations at work because of your disability, tell your employer what you require and how they can make adjustments to meet your requirements. You may need to prove to your employer that you have a disability by contacting your doctor or other health professional.

Other Manitoba acts that may apply to your situation are:

• *The Vulnerable Persons Living with a Mental Disability Act*

• *The Mental Health Act*

• *The Protection of Persons in Care Act*

**The Vulnerable Persons Living with a Mental Disability Act**

The act came into force on October 4, 1996, replacing Part II of *The Mental Health Act*.

The act promotes and protects the rights of adults living with a mental disability who need assistance to meet their basic needs. The legislation recognizes those Manitobans as “vulnerable persons.”
The Vulnerable Persons Living with a Mental Disability Act reflects the right of all people to make their own decisions and have help, where necessary (supported decision-making), in a way that respects their independence, privacy and dignity.

For more information on The Vulnerable Persons Living with a Mental Disability Act, or supported decision-making, contact:

Office of the Vulnerable Persons’ Commissioner
305-114 Garry St.
Winnipeg MB R3C 4V4
Phone: 204-945-5039 (in Winnipeg)
Toll free: 1-800-757-9857
The Mental Health Act of Manitoba (MHA)

The MHA sets out laws dealing with the needs and treatment of patients in psychiatric facilities or hospitals. The act tries to balance the rights of individuals (under The Canadian Charter of Rights and Freedoms) and society’s responsibility to care and treat those individuals who may not think they need treatment, because of their mental illness. For more information, contact:

Manitoba Health and Spiritual Care
300 Carlton St.
Winnipeg MB R3B 3M9
Phone: 204-786-7101 (in Winnipeg)

The Protection of Persons in Care Act

This act protects people from abuse while getting care in personal care homes, hospitals or other health care facilities. For more information, contact:

Protection for Persons in Care Office
300 Carlton St.
Winnipeg MB R3B 3M9
Phone: 204-788-6366 (in Winnipeg)
TTY: 204-774-8618
TTY (Toll free): 1-776-855-0511
Advocacy and Citizenship

Many organizations advocate for the right of Canadians of all abilities to participate in happy and healthy lifestyles. Women with disabilities have a lot of valuable knowledge to share with each other and, together, can be a stronger voice for their beliefs and desires.

Some organizations that can assist you in advocacy are:

DisAbled Women’s Network (DAWN)
Phone: 204-975-3275 (in Winnipeg)

Manitoba League of Persons with Disabilities (MLPD)
105-500 Portage Ave.
Winnipeg MB R3C 3X1
Phone: 204-943-6099 (Voice/TTY) (in Winnipeg)
Toll free: 1-888-330-1932 (in Manitoba)
Website: www.mlpd.mb.ca

Independent Living Resource Centre (Winnipeg)
311A-393 Portage Ave.
Winnipeg MB R3B 3H6
Phone and TTY: 204-947-0194 (in Winnipeg)
Toll free and TTY: 1-800-663-3043
Website: www.ilrc.mb.ca

See the resource section (at the end of the guide) for more information on organizations that can assist you in advocacy.
Legal Services

Legal Aid

If you cannot afford to hire a lawyer, you may qualify for Legal Aid. Legal Aid is a government program that provides legal services to people who don’t have the money to pay a lawyer.

You must apply to use Legal Aid. The application fee is $25. Once your application is approved, your lawyer will either be free, or you will have to pay for part of the cost later. The amount you have to pay depends on your income. Contact:

Phone: 204-985-8500 (in Winnipeg)
Toll free: 1-800-261-2960
Website: www.legalaid.mb.ca

Community Legal Education Association (CLEA)

CLEA is a lawyer referral service that can give you the names of lawyers who may provide you with legal advice. This service is free, and you can talk to the lawyer for up to 30 minutes. After that, you decide whether you want to hire this lawyer or find another one. Contact:

205-414 Graham Ave.
Winnipeg MB R3C 0L8
Phone: 204-942-2382 (in Winnipeg)
Toll free: 1-800-282-8800
Website: www.communitylegal.mb.ca
Women’s Legal Education and Action Fund (LEAF)

LEAF is a national charitable organization, with eight provincial chapters, that work to make sure the law guarantees equality for all women in Canada. Contact:
Website: www.leaf.ca
Email: leafmb@mts.net

Voting

If you are a Canadian citizen, you have the right to make your voice heard. An election gives you the opportunity to make changes within government. Prepare yourself to vote by gathering information. Take time to learn about the issues, read about the people running for office and decide who would better represent the needs and interests of yourself and your community.

Elections Canada

Elections Canada is an independent agency of the federal government that makes sure you’re able to vote. The agency can provide a variety of services to help you, such as:
• accessible ballots
• assistance in marking ballots
• accessible polling stations
• mobile polling stations
• information in different formats (ex: Brail)
• voting templates
• interpreters
• open and closed-captioned videotapes/DVDs

For more information on these services, contact:

**Elections Canada**
257 Slater St.
Ottawa ON K1A 0M6
Toll free: 1-800-463-6868
TTY: 1-800-361-8935
Website: www.elections.ca

**Elections Manitoba**

Elections Manitoba also helps make voting in provincial elections more accessible for people with disabilities. It provides the same services as Elections Canada, including accommodations for:
• voting from home, hospitals or care facilities
• marking your ballot on your own (ex: using templates)
If you have a disability, and you want more information on accessible voting options in Manitoba, contact:

**Elections Manitoba**
120-200 Vaughan St.
Winnipeg MB R3C 1T5
Phone: 204-945-3225 (in Winnipeg)
Toll free: 1-866-628-6837
Website: www.electionsmanitoba.ca

See the resource section (at the end of this guide) for more information on human rights.
Violence and Abuse

Your Right to Live Free from Violence and Abuse

Everyone has the right to live free from violence and all forms of abuse. Statistics show that women with disabilities are more at risk of being abused than non-disabled women. That’s due, in part, to the number of caregivers women with disabilities come in contact with. As well, they
may be less able to defend themselves because of restricted mobility.

Abuse can occur inside and outside the home. Statistics show abuse happens more often between people who know each other, than between complete strangers.

Abuse threatens your self-esteem. Sometimes, women feel they’ve brought on the abuse themselves and feel responsible for what happened. For a number of reasons, it is difficult for many women to leave an abusive situation (ex. housing, finances, reliance on caregiver).

If you have a disability, you may face even more obstacles when you leave your home, workplace or any other situation where you are abused.

**What to Do if You’re Being Abused**

If you are being abused, the first thing you must do is recognize your experience as abuse. Then, there are steps you can take, such as:
- tell someone
- protect yourself (If you are in immediate physical danger call 911, otherwise call the Toll free Domestic Violence Crisis line at 1-877-977-0007, TTY: 1-888-987-2829.)
- find and get help
• remove yourself from the abusive situation
• get someone to help you

Types of Abuse

Many women don’t realize they’re being abused. There are several types of abuse. Here are some examples of each:
• Physical abuse: being hit, punched, choked, stabbed, cut
• Emotional abuse: being threatened, having others (including your pets) threatened, being verbally abused (called mean names), being forced to limit your contact with family and friends
• Sexual abuse: sexual assault or rape, unwanted touching or patting, demands for sex in return for a reward or threat
• Financial abuse: having your money stolen, being forced to give away your money, having someone else cash your cheques without your knowing
• Neglect: not providing care or requirements you need to live – failing to help you with personal hygiene, give you food or follow your care plan
Getting Help And Protecting Yourself

If you or someone you know is in immediate physical danger, call 911. You can also call the Toll free province-wide Domestic Violence Crisis Line at 1-877-977-0007, TTY: 1-888-987-2829.

If you want to report the abuse to police (and you’re not in immediate danger), call 204-986-6222 (in Winnipeg).
Victim Services - Domestic Violence Unit

Victim Services is a Manitoba Justice program for victims of domestic violence. It offers legal resources and information on whether criminal charges have been, or may be laid, against their partners.

Services are free. (You can access them in person, by phone, fax or Internet.) In Winnipeg, services are divided into specialty units based on the type of crime. There are offices throughout Manitoba. To find an office in your area, contact:

Phone: 204-945-6851 (in Winnipeg)
Toll free: 1-866-484-2846
TTY: 1-888-987-2829
Website:
www.gov.mb.ca/justice/domestic/index

Domestic Violence Intervention Unit (DVIU)

The DVIU helps families who receive police services for domestic violence incidents that happen in Winnipeg, but do not result in charges or arrests. Specially trained workers also help people at risk stop the cycle of violence. Contact:

Phone: 204-945-5448 (Winnipeg only)
Website: www.gov.mb.ca/justice/victims/services/dvss
Women’s Shelters in Manitoba

It is very important to remove yourself from an abusive situation. Manitoba has ten women’s shelters you can go to for emergency accommodations and counselling. The shelters are free and you can bring your children.

Each shelter:
• has a wheelchair accessible suite
• can arrange transportation for you to the shelter
• can arrange and accommodate an attendant (If the shelter is full, other arrangements would be made.)
• can help you notify support workers that you’ve moved

You should prepare a safety plan, in case you need to leave your home quickly. Domestic violence workers will help you do this. You need to pay special attention to your transportation needs and any necessary medication and equipment.

To contact a shelter in your area, phone 1-877-977-0007 and your call will be directed to the nearest shelter.
Second Stage Housing

Another option is second stage housing. This is for women and their children who’ve left an abusive relationship and are looking for long-term housing and services. Services include individual and children’s counselling and support groups. For more information on second stage housing, contact:

**Alpha House**  
Winnipeg  
Phone: 204-982-2011

**Women in Second-Stage Housing (W.I.S.H.)**  
Winnipeg  
Phone: 204-275-2600

**L’Entre-temps des Franco-Manitobaines, Inc.**  
Winnipeg  
Phone: 204-925-2550 (in Winnipeg)  
Toll free: 1-800-668-3836

**Samaritan House Ministries**  
Brandon  
Phone: 204-726-0758

For a list of resources to assist families impacted by domestic violence, visit:  
www.manitoba.ca/domesticviolence
Services for Older Adults in Abusive Situations

Seniors Abuse Support Line
The Toll free line offers confidential telephone counselling, information and referrals to other services on a 24/7 basis. Contact:

Toll free: 1-888-896-7183 (anywhere in Manitoba)

Age and Opportunity (A&0)
A&O provides elder abuse services to women and men who are 55-plus. Services include private counselling, support, advocacy and access to emergency accommodations for older adults going through abuse (physical, emotional, financial) or neglect. Contact:

Phone: 204-956-6440 (Winnipeg only)

Seniors Safe Suite
The seniors safe suite provides temporary, free housing for men and women, 55-plus, who need a safe place to stay because of abuse or neglect.

Clients receive:
• furnished suites for up to 60 days at no cost
• counselling services
• connections to community resources
• Victoria Lifeline Support
• practical help in arranging finances, housing and legal services

Contact:
• Phone: 204-956-6440 (Winnipeg only)
• Toll free: 1-888-333-3121 (anywhere in Manitoba). Connects you to an Intake worker.
Women with disabilities make up more than half of Canadians who report needing aids or devices for their daily activities (Statistics Canada 2003). You may need a variety of supports, services and devices to help you through your day.

These aids range from Velcro fasteners for clothing, to wheelchairs, and computer screen magnifiers. They also include hearing aids, prosthetics and orthotics, Braille texts, screen readers, communication devices, modified vehicles, walkers and canes. Often, these can be designed or adjusted to meet your specific needs.
Assistive Technology Devices

Assistive technology devices can help you be more independent in your community. They can increase your mobility and help you hear, see and communicate better. They can also:

• provide tools for educational opportunities
• help you get and keep a job
• let you be cared for at home instead of a hospital or nursing home

Assistive technology products are available for purchase, rent or no-cost loan, depending on the product and where it’s coming from. These organizations offer a variety of assistive devices.

Rehabilitation Engineering Program

This Winnipeg-based program at the Health Sciences Centre provides orthotic, electronic, mechanical, and assistive technology devices for both daily living and specialty use.

Costs for devices vary from no cost to cost recovery, depending on the individual’s needs. There is also a low-cost rental program for both short and long-term situations, for augmentative/alternative switches, environmental controls and computer access equipment.
Contact:

Health Sciences Centre
MH036-59 Pearl St.
Winnipeg MB R3E 3L7
Phone: 204-787-2202 (in Winnipeg)
Website: www.hsc.mb.ca/re/

Note: You must be referred to this program by a health care professional.

Manitoba Health Funding for Assistive Devices

There are Manitoba government programs that provide Manitobans with funding for assistive devices, as prescribed by a medical doctor/practitioner. They include:

• Telecommunications Program
• Hearing Aid Program
• Orthopedic Shoes Program
• Eyeglasses Program
• Prosthetic and Orthotic Program

Contact:

Manitoba Health
Ancillary Programs
300 Carlton St.
Winnipeg MB R3B 3M9
Phone: 204-786-7365 or 204-786-7366
(in Winnipeg)
Toll free: 1-800-297-8099 (ext. 7365 or 7366)
TTY/TDD Relay Service: 204-774-8618
Wheelchairs and Mobility Devices

Society for Manitobans with Disabilities (SMD) Manitoba Wheelchair Services

SMD offers manual and/or motorized wheelchairs on a long-term loan basis. They provide regular maintenance and repair right in the customer’s home, workplace or school anywhere in Manitoba. Contact:

Society for Manitobans with Disabilities (SMD)
Wheelchair Services and Parking Permit Program
1111 Winnipeg Ave.
Winnipeg MB R3E 0S2
Phone: 204-975-3250 (in Winnipeg)
Toll free: 1-800-836-5551
TTY: 204-975-3239
TTY Toll free: 1-800-856-7934
Emergency Service Hours:
Mon-Fri: 4 p.m. to 8 p.m.
Sun. & Holidays: 8 a.m. to 4 p.m.
Phone: 204-932-5744 (Winnipeg only)
Website: www.smd.mb.ca
Speech, Hearing and Communication Devices

The Open Access Resource Centre
The centre provides a no-cost loan program to people with speaking and physical disabilities. Devices can be adjusted for individual needs and lifestyles. The loan is for six weeks and people can try out the equipment before they buy. No referral necessary–however, the program works best when a speech therapist is involved. Contact:

Open Access Resource Centre
3-120 Maryland St.
Winnipeg MB R3G 1L1
Phone: 204-949-2430 (in Winnipeg)
Website: www.oarc.ca

Manitoba Phone System (MTS)
MTS rents or sells several products and services, for people who are hard of hearing, such as:
• phone sets with adjustable volume control
• big button phones
• TTY (Teletypewriter) devices

Visit www.mts.ca/storelocator to find a store near you.
Sign Language Interpreters

They help make communication more accessible for people who are deaf or hard of hearing. You may need an interpreter for medical, legal or educational activities. You should first check with the service provider, school or legal service to see if they will cover your interpreter costs.

Book an interpreter by contacting:

ECCOE (E-quality Communications Centre of Excellence)
200-One Forks Market Road
Winnipeg MB R3C 4L9
Phone: 204-475-6332 (in Winnipeg)
TTY: 204-452-0687
ASL services direct line: 204-926-3271
Multilingual services direct line: 204-926-3272
Assistance for People who are Blind or Partially Sighted

The Canadian National Institute for the Blind (CNIB)

CNIB provides free assistive technology services for people with moderate to severe vision loss. Services include information on selection and use of devices, demonstrations, training and technical support. Contacts:

**CNIB Winnipeg**
1080 Portage Ave.
Winnipeg MB R3G 3M3
Phone: 204-774-5421 (in Winnipeg)
Toll free: 1-800-563-2642

**CNIB Brandon**
354 Tenth St.
Brandon MB R7A 4G1
Phone: 204-727-0631

**Occupational Therapists (OTs)**

Occupational therapists are licensed health care professionals who work with you by focusing on ability rather than disability. They can help you learn new ways, or adjust your ways, of doing daily tasks.
OTs can also recommend changes to your environment by adapting the materials or equipment you use (ex: furniture, vehicles, tools).

OT services are covered by Manitoba Health when provided in hospitals or through other government-funded health agencies. These services may also be covered under private health insurance plans at work. You can also hire OTs on a fee-for-service basis. Costs may vary.

Talk with your doctor about finding an occupational therapist, or visit the Manitoba Society of Occupational Therapists at: Website: www.msot.mb.ca

**Service Dogs**

Dogs can be trained to meet the needs of persons with hearing and other medical or physical disabilities. It takes many resources to train a dog to meet the specific needs of a person with a disability.

If you have a service dog, Manitoba has legislation in place to make it easier for owners of service dogs (disability, police, search and rescue) to collect damages if their animals are attacked or injured. For more information on the act, go to www.web2.gov.mb.ca/bills/39-3/index.php
If you are interested in learning how to obtain a service dog, disability serving organizations may be able to help you. See the resource section (at the end of the guide) for a list of disability serving organizations.

You can also contact:

**Lions Foundation of Canada Dog Guide Programs**
P.O. Box 907
Oakville ON L6J 5E8
Toll free: 1-800-768-3030
TDD: 905-842-1585
Website: www.dogguides.com
Grants/Funding for Assistive Technology Devices for Employment

You can get government grants for devices to help you prepare for a job, find a job, and maintain employment. Funding would cover things like:

• building modifications to make job training more accessible
• technical aids, devices or special equipment to remove a barrier for training/employment
• vehicle modifications for transportation to training or a job site

Contact:
Manitoba Family Services and Consumer Affairs Vocational Rehabilitation Program Central Intake
Phone: 204-945-1335 (in Winnipeg)
Toll free: 1-877-587-6224
Website: www.manitoba.ca/fs.pwd_work/where

Grants from Non-Profit Organizations for Assistive Technology Devices

The following charitable organizations provide grants for assistive technology for adults with a disability. (Applicants will be expected to submit a list and description of expenses, and income information, at the time of application.)
Poppy Fund
Manitoba & Northwestern Ontario Command
The Royal Canadian Legion
536 St. Mary’s Rd.
Winnipeg MB R2M 3L6
Phone: 204-233-3405 (in Winnipeg)
Website: www.mbnwo.ca

Kinsmen Club of Winnipeg
161 Grandin St.
Winnipeg MB R2H 0A8
Phone: 204-233-5462 (in Winnipeg)
Website: www.kinsmenclub.com

Lions Foundation of Manitoba and Northwestern Ontario
Suite 105-691 Wolseley Ave.
Winnipeg MB R3G 1C3
Phone: 204-788-8508 (in Winnipeg)
Toll free: 1-800-552-6820

Special Needs Program - Variety Club
#2-1313 Border St.
Winnipeg MB R3H 0X4
Phone: 204-982-1058 (in Winnipeg)
Website: www.varietymanitoba.com/special_needs

The War Amps Adults Prosthetics Program
National Headquarters
2827 Riverside Dr.
Ottawa ON K1V 0C4
Toll free: 1-877-622-2472
Website: www.waramps.ca/adult/home
Speech Reading and Sign Language Classes

Speech reading is a skill that allows you to recognize spoken words by watching a speaker’s face, lips and moves. The use of hearing aids in combination with speech reading can greatly improve your ability to understand speech.

Sign Language is another form of communication. American Sign Language (ASL) involves signs made with the hands and other movements, including facial expressions and body positions. For those who are deaf or hard of hearing, sight can be used to help communicate and receive information through sign language.

Sources for Speech Reading and ASL Classes

SMD Deaf Services
Phone: 204-975-3107 (in Winnipeg)
TTY: 204-975-3083
Website: www.smd.mb.ca

Deaf Centre Manitoba
242-285 Pembina Hwy
Winnipeg MB R3L 2E1
Phone: 204-284-0802 (in Winnipeg only)
TTY: 1-800-855-0511
Website: www.aslteachingservices.ca
Deaf Literacy Program (DLP)
Red River College
Phone: 204-632-2097 (in Winnipeg)
TTY: 204-632-2144
Website: www.rrc.mb.ca

(This is for people who practice American Sign Language but need English language education.)

Assistance with Furnishings and Daily Living Aids

Employment and Income Assistance (EIA)
People with a disability who receive EIA may be eligible for funding to buy items that include: major appliances, basic home furnishings, daily living aids and assistive technology devices. Health benefits for hearing aids, prescription drugs, dental care, eye care, medical supplies, and medical equipment may also be available.

To qualify for this program, you must not have health benefits from any other program or your existing benefits must not cover benefits available through EIA. Contact:

Employment and Income Assistance (EIA)
Community Service Delivery
119 -114 Garry St.
Winnipeg MB R3C 4V7
Phone: 204-945-2177 (in Winnipeg)
Website: www.gov.mb.ca/fs/assistance/eia
Money Management

Many people find it helpful to budget to manage money. Budgets track income and expenses, and give an overall picture of how much you need for necessities (ex: rent or mortgage payments, food, health care expenses, transportation, clothes). It’s also important to think about the future by saving money through financial planning.

Community Financial Counselling Services

This organization helps people develop money management plans for a small fee. It also helps with personal income tax preparation, and holds seminars on financial management and budgeting. Contact:

3rd Floor, 238 Portage Ave.
Winnipeg MB R3C 0B1
Phone: 204-989-1900 (in Winnipeg)
Toll free: 1-888-573-2383
Website: www.cfcs.mb.ca

Fort Garry Women’s Resource Centre

The centre offers programs on budgeting and a saving circle for women who have experienced, or are currently victims of domestic violence.
Help with Savings

The federal government provides these programs to help people with disabilities save money.

- Registered Disability Savings Plan (RDSP)
- Canada Disability Savings Grant
- Canada Disability Savings Bond
- Canada Pension Plan Children’s Benefits

**The RDSP:** This plan helps families save for the future. Earnings are tax free until the money is withdrawn. Parents or guardians may open a savings plan for a child or youth under 18. Anyone can contribute to the plan as long as they have written permission from the plan holder.

**The Canada Disability Savings Grant:** The government deposits money into a RDSP by matching grants of up to 300 per cent. The amount provided by the government depends on the amount contributed by the grant holder and the family income. The maximum amount is $3,500 each year, with a limit of $70,000 over a lifetime.
The Canada Disability Savings Bond: The government deposits money into the RDSPs of low and medium-income people. If you qualify, you can receive up to $1,000 a year and up to $20,000 over a lifetime. Contributions do not have to be made to the RDSP in order to receive the bond.

The Canada Pension Plan (CPP) Children’s Benefits program: This provides monthly financial benefits to those raised by a CPP contributor who has died, or is receiving a CPP disability benefit. Once you reach 25 years of age, you are not eligible for this benefit.

For more information on the above four programs, contact:

Service Canada
Canada Inquiry Centre
Ottawa ON K1A 0J9
Toll free: 1-800-277-9914
TTY: 1-800-255-4786
Website: www.servicecanada.gc.ca
Help with Asset Management

SEED Winnipeg Inc. helps low-income people save for assets or household necessities by offering three asset building programs including matched savings credits. Contact:

**SEED Winnipeg Inc.**
80 Salter St.
Winnipeg MB R2W 4J6
Phone: 204-927-9935 (in Winnipeg)
Website: www.seedwinnipeg.ca
Parenting and Family Life

Becoming a parent is a personal decision and is not for everyone. If you’re considering having a child, you have the right to make the same choices about parenting as women without disabilities. You can decide to become pregnant or you can adopt a child.

It’s important to remember that, although fathers are more involved than ever before, the majority of women still carry much of the responsibility for raising children. They often handle more of the daily tasks of parenting and make the day-to-day decisions involved in caring for a child.
It’s helpful to look at this major decision in two stages:
• being pregnant and giving birth
• being a parent

Before you make the decision to become pregnant, ask yourself questions like:
• How does my health and disability affect my decision to become pregnant?
• What impact will a pregnancy have on my long-term health?

Then, ask yourself questions about being a parent:
• Do I have enough financial supports to have and raise a child?
• What supports do I have (ex: family, friends, community services, books, websites, advice from other mothers with and without disabilities)?
• How will I physically and mentally manage the different stages of child development from birth to young adult?
Supports for Pregnancy, Childbirth and Parenting

Midwifery

Midwives are health care providers who care for low-risk women throughout pregnancy, labour and birth. They also provide care for mother and baby for six weeks after the birth. Midwives can order and interpret lab tests, write prescriptions and, if necessary, consult with doctors or other medical professionals.

Midwives work closely with other health care professionals. They have admitting privileges and can manage births in homes and hospitals. When under the care of a midwife, women don’t normally see a doctor during their pregnancy, unless there are complications.

Midwifery services are free under your Manitoba Health benefits, and are provided through the regional health authorities (RHAs). Contact:

College of Midwives of Manitoba
235-500 Portage Ave.
Winnipeg MB R3C 1X1
Phone: 204-783-4520 (in Winnipeg)
Website: www.midwives.mb.ca

You can also contact your local RHA at www.rha.mb.ca.
Healthy Child Manitoba

New mothers, and mothers who are expecting, can get help and support through the Families First and Healthy Baby programs. These programs provide prenatal care and an income-based financial benefit to help expecting mothers learn about and buy nutritious foods. Contact:

3rd Floor-332 Bannatyne Ave.
Winnipeg MB R3A 0E2
Phone: 204-945-2266 (in Winnipeg)
Toll free: 1-888-848-0140
Website: www.gov.mb.ca/healthychild

Adoption

You must be at least 18 years of age to adopt a child in Manitoba. In most cases, if you decide to adopt, an agency will evaluate you and your abilities, and decide whether you have the right skills to be a parent. Depending on the type of adoption, there may or may not be a cost. Check this with the agency you select. For more information, contact:

Manitoba Family Services and Consumer Affairs
222 Provencher Blvd.
Winnipeg MB R2H 0G5
Phone: 204-944-4503 (in Winnipeg)
Toll free: 1-888-834-9767
Parenting with a Disability

Parenting is all about giving a child a safe, loving, caring home. While becoming a parent is a challenge for all women, women with disabilities face some extra challenges and issues.

It’s very important to be prepared for what’s coming. There are many books, articles, websites and DVDs on pregnancy, childbirth, adoption and parenting. This could be a good starting point. (You may have to do some extra searches for information that deals with your disability.)

Another good way to prepare is by talking with other parents and caregivers with and without disabilities.

See the resource section for websites with chat forums, and local organizations for people with disabilities that may have parenting programs.
Child Care

The Manitoba Child Care Program publishes *A Parent’s Guide to Quality Child Care*, which provides a detailed look at child care options in Manitoba. It’s free and available from any Child Care office. For more information, contact:

**Child Care Information Line**
**Manitoba Family Services and Consumer Affairs**
219-114 Garry St.
Winnipeg MB R3C 4V6
Phone: 204-945-0776 (in Winnipeg)
Toll free: 1-888-213-4754
Website: www.gov.mb.ca/childcare

When choosing a child care program, you’ll want to know many things, such as:

- available space in the program
- eligibility for subsidized child care
- available space for children with special needs

If possible, you should always visit the child care facility you are thinking about using.
Types of Child Care

In Manitoba, there are two major types of child care available-child care centres and child care homes.

Child Care Centres:

Full-time preschool:
- for children three months - six years
- provides full-time child care for parents who need it
- open 7:00 a.m. to 6:00 p.m., with some evenings, overnights and weekends

Part-time or Nursery School
- for children under six
- for parents who may or may not work outside the home, but still want the experience for their children
- open less than four hours a day, usually two to five days a week

School Age
- for children six to 12
- provides care for children while not in school - includes before or after school, lunch, teacher in-service days, seasonal vacations and early dismissal days
Types of Child Care Homes

Family Daycare
• provides care in a family home
• maximum - eight children (no more than five children under age six, and no more than three under age two)
• number of children includes daycare owner’s children under age 12

Group Daycare Home
• provides care by two caregivers in one of their homes
• maximum -12 children under age 12, but no more than three children under age two

Private Home Daycare (not licensed)
• provides care in a family home, without a licence
• maximum – four children under age 12, with no more than two children under age two (including provider’s own children under the age of 12)

Note: Parents have the right to ask an unlicensed caregiver for both a Criminal Record Check and a Child Abuse Registry.
Child Care Subsidies

To qualify for a child care subsidy, you must show why you need child care, and your family income must be below a certain amount.

Parents who are unemployed, and looking for work, may be eligible for subsidized care for eight weeks out of every six months. Students may also be eligible for subsidies. For more information, contact:

**Subsidy Information Services**
102-114 Garry St.
Winnipeg MB R3G 1G1
Phone: 204-945-0286 (in Winnipeg)
Toll free: 1-877-587-6224
Website: www.manitoba.ca/childcare

**Child Care Website**

You can access the Subsidy Eligibility Estimator on the child care website. This will help you determine your family contribution and the amount of subsidy for a four-week period.

Subsidy applications are available online or from most licensed child care facilities. Submit your completed form to the Child Care Program. The Child Care Program can provide you with a list of subsidized child care facilities. For more information, contact:
Child Care Information Services
Phone: 204-945-0776 (in Winnipeg)
Toll free: 1-888-213-4754

Child Care Subsidy Appeals
Under The Community Child Care Standards Act, you can file an appeal if you disagree with either the amount of a subsidy or the decision to not grant you a subsidy. You must give your appeal in writing (within 15 days of receiving the subsidy decision) to:

Social Services Appeal Board
7th Floor, 175 Hargrave St.
Winnipeg MB R3C 3R8
Phone: 204-945-3003 or 204-945-3005
(in Winnipeg)
Toll free: 1-800-282-8069
TTY: 204-948-2037
Website: www.gov.mb.ca/fs/ssab/

Separation and Divorce
Separation and divorce are times when you are likely to feel a whole range of strong emotions – sadness, anger, hurt, as well as fear of your future and confusion over the many decisions you must make. You and your partner may need help to agree which parent the children stay with, and when and how visits will work.
Family Conciliation

Manitoba Family Services and Consumer Affairs offers the Family Conciliation Program to help families during this difficult time. Family Conciliation provides many conflict resolution programs at no cost to families going through separation and divorce.

The programs are intended for partners having difficulty deciding on their separation issues. You can come to the programs on your own or be referred by the court, your lawyer, legal aid or a social service agency.

Three programs of Family Conciliation are:

• **For the Sake of the Children** - a free, six-hour information session for adults and children affected by separation and divorce

• **Mediation** - a volunteer process, during a separation, where you and your partner work with a trained mediator to make decisions about your children

• **Caught in the Middle** - a support and education program for children (ages 8–13) who are having difficulty with their families over custody and access issues
Programs are offered in Winnipeg and in six rural and northern locations. For information on all three programs and to register, contact:

**Family Conciliation**
2nd Floor, 379 Broadway Ave.
Winnipeg MB R3C 0T9
Phone: 204-945-7236 (in Winnipeg)
Toll free: 1-800-282-8069 (ext. 7236)
TTY: 204-945-4761 or 1-800-855-0511
(Manitoba Relay Service)
Website: www.gov.mb.ca/fs/childfam/family_conciliation
The Divorce Guide for Manitoba

It is possible for you to handle a basic divorce without a lawyer. This guide describes the divorce process clearly and includes samples of forms to use. It is available at the Winnipeg Public Library (on loan) or can be bought at different bookstores.

Family Law in Manitoba

This booklet provides you with lots of information on family law and the legal system in Manitoba. There is information on marriage, separation, divorce, custody, support, adoption, change of name, death in the family, unmarried relationships and more. Contact:

Manitoba Justice Family Law Branch
705-405 Broadway Ave.
Winnipeg MB R3C 3L6
Phone: 204-945-0268 (in Winnipeg)
Toll free: 1-800-282-8069 (ext. 0268)
Website: www.manitoba.ca/justice/family/law

Collaborative Family Law

Some lawyers in Manitoba provide collaborative family law services. This is where you and your partner each hire a lawyer to act as an advisor and you negotiate your issues with your lawyers by your sides. This allows both of you to try to find solutions, while you are legally protected.
This service may also include other professionals, like therapists or financial experts. Each of you must be prepared to co-operate and agree not to go to court. If an agreement cannot be reached, both lawyers must withdraw.

**Legal Aid Manitoba – Pilot Project**

Legal Aid Manitoba has a pilot project in Collaborative Family Law. If both you and your partner qualify for legal aid, your legal aid lawyers can use the collaborative law process. Even if only one of you qualifies, you can still use this process if both of you agree. For more information, contact:

**Legal Aid Manitoba**  
**Administrative & Winnipeg Area Office**  
402-294 Portage Ave.  
Winnipeg MB R3C 0B9  
Phone: 204-985-8500 (in Winnipeg)  
Toll free: 1-800-261-2960

For information on private lawyers who use the collaborative law process, contact:

**Community Legal Education Association**  
205-414 Graham Ave.  
Winnipeg MB R3C 0L8  
Phone: 204-943-2305 or 204-943-3602  
(in Winnipeg) (lawyer referral)  
Toll free: 1-800-262-8800  
Website: www.communitylegal.mb.ca
Court Ordered Assessments

Many families find that they are able to reach an agreement without returning to court. If you and your partner cannot reach an agreement on your own, a judge can ask Family Conciliation to do a court-ordered assessment on access and custody issues.

The conciliation counsellor will make recommendations after meeting with both of you and your children. The report is given to the court and both parents, through their lawyers. A judge makes the final decision.

Maintenance Enforcement Program (MEP)

If you are entitled to maintenance payments from your former partner and are not receiving them, this program may help you. Operated by Manitoba Justice, the program enforces court-ordered maintenance payments and some types of agreements in separations and divorces.

If your former partner is living outside Manitoba, the province has agreements with other provinces, states and countries to enforce maintenance orders for each other.
There are program offices in Winnipeg, Brandon, Dauphin, Thompson, The Pas and Flin Flon. For more information, contact:

**Maintenance Enforcement Program (MEP)**
2nd Floor, 405 Broadway
Winnipeg MB R3C 3L6
Phone: 204-945-7133 (in Winnipeg)
Toll free: 1-866-479-2717
Website: www.gov.mb.ca/justice/family/mep

**Parenting on Your Own Handbook**
Produced by Manitoba Status of Women, this book has lots of information for parents and families on a wide range of areas (ex: parenting, family life, housing, managing money).

It is available in both English and French and has a section on disabilities. To get a copy, contact:

**Manitoba Status of Women**
409-401 York Ave.
Winnipeg MB R3C 0P8
Phone: 204-945-6281 (in Winnipeg)
Toll free: 1-800-262-0234
Website: www.manitoba.ca/msw

See the resource section (at the end of the guide) for more information on parenting and family life.
Importance of Housing

Housing is more than just a place to live. For people with disabilities, it is a way to live independently. As a woman with a disability, there are a number of housing options for you to consider.
Choosing Housing that Meets Your Needs

Here are some questions to ask yourself before you decide on the type of housing to choose:

• How much money do I have?
• Can I look after arranging my own services or do I need help?
• What is my support network?
• Do I need accessible space - ground level, wide doorways?
• Do I need to be close to a bus stop?
• Will my age determine where I might live?
• What are my safety needs?
• Can I live alone?
• If I am able to live alone, what supports do I need?
• If I need to live with others, what options do I have?

Once you know your housing needs, you can find the type of housing that best suits your situation.
Manitoba Housing

Manitoba Housing provides housing at an affordable price to low-income seniors, families and people whose income is too low to find affordable private housing.

Rent is based on a percentage of your household’s total gross income. For example:

- single person (studio apartment) = 25 per cent of total gross income
- couples and families (one bedroom or more) = 27 per cent of total gross income

Residential Tenancies Branch (RTB)

The RTB provides information, investigation, mediation and adjudication for landlords and tenants. If you are having difficulties with your landlord, you may want to contact the RTB. You can also get fact sheets from this office on:

- security deposits
- rent increases
- giving notice
- condition reports
- subletting
- right of entry and privacy
- rights and responsibilities
- repairs
There are three RTB offices in Manitoba. For more information, visit www.gov.mb.ca/cca/rtb. Or phone one of the numbers below.

**Winnipeg:**
Phone: 204-945-2476 (in Winnipeg)
Toll free: 1-800-782-8403

**Brandon:**
Toll free: 1-800-656-8481

**Thompson:**
Toll free: 1-800-229-0639

**Independent Tenant Advisor Office**
This office in Winnipeg helps tenants who are going through hearings or dispute processes at the Residential Tenancies Branch (RTB) or the Residential Tenancies Commission (RTC). The advisor will help tenants:

- fill out forms
- file claims with the RTB or RTC
- get ready for a hearing by helping to choose and organize necessary evidence
- make objections about rent increases

The service is available to people who:

- have difficulties speaking or understanding English
• have limited physical or cognitive (mental or emotional) problems
• are on a limited income

Contact the independent tenant advisor office at:

305-254 Edmonton St.
Winnipeg MB R3C 3Y4
Phone: 204-881-1714
Toll free: 1-800-261-2960 (this is the office of Legal Aid. Ask them to transfer you to the independent tenant advisor.)
E-mail: daech@legalaid.mb.ca

Making Changes to Your Home

You can help prevent falls and other injuries by making changes to your home that allow you greater accessibility. Some examples are lowering sinks and countertops, creating clear hallways, and installing grab bars around walls.

You may want to talk to an occupational therapist. These professionals have the expertise to recommend changes that will best meet your needs. They can also help with strategies and routines in your home that allow you to complete tasks more efficiently.
Financial Assistance for Home Repairs and Modifications

There are a number of government programs that can help with the costs of making repairs or modifying your home to meet your needs.

Three excellent programs are:

Residential Rehabilitation Assistance Program (RRAP)

This program provides financial assistance to low-income homeowners for “eligible” home repairs, to get the home back to a minimum level of health and safety. Work must be in areas affecting structural, electrical, plumbing, heating or fire safety.

Residential Rehabilitation Assistance Program (RRAP) for Persons with Disabilities

This program provides financial assistance, through a forgivable loan, to homeowners with disabilities for changes to houses or rental units to improve access.
Rental Residential Rehabilitation Assistance Program (Rental RRAP)

This program provides forgivable loans to landlords for repairs to self-contained units used by low-income tenants. The repairs must get the home back to a minimum level of health and safety in areas affecting structural, electrical, plumbing, heating or fire safety.

For more information on these programs, contact:

**Manitoba Housing and Renewal Corporation**
Main Floor-280 Broadway
Winnipeg MB R3C 0R8
Phone: 204-945-5566 (in Winnipeg)
Toll free: 1-866-689-5566
Website: www.gov.mb.ca/rrap

**Veteran Independence Program (VIP)**

VIP is a federal government program that provides assistance to qualified veterans released, or still serving, and certain civilians and their dependents or survivors. It would cover funding for: aids for daily living and special equipment, as well as for construction to make changes that allow more daily independence.
Veterans Affairs Canada
Toll free: 1-865-522-2122 (English) or 1-866-522-2022 (French)
TTY: 1-800-465-7735
Website: www.veterans.gc.ca

The following financial assistance program is offered only to seniors:

**The Home Adaptations for Seniors’ Independence (HASI).**

This program is for low-income seniors, aged 65-plus. It offers financial assistance for basic changes to the home to help them live more independently and safely.

Both homeowners and landlords may qualify for this assistance if:

- the occupant has difficulty with daily living activities (brought on by aging)
- the occupant meets certain income limits
- the home is a permanent building

Contact:

**Manitoba Housing**
Housing Delivery Unit
Main Floor, 280 Broadway
Winnipeg MB R3C 0R8
Phone: 204-945-5566 (Winnipeg only)
Toll free: 1-866-689-5566
Website: www.manitoba.ca/housing/sitemap
Other Housing Options

Housing for Persons with Dementia and Early Stages of Alzheimer’s Disease

Manitoba Housing and Community Development (HCD) provides 68 housing units in three Winnipeg locations for persons with dementia and in the early stages of Alzheimer’s disease. Contact:

HCD
Main Floor-185 Smith Street
Winnipeg MB R3C 3G4
Phone: 204-945-4663
Toll free: 1-800-661-4663

Independent Living

Independent living is an option for people of all ages who have a disability. Tenants can live independently with help from on-site support services. Services may include help with personal car, household tasks or health care.

Ten Ten Sinclair Housing Inc.

Provides transitional housing for people with physical disabilities to develop the skills they need to live independently in the community. For more information, contact:
Ten Ten Sinclair Housing Inc.
1010 Sinclair St.
Winnipeg MB R2V 3H7
Phone: 204-339-9268 (in Winnipeg)
Website: www.tenten.mb.ca

Fokus Management Inc.
Provides four units of accessible housing and shared supports for people with physical disabilities (Residents must be able to look after their own affairs and be willing to participate in the maintenance of the housing units.) Contact:
Website: www.fokusmanagementinc.ca

Qu’Appelle Housing Project
Provides eight individual adapted suites located in central Winnipeg and is overseen by the Independent Living Resource Centre (ILRC). For more information, contact:

ILRC
311A-393 Portage Avenue
Winnipeg MB R3B 3H6
Phone: 204-947-0194 (in Winnipeg)
Toll free:1-800-663-3043
Website: www.ilrc.mb.ca
Supported Living Program

The Supported Living Program, of Manitoba Family Services and Consumer Affairs (FSCA), provides a wide range of services, including residential services, for persons with developmental disabilities and their families thoughout Manitoba. There are over 100 agencies offering support. For more information about your options, contact the FSCA service location closest to you. Contact:

FSCA
Phone: 204-945-1335 (in Winnipeg)
Toll free: 1-800-267-6114
TTY: 204-945-4796
TTY (Toll free): 1-800-855-0511
Website: www.manitoba.ca/fs/pwd

Seniors Housing
In Winnipeg:

Age & Opportunity publishes the Winnipeg Seniors Housing Directory according to geographical area and housing options for varying needs and support. It also lists accessibility options such as mobility suites and on-site services such as meal and social programs. Available housing options include Independent Living, Life Leasing, Assisted Living, Companion Care, Supportive Housing, Intermediate Personal Care Homes and Personal Care Homes.
Download the directory from the website or contact:

**A&O**
200-280 Smith St.
Winnipeg MB R3C 1K2
Phone: 204-956-6440 (in Winnipeg)
Website: www.ageopportunity.mb.ca

**In Rural and Northern Manitoba:**

**Manitoba Seniors and Healthy Aging Secretariat (SHAS)** produces a housing directory for Manitoba according to ten geographical regions and name of town or city. Housing options are also included according to the categories mentioned under Winnipeg housing. Download the directory from the website or:

Contact:

**SHAS**
1610-155 Carlton St.
Winnipeg MB R3C 3H8
Phone: 204-945-6565 (in Winnipeg)
Toll free: 1-800-665-6565
Website: www.gov.mb.ca.shas

See the resource section (at the end of the guide) for more information on housing.
Transportation and Travel

Importance of Transportation Options

Transportation can be a challenge for many women with disabilities, depending on access to public transportation and disability-related needs. Barriers to access to suitable transportation limit your independence and ability to connect with your community.
To get a better idea of what options will work for you, ask yourself the following questions:

- What is my budget for transportation?
- Would I go to more events in my community if transportation was easier?
- How hard is it to get from my doorway into a vehicle?
- How easy is it for me to get to a bus?
- Do I feel I need someone with me when I go out?
- Can I use taxis?

**Manitoba Parking Permit Program**

This program provides parking permits for vehicles where people with disabilities are either driving or are passengers. The permit allows them to park in special parking spaces.

To qualify, you must have a permanent disability, or temporarily need the use of a mobility aid (ex: wheelchair, crutches) full time. Applications are available from Society for Manitobans with a Disability (SMD), your medical doctor or municipal office. There is a cost. For more information, contact:
Manitoba Parking Permit Program
c/o Society for Manitobans with a Disability (SMD)
1111 Winnipeg Ave.
Winnipeg MB R3E 0S2
Phone: 204-975-3257 (in Winnipeg)
TTY: 204-975-3239
Toll free: 1-800-836-5551
Website: www.smd.ca/programs_services.aspx

Transportation Services

Winnipeg Public Transit Buses

Winnipeg Transit has low-floor buses with no steps that provide easy access for people in wheelchairs. Some buses also have priority seating for wheelchairs and scooters. All buses have next-stop voice announcements that tell passengers the names of each stop coming up.
Some easy-access buses run from Monday to Friday. On weekends and holidays, all buses are easy-access. To check if a bus on a specific route is easy-access, contact:

Automated Telebus Line:
204-287-7433 (in Winnipeg)

General Information:
311 (City of Winnipeg contact phone no.)
Website: www.winnipegtransit.com/schedules andmaps

**Handi-Transit (Winnipeg)**

Handi-Transit is a service of the Winnipeg public transportation system that’s on the road 365 days a year. It provides door-to-door transportation for people unable to use the city’s fixed-route transit system. The drivers come into your home, help you down the front steps and up to the floor of your chosen location. Vehicles used include wheelchair accessible buses, vans and specially designed cars.

To qualify, you must be legally blind or have a physical disability that really limits your ability to move. When applying, a medical professional needs to complete a section of the application form. (CNIB registrants do not have to fill out this form if they have a CNIB number.)
Hours of Operation:
• 6:00 a.m. – Midnight (Monday to Friday)
• 7:00 a.m. – Midnight (Saturday)
• 8:00 a.m. – 10 p.m. (Sunday)

The cost is the same as regular public transit.

Trips must be pre-booked. You can book a trip up to one week in advance, and until 11:00 a.m. the day before you want to travel.

All trips are provided based on three priorities. The Handi-Transit website (below) has more details on this. For more information, contact:

Handi-Transit (Winnipeg)
Customer Services
Unit B – 414 St.
Winnipeg MB R3L 2A1
Phone: 204-986-5722 (in Winnipeg)
Automated Service Line: 204-986-5711 (in Winnipeg)
TTY: 204-986-5828
Website:

If Your Handi-Transit Application is Denied:
• You can appeal it through the Handi-Transit Operations Advisory Committee. Call 204-986-5728 (in Winnipeg).
• If you feel you’ve been discriminated against, you can file a complaint with the Manitoba Human Rights Commission.

City of Brandon Handi-Transit

Operated by the City of Brandon.
Contact:
Phone: 204-729-2437
Website: www.citybrandonton.mb.ca

Handi-Transit in Rural Manitoba

In rural Manitoba, 66 municipalities offer handi-transit services. To find out if there’s one in your community, visit the Association of Manitoba Municipalities at www.amm.mb.ca.

Travel Outside Manitoba

Canadian Transportation Agency (CTA)

The CTA is a federal government agency that works to make it easier for people with disabilities to travel in Canada. It can develop and enforce accessibility regulations in transportation systems by air, rail, provincial ferries and buses that cross provincial borders.
Plan Ahead for Travel

If you’re planning to travel any distance, you should plan ahead for your trip. Planning helps you to be in control of your travel experience and will make it easier and more enjoyable.

To plan for travel, the CTA suggests you:

• determine your needs
• get information before you make decisions
• find out which transportation companies can meet your needs
• get written confirmation about your accessibility arrangements when you book your travel

To File a Complaint

The CTA also receives written complaints from people with disabilities who feel they’ve experienced unacceptable obstacles or treatment when traveling in public in Canada. To file a complaint, write to the CTA at the address in this section.

Canadian Transportation Agency: Resources

The CTA has several resources that can help you when you travel.

• *Take Charge of Your Travel: A Guide for Persons with Disabilities* - available in several
formats including audio books for download and Daisy, and CTA website (listed below)

• Air Travel Accessibility Regulations – a booklet describing the conditions air transportation companies must meet (It also includes the guidelines for staff training when providing services to people with disabilities.)

Contact:

**Canadian Transportation Agency**
Ottawa ON K1A 0N9
Toll free: 1-888-222-2592
TTY: 1-800-669-5575
Website: www.cta.gc.ca

**Note:** Transportation companies are not required to provide help with: eating and drinking, taking medication, using washrooms, or communicating without a pen and paper or without speaking.

**Public Bus Service – Greyhound**

Greyhound is the major company providing public bus service in rural and northern Manitoba. Whether you’re travelling alone, using a mobility device (ex: wheelchair), or travelling with a service animal, the bus line will provide help with:

• getting on and getting off bus
• storing luggage/wheelchair and returning them upon arrival at destination
• transfers

For more information about travelling with Greyhound, contact:

**Greyhound Bus Lines**
2015 Wellington Ave.
Winnipeg MB R3H 1H5
Phone: 204-949-7777 (in Winnipeg)
TYY: 1-800-661-8747 (limited hours)
Website: www.greyhound.ca

**Travelling Outside Canada**

The CTA offers these tips for travelling outside the country:
• Canadian standards and rules don’t apply in other countries. In some places, travel is very accessible to people with disabilities, but in many places, it is not.
• You must have a passport to travel internationally. In some countries, you may also need a visa, health certificate and proof of vaccination.
• If you use a service animal, you should ask ahead if you need an international health certificate and proof of vaccination for the animal. **Note:** Always carry certification for your service animal.
• If you plan to take any medication, ask ahead how it will be handled at security checkpoints.

**Note:** Some over-the-counter medications sold in Canadian drugstores may require prescriptions in other countries, including the US. You may not be able to bring these medications into another country without a prescription.

• There are certain things you are forbidden to take into other countries. Before you go, find out what you can and cannot take with you. You can get this information from your travel agency, transportation company, the governments of the countries you plan to visit, travel publications and websites.

See the resource section (at the end of the guide) for more information on transportation and travel.
Recreation and Leisure

Isolation is unhealthy for many reasons and can lead to depression. Participating in a variety of recreational activities offers us a chance to connect with others and just have fun. Physical activity of any kind also helps us stay healthy.

Libraries

Libraries have more than just books to lend you. They also have magazines, CDs and videos for all ages and interests.
Winnipeg Public Library

Winnipeg Public Library has 20 locations in the city. The downtown Millennium Library at 251 Donald St. is the largest. Most locations are fully accessible. They are safe and welcoming, and have great spaces to study, read or meet a friend.

What You Need to Know

First, you need a library card to use all library services. A library card is free if you live in Winnipeg or own property in the city. Your library card is good for all 20 locations or branches.

You can borrow at any branch and return items (ex: books, CDs) to any branch, including after-hours. You can also ask library staff to hold items for you, and they will send them to any branch location you choose (ex: branch closest to you or easiest to get to).

You can also manage your own account online at www.winnipeg.ca/library. You can check to see what you have on loan, renew items for longer periods, and get information on the holds you’ve placed.
Library Services for Persons with Special Needs

Some local libraries offer services for people with disability-related needs. The Winnipeg Public Library offers:

• special items (ex: adapted books, Daisy books, large-type titles, books in Braille)
• special technologies like talking terminals, zoom text, large roller mouse and large-print keyboards (available at some locations)
• homebound services for those who can’t get to the library and have no one to go for them (For more information, phone 204-986-5530 in Winnipeg.)
• Winnipeg Public Library’s website:
  • available 24/7
  • accessible from home, work, school or in the library
  • has more than 40 databases
  • includes eBooks/audio books for download, language learning, streaming music, health research, magazines/newspapers, read-along children’s books
• free programs for families, adults and children (ex: computer workshops, concerts, information programs, Family Literacy Fun Day, story times, book clubs)
• free library computer, internet use and WiFi (Your library card gives you 90 minutes a day of library computer use, and you can book a computer ahead of time.)

Contact:

**Winnipeg Public Library**
Millennium (Main) Branch
251 Donald St.
Winnipeg MB R3C 3P5
Phone: 204-986-6450 (in Winnipeg)
TTY: 204-986-3495
Website: wpl.winnipeg.ca/library

**Library Services in Rural Manitoba**

There are over 120 public libraries in Manitoba. For rural locations, contact:

**Public Library Services Branch**
Toll free: 1-800-252-9998
Website: www.gov.mb.ca/chc/pls/index
CNIB Library

The CNIB has a library for its members with vision loss or other print disabilities. Members have access to: thousands of titles in Braille, printbraille and talking books; descriptive videos; newspapers and magazines; and online services. Contact:

CNIB Winnipeg
1080 Portage Ave.
Winnipeg MB R3G 3M3
Phone: 204-774-5421 (in Winnipeg)
Website: www.cnib.ca/en/services/library

Outdoor Activities

Manitoba Provincial Parks

A Manitoba Parks Guide is available each year which lists all parks by region and indicates which parks and campsites are accessible (for wheelchairs, etc.). In Manitoba, there are many accessible campsites, at least five accessible cabins and 20 accessible yurts, located in seven parks. The guide also lists things like showers with electricity, picnic sites and activities (ex: fishing, hiking, boating).
Accessible Campsites

An accessible campsite means the campsite is:
• flat or level, with a thick, hard surface
• close to wheelchair-accessible washrooms
• built with paths to washrooms that are flat, and either paved or made of compacted limestone
• equipped with accessible picnic tables

Note: Accessible shower stalls may also be available.

What is a Yurt?

Yurts offer a unique camping experience, combining tenting and cabin-like convenience. They have bunk beds, a futon, table and chairs, an armoire and electric heat. In winter, the nearby kitchen shelter is enclosed and an outhouse is located nearby.

Accessible Yurts and Cabins

An accessible yurt or cabin means it:
• has ramp access
• is close to a wheelchair-accessible washroom
Note: Accessible campsites, yurts and cabins can only be booked by phone. They cannot be booked online. To book one, call:

Winnipeg: 204-948-3333
Toll free: 1-888-482-2267

Interpretive Signs
Park signs have been designed with these things in mind:
• text size for people with visual disabilities
• colour contrast
• sign placement and angle (so signs are accessible to those who are seated)

Fishing
Accessible fishing platforms have been designed for people in wheelchairs. They are located at:
• Kingfisher Lake
• Birds Hill Provincial Park
• Lyons Lake
• Whiteshell Provincial Park
Trails

Accessible trails have been designed for people who use wheelchairs, canes or have difficulty walking. These trails have:

• level surfaces, paved or well compacted
• ramps, railings and safe, suitable slopes

They include:

• Bur Oak Trail: self-guided (Birds Hill Provincial Park)

• Grassy Narrow Marsh (Hecla/Grindstone)

For more information about Manitoba’s parks and campsites, contact:

Manitoba Parks
Box 22-200 Saulteaux Cres.
Winnipeg MB R3J 3W3
Phone: 204-945-6784 (in Winnipeg)
Toll free: 1-800-214-6497
Website: www.gov.mb.ca/conservation/parks
Adapted Sports

**Manitoba Wheelchair Sport Association**
Provides recreation/sport participation opportunities for people in wheelchairs (ex: rugby, basketball). Contact:

145 Pacific Ave.
Winnipeg MB R3B 2Z6
Phone: 204-925-5790 (in Winnipeg)
Website: www.mwsa.ca

**Manitoba Blind Sports Association**
Provides sports programs for people who have visual disabilities (ex: golf, lawn bowling, rowing, cross-country skiing, curling, goalball, swimming). Contact:

145 Pacific Ave.
Winnipeg MB R3B 2Z6
Phone: 204-925-5694 (in Winnipeg)
Website: www.blindsport.mb.ca

**Manitoba Adaptive Rowing Program: “Have a Go”**
Provides introductory rowing instruction in the summer and fall for people with physical or intellectual disabilities. Contact:

Phone: 204-925-5653 (in Winnipeg)
Website: www.rowmanitoba.ca
Achilles Track Club of Canada – Winnipeg Chapter

Provides support, training and expertise for people with disabilities who want to run (all levels welcome.) Contact:

27 Furness Bay
Winnipeg MB R2N 2S5
Phone: 204-256-6362 (in Winnipeg)

Fort Whyte Alive

Offers three different sailing programs for people with disabilities (depends on experience), equipment and companion provided for beginners. Contact:

Fort Whyte Alive
1961 McCreary Rd.
Winnipeg MB R3P 2K9
Phone: 204-832-6088 (in Winnipeg)

Active Living Alliance for Canadians with Disabilities – Manitoba Chapter

National network that motivates and helps Canadians with disabilities become more physically active. Contact:

123-1 Morley Ave.
Winnipeg MB R3L 2P4
Phone: 204-478-6169 (in Winnipeg)
Website: www.ala.ca
People of all ages, with disability needs, can register for community-sponsored programs in the Leisure Guide. The City of Winnipeg will, whenever possible, modify programs to suit individual needs, whether physically helping participants or adapting skills to suit their needs. Contact:

**Phone: 311 (for program information)**
TTY: 966-1311
Website: www.winnipeg.ca/cms/leisure

**Note:** City of Winnipeg will pay for an ASL interpreter once the person’s registered for a recreation or swimming program. Call 986-1311 (TTY) for more information.
Regional and Recreation Services
Branches in Manitoba

The Manitoba government supports the development of healthy people and healthy communities though services provided by this branch. The branch supports rural and northern communities in activities in the areas of the arts and culture, heritage, recreation, fitness, sport, libraries and tourism.

If you live in rural and northern Manitoba, these regional offices are a first point of contact to help you find out what is happening in your community. There are regional offices in Westman, Central, Parkland, Norman, Eastman and Interlake. There is also a main office in Winnipeg.

Contact:

Regional and Recreational Services
6th Floor, 213 Notre Dame Ave.
Winnipeg MB R3B 1N3
Phone: 204-945-3766
Website: www.gov.mb.ca/healthyliving/recreation/contacts
More libraries, theatres and other public facilities around the province are providing access accommodations. Contact them directly about your needs if you are interested in attending one of their programs or events.

See the resource section (at the end of this guide) for more information on recreation and leisure.
Resources

(* indicates agencies or services that work specifically with people with disabilities)

Note: If you are unable to reach any of the Manitoba government programs or services listed in this guide, call:

**Manitoba Government Inquiry**
Phone: 204-945-3744 (in Winnipeg)
Toll free: 1-866-626-4862
TTY: 1-204-945-4796
Hours: Monday to Friday
8:00 a.m. - 4:30 p.m. CST
Education and Training

Disabilities Services Offices at Post Secondary Institutions

Red River College Disability Services*
Room D102, 2055 Notre Dame Ave.
Winnipeg MB R3H 0J9
Phone: 204-632-2121
Website: www.rrc.ca/disabilityservices

Offers support service programs to students with disabilities. When submitting your college application, you must register with Disability Services, and provide documents verifying your disability. Doing this early will help college staff set up the services you need.
University of Winnipeg Disability Resource Centre*
Lower Level Graham Hall
Room 0GM12
515 Portage Ave.
Winnipeg MB R3B 2E9
Phone: 204-786-9771
Website:
www.uwinnipeg.ca/index/services-disability

Offers support services and academic accommodations (ex: volunteer note takers, specially formatted text books, sign language interpreters). To receive services, identify yourself as a student with a disability on your application form and contact the Disability Resource Centre once you’re accepted as U of W student.

University of Manitoba Disability Services*
155 University Centre
Winnipeg MB R3T 2N2
Phone: 204-474-6213
TTY: 204-474-9790
Website: www.umanitoba.ca/student/resource/disability_services/index

Offers support services and academic accommodations (ex: volunteer note takers, specially formatted text books, adaptive software).
Colleges and Universities in Manitoba

For a complete list of universities and colleges in Manitoba, visit: www.edu.gov.mb.ca/ael/unicol

Employment and Volunteering

Employment Manitoba
Phone: 204-945-0575 (in Winnipeg)
Toll free: 1-866-332-5077
Website: www.gov.mb.ca/employment

Provides career counseling, help finding jobs and writing resumes, and information about training. Operates 16 centres across Manitoba.

Learning Disabilities Association of Manitoba (LDAM)*
617 Erin St.
Winnipeg MB R3G 2W1
Phone: 204-774-1821

Rural LDAM office/contact:

Brandon District
129-12th St.
Brandon MB R7A 4L8
Phone: 204-727-4669
Website: www.ldamanitoba.org
Offers services that help prepare adults with learning disabilities or attention deficit hyperactive disorder (ADHD) for employment.
Women's Enterprise Centre of Manitoba (WECM)
100-207 Donald St.
Winnipeg MB R3C 1M5
Phone: 204-988-1860
Website: www.wecm.ca
Provides services to women who want to start or expand a business. Offers business loans, group seminars, and individual consulting.

Income Benefit Programs

For information on Employment Insurance, Employment Insurance Sickness Benefit and Employment Insurance Compassionate Care Benefit, contact:

Employment Insurance (EI)
Toll free: 1-800-206-7218
TTY: 1-800-529-3742
Website: www.servicecanada.gc.ca

To find the address of an EI office near you, call Service Canada at:
Toll free: 1-800-622-6232
TTY: 1-800-926-9105
Employment Insurance (EI) Sickness Benefit*

Provides financial benefits to people who can’t work because of sickness, injury or quarantine. Must provide a medical certificate form completed by an authorized doctor/health practitioner to show that you can’t work. Benefits paid for up to 15 weeks.

Employment Insurance (EI) Compassionate Care Benefit

Provides financial benefits to people who must be away from work temporarily to care for a seriously ill family member likely to die within six months. Must provide medical proof (two forms completed by an authorized doctor/health practitioner). Benefits paid for up to six weeks.

Canada Revenue Agency

Winnipeg Tax Centre
P.O. Box 14006, Station Main
Winnipeg MB R3C 0E5
Toll free: 1-800-959-8281
TTY: 1-800-665-0354
Website: www.cra-arc.gc.ca

Provides the Disability Tax Credit and Disability Supports Deductions programs for persons with disabilities.
Disability Tax Credit*
Provides income tax credit for people with physical or mental conditions that affect basic activities of daily living. Medical condition must have lasted, or be expected to last, continuously for at least one year. Can file retroactive claims for up to ten years.

Disability Supports Deductions*
Provides income tax deduction for people with physical or mental conditions who require supports in order to work or attend school. You cannot claim amounts you or someone else claimed as medical expenses, or amounts that are reimbursed by a non-taxable payment such as insurance.

For more information on other tax credits and deductions that you may be eligible for, contact the Canada Revenue Agency.
Health and Well-Being

Regional Health Authorities of Manitoba
Website: www.rham.mb.ca

Lists twelve Manitoba regional health authorities that deliver health care services and programs across the province.

Community Contact Information
Phone: 204-287-8827 (in Winnipeg)
Toll free: 1-866-266-4636
Website: www.contactmb.org/index.html
E-mail: edwardmah@volunteermanitoba.ca

Provides a comprehensive information and referral service on a wide variety of available community services throughout Manitoba.

Mobilewomen.org*
Website: www.mobilewomen.org

Website created by women in wheelchairs for others like them. Provides information on topics such as: health and wellness, sexuality and relationships, reproductive health and pregnancy, parenting, beauty and fashion, business and employment. Includes interactive forums.
Get Better Together!
Wellness Institute at Seven Oaks General Hospital
1075 Leila Ave.
Winnipeg MB R3P 2W7
Phone: 204-632-3927
Website: www.wellnessinstitute.ca/gbt
Or: contact RHA

Offers a province-wide, free six-week program for living better with an ongoing condition. Weekly meetings, led by peers, on managing pain and exhaustion, eating well, talking to your doctor and making decisions.

Mental Health and Spiritual Care
Manitoba Health
300 Carlton St.
Winnipeg MB R3B 3M9
Phone: 204-786-7101
Website: www.gov.mb.ca/health/mh/index

Provides information on mental health and spiritual care and links to other programs and services across the province.
Community Health Centres

Offer a variety of health care services. For a complete list of Winnipeg Regional Health Authority community offices in Winnipeg, visit: Website: www.wrha.mb.ca/contact/comments_community.php

Community Health Centres (in Winnipeg)

Klinic Community Health Centre
870 Portage Ave.
Phone: 204-784-4090
Website: www.klinic.mb.ca

Women’s Health Clinic
Unit A-419 Graham Ave.
Winnipeg MB R3C 0M3
Phone: 204-947-1517
TTY: 204-956-0385
Website: www.womenshealthclinic.org

Mount Carmel Clinic
886 Main St.
Phone: 204-582-2311
Website: www.mountcarmel.ca

Nine Circles Community Health Centre
705 Broadway
Phone: 204-940-6001
Website: www.ninecircles.ca
Nor’West Co-op Community Health Centre
103-61 Tyndall Ave.
Phone: 204-940-2020
Website: www.norwesthealth.ca

For a list of community health centres in rural and northern manitoba, contact your RHA at:
Website: www.rham.mb.ca

Human Rights

The Canadian Human Rights Commission (CHRC)
344 Slater St., 8th Floor
Ottawa ON K1A 1E1
Toll free: 1-888-214-1090
TTY: 1-888-643-3304

Independent organization established by the federal government to oversee the Canadian Human Rights Act and make sure the Employment Equity Act is being upheld. Works with employers, service providers, individuals, unions, government and private organizations, and provincial and territorial human-rights groups to protect human rights for all.
Manitoba Ombudsman

Winnipeg Office:
750-500 Portage Ave.
Winnipeg MB  R3C 3X1
Phone: 204-982-9130
Toll free: 1-800-665-0531

Brandon Office:
202-1011 Rosser Ave.
Brandon MB  R7A 0L5
Phone: 204-571-5151
Toll free: 1-888-543-8230
Website: www.ombudsman.mb.ca


The following organizations can assist with advocacy.

Active Living Alliance for Canadians with a Disability Manitoba*
123-1 Morley Ave.
Winnipeg MB  R3L 2P4
Phone: 204-478-6169 (in Winnipeg)
Website: www.ala.ca
Alliance for Equality of Blind Canadians*
PO Box 20262
RPO Town Centre
Kelowna, BC V1Y 9H2
Toll free: 1-800-561-4774
Website: www.blindcanadians.ca

The Canadian Council of the Blind
Manitoba Division*
PO Box 2454, Station Main
Winnipeg MB R3C 4A7
Phone: 204-942-8722 (in Winnipeg)
News line (Toll free): 1-888-471-1919
Website: www.ccbmb.ca

Canadian Hard of Hearing Association
Manitoba Chapter*
c/o SMD Self-help Clearinghouse
825 Sherbrook St.
Winnipeg MB R3A 1M5
Phone: 204-975-3037 (in Winnipeg)
Website: www.chha-mb.ca

Cerebral Palsy Association of Manitoba*
105-500 Portage Ave.
Winnipeg MB R3C 3X1
Phone: 1-204-982-4842 (in Winnipeg)
Toll free: 1-800-416-6166
Website: www.cerebralpalsy.mb.ca
Manitoba Deaf Association*
240-285 Pembina Hwy
Winnipeg MB R3L 2E1
Phone: 204-453-1840 (in Winnipeg)
TTY: 204-975-3129

Manitoba Deaf-Blind Association*
285 Pembina Hwy
Winnipeg MB R3L 2E7
Website: www.rcmdb.mb.ca

Manitoba Brain Injury Association*
204-825 Sherbrooke St.
Winnipeg MB R3A 1M5
Phone: 204-975-3280 (in Winnipeg)
Website: www.mbia.ca

People First of Canada*
Suite 5, 120 Maryland St.
Winnipeg MB R3G 1L1
Phone: 204-784-7362 (in Winnipeg)
Members’ phone: 1-866-854-8915
Website: www.peoplefirstofcanada.ca

Post-Polio Network (Manitoba) Inc.
c/o SMD Clearinghouse*
825 Sherbrook St.
Winnipeg MB R3A 1M5
Phone: 204-975-3037 (in Winnipeg)
Website: www.postpolionetwork.ca
Independent Living Resource Centre*
(Winnipeg)
311A-393 Portage Ave.
Winnipeg MB R3B 3H6
Phone and TTY: 204-947-0194 (in Winnipeg)
Toll free and TTY: 1-800-663-3043

Community Living Winnipeg*
1-120 Maryland St.
Winnipeg MB R3G 1L1
Phone: 204-786-1414
Website: www.aclwpg.ca

Community Living Manitoba*
6 -120 Maryland St.
Winnipeg MB R3G 1L1
Phone: 204-786-1607
Website: www.aclmb.ca

DisAbled Women’s Network (DAWN) Manitoba*
SMD Clearinghouse
825 Sherbrook St.
Winnipeg MB R3A 1M5
Phone: 204-975-3275
Email: dawnmb@mts.net
Violence and Abuse

Women’s Shelters

Province-wide, 24 hour crisis line (Toll free):
1-877-977-0007
TTY: 1-888-987-2829

This line connects callers to the nearest provincially-funded shelter. Women’s shelters provide emergency shelter and counselling for women and children who are victims of domestic violence. Addresses of shelters are confidential for personal safety.

Shelters on Manitoba Reserves

First Nation Healing Centre
(Fisher River Cree Nation)
P.O. Box 365
Koostatak MB
Toll free: 1-800-692-6270

Jean Folster Place
P.O. Box 250
Norway House MB R0B 1B0
Phone: 204-359-4400
Mamawihetowin Crisis Centre
P.O. Box 131
Pukatawagan MB R0B 1G0
Toll free: 1-866-432-1041

Wechin Waskigan Crisis Centre
General Delivery
Shamattawa MB R0B 1K0
Phone: 204-565-2548

For more information on domestic violence services throughout the province, visit www.manitoba.ca/domesticviolence

Tools for Independent Living

Canadian Deafblind and Rubella Association (CDBRA) – Manitoba Chapter*
201-1100 Concordia Ave.
Winnipeg MB R2K 4B8
Phone: 204-949-3730

Provides people who are deafblind with the assistance that they need to understand the world around them.

Accessible Media Inc.*
Toll free: 1-800-567-6755 (for general information)
Website: www.voiceprintcanada.com
Website (TACtv):
www.theaccessiblechannel.com
VoicePrint Canada provides reading service of full-text newspaper and magazine articles that can be accessed through cable, satellite and the internet. TACtv provides closed captioning (the television script in writing) at the bottom of the television screen. Also provides described video (a voice describing visual elements of a television program) for people with vision loss. Call your cable or satellite provider for more information.

**Canadian Paraplegic Association (CPA) Manitoba Division***
825 Sherbrook St.
Winnipeg MB R3A 1M2
Phone: 204-786-4753
Toll free: 1-800-720-4933
Website: www.cpamanitoba.ca

**Manitoba League of Persons with Disabilities (MLPD)**
105-500 Portage Ave.
Winnipeg MB R3C 3X1
Phone/TTY: 204-943-6099
Toll free: 1-888-330-1932
Website: www.mlpd.mb.ca
Parenting and Family Life

Adoptions Options Manitoba
1313 Portage Ave.
Winnipeg MB R3G 0V3
Phone: 204-774-0511
Website: www.adoptionoptions.mb.ca

Non-profit organization licensed by Manitoba government that provides adoption services to birthmothers and adoptive parents.

Birth Roots Doula Collective
206-83 Sherbrook St.
Winnipeg MB R3C 2B2
Phone: 204-792-6769
Website: www.birthrootsdoulas.com

Doulas act as companions to women and their families before, during and after birth of child. Also offers various classes. Services offered to women with disabilities are determined on a case-by-case basis, depending on disability. Sliding fee scale available.
Families First
Call your local public health office, or call the Healthy Child Manitoba Office at:

Phone: 204-945-2266 (in Winnipeg)
Toll free: 1-888-848-0140
Website: www.manitoba.ca/healthychild/
familiesfirst

Community-based home visiting program for families with children from pregnancy to kindergarten. Provided across Manitoba by regional health authorities (RHAs).

Family Village*
Website: www.familyvillage.wisc.edu/index.html

Provides information on disability resources, websites and phone numbers for US and Canada.

Infertility Awareness Association of Canada - Manitoba Chapter
Phone: 204-488-2673 (in Winnipeg)
Website: www.wircwpg.ca

Provides support and information to people dealing with infertility.
Manitoba Association for Childbirth and Family Education (MACFE)
P.O. Box 68084
43 Osborne Street
Winnipeg MB R3L 1Y2
Phone: 204-475-1865 (in Winnipeg)
Website: www.manitobachildbirth.com

Offers classes to prepare for childbirth and doula services.

Manitoba Fertility Treatment Tax Credit

Manitoba Tax Assistance Office
Phone: 204-948-2115 (in Winnipeg)
Toll free: 1-800-782-0771
Website: www.manitoba.ca/finance/tao

Provides 40% refundable income tax credit on eligible expenses within the tax year. Up to $20,000 can be claimed per year, with a maximum benefit of $8,000.

Society for Manitobans with Disabilities (SMD) Self-Help Clearinghouse*
825 Sherbrook St.
Winnipeg MB R3A 1M5
Phone: 204-975-3037
Toll free: 1-866-282-8041
TTY: 204-975-3012 or Toll free 1-800-225-9108
Website: www.smd.mb.ca

Provides information on pregnancy, childbirth and parenting with a disability.
Regional Health Authorities in Manitoba
Website: www.gov.mb.ca/health/rha/contact

Offers free prenatal classes to prepare for childbirth. Contact your local regional health authority for more information.

Women’s Hospital Breastfeeding Service
2nd Floor, Women’s Hospital
735 Notre Dame Ave.
Winnipeg MB R3E 0L8
Phone: 204-787-1166 (8:00 a.m. - 4:00 p.m. daily, including weekends and holidays)
Phone: 204-788-8667 (HealthLinks - after 4:00 p.m.)
Toll free: 1-888-315-9257 (HealthLinks)

Provides phone access to a lactation consultant. Breastfeeding clinic every Thursday (1:00 p.m. - 3:00 p.m). No appointments necessary.
Family Resource Centres

Offer programs and supports to families. Different centres offer different programs, call to see what they offer.

Family Resource Centres in Winnipeg:

Andrews Street Family Centre
B-220 Andrews St.
Phone: 204-589-1721
Website: www.asfc.mb.ca

Elwick Village Centre
14-411 Fife St.
Phone: 204-632-0910

Family Centre of Winnipeg
401-393 Portage Ave.
(also has several satellite locations)
Phone: 204-947-1401
Website: www.familycentre.mb.ca

Crossways-in-Common
102-222 Furby St.
Phone: 204-774-2773

Heritage Park Family Resource Centre
Room 116-1 Braintree Cres.
Phone: 204-895-2519
Website: www.heritage-park.org
South Winnipeg Family Information Centre
800 Point Road
Phone: 204-284-9311
Website: www.swfic.org

St. George School Parenting Centre
151 St. George Rd.
Phone: 204-253-6773

Wolseley Family Place
Lower Level, 691 Wolseley Ave.
Phone: 204-788-8052
Website: www.wolseleyfamilyplace.com

Family Resource Centres in Rural/ Northern Manitoba:

Anna’s House (Steinbach)
B-11 Highway 12 North
Phone: 204-346-0413
Website: www.annashouse.ca

Cranberry Portage Child Family Resource Centre (Cranberry Portage)
109-2nd Ave. South
Phone: 204-472-3671

Elspeth Reid Family Resource Centre (Brandon)
255-9th St.
Phone: 204-726-6280
Toll free: 1-800-483-8980
Tupper St. Family Resource Centre  
(Portage la Prairie)  
20 Tupper St. North  
Phone: 204-857-9011  
Website: www.tsfrc.com

Provides information, support and programs for parents and youth on parenting, sexual education and awareness.

**Housing**

**Prairie Housing Cooperative***  
100-113 Market Ave.  
Winnipeg MB  R3B 0P5

c/o Murdoch Management, Inc.  
757 Henderson Highway  
Winnipeg MB  R2K 2K7  
Phone: 204-982-2000  
Website: www.lifelease.ca

Non-profit Winnipeg co-operative run by people with and without disabilities. Includes clusters of houses where non-disabled neighbors offer practical support to members with disabilities. Some in-home paid supports provided through other agencies.
Homeowner Emergency Loan Program (HELP)

**Manitoba Housing** – Housing Programs
Main floor, 280 Broadway
Winnipeg MB  R3C 0R8
Phone: 204-945-5566 (in Winnipeg)
Toll free: 1-866-689-5566
TTY: 204-945-4796 or Toll free at 1-800-855-0511 (Manitoba Relay Service)
Website: www.gov.mb.ca/housing/help

Offered by Manitoba Government. Provides low-income homeowners with loan to pay for emergency repairs affecting health/safety of occupants.

**Home Buyers Amount***

**Canada Revenue Agency**
Winnipeg Tax Centre
P.O. Box 14006, Station Main
Winnipeg MB  R3C 0E5
Toll free: 1-800-959-8281
TTY: 1-800-665-0354
Website: www.cra-arc.gc.ca

Offered by Revenue Canada Agency. Income tax claim of $5,000 to help with purchase of home for eligible person with a disability must be more accessible or better suited to person’s needs than existing home. Not necessary to be first-time home buyer.
SAM Inc. Management Inc.
425 Elgin Ave.
Winnipeg MB R3A 1P2
Phone: 204-942-0991
Website: www.sam.mb.ca

Non-profit corporation that provides rental units to single persons, families and seniors with low incomes.

Winnipeg Rental Network
509 Selkirk Ave.
Winnipeg MB R2W 2M6
Phone: 204-927-2335
Website: www.winnipegrentnet.ca

Provides affordable rental listings for people on limited incomes and links to other information about housing programs and subsidies.

Transportation and Travel

Disabled Driver Assessment and Management Program*
Manitoba Public Insurance
P.O. Box 6300
Winnipeg MB R3C 4A4
Phone: 204-985-1900
Toll free: 1-866-617-6676

Provides clinical pre-screening and practical on-road assessments available to people.
with neurological and orthopedic disabilities, psychiatric disorders, and disabilities due to aging. Must be referred in writing by a doctor.

**Note:** To obtain a program referral, contact the program

**SMD Travel Assistance Program***
111 Winnipeg Ave.
Winnipeg MB R3E 0S2
Phone: 204-975-3108
Toll free: 1-866-282-8041
Website: www.smd.mb.ca/travel_assistance_program

Provides Disability Travel Card (for reduced fares) to people with permanent disabilities who can’t travel without an attendant. Accepted by Motor Coach Companies and Via Rail. Application form must be signed by professional health care provider. Airlines are not part of program. (You must contact each airline about its policy.)

**Federal Gasoline Tax Refund Program***
Canada Revenue Agency
Toll free: 1-800-959-8281
TTY: 1-800-665-0354
Website: www.cra.gc.ca

Offered by federal government. Provides for refundable portion of federal excise tax on gas
used by eligible people or organizations. Must be certified by medical practitioner as having permanent mobility and unable to safely use public transportation.

**Federal Transit Tax Credit**  
Canada Revenue Agency  
Toll free: 1-800-959-8281  
TTY: 1-800-665-0354  
Website: www.cra.gc.ca

Offered by federal government. Provides non-refundable tax credit for cost of monthly bus passes. (Weekly passes are also eligible in some situations.) Must keep expired passes to support claim on income tax return.

**Vehicle Modification Services for People with Physical Disabilities***  
c/o Health Sciences Centre  
Rehabilitation Engineering Department  
59 Pearl St.  
Winnipeg MB R3E 3L7  
Phone: 204-787-2366  
Website: www.hsc.mb.ca/re

Provides a wide range of vehicle modifications free of charge to drivers with disabilities who have a valid Manitoba driver’s license. Includes farm equipment and tools to help driver get into vehicle.
Recreation and Leisure

Creative Retirement Manitoba (CRM)
270 Sherbrook Street
Winnipeg MB R3C 2B9
Phone: 204-949-2565 (in Winnipeg)
Website: www.crm.mb.ca

Provides interactive learning opportunities for a cost for older adults, aged 55 and older. All classrooms are wheelchair accessible. Courses include: languages, arts, history, fitness and computer.

Breakout Program – Society for Manitobans with Disabilities (SMD)*
Community Inclusion and Support Services
825 Sherbrook St.
Winnipeg MB R3A 1M5
Phone: 204-975-3067
Toll free 1-866-282-8041
Website: www.smd.mb.ca/community_education_and_training.aspx

Summer program for adults with physical and neurological disabilities to attend community attractions and events.
Special Olympics Manitoba*
304-145 Pacific Ave.
Winnipeg MB  R3B 2Z6
Phone: 204-925-5628
Toll free: 1-888-333-9179
Website: www.specialolympics.mb.ca

Provides athletic and sport training programs for people with intellectual disabilities. Programs available in seven regions of Manitoba, including Winnipeg. Required registration fees waived for those on limited incomes.