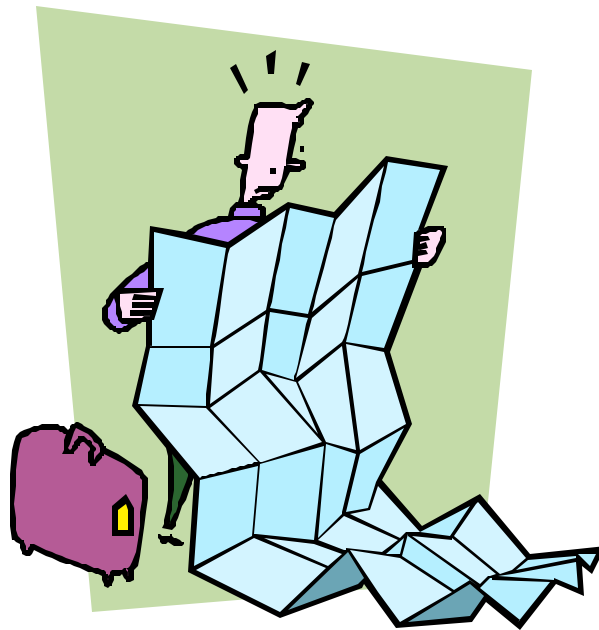


A Roadmap For Living Well with Chronic Disease in Manitoba



A handbook from the Creating Balance in Chronic Disease
Partnership



Introduction

It may have just been last week – or maybe it just seems like last week: the diagnosis that you have a chronic disease. In some cases it might have come as an unpleasant surprise; in others it may have been a relief. At last, you know what it is. Now you can get on with your life. This is where this handbook comes in. Once you have experienced your initial reactions to the diagnosis, thought about what it means for the future and begun your journey down this new, unexpected road, you may want some type of road map. We have designed this handbook with this need in mind.

We know that you may come across some new situations – and we hope that this handbook can help you navigate them in as comfortable a way as possible. Consider it a tool to assist you to keep doing the things you enjoy. It may help you find resources with which you are not yet familiar, and assist you in keeping your routine as much like it used to be as possible. **A diagnosis of chronic disease does not mean the end of a life; it means the start of living life in a new way.**

It is important to remember that you are not alone. We strongly recommend that your first call be to the organization that is specific to *your* chronic disease. So, for instance, if you have been diagnosed with arthritis, call The Arthritis Society. It can offer you comprehensive advice and support to most closely coincide with your concerns/questions and needs.

How to Use This Handbook

This handbook contains listings of a wide range of services available for people in Manitoba who are living with chronic disease. They include advocacy, assistive devices, caregiving resources, emotional support, employment and training, housing and renovations, income assistance resources, and transportation. Each section explains its intent and goes on to direct you where to find these different services in or near your community. Some of the sections also include sample questions you can ask when calling agencies. The index on page 20 lists a sample of the services that are available to you. In many cases the only resources listed are in Winnipeg. There may be alternatives to these in your community that you can search out. You can usually reach these organizations via toll-free numbers and they will be happy to assist you. Most of the organizations listed serve the entire province.

How this handbook came about

The *Creating Balance in Chronic Disease* partnership, formed in 1994 and made up of the Manitoba divisions/branches of The Arthritis Society, The Multiple Sclerosis Society of Canada, The Kidney Foundation of Canada and The Canadian Diabetes Association, was set up to educate people with chronic diseases about subjects of interest to them. In the past the partnership has organized educational seminars. Our latest project has been the development of this resource handbook outlining resources available within Manitoba. It is our hope that you will find it a valuable ongoing source of information.

1st Printing – 2002

The user of this handbook acknowledges and agrees that the information provided in the handbook is strictly for the use as a reference guide to support and services for chronic disease care. The information is not intended for assessing medical conditions or to aid with the development of medical diagnosis. Users are strongly encouraged to seek all medical advice, pertaining to illnesses, diagnosis and treatment from a registered healthcare professional. The user indemnifies and holds harmless AstraZeneca Canada Inc. in respect to use of the information in the handbook for uses other than described in this disclaimer.

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So, you've been diagnosed with a chronic disease...

Don't panic, it doesn't mean that your life is over, but it may turn out to be different than what you or your family and friends had expected. There are going to be challenges. These will provide you with opportunities to learn things that you would otherwise never have learned. You'll meet people you wouldn't otherwise have met and maybe even enjoy a few things that might have passed you by. The following, written by the mom of a child with a disability, captures what we're talking about.

Welcome to Holland by *Emily Perl Kingsley*

I am often asked to describe the experience of raising a child with a disability – to try to help people who have not shared that unique experience to understand it, to imagine how it would feel. It's like this...

When you're going to have a baby, it's like planning a fabulous vacation trip – to Italy. You buy a bunch of guide books and make your wonderful plans. The Coliseum. The Michelangelo David. The gondolas in Venice. You may learn some handy phrases in Italian. It's all very exciting.

After months of eager anticipation, the day finally arrives. You pack your bags and off you go. Several hours later, the plane lands. The stewardess comes in and says, "Welcome to Holland." "Holland?!?" you say. "What do you mean Holland?? I signed up for Italy! I'm supposed to be in Italy. All my life I've dreamed of going to Italy." But there's been a change in the flight plan. They've landed in Holland and there you must stay.

The important thing is that they haven't taken you to a horrible, disgusting, filthy place full of pestilence, famine and disease. It's just a different place. So you must go out and buy new guide books. And you must learn a whole new language. And you will meet a whole new group of people you would never have met. It's just a different place. It's slower-paced than Italy, less flashy than Italy. But after you've been there for a while and you catch your breath, you look around... and you begin to notice that Holland has windmills... and Holland has tulips. Holland even has Rembrandts.

But everyone you know is busy coming and going from Italy... and they're all bragging about what a wonderful time they had there. And for the rest of your life, you will say "Yes, that's where I was supposed to go. That's what I had planned." And the pain of that will never, ever, ever, ever go away... because the loss of that dream is a very very significant loss.

But... if you spend your life mourning the fact that you didn't get to Italy, you may never be free to enjoy the very special, the very lovely things... about Holland.

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Your Health Care Team

As with any trip, it's much easier if you have some traveling companions to help you find your way through the medical system, and learn about your illness and how it will affect your life. You may think that your doctor or specialist is the only medical professional involved in your health care, but that's not correct. Listed below is a sample of health care professionals who you may see. In some cases you may need to ask for a referral from your physician. In some cases a referral is not necessary. In this case, call your disease specific group for information.

Who are they and what do they do?



Dietitian: Speaking to a dietitian about your diet and your specific health concerns can help you learn a better (healthier) way of eating. This will allow you to feel better, and may be a prescribed part of your medical treatment.

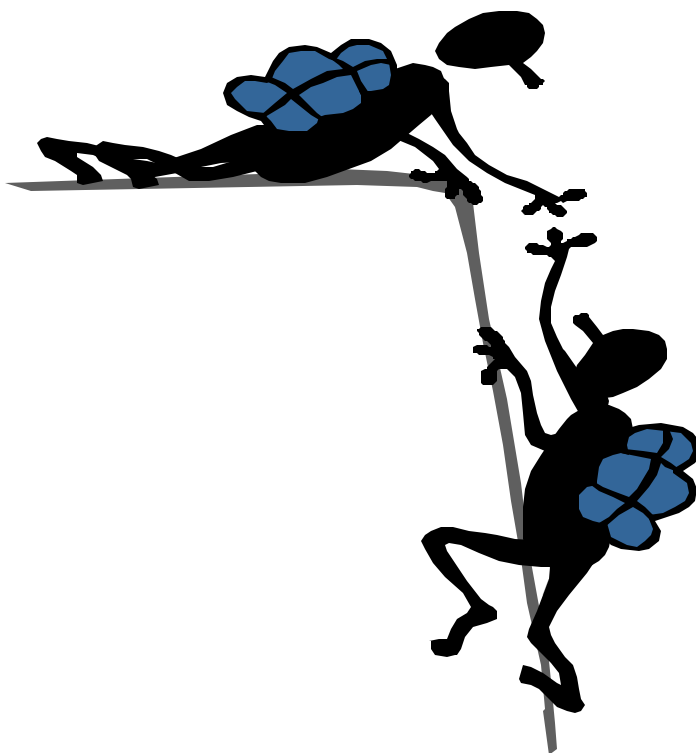
Nurse: You will probably encounter nurses quite often in your journey. They may help educate you on your illness and treatment, they may be assessing you for home care, or they may be taking blood or conducting routine tests. Nurses can provide a lot of helpful information to you about your treatment and your health. They are also valuable in referring you to the appropriate individual for assistance.

Occupational Therapist: An Occupational Therapist can help you by working with you to suggest ways to solve problems you may have about your mobility that are affecting your day to day activities. Occupational Therapists may be able to suggest or develop equipment or tools that will keep you doing the things you enjoy.

Pharmacist: Your pharmacist does more than just fill prescriptions. She or he can give you useful information about the side effects of medications and up-to-date details on Pharmacare and drug coverage.

Physiotherapist: Physiotherapists can help you maintain your mobility by helping maintain your range of motion. They can also help you regain muscle or mobility you have lost due to an injury or illness through specially developed exercise.

Social Worker: A social worker can help you and your family with many different changes that may happen as a result of your condition such as housing, employment and transportation to treatment. A social worker can help you by listening to how your illness is affecting you and your family. A social worker can assist you and your family figure out what resources are in your community that may be of use to you given your new circumstance.



Things to Remember When Visiting your Health Care Provider

You may find that you get nervous before you see your doctor or another health care provider. Many people feel intimidated or uncomfortable talking about their health, and as a result they forget questions they wanted to ask. You want to get the most out of every session, so here are some hints to make your appointments really productive and ensure you get the answers to your questions.

Be Prepared

- If you have questions, write them down ahead of time. Priorize your questions and write the most important ones first. Once you are in the session with your health care provider you may get sidetracked or forget some of the concerns or questions you wanted to talk about. .
- Make a list of your symptoms if you have not been feeling well. It is important to give as much information to your health care provider as possible. The more you tell them about your symptoms (where is the pain, how long has it been persisting), the easier it is for them to get the “big picture” and be able to treat you effectively.
- Take a pen and paper with you and jot down notes after you leave the office to help you remember what the health care provider told you. .

Bring Someone With You

- A companion can provide moral support and help you relax. She or he can also remind you of concerns you may have forgotten, and afterwards help you recall what the health care provider said.
- If English is not your first language, bring someone who can help translate what the doctor is saying. If you don't know anyone who can do this, check at the back of the book for programs which provide volunteer translators for medical purposes.

Speak Up

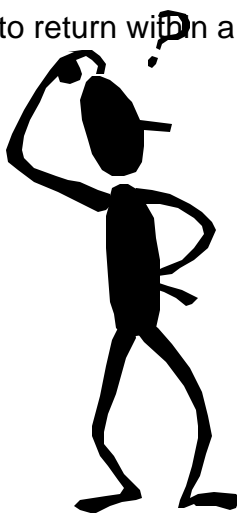
- Be sure you understand what your health care provider is telling you. If you don't, ask for an explanation.
- Ask questions and be sure they are answered to your satisfaction before you leave the office.
- Be sure you understand what kind of medication is prescribed and why. Find out if there are side effects and what to do should you experience any of them. Ask if there are appropriate alternative treatments available.

Share All Information

- Remember to report everything you know about your health status, including all your symptoms and problems.
- Take a list with you of any and all medications, vitamins and herbs you are taking.
- Inform your health care provider if another provider is also treating you.

Follow Up:

- If you remember a question you forgot to ask at your appointment or have a new question, don't hesitate to call your health care provider's office. Call if you are having difficulty with your prescribed treatment plan.
- If your health care provider wants you to return within a certain time period, make sure to follow through with this appointment.



Evaluating Information

After a diagnosis many people try to find out all the information they can about their condition. This includes treatment options and lifestyle changes that may help them improve their health and continue with their daily routines. As friends and family learn about your diagnosis, they may offer advice on treatment and other issues. Sometimes it's difficult to know what you should try or who you should believe. Here are some tips to help you evaluate the information that you're getting:

Authorship is perhaps the most important thing to consider when evaluating information. Who wrote this? Is it a well-known and well-regarded name you recognize? If you do not recognize it, you may want to contact your disease-specific organization to see if the staff are familiar with the author.

The Publisher is also a good guide for evaluating any kind of material you may be reading. In the print world, this generally means that the author's manuscript has been screened in order to be sure that it meets the standards or aims of the organization that serves as publisher.

Point of view or bias reminds us that information is rarely neutral. It generally represents a point of view. Every writer wants to prove his or her point, and will use the data and information that helps do this. When evaluating information, it is important to examine who is providing the "information" and what their point of view or bias might be.

Currency refers to the timeliness of information. Is it up to date? What year was this information put together? Is it the most current information on the topic?

It is important for you to evaluate **all information**. If you find information that is "too good to be true", it probably is. Learn to be skeptical and then learn to trust your instincts.

When you hear about potential “Treatments & Cures” be very careful of claims that:

- ☞ Promise you will be cured
- ☞ Offer certainty where there is little
- ☞ Have answers to unanswered questions
- ☞ Distort or oversimplify things
- ☞ Offer quick and dramatic results
- ☞ Offer anecdotes – stories of how it worked for others¹



Remember! Always call your doctor before starting any new treatment or program. If you have a question about medication, you can call the Medication Information Line listed at the back of this handbook.

¹ Journey to Wellness: Beyond MS (1998), Multiple Sclerosis Society of Canada, Alberta and Manitoba Divisions.

Helpful Tips to Consider When Calling for Information

Calling for information can be a frustrating experience. How many times have you called somebody, been diverted three times, put on hold and finally hung up without the information you were looking for. The purpose of this handbook is to help you get the answers as quickly and painlessly as possible.

1. **Keep clear, brief notes about the information you receive.** You may want to have a special book to keep all your notes in. It can also serve as a journal to record daily symptoms and activities.
2. **Ask for the name of the person you are speaking with.** Make a note of the name and the time and day that you called, for future reference. This can come in handy, especially during follow-up calls.
3. **Before you make your call, jot down your questions.** There's nothing worse than getting off the phone and realizing that you forgot to ask something important.
4. **Stick to the facts.** Be clear and concise when explaining your situation. The more specific your inquiries, the better suited to your situation the responses will be. This saves both you and the person you are calling valuable time.
5. **Don't be afraid to ask what you might think are "dumb" questions.** Organizations often have their own "language" which is not always clear to the layperson. Just as you should be clear in expressing your questions, so they should be clear in their answers. Ask for an explanation of any terminology you don't understand.
6. **Be assertive about getting the information you need.** If an organization says that it cannot help you, ask to be referred to one that can. Although this can sometimes be a difficult and frustrating part of the journey, stay calm and be persistent.
7. **Be sure to ask if there are any criteria for accessing the service you are requesting.** Find out if there is a charge for the service and whether or not you need a referral from your doctor.
8. **Before ending your call, spend a moment confirming that you have fully understood all the information given to you.** Repeat or rephrase the important points back to the person on the phone to confirm that you have understood what has been said.
9. **If you are having trouble getting the answers you need or finding the right person to speak with, contact your disease-specific organization for help.**

Emotional Support Services

People experience many different reactions when they are first diagnosed with a chronic illness. Some people welcome the diagnosis because they can finally put a name to what they've been experiencing. Others may be devastated by the news. Some of the most common reactions to a diagnosis can include:

1. **Disbelief and Denial** – “This isn't happening to me.”
2. **Shock** – “What will I do?”
3. **Anxiety** – “What else will happen to me?”
4. **Anger** – “Why can't you fix what's happening to me?”
5. **Relief** – “At least I have a name for what's happening to me”²



Regardless of your initial reaction, living with a chronic illness brings with it many questions and uncertainties about the impact the disease is going to have on your life. Not surprisingly, dealing with a chronic illness can cause emotional responses that you may need support to deal with. As you continue to live with a chronic illness, it is not unusual to sometimes feel depressed or stressed. Sometimes you may experience some of the following:

- loss of interest in friends or activities
- wanting to be alone
- difficulty sleeping
- increase or decrease in appetite
- loss of interest in personal care or appearance
- weight loss or gain
- general feeling of unhappiness, crying
- loss of interest in sex or intimacy

² National Multiple Sclerosis Society, [Multiple Sclerosis in 2000 – A Model of Psychosocial Support](#), Consortium of Multiple Sclerosis Centers, 2000, p.48

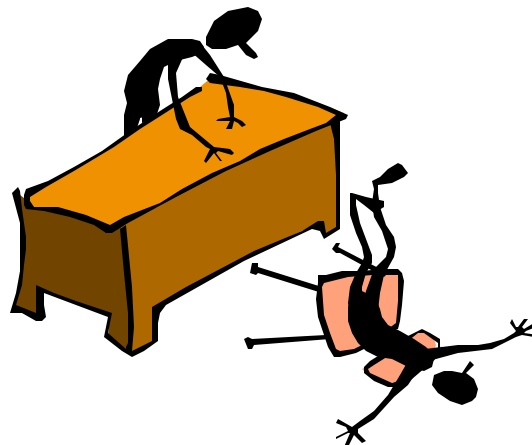
- suicidal thoughts
- frequent accidents
- low self-image, loss of self-esteem
- frequent arguments or loss of temper (some people express their depression as anger)
- feeling tired
- feeling confused
- lack of concentration

At those times some people may only feel comfortable talking to a family member or friend. Others may want to consult with an uninvolved person like a counsellor. Either way, it is natural and okay to ask for support.

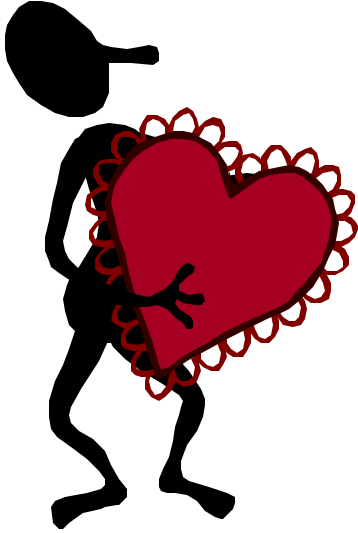
If you are experiencing some of these symptoms and are concerned, here are some questions to ask your health care provider:

- Are there programs or groups I can participate in?
- My illness is affecting my relationship with my family. Is there anyone else I can talk to beside my family?
- Can you suggest a book I could read or a video I could watch?
- My spouse is struggling with a chronic illness. My children and I are constantly challenged to help him manage the disease. We are all getting very tired. Is there somewhere we can go for assistance?

If you're concerned, you can call your doctor or other health professional, your disease-specific organization, the Canadian Mental Health Association or the Society for Manitobans with Disabilities (listed at the back of the handbook).



Caregiving Resources



At some points in your journey you may need some assistance with activities that you do every day. Your friends and family may feel that they need some help in order to provide you with all the support they can. Asking for help is not always easy and often those around you may not know what to do to help you. You may find that the kind and amount of help you need varies – at some points you will need more and other times, you will need less. This is true for most people.

At times the role of caregiver can be very tiring, but it is also very rewarding. Many people find their relationships grow stronger because of this caregiving relationship. Providing support to friends and family when they need it is part of sharing our “humanness” to its full capacity.

Caregiving help can include such things as assistance with outings, housekeeping tasks, daily personal activities, emotional support and even looking after children. Caregivers can be paid (often called formal caregivers) and unpaid (informal caregivers).

Formal Caregivers:

You may be eligible to have government assistance with caregiving tasks. Call your local Regional Health Authority (see listings at the back) for information about a **Home Care Program** in your area. A case coordinator will come to your home and do a complete needs assessment. The amount of assistance that will be provided depends on the level of care required.

If you would like to hire your own private formal caregiver, you can look under **Home Health Services** in the Yellow Pages.

Self Managed Care

The government home care program also includes a self-managed care option in which the amount of care you need is assessed and the government gives you the money to hire your own caregiver(s). There are rules set up about who you can hire and how they are to be paid. Call your regional Home Care Case Coordinator or Case Manager to find out about the availability of such an option for you. Your disease-specific organization can also give you information about this program.

Informal Caregivers

If you assist someone with a chronic illness, you may want to find a support group where you can talk about this experience and learn from others. Call your disease-specific organization (listed at the back of this handbook) to find out about such groups. You may also find that you need some time away in order to regain your energy or attend to other responsibilities. Call **Community Respite Services** or your local **Home Care** program for information about Respite Services, so that you can take some time away.



Income Assistance Resources

As a person with a chronic disease you may experience changes in your earning ability and find you could use some form of income assistance. Depending on your circumstances, the following income assistance resources may be available to you. Detailed contact information is listed at the back of the handbook .

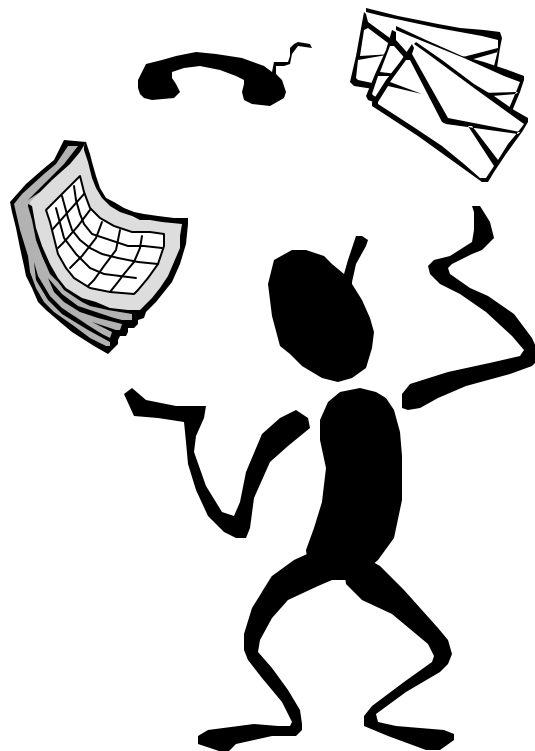
Human Resources Development Canada

Employment Insurance (EI)

Employment Insurance is a contribution-based income support program for people who stop working because of layoff, shortage of work, illness or pregnancy and childbirth. Benefits are calculated based on the number of hours worked. Applicants for EI Sick benefit require 600 insurable hours. Applicants for EI Regular Benefits require 910 insurable hours if they are a first time applicant and 700 insurable hours if they are repeat applicants. Employment Insurance offers retraining programs for people who need to change jobs because of special needs such as an injury or illness that prevents them from being able to continue in their current position.

Canada Pension Plan (CPP)

CPP is a contribution-based insurance program providing benefits for both seniors and people with disabilities. CPP benefit eligibility is based on the number of years worked in Canada or an Agreement Country. Applicants for CPP Disability benefit must meet the program eligibility criteria and are required to submit detailed medical information indicating that their condition is both “severe and prolonged”. Benefits are issued monthly. Appeals may be made directly to your CPP Case Coordinator.



Employment & Income Assistance (EIA), Manitoba Family Services and Housing

EIA is an income-based program providing Manitobans with financial assistance for shelter, basic needs and medical needs. Single people, single parents, two parent families or people with disabilities may apply for EIA. The Employment and Income Assistance Act determines eligibility. This is a program of last resort. This means it can only be accessed if all other financial options, such as employment insurance and CPP, have been explored.

Disability Benefits as part of an Employee Benefits Package. Check with your employer, employee assistance department or union representative for specific plan details.

If you have trouble finding financial assistance that you require, please refer to the section in this handbook on Advocacy. If you are looking for ways to return to the workforce, see Employment and Training. For taxation or claimable credits information, contact Canada Customs and Revenue Agency listed at the back of the handbook. Or contact your disease-specific organization for information and assistance.

Here are some specific questions that you may want to ask.

1. What kinds of programs do you have that provide financial assistance? Do I qualify?
2. If I am only able to work part-time and do not earn enough to support myself, can I get financial assistance? Where should I call?
3. If I am unable to work, is there any option besides CPP disability benefits?
4. If I have never worked and am now disabled or chronically ill, what kind of financial support am I eligible for?
5. If I've been turned down or cut off of Employment and Income Assistance, how do I appeal?

Employment and Training

As you continue your day-to-day tasks after your diagnosis, you may notice different challenges in how you function at your job; or you may be worried about your condition affecting your job. There are organizations that can provide you with information, advice and help in adjusting your job to help you remain in your present position or retraining for a new job. Do not quit your job immediately after a diagnosis; you could end up losing benefits that you're entitled to if you do. You may face changes in your workplace – either because of misinformation on the part of your employer or co-workers, or because symptoms make doing your job more difficult. By law employers are required to accommodate the special needs of employees with disabilities. For information on this call The Manitoba Human Rights Commission at 945-3007. Ask for the booklet “The Duty to Accommodate”. If you think you have been wrongly dismissed or discriminated against, see the section in this handbook on Advocacy. For information on disability and benefits, see Income Assistance.

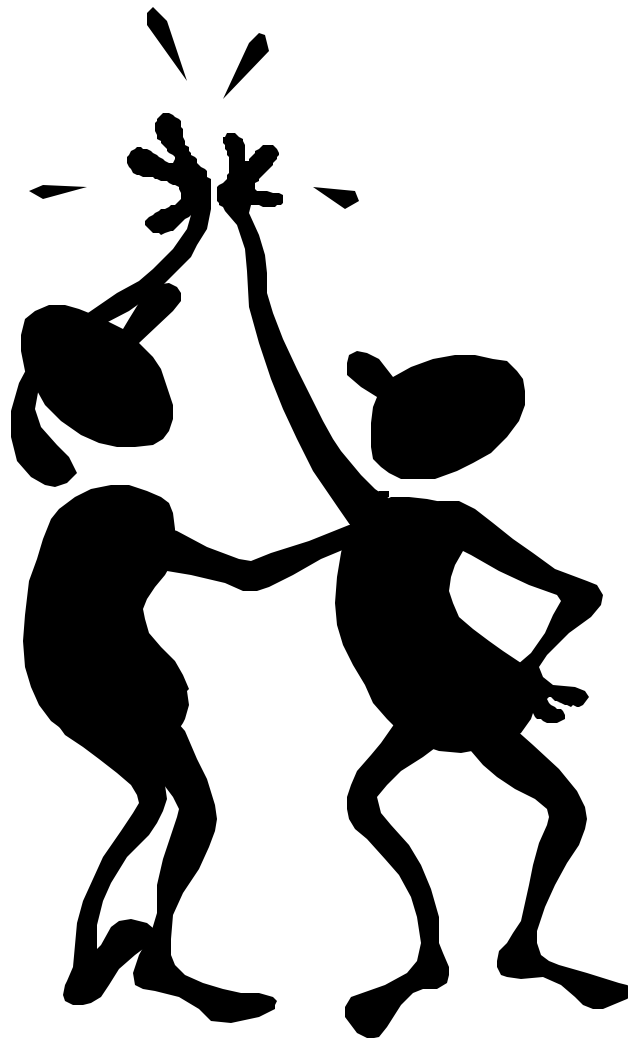


If you find yourself in a situation like this, call your disease-specific group, or any organization listed under this topic at the back of the handbook.

Here are a couple of questions you might ask:

1. I am looking for part-time work and would like some assistance finding an employer who will be sensitive to my needs. Are there agencies I can call?

2. Due to my illness or disability, I can no longer work in my present field. I think I need to change occupations. Where can I go for re-training? Are there any programs to help me get the skills I need?
3. I need to have my workplace adjusted to accommodate me. Where can I go to find out more for myself and my employer to help me do this?



Housing and Renovations

Living with a chronic disease, you may find that you need to make changes in your home to better suit your current needs. One possible solution is to renovate your home to make everyday tasks easier and more comfortable. There are some retail outlets that provide installation of ramps, handrails, bath chairs and other assistive devices. For retail outlets, look under “**Ramps**” or “**Home Health Services**” in the Yellow Pages.

If cost is a concern, the Canada Mortgage and Housing Corporation Residential Rehabilitation Program provides financial assistance and loans for home repairs and renovations for people with disabilities. Call 986-2299 for more information.

If you’re having difficulty doing various chores, there are various types of in home assistance that may suit you. You might be eligible for home care, where someone will come into your home to assist you with daily tasks. Call your Regional Health Authority for more information. There are also housing complexes that provide care.

If you are unable to afford the cost of housing, you may qualify for subsidized housing, where the government pays a portion of your rent based on your income.

Call your disease-specific organization to find out what options are available to you..

Some questions you may want to ask include:

1. Because of my illness or treatment I need to make some renovations to my house.. Is there any financial assistance available to pay for these renovations? Can I claim the cost on my income tax return?
2. I need to install a ramp in my home. To ensure the costs are covered, do I have to order it from a particular company?
3. Due to my illness, I am unable to live in my home anymore. Where can I go?



Assistive Devices

To maintain your independence while living with a chronic disease, you may find that you need to make changes to the way you do some daily tasks. There are many devices available that can help make everyday activities and chores easier and more efficient. These can range from jar openers and shoehorns, to walkers, lift chairs and motorized scooters. To select the most appropriate device(s) for you, you can consult an occupational therapist or physiotherapist.



You may be able to get some assistive devices paid for through Medicare, a workplace benefit plan, or a private insurer. Speak to a social worker, your disease-specific organization or insurer about coverage. If you have to purchase assistive devices yourself, you may be able to claim the cost as a medical expense credit on your income tax. Call Canada Customs and Revenue Agency for more information. Some organizations rent, loan or sell used equipment, so you can look into these options too, if you choose. Look in the Yellow Pages under **Home Health Services and Supplies** for a listing of suppliers.

A sample listing of community organizations that can provide you with information about assistive devices is included at the end of this handbook.

If you find that you need to make adaptations to your vehicle, contact the Rehabilitation Engineering Department at the Health Sciences Centre at (204)-787-2366. This is the only place in the province authorized to adapt vehicles. This department can also find innovative ways to meet a range of assistive technology needs.

Some questions you might ask:

1. I am feeling unsteady on my feet and frequently lose my balance. What sort of equipment is there that could help with this problem? Where can I go to get it?
2. How much will it cost and can I get coverage to help me pay for it?
3. I want to remain independent in my home, but lately I have been having a difficult time getting in and out of the shower and on and off the toilet. Are there devices that I can get to make this easier for me?
4. What sort of equipment is available that could help me?

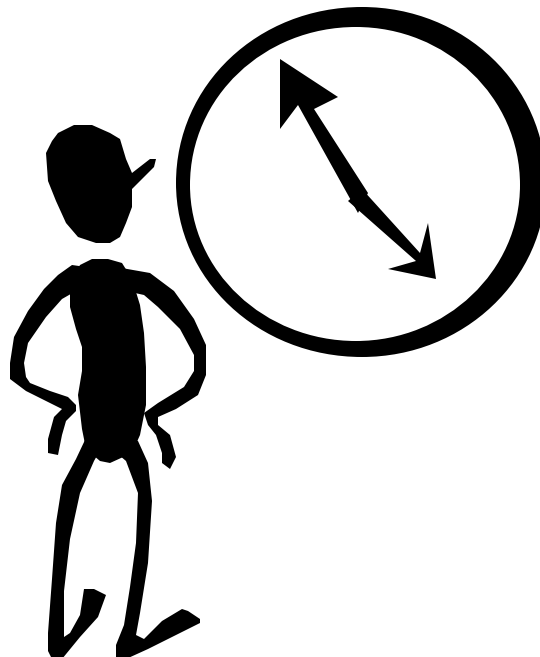


Transportation

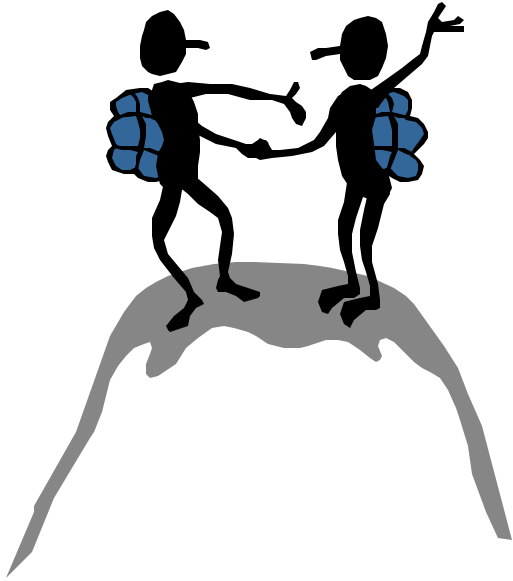
Living with a chronic disease, you might have special transportation needs. Some locations have Easy Access buses on certain routes. In areas where this service is not available other organizations may provide alternate transportation. Contact your local municipality to find out what is available in your area and if you are eligible. You can also contact your Regional Health Authority or local seniors' centre, which may offer transportation services for people with disabilities. Check the listings in the back of the handbook to see if your community offers any of these services. You can also call Intergovernmental Affairs Municipal Finance and Advisory Services at (204)-726-6725.

Even if you are having difficulty driving you may be able to continue by making modifications to your vehicle. Please see your doctor for more information and testing.

If you want an application for a disability parking pass or if you are not sure that you qualify, call the Society for Manitobans with Disabilities at 1-800-836-5551.



Advocacy



What is Advocacy?

Everyday, politicians and people in positions of power make decisions that affect your well being. Advocacy means speaking up for yourself and others to let those in power know what decisions you want or need them to make.

Advocacy involves taking steps to solve a problem and achieve a goal. This can be anything from getting information or obtaining a service, to appealing a decision or changing a policy or law. Advocacy results in you feeling empowered, not helpless.

Know Your Rights

To advocate effectively for yourself or others, you need to be aware of your rights. You can find out more about your rights by contacting a representative of your disease-specific organization, from reading materials, such as government publications, or by contacting the Manitoba Human Rights Commission at 945-3007. You can also contact any of the organizations listed in the back of this handbook under advocacy.

Here are some potential situations and questions which may lead you to advocate on your or someone else's behalf:

1. I tried to get home care and was denied. Can I appeal this decision and how do I go about doing this?
2. I applied for CPP Disability benefit and my application was rejected. What can I do now?
3. The insurance company for my employee benefit plan has refused to cover the cost of the grab bars I need in my bathroom. What should I do?
4. My employer is not willing to accommodate my need for flexible work hours. Is there anything I can do?

Index – Listing of Resources

The following is a sample of organizational resources in Manitoba and is not a complete list. Resources are listed alphabetically by chapter. If you are unsure whether the resources are available in your community, please call the toll free number if present for that information.

Things to Remember When Visiting Your Health Care Provider

Aboriginal Health and Wellness Centre
214 & 215 – 181 Higgins Ave.
Winnipeg, MB R3B 3G1
Phone: 204-925-3700 Fax: 204-925-3709
www.abcentre.org/serv8.html

Manitoba Interfaith Immigration Council Inc.
Welcome Place - 397 Carlton St.
Winnipeg, MB R3B 2K9
Phone: 204-977-1000 Fax: 204-956-7548
www.miic.ca

Evaluating Information

Province-wide Medication Information Line
c/o University of Manitoba Faculty of Pharmacy
Room 202 Pharmacy Building
Winnipeg, MB R3T 2N2
Toll Free- 1-800-432-1960ext.6493
Phone 204-474-6493

Emotional Support Services

**Canadian Mental Health Association
Manitoba Division**
www.cmhamanitoba.mb.ca

Central: 236 Saskatchewan Avenue E.
Portage la Prairie, MB R1N 0K9
Phone: 204-239-6590 Fax: 204-257-2869

Eastman:
689 Main St.
Oakbank, MB R0E 1J0
Phone: 204-444-4691

Interlake:
217 Robinson Ave.
Selkirk, MB R1A 2M5
Phone: 204-482-9723 Fax: 204-482-5684

Norman:
Box 2665
The Pas, MB R9A 1M5
Phone: 204-620-0344

North Parkland/Swan Valley Region:
Box 1593
Swan River, MB R0L 1Z0
Phone: 204-734-2734 Fax: 204-734-5727

Westman Region:
23-12th St.
Brandon, MB R7A 4L6
Phone and Fax: 204-727-5426

Thompson:
Box 456
Thompson, MB R8N 1N2
Phone: 204-677-6050 Fax: 204-677-5534

Winnipeg Region:

432 Ellice Ave.
Winnipeg, MB R3B 1Y4
Phone: 204-982-6100 Fax: 204-982-6128
Email: cmhawpg@mb.sympatico.ca

Health Links

www3.mb.sympatico.ca/~barbarab/healthlinks/htm
c/o Misericordia Hospital
99 Cornish Ave.
Winnipeg, MB R3C 1A2
Phone: 204-788-8200
Toll-Free: 1-888-315-9257

People Helping People

Box 521
McCreary, MB R0J 1B0
Phone: 204-835-2782

REGIONAL HEALTH AUTHORITIES**Brandon Regional Health Authority**

www.brandonrha.mb.ca
150A Seventh St.
Brandon, MB R7A 7M2
Phone: 204-571-8400 Fax: 204-726-8505

Parkland Regional Health Authority

www.prha.mb.ca/index.htm
Room 112-27 Second Ave. S.W.
Dauphin, MB R7N 3E5
Phone: 204-622-6222 Fax: 204-622-6232
Toll-free: 1-800-259-7541

South Eastman Regional Health Authority

Box 479
La Broquerie, MB R0A 0W0
Phone: 204-424-5880 Fax: 204-424-5888

Central Manitoba Regional Health Authority

www.rha-central.mb.ca
56 Royal Road North
Portage la Prairie, MB R1N 1V1
Phone: 204-239-0418 Fax: 204-239-0456

The Independent Living Resource Centre

www.ilrc.ca
311A-393 Portage Ave.
Winnipeg, MB R3B 3H6
Phone: 204-947-0194 Fax: 204-943-6625
Toll-free: 1-800-663-3043
Email: ilrcwpg@pangea.ca

Churchill Regional Health Centre

www.cancom.net/~crhaexec
Churchill, MB R0B 0E0
Phone: 204-675-8318 Fax: 204-675-2243

NOR-MAN Regional Health Authority

www.norman-rha.mb.ca
PO Box 130, 84 Church St.
Flin Flon, MB R8A 1M7
Phone: 204-687-1300 or 687-1301
Fax: 204-687-6405

North Eastman Regional Health Authority

www.neha.mb.ca
Box 339, 24 Aberdeen Ave.
Pinawa, MB R0E 3E5
Phone: 204-753-2012 Fax: 204-753-2015

Assiniboine Regional Health Authority

www.marquette.mb.ca
Box 579
Souris, MB R0K 2C0
Phone: 204-483-5000 Fax: 204-483-5005
Toll-free: 1-800-682-2253

Interlake Regional Health Authoritywww.irha.mb.ca

589 Third Ave.
 Stonewall, MB R0C 2Z0
 Phone: 204-467-4742 Fax: 204-467-4750
 Toll-free: 1-888-488-2299

Burntwood Regional Health Authoritywww.brha.mb.ca

867 Thompson Dr. S.
 Thompson, MB R8N 1Z4
 Phone: 204-677-5353 Fax: 204-677-5366

Province-wide Contact Community Informationwww.contactmb.org

410-5 Donald St.
 Winnipeg, MB R3T 0C2
 Phone: 204-287-8827 Fax: 204-287-8785
 Toll-free: 1-866-266-4636

SOCIETY FOR MANITOBANS WITH DISABILITIES:www.smd-services.com**Central Region:**

Box 489
 Morden, MB R6M 1A5
 Phone: 204-822-1947 Fax: 204-822-1948
 Toll-free: 1-800-269-5451
 TTY: 204-784-3710

Eastman Region:

Box 20550
 201-323 Main St.
 Steinbach, MB R0A 2T2
 Phone: 204-326-5336 Fax: 204-326-9762

Northern Region:

303-83 Chruchill Dr.
 Thompson, MB R8N 0L5
 Phone: 204-778-4277 Fax: 204-778-4461
 TTY: 204-778-4277

Parkland Region:

27 Second Ave.
 Dauphin, MB R7N 3E5
 Phone: 204-622-2293 Fax: 204-622-2260

Westman Region:

Room 110-340 Ninth St.
 Brandon, MB R7A 6C2
 Phone: 204-726-6157 Fax: 204-726-6499
 Toll-free: 1-800-813-3325

Winnipeg:

825 Sherbrook St.
 Winnipeg, MB R3A 1M5
 Phone: 204-975-3010 Fax: 204-783-2919
 Toll-free: 1-800-282-8041
 TTY: 204-784-3012

Caregiving Resources:**Community Respite Services**

c/o Society of Manitobans with Disabilities
 825 Sherbrook St.
 Winnipeg, MB
 Phone: 204-953-2400 Fax: 204-775-6214
 Email: comresp@pangea.ca

Community Therapy Services

201-1555 St. James St.
 Winnipeg, MB R3H 1B5
 Phone: 204-949-0533
 Email: cts@ctsinc.mb.ca

Klinik Community Health Centrewww.klinik.mb.ca

870 Portage Ave.
 Winnipeg, MB R3G 0P1
 Phone: 204-784-4090 Fax: 204-784-4013
 24 Hour Crisis Line: 204-786-8686

Mount Carmel Clinicwww.gov.mb.ca/sd/guide/communityhealth/html#1

886 Main St.
 Winnipeg, MB R2W 5L4
 Phone: 204-582-2311 Fax: 204-582-1341

Prairie Health Matters

Unit 5A-800 Rosser Ave.
Brandon, MB R7A 6N5
Phone: 204-571-8357 Fax: 204-726-8743

Rehabilitation Centre for Children

633 Wellington Cresc.
Winnipeg, MB R3M 0B4
Phone: 204-452-4311 Fax: 204-477-5547

Rupert's Land Respite Care

168 Wilton St.
Winnipeg, MB R3M 3C3
Phone: 204-452-9491

Regional Health Authorities:

See listings under Emotional Support Services

Riverview Health Centre

www.riverviewhealthcentre.com

1 Morley Ave.
Winnipeg, MB R3L 2P4
Phone: 204-452-3411 Fax: 204-278-8728
Email: info@rhc.mb.ca

Youville Centre

www.youville.ca

33 Marion St.
Winnipeg, MB R2H 0S8
Phone: 204-233-0262 Fax: 204-233-1520
Email: boniface@mb.sympatico.cca

Income Assistance Resources**Province Wide**

Canada Customs and Revenue Agency

www.ccra.gc.ca

Toll-Free: 1-800-448-0444

Canadian Pension Plan – Disability

www.hrdc.gc.ca/isp/common/home.shtml

Toll-free: 1-800-277-9914

Employment Insurance

www.hrdc-drhc.gc.ca/common/income.shtml

c/o Human Resources & Development Can
Please contact your nearest HRDC office
Toll-free: 1-800-788-8282

HRDC – Income Security Program

www.hrdc-drhc.gc.ca

Toll-free: 1-800-277-9914

**Killarney Income Supplement and Child Related
Income Support Program**

www.gov.mb.ca/fs/programs/eia/policymanual/5_1.html

Box 3000, 203 South Railway St. E.
Killarney, MB
Toll-free: 1-800-563-8793

MANITOBA FAMILY SERVICES AND HOUSING

www.gov.mb.ca/fs

Morden (South Central Region):

63A Stephen St.
Morden, MB R6M 1Z6
Phone: 204-822-2870

Portage la Prairie (Central Region):

25 Tupper St. North
Portage la Prairie, MB R1N 3K1
Phone: 204-239-3060

Flin Flon (Norman Region)

1-143 Main St.
Flin Flon, MB R8A 1K2
Phone: 204-687-1600

Selkirk (Interlake Region):

Box 22, 59 Elizabeth Dr.
Selkirk, MB R1A 1V7
Phone: 204-785-5105

Thompson (Thompson Region):

101-446 Main St.
 Thompson, MB R8N 1X4
 Phone: 204-667-6713

The Pas (Norman Region):

Box 2550, Ross and 3rd Ave.
 The Pas, MB R9A 1M4
 Phone: 204-627-8311

Eastman Region:

Box 50, 20-1st St. S.
 Beausejour, MB R0E 0C0
 Phone: 204-268-6028

Parkland Region:

Box 6, 27 Second Ave. S.W.
 Dauphin, MB R7N 3E5
 Phone: 204-622-2040

Manitoba Health – Pharmacare Program

www.gov.mb.ca/health/pharmacare/index.html

300 Carlton St.
 Winnipeg, MB R3B 3M9
 Phone: 204-786-7141 Fax: 204-944-1664
 Toll-free: 1-800-297-8099

Swan River (Northern Parkland Region):

Box 997, 201-4th Ave. S.
 Swan River, MB R0L1Z0
 Phone: 204-734-3491

Winnipeg

For Service in English:
 Main Floor, 111 Rorie St.
 Winnipeg, MB R3B 1A1
 Phone: 204-948-4000

For Service in French:

1031 Autumnwood Dr.
 Winnipeg, MB R2J 1C6
 Phone: 204-948-4000

Manitoba Student Financial Assistance

www.studentaid.gov.mb.ca

409-1181 Portage Ave.
 Winnipeg, MB R3G 0T3
 Brandon: 204-726-6592
 Winnipeg: 204-945-6321
 Toll-free: 1-800-204-1685

Social Income Program (SAFER & SAFFR)

280 Broadway Ave.
 Winnipeg, MB R3C 0R8
 Phone: 204-945-2611
 Toll-free: 1-800-282-8069

Veterans Affairs

www.vac-acc.gc.ca
 Box 6050, 610-234 Donald St.
 Winnipeg, MB R3C 4G5
 Phone: 204-983-2860 Fax: 204-983-2862

Employment & Training Resources**Achievement, Independence and Motivation (AIM) for Work**

101-511 Robinson Ave.
 Selkirk, MB R1A 1E5
 Phone: 204-482-2130 Fax: 204-482-9855
 Toll-free: 1-800-494-4179
 Email: aimwork@mb.sympatico.ca

Career Connections

710 Third St.
 Brandon, MB R7A 3C8
 Phone: 204-728-9594

Eastman Employment Services

Box 730, 391 Main St.
 Steinbach, MB R0A 2A0
 Phone: 204-326-4099 Fax: 204-326-4522

Employment Preparation Centre

c/o Society for Manitobans with Disabilities
 825 Sherbrook St.
 Winnipeg, MB R3A 1M5
 Phone and fax: 204-975-3124

Human Resource Canada
www.hrdc-drhc.gc.ca
See your local HRDC office
Toll-free: 1-800788-8282

Parkland Regional Vocational Centre
424 First Ave. N.E.
Dauphin, MB R7N 1A9
Phone: 204-638-8901 Fax: 204-638-1548

Self Starting Creative Opportunities for People in Employment (SSCOPE)
1-836 Ellice Ave.
Winnipeg, MB R3G 0C2
Phone: 204-987-6300 Fax: 204-987-6304

Osborne Village Resource Centre
www.ovrc.ca
Unit 1-107 Osborne St.
Winnipeg, MB R3L 1Y4
Phone: 204-989-6503 Fax: 204-477-0903

Reaching E-Quality Employment Services
www.re-es.org
305-1200 Portage Ave.
Winnipeg, MB R3G 0T5
Phone: 204-947-1609 Fax: 204-947-2932
Email: WORKink#ccrw.org

Vocational Rehabilitation Program
c/o Manitoba Family Services & Housing
c/o Society for Manitobans with Disabilities
825 Sherbrook St.
Winnipeg, MB R3A 1M5
Phone and Fax: 204-975-3073
TTY Toll-Free: 1-800-225-9108
TTY: 204-975-3083

Housing and Renovations:

Province Wide:
Canadian Mortgage & Housing Corp.
www.smhc-schl.gc.ca
Regional Office
10 Fort St., 4th Floor
Winnipeg, MB R3C 1C4
Phone: 204-983-5600 Fax: 204-983-8046
TTY: 1-888-841-4975

Veterans Affairs Canada
www.vac-acc.gc.ca
Box 6050
610-234 Donald St.
Winnipeg, MB R3C 4G5
Phone: 204-983-2860 Fax: 204-983-2862

Winnipeg:
Winnipeg Rehabilitation Housing Corporation
60 Frances St.
Winnipeg, MB R3A 1B5
Phone: 204-949-2880 Fax: 204-947-9183

Assistive Devices

The following resources are all based in Winnipeg however, may have service in your community. Please contact the toll free number if you live outside of Winnipeg.

**Canadian National Institute for the Blind
Manitoba Division - 1080 Portage Ave.**
www.dnib.ca/divisions/manitoba
Winnipeg, MB R3G 2M2
Phone: 204-774-5421 Fax: 204-775-5090
Email: Kris.Owen@cnib.ca

**Canadian Red Cross – Medical Equipment Desk
Province Wide Service**
1111 Portage Ave.
Winnipeg, MB R3G 0S8
Phone: 204-982-7330 Fax: 204-942-8367
Toll-free: 1-888-307-7997

Lifeline Personal Response & Support Services
www.lifelinecanada.com
c/o Victoria Lifeline
2340 Pembina Highway
Winnipeg, MB R3T 2E8
Phone: 204-477-3447
Toll-free: 1-888-722-5222

Manitoba Health Authority – Materials Distribution Program
Winnipeg: 204-945-8695
After Hours & Emergence: 1-800-392-1207

Medic Alert

www.medicalert.ca

Winnipeg:

825 Sherbrook St.
Winnipeg, MB R3A 1M5
Toll-free: 1-800-668-1507
Fax: 1-800-392-8422

**Rehabilitation Engineering Department
Electronic and Mechanical Assistive Tech.**

www.hsc.mb.ca/re/

c/o Health Sciences Centre
MG036-59 Pearl St.
Winnipeg, MB R3E 3L7
Phone: 204-787-2367 (electronics)
Phone: 204-787-2366 (mechanical)
Fax: 204-787-5099

**Snider Orthotic Design & Nichol Orthopedic
Innovation**

880 Harrow St. E.
Winnipeg, MB R3M 3Y7
Phone: 204-775-3881

Wheelchair Services

www.smd-services.com/wheelchair/index.htm.

c/o Society for Manitobans with Disabilities
1111 Winnipeg Ave.
Winnipeg, MB R3E 0S2
Phone: 204-784-3711 Fax: 204-786-2899
Toll-Free: 1-800-836-5551

Transportation Resources**Brandon:****City of Brandon Transportation Services**

www.city.brandon.mb.ca

900 Richmond Ave. E.
Brandon, MB R7A 7M1
Phone: 204-7289071 Fax: 204729-2191

**Intergovernmental Affairs Municipal Finance and
Advisory Services**

Box 22080-2022 Currie Blvd.
Brandon, MB R7A 6Y9
Phone: 204-726-6725 Fax: 204-726-6290
Email: cszabo@gov.mb.ca

McCreary Handi Van

c/o Seniors' Drop-In Centre
Box 250
McCreary, MB R0J 1B0
Phone: 204: 835-2482

Handi-Helper Transit

1080 Arlington St.
Winnipeg, MB R3E 2G6
Phone: 204-925-8889 Fax: 204-774-3800
Toll Free:

Handi-Transit

c/o Winnipeg Transit System
421 Osborne St.
Winnipeg, MB R3L 2A2
Bookings: 204-986-5722
Confirmation: 204-986-5711
Visual Ear (info for the deaf): 204-452-1313
Fax: 204-986-6555

Parking Permit Program

c/o Society for Manitobans with Disabilities
Phone: 204-784-3700 or 3711
Toll-free: 1-800-836-5711

Reliable and Responsible Dispatch Services Ltd.

500 Bannatyne Ave.
Winnipeg, MB R3A 0G3
Phone: 204-779-8880

Vital Transit

1850 Selkirk Ave.
Winnipeg, MB R2R 0N6
Phone: 204-633-2022

Handi Van

55 First Avenue S.E.
Dauphin, MB R7N 2A2
Phone: 204-638-8884

Handi Van

**The Pas, MB R9A 1K4
Phone: 204-623-2243**

Advocacy:

Access Advisory Committee

City Council Building
510 Main St.
Winnipeg, MB R3B 1B9
Phone: 204-986-8345 Fax: 204-275-2720
TTY: 204-261-7424
Email: jredmond@city.winnipeg.mb.ca

Council of Canadians with Disabilities

www.pcs.mb.ca/~ccd
926-294 Portage Ave.
Winnipeg, MB R3C 0B9
Phone: 204-947-0303 Fax: 204-942-4625
Toll-free: 1-888
Email: ccd@pcs.mb.ca

Dauphin Multi-Purpose Senior Centre

www.crm.mb.ca/snrclub/mbp/dauphin.html
55 First Ave. S.E.
Dauphin, MB R7N 2A2
Phone: 204-638-6485

MANITOBA LEAGUE FOR PEOPLE WITH DISABILITIES

www.mlpd.mb.ca mlpd@mb.sympatico.ca

Brandon:

407-121 Fourth St.
Brandon, MB R7A 3G5
Phone: 204-725-2767

Souris:

Box 213
Souris, MB R0K 2C0
Phone: 204-483-2269

Thompson:

100 Greenway Cresc.
Thompson, MB R8N 0R4

Canadian Human Rights Commission

242-240 Graham Ave.
Winnipeg, MB R3C 3R8
Phone: 204-983-2189
TTY: 1-888-643-3304

Dauphin and District Services to Seniors and Lifeline

3-17Third Ave. N.E.
Dauphin, MB R7N 0X5
Phone: 204-638-9733

Independent Living Resource Centre

www.ilrc.mb.ca
Winnipeg:
311A-393 Portage Ave.
Winnipeg, MB R3B 3H6
Phone: 204-947-0194 Fax: 204-943-6625
Toll-free: 1-800-663-3043

Eastman:

366 First St., Suite 301
Steinbach, MB R5G 1K5
Phone: 204-320-9074

The Pas:

Box 3030
The Pas, MB R9A 1M3
Phone: 204-623-2243

Winnipeg (Main Manitoba Office):

104-500 Portage Ave.
Winnipeg, MB R3C 3X1
Phone: 204-943-6099 Fax: 204-942-3146
Toll-free: 1-888-330-1932

Office of the Ombudsman
www.city.winnipeg.mb.ca/ombudsman/home2
City of Winnipeg
Administration Building
510 Main St.
Winnipeg, MB R3B 1B9
Phone: 204-986-5641 Fax: 204-986-6855
Email: ombudsman@city.winnipeg.ca

**The Manitoba Human Rights Commission
Brandon**
340 Ninth St.
Brandon, MB R7A 6C2
Phone: 204-726-6261 Fax: 204-726-6035
Toll-free: 1-800-201-2551
TTY: 204-726-6152

**Office of the Ombudsman – Manitoba
Winnipeg:**
www.ombudsman.mb.ca
750 – 500 Portage Ave.
Phone: 204-982-9130 Fax: 204-942-7803
Toll-free: 1-800-665-0531

The Manitoba Human Rights Commission
www.gov.mb.ca/hrc
7th Floor – 175 Hargrave St.
Winnipeg, MB R3C 3R8
Phone: 204-945-3007 Fax: 204-945-1292
Toll-free: 1-888-884-8681
TTY: 204-945-3445
Email: hrc@gov.mb.ca

**The Manitoba Human Rights Commission
The Pas**
2nd Floor – Otineka Mall, Box 2550
The Pas, MB R9A 1K5
Phone: 204-627-8270 Fax: 204-623-5404
Toll-free: 1-800-676-7084
TTY: 204-623-7892

**Office of the Ombudsman – Manitoba
Brandon:**
603 Scotia Towers – 1011 Rosser Ave.
Brandon, MB R7A 0L5
Phone: 204-571-5151 Fax: 204-571-5157
Toll-free: 1-888-543-8230

Resources and Services

Organization	Advocacy	Transportation	Emotional Support	Financial/Employment	Housing/Home Maintenance	Medical/Health Information	General Information	Caregiving	Assistive Devices	Home Monitoring Service	Some Costs	Referral Needed	Respite
Canadian Human Rights Commission	✓						✓						
Manitoba League for People with Disabilities	✓												
Council of Canadians with Disabilities	✓												
Independent Living Resource Centre	✓		✓				✓						
Access Advisory Committee	✓												
Office of the Ombudsman - City of Winnipeg	✓												
The Manitoba Human Rights Commission	✓												
Office of the Ombudsman - Manitoba	✓												
Dauphin and District Services to Seniors and Lifeline	✓	✓	✓				✓			✓	✓		
Dauphin Multi-Purpose Senior Centre	✓	✓	✓			✓	✓				✓		
Canadian Red Cross - Medical Equipment Desk									✓		✓		
Lifeline - Personal Response and Support Services									✓	✓	✓		

Organization	Advocacy	Transportation	Emotional Support	Financial/Employment	Housing/Home Maintenance	Medical/Health Information	General Information	Caregiving	Assistive Devices	Home Monitoring Service	Some Costs	Referral Needed	Respite
Rehabilitation Engineering Department-Electronic and Mechanical Assistive Technologies									✓		✓	✓	
Medic Alert									✓	✓	✓		
Snyder Orthotic Design and Nickel Orthopedic Innovation									✓		✓		
Wheelchair Service									✓				
Manitoba Health Authority - Materials Distribution Program									✓			✓	
Brandon Regional Health Authority			✓			✓	✓	✓					
Burntwood Regional Health Authority			✓			✓	✓	✓					
Churchill RHA Inc.			✓			✓	✓	✓					
Interlake Regional Health Authority			✓			✓	✓	✓					
Marquette Regional Health Authority			✓			✓	✓	✓					
NOR-MAN Regional Health Authority			✓			✓	✓	✓					
North Eastman Health Authority			✓			✓	✓	✓					
Parkland Regional Health Authority			✓			✓	✓	✓					
Regional Health Authority-Central Manitoba Inc.			✓			✓	✓	✓					

Organization	Advocacy	Transportation	Emotional Support	Financial/Employment	Housing/Home Maintenance	Medical/Health Information	General Information	Caregiving	Assistive Devices	Home Monitoring Service	Some Costs	Referral Needed	Respite
South Eastman Regional Health Authority			✓			✓	✓	✓					
South Westman Regional Health Authority			✓			✓	✓	✓					
Winnipeg Regional Health Authority			✓			✓	✓	✓					
Prarie Health Matters							✓	✓					
Community Respite Services c/o SMD								✓			✓		✓
Community Therapy Services								✓					
Rehabilitation Centre for Children							✓	✓					
Klinik Community Health Centre						✓	✓	✓					
Mount Carmel Clinic						✓	✓	✓			✓		
Riverview Health Centre						✓	✓	✓			✓	✓	✓
Rupert's Land Respite Care			✓				✓	✓			✓	✓	✓
Youville Centre	✓		✓			✓	✓	✓			✓		✓
Canadian Mental Health Association-Manitoba Division	✓		✓				✓				✓		
Society for Manitobans with Disabilities			✓				✓				✓		
Contact Community Information							✓						
Health Links			✓			✓	✓						

Organization	Advocacy	Transportation	Emotional Support	Financial/Employment	Housing/Home Maintenance	Medical/Health Information	General Information	Caregiving	Assistive Devices	Home Monitoring Service	Some Costs	Referral Needed	Respite
People Helping People in McCreary			↙						↙	↙			
Human Resources and Development Canada				↙			↙						
Vocational Rehabilitation Program c/o Manitoba Family Services and Housing				↙			↙					↙	
Career Connections				↙			↙						
Parkland Vocational Centre				↙			↙					↙	
Achievement, Independence and Motivation (A.I.M.) for Work				↙			↙					↙	
Eastman Employment Services				↙			↙					↙	
Community Unemployed Help Centre	✓			↙			↙						
Employment Preparation Centre			↙	↙			↙						
Osborne Village Resource Centre				↙			↙						
Reaching E-Quality Employment Services			↙	↙			↙						
Self-Starting Creative Opportunities for People in Employment (SSCOPE)				↙			↙						
Canadian Mortgage and Housing Corporation				↙	↙		↙		↙			↙	
Veterans Affairs Canada				↙	↙		↙		↙			↙	

Organization	Advocacy	Transportation	Emotional Support	Financial/Employment	Housing/Home Maintenance	Medical/Health Information	General Information	Caregiving	Assistive Devices	Home Monitoring Service	Some Costs	Referral Needed	Respite
Winnipeg Rehabilitation Housing Corporation					↙								
Canada Customs and Revenue Agency				↙			↙						
Canadian Pension Plan-Disability				↙			↙					↙	
Employment Insurance c/o Human Resources and Development Canada				↙									
HRDC-Income Security Programs				↙									
Income Supplement (CRISP and a Senior's Program)				↙									
Manitoba Family Services and Housing				↙	↙		↙						
Manitoba Health-Pharmacare Program				↙			↙						
Manitoba Student Financial Assistance				↙			↙						
Social Income Program (SAFER and SAFFR)				↙			↙						
Brandon Transit		↙									↙	↙	
Handi Van in Dauphin		↙									↙		
Handi Van in McCreary		↙									↙	✦	
Handi-Helper Transit		↙									↙		
Handi-Transit		↙									↙	↙	
Parking Permit Program		↙					↙				↙	↙	

Organization	Advocacy	Transportation	Emotional Support	Financial/Employment	Housing/Home Maintenance	Medical/Health Information	General Information	Caregiving	Assistive Devices	Home Monitoring Service	Some Costs	Referral Needed	Respite
Reliable and Responsible Dispatch Services Ltd		✓									✓		
Vital Transit		✓									✓		
Medication Information Line for the Elderly						✓	✓						
Interfaith Immigration Council			✓	✓	✓	✓							
Aboriginal Health and Wellness Centre			✓			✓	✓						
Centre for Aboriginal Human Resource Development	✓			✓			✓		✓				
Canadian National Institute for the Blind	✓		✓										

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