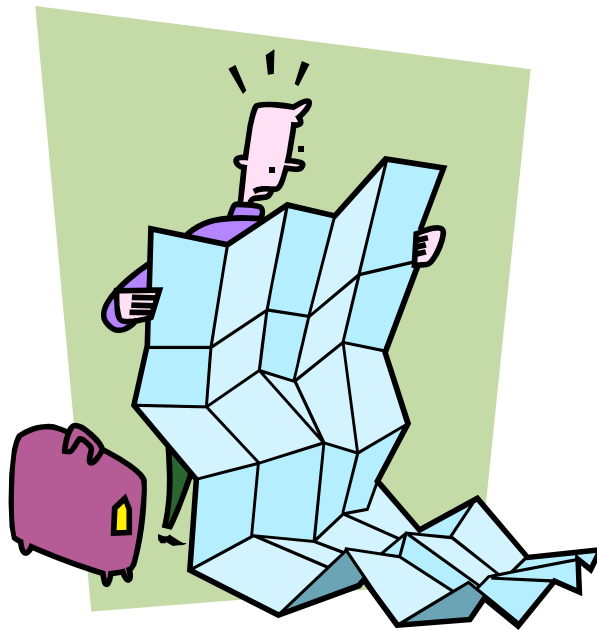


A Roadmap For Living Well with Chronic Disease in Manitoba



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 five 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

2nd Printing – 2004

3rd Printing – 2006

4th Printing – 2008 (revised)

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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The Partners



The Arthritis Society
105 - 386 Broadway
Winnipeg, MB R3C 3R6
Telephone: (204) 942-4892
Fax: (204) 949-4894
Toll Free: 1-800-321-1433
www.arthritis.ca
info@mb.arthritis.ca



Canadian Diabetes Association
200 - 310 Broadway
Winnipeg, MB R3C 0S6
Telephone: (204) 925-3800
Fax: (204) 949-0266
Toll Free: 1-800-226-8464
www.diabetes.ca
mbinfo@diabetes.ca



The Kidney Foundation of Canada
Manitoba Branch
730 Taylor Avenue
Winnipeg, MB R3M 2K8
Telephone: (204) 989-0800
Fax: (204) 989-0815
Toll Free: 1-800-729-7176
www.kidney.ca
info@kidney.mb.ca



Multiple Sclerosis Society of Canada
Manitoba Division
100 - 1465 Buffalo Place
Winnipeg, MB R3T 1L8
Telephone: (204) 943-9595
Fax: (204) 943-0915
Toll Free: 1-800-268-7582
www.mssociety.ca
info.manitoba@mssociety.ca

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 guidebooks 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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Wellness

As you have probably already learned, being diagnosed with a chronic disease poses many challenges. The question is how you deal with these challenges. Achieving wellness is one of these challenges. It may be better to look at wellness as an ongoing journey and not a destination as chronic illness is about ongoing loss and adjustment. Accept what has happened and take an active approach to your health that may look different at each stage of your journey. It is important that you take responsibility for managing your disease and for looking after yourself. Ask your health care professionals to assist in your quest for wellness.

Six Areas of Wellness to Consider on Your Journey

Physical: It's important to eat a healthy, balanced diet, be moderately active everyday, get enough sleep, and avoid tobacco and drugs. These things will give you more energy to help you manage your disease from day to day.

Intellectual: Challenge your mind by improving your memory skills, by problem solving or expanding your creativity. Learn new things whenever possible. Keeping your mind active will help you realize that there is more to life than your disease.

Emotional: Managing stress levels will keep you in a more positive frame of mind and will reduce the strain on your physical body. Find activities that will help you to reduce your stress such as relaxation exercises, listening to music, gardening, etc.

Spiritual: It may be difficult to do at this time in your life but it is important to find meaning or a purpose in life, look for things that inspire you and give you hope.

Occupational: Being employed or doing volunteer and community work adds another positive piece to your wellness journey.

Social: Having friends and family that you can rely on will also keep you in a positive frame of mind and keep you focused on the positive side of your health and wellness.

Remember that health is not the absence of illness. It is the chosen willingness to have as full and vital a life as possible even in the circumstances of pain and illness. "Wellness represents something to strive toward – the optimum state of health and well being that each individual is capable of achieving given his or her own unique set of circumstances"

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 other cases a referral is not necessary. To confirm what is required, call your disease -specific organization.

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.

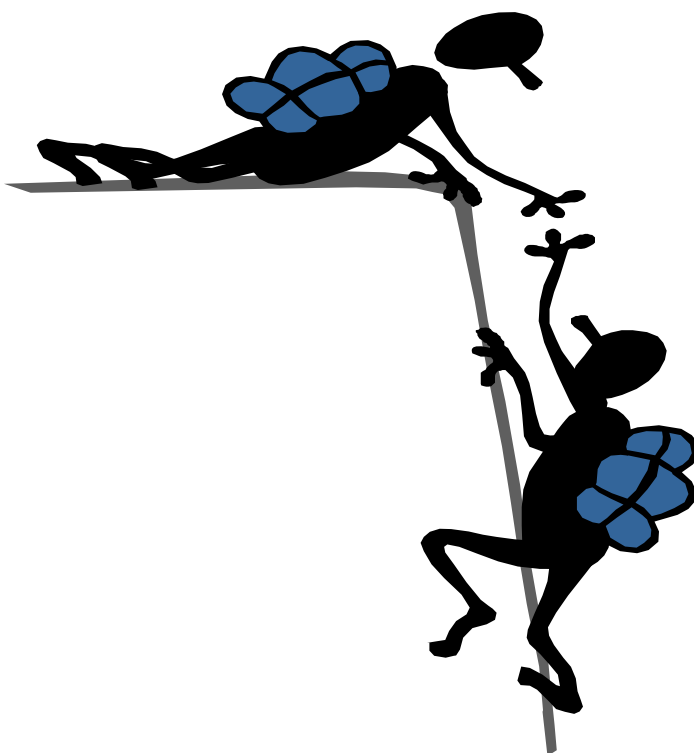
Nurse: You will probably encounter nurses quite often in your journey. Nurses can provide a lot of helpful information to you about your treatment and your health. They are also valuable in referring you to the appropriate individual for assistance.

Occupational Therapist: An occupational therapist can work with you to suggest ways to solve problems 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. These services are usually covered by Manitoba Health but can also be accessed privately.

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. You can ask your pharmacist for a print out of all your medications as a reference.

Physiotherapist: Physiotherapists can help you maintain mobility, strength and range of motion through exercise programs and a variety of treatments. These services are usually covered by Manitoba Health but can also be accessed privately.

Social Worker: A social worker can help you and your family with the many different changes that may happen as a result of your condition such as housing, employment and transportation for treatment. A social worker can help you by listening to how your illness is affecting you and your family.



Things to Remember When Visiting your Health Care Professional

You may find that you get nervous before you see your doctor or another health care professional. 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 or your caregiver have questions, write them down ahead of time. Prioritize your questions and write the most important ones first. Once you are in the session with your health care professional you may get sidetracked or forget some of the concerns or questions you wanted to talk about. Therefore, refer to your list frequently.
- 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 professional 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 professional 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 professional 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 the Index at the back of the book under translation/interpreters for programs which provide volunteer translators for medical purposes.

Speak Up

- Be sure you understand what your health care professional 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. For some, it is helpful to keep a daily journal.
- Take a list with you of any and all medications, vitamins and herbs you are taking.
- Inform your health care professional if another professional 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 professional's office.
- Call if you are having difficulty with your prescribed treatment plan.
- If your health care professional wants you to return within a certain time period make the appointment before leaving and 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 whom 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 in the Index at the back of the book under Medical Information on page 39

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. Tracy: we want to put in only the bold points?

1. **Before you make your call, jot down your questions.**
2. **Keep clear, brief notes about the information you receive. You may want to enlist a helper to write down this information.**
3. **Ask for the name of the person you are speaking with.**
4. **Stick to the facts. Be clear and concise when explaining your situation.**
5. **Don't be afraid to ask what you might think are "dumb" questions.**
6. **Be assertive about getting the information you need.**
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.**
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

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. Sometime you may experience some of the following:

- loss of interest in friends or activities
- wanting to be alone
- difficulty sleeping
- increased 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
- suicidal thoughts

² National Multiple Sclerosis Society, Multiple Sclerosis in 2000 – A Model of Psychosocial Support, Consortium of Multiple Sclerosis Centers, 2000, p.48

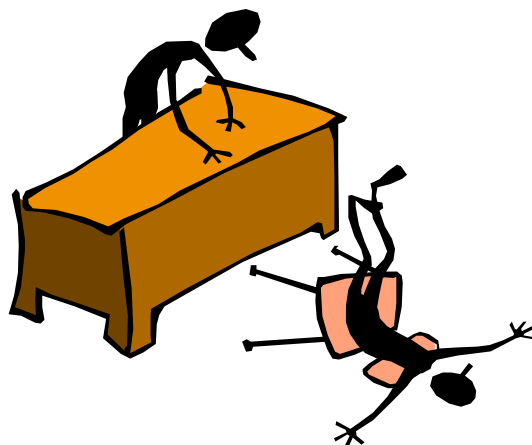
- frequent accidents
- low self-image, loss of self-esteem
- frequent arguments or loss of temper (some people express their depression as anger)
- feeling tired
- feeling confused
- lack of concentration

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 counselor. Either way, it is natural and okay to ask for support.

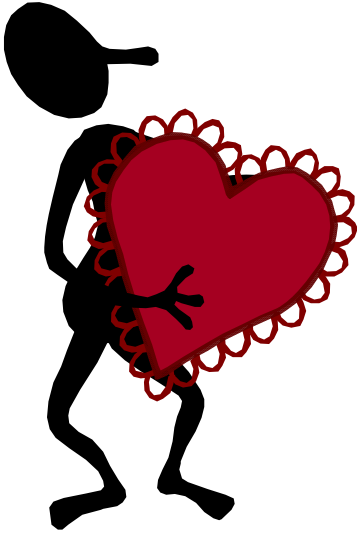
If you are experiencing some of these symptoms and are concerned, here are some questions to ask your health care professional.

- 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/her 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 care professional, your disease-specific organization, or see the listings at the back of book in the Index under Emotional Support.



Caregiving



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 in the Index under General) 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 of the Manitoba or Winnipeg MTS phone book.

Included in the government Home Care Program is 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 about whom 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/self-help group where you can talk about this experience and learn from others. Call your disease-specific organization or those that are listed in the Index under Caregiving at the back of this booklet 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

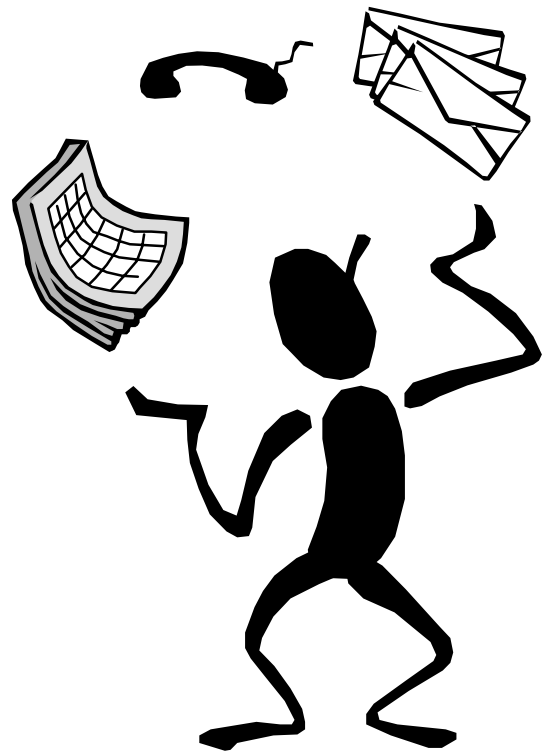
Are these some of the questions you are asking yourself?.

1. What kinds of programs do you have that provide financial assistance? Do I qualify?
2. I have been diagnosed with a chronic disease; should I quit my job?
3. 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?
4. If I am unable to work, is there any option besides CPP disability benefits?
5. If I have never worked and am now disabled or chronically ill, what kind of financial support am I eligible for?
6. If I've been turned down or cut off of Employment and Income Assistance, how do I appeal?

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 in the Index under Financial at the back of the handbook.

Human Resources and Social 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. 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 Index under Financial in this handbook. If you are looking for ways to return to the workforce, see the listing in the Index under Employment and Training. For taxation or claimable credits information, contact Canada Customs and Revenue Agency listed in the Index under Financial at the back of the handbook. Or contact your disease-specific organization for information and assistance.

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 1-800-884-8681 or 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 the previous section on Income Assistance.



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

Housing

Are these some of the questions you are asking yourself?

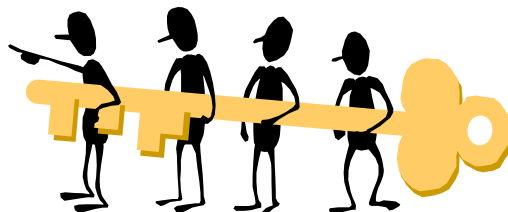
1. Because of my illness or treatment I need to make some renovations to my house. Is there any financial assistance available to pay for these renovations? Can I claim the cost on my income tax return?
2. I need to install a ramp in my home. To ensure the costs are covered, do I have to order it from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

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 of the Manitoba and Winnipeg MTS phone book

If cost is a concern, the Canada Mortgage and Housing Corporation Residential Rehabilitation Program provide financial assistance and loans for home repairs and renovations for people with disabilities. See Housing – Repair/Renovations in the Index at the back of this handbook for the phone number to obtain more information.

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. See Housing-Rental in the Index at the back of the handbook for the contact number.

Call your disease-specific organization or those listed under Housing in the Index at the back of the handbook to find out what options are available to you.



Medical Equipment / Assistive Devices

Are these some of the questions you are asking yourself?

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. 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?
3. What sort of equipment is available that could help me?
4. How much will it cost and can I get assistance to help me pay for it?

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 a workplace benefit plan, or a private insurer. Speak to your 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. See Canada Customs and Revenue Agency in the Index under Financial for contact 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 in the Manitoba and Winnipeg MTS phone books under **Home Health Services and Supplies** for a listing of suppliers.

A sample listing of organizations that can provide you with information about assistive devices and medical equipment are listed in the Index under Medical Equipment /Assistive Devices 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- 2202. This is the only place in the province authorized to adapt vehicles. The service is covered by Manitoba Health with you paying for the cost of the materials.

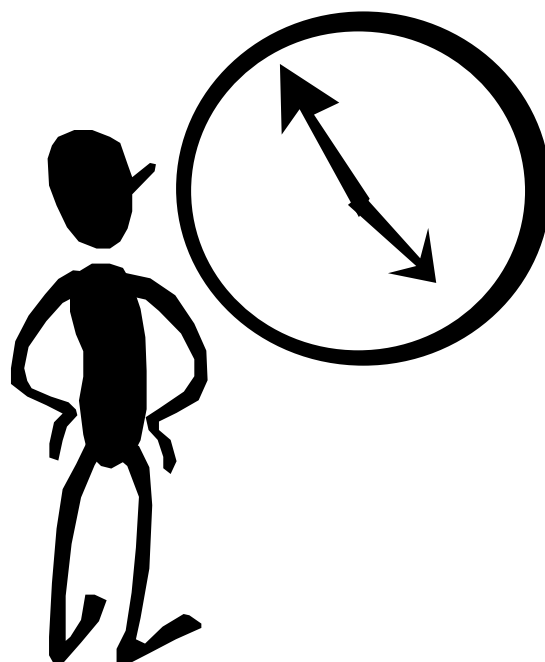


Transportation

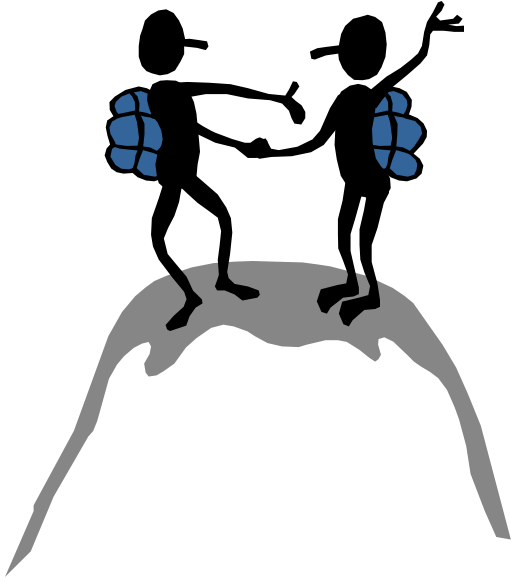
Do you have special transportation needs? Check your bus routes for Easy Access buses. As well, many communities have Handi-Van services available. If you are not sure what type of transportation is available in your community see the listings in the Index under Transportation at the back of the handbook. Keep in mind that Intergovernmental Affairs Municipal Finance and Advisory Services provides transportation services province wide. This contact information is also listed under Transportation.

If you are having difficulty driving, you may be able to continue by making modifications to your vehicle. Please see your doctor or occupational therapist for more information

If you need to ensure a parking place close to your destination because of your physical disability you may qualify for a Parking Permit. Contact the Parking Permit Program (province wide), which is listed in the Index under Transportation.



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, by reading materials, such as government publications, or by contacting the Manitoba Human Rights Commission or any of the organizations listed in the Index under Advocacy in the back of the handbook.

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 list of some organizational resources in Manitoba. It is not comprehensive. For more information regarding resources contact your appropriate organization listed under General in this index or access the community resource guide for Manitobans at www.contactmb.org.

Advocacy

Council of Canadians with Disabilities

926 – 294 Portage Ave.
Winnipeg, MB R3C 0B9
Phone: (204) 947-0303
Toll Free: 1-866-947-0303
TTY: (204) 943-4757
www.ccdonline.ca
Email: ccd@ccdonline.ca

Independent Living Resource Centre

311A – 393 Portage Ave.
Winnipeg, MB R3B 3H6
Phone: (204) 947-0194
Toll Free: 1-800-663-3043
www.ilrc.mb.ca

Manitoba League of Persons with Disabilities – MLPD

Main Manitoba Office:

105 – 500 Portage Ave.
Winnipeg, MB R3C 3X1
Phone: (204) 943-6099 also TTY
Toll Free: 1-888-330-1932
www.mlpd.mb.ca
Email: mlpd@shawcable.com

MLPD – Rural Areas:

To be forwarded to the person nearest you call

Toll Free: 1-888-330-1932

The Manitoba Human Rights Commission

www.gov.mb.ca/hrc

Brandon Office:

353 – 340 9th St
Brandon, MB R7A 6C2
Phone: (204) 726-6261
Toll Free: 1-800-201-2551
TTY: (204) 726-6152

The Pas Office:

2nd Floor – Otineka Mall
Box 2550
The Pas, MB R9A 1M4
Phone: (204) 627-8270
Toll Free: 1-800-676-7084
TTY: (204) 623-7892

Province Wide

Phone Toll Free: 1-888-884-8681

TTY: 1-888-897-2811

Ombudsman Manitoba

Winnipeg Office:

750 – 500 Portage Ave.

Winnipeg, MB R3C 3X1

Phone: (204) 982-9130

Toll Free: 1-800-665-0531

Winnipeg Office:

7th Floor – 175 Hargrave St.

Winnipeg, MB R3C 3R8

Phone: (204) 945-3007

TTY: (204) 945-3442

www.ombudsman.mb.ca

Brandon Office:

603 – 1011 Rosser Ave.

Brandon, MB R7A 0L5

Phone: (204) 571-5151

Toll Free: 1-888-543-8230

Caregiving

Community Respite Service

Winnipeg Office

Room 171 – 825 Sherbrook St.

Winnipeg, MB R3A 1M5

Phone: (204) 953-2400

www.communityrespiteservice.ca

Email: comresp@mts.net

Brandon Office

710 – 3rd St

Brandon, MB R7A 3C8

Phone: (204) 728-3305

Email: crsbdn@mts.net

Regional Health Authorities

See listings under **General**

Rupert's Land Respite Care

168 Wilton St.

Winnipeg, MB R3M 3C3

Phone: (204) 452-9491

Email: rlcs@mts.net

Emotional Support

Canadian Mental Health Association

Manitoba Division CMHA

100 – 4 Fort St

Winnipeg, MB R3C 1C4

Phone: (204) 953-2350

www.manitoba.cmha.ca

Email: info@cmhamanitoba.ca

Central Region: CMHA

236 Saskatchewan Avenue E.

Portage la Prairie, MB R1N 0K9

Phone: (204) 239-6590

Email: cmhaplap@mts.net

Eastman Region: CMHA
689 Main St
Box 368
Oakbank, MB R0E 1J0
Phone: (204) 444-4691
Email: cmhaest@mts.net

Interlake Region: CMHA
217 Robinson Ave.
Selkirk, MB R1A 2M5
Phone: (204) 482-9723
Email: cmhainlk@mts.net

Norman Region: CMHA
108A – 3rd St W
Box 2605
The Pas, MB R9A 1M3
Phone: (204) 623-7203
Email: cmhanr2@mts.net

Parkland Region: CMHA
Main Office
621 Main St
Box 1593
Swan River, MB R0L 1Z0
Phone: (204) 734-2734
www.parkland.cmha.ca
Email: cmha@mts.net

Dauphin Office
109 – 123 1st Ave
Box 236, Stn Main
Dauphin, MB R7N 2V1
Phone: (204) 638-4097
www.parkland.cmha.ca

Thompson Region: CMHA
43 Fox Bay
Thompson, MB R8N 1E9
Phone: (204) 677-6050
Email: director@cmhathompson.ca

Westman Region: CMHA
23 – 12th St.
Brandon, MB R7A 4L6
Phone: (204) 727-5425
Email: rcmha@mts.net

Winnipeg Region: CMHA
432 Ellice Ave.
Winnipeg, MB R3B 1Y4
Phone: (204) 982-6100
www.winnipeg.cmha.ca
Email: office@cmhawpg.mb.ca

**The Mood Disorders Association of
Manitoba – General Inquiries**
100 – 4 Fort St
Winnipeg, MB R3C 1C4
Phone (204) 786-0987
Toll Free: 1-800-263-1460
www.mdam@depression.mb.ca

Regional Health Authorities:
See listings under **General**

Employment & Training

Achievement, Independence and Motivation (A.I.M.) for Work

161 Main St
Selkirk, MB R1A 1R2
Phone: (204) 482-2130
Toll Free: 1-800-494-4179

www.aimforwork.com

Email: aimforwork@mts.net

Career Connections

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

Eastman Employment Services

Mailing address: 395 Main St
Office location: 336 Main St.
Steinbach, MB R5G 1Z4
Phone: (204) 326-4099
Email: ees-info@mts.net

Employment Preparation Centre

Society for Manitobans with Disabilities
825 Sherbrook St.
Winnipeg, MB R3A 1M5
Phone: (204) 975-3124

Human Resources & Social Development Canada – HRSDC

Please call the toll free number for your nearest HRDC office
Toll Free: 1-800-622-6232
www.hrsdc.gc.ca

Osborne Village Resource Centre

Unit 1 – 107 Osborne St.
Winnipeg, MB R3L 0C3
Phone: (204) 989-6503
www.ovrc.ca

Parkland Regional Vocational Services – PRVS

424 First Ave. N.E.
Dauphin, MB R7N 1A9
Phone: (204) 638-8901
Email: prvsi@mts.net

Reaching E-Quality Employment Services – REES

305 – 1200 Portage Ave.
Winnipeg, MB R3G 0T5
Phone: (204) 832-7337 ext 221
TTY: 1-800-855-0511 then ask for 947-3480
www.re-es.org
Email: info@re-es.org

Self Starting Creative Opportunities for People in Employment – SSCOPE

Suite 5 – 1000 Notre Dame Ave.
Winnipeg, MB R3E 0N3
Phone: (204) 987-6300
www.sscope.org
Email: sscope@mts.net

Vocational Rehabilitation Program Intake

825 Sherbrook St.
Winnipeg, MB R3A 1M5
Phone: (204) 975-3101
Toll Free: 1-866-282-8041
TTY: (204) 975-3083
TTY: 1-800-225-9108

Financial

Canada Customs and Revenue Agency

Toll Free:

1-800-959-8281 Service in English

1-800-959-7383 Service in French

www.c CRA.gc.ca

Canada Pension Plan – Disability

Toll Free:

1-800-277-9914 English

1-800-277-9915 French

TTY: 1-800-255-4786

www.servicecanada.gc.ca

Employment Insurance

Human Resources & Social Development Canada – HRSDC

Toll Free: 1-800-622-6232

TTY: 1-800-926-9105

www.hrsdc.gc.ca

Income Security Program

Human Resources & Social Development Canada – HRSDC

Toll Free: 1-800-277-9914

TTY: 1-800-255-4786

www.hrsdc.gc.ca

Manitoba Family Services and Housing – General Inquiries

Phone: (204) 945-3744

Toll Free: 1-866-626-4862

TTY: (204) 945-4796

www.gov.mb.ca/fs

Manitoba Student Aid – Winnipeg

401 – 1181 Portage Ave.

Winnipeg, MB R3G 0T3

Winnipeg: (204) 945-6321

Toll Free: 1-800-(204) 1685

www.studentaid.gov.mb.ca

Manitoba Family Services and Housing –

Financial Assistance:

- Child Care Subsidy
- Children's Special Services
- Employment & Income Assistance
- Income Assistance for Persons with Disabilities
- Health Services
- Manitoba Child Benefit
- 55 Plus

Manitoba Student Aid – Brandon

Room 362 – 340 9th St

Brandon, MB R7A 6C2

Phone: (204) 726-6592

Toll Free: 1-800-204-1685

www.studentaid.gov.mb.ca

For the contact number in your area call:

Toll free: 1-866-626-4862

Winnipeg area: 945-3744.

Veterans Affairs

See listing under **General** for contact information

General

The Aboriginal Centre of Winnipeg Inc.

215 – 181 Higgins Ave.
Winnipeg, MB R3B 3G1
Phone: (204) 925-3700
www.abcentre.org

Access Advisory Committee

City Council Building
510 Main St.
Winnipeg, MB R3B 1B9
Phone: (204) 986-8345
TTY: (204) 261-7424
www.aacwinnipeg.mb.ca

The Arthritis Society Manitoba Division Office

105 – 386 Broadway Ave
Winnipeg, MB R3C 3R6
Phone: (204) 942-4892
Toll Free: 1-800-321-1433
www.arthritis.ca
Email: info@mb.arthritis.ca

CONTACT Community Information

410 – 5 Donald St.
Winnipeg, MB R3L 2T4
Phone: (204) 287-8827
Toll Free: 1-866-266-4636
www.contactmb.org
Email: vmproject@mts.net

Canadian Diabetes Association Manitoba & Nunavut Region

200 – 310 Broadway Ave
Winnipeg, MB R3C 0S6
Phone: (204) 925-3800
Toll Free: 1-800-226-8464
www.diabetes.ca
Email: mbinfo@diabetes.ca

The Independent Living Resource Centre – ILRC

311A – 393 Portage Ave.
Winnipeg, MB R3B 3H6
Phone: (204) 947-0194
Toll Free: 1-800-663-3043
www.ilrc.mb.ca
Email: thecentre@ilrc.mb.ca

Eastman District Office: Diabetes

Has no physical office space
Phone: 1-800-226-8464 ext. 230

Parkland Branch & District Office: Diabetes

118 Main St N
Dauphin, MB R7N 1C2
Phone: (204) 638-6248

Westman Branch & District Office: Diabetes

727B – 10th St
Brandon, MB R7A 4G7
Phone: (204) 728-2382

Guide to Government of Canada Services for People with Disabilities

Phone Toll Free: 1-800-622-6232

TTY Toll Free: 1-800-926-9105

www.pwd-online

Email: guide@canada.gc.ca

The Kidney Foundation of Canada Manitoba Branch

730 Taylor Branch

Winnipeg, MB R3M 2K8

Phone: (204) 989-0800

Toll Free: 1-800-729-7176

www.kidney.ca

Email: info@kidney.mb.ca

The Kidney Foundation of Canada Westman Office

42 McTavish Ave E

Brandon, MB R7A 2B2

Phone: (204) 726-0031

Multiple Sclerosis Society of Canada Manitoba Division Office

100 – 1465 Buffalo Place

Winnipeg, MB R3T 1L8

Phone: (204) 943-9595

Toll Free: 1-800-268-7582

www.mssociety.ca

Email: info.manitoba@mssociety.ca

Parkland Chapter: MS Society

Unit B1, 101 – 1st Ave NW

Dauphin, MB R7N 1G8

Phone: (204) 622-2940

Email: info.manitoba@mssociety.ca

Parkland Chapter: MS Society

Swan River Branch Office:

516 Main St

Box 2781

Swan River, MB R0L 1Z0

Phone: (204) 734-6343

Email: info.manitoba@mssociety.ca

Manitoba Family Services and Housing General Inquiries:

Phone: (204) 945-3744

Toll Free: 1-866-626-4862

TTY: (204) 945-4796

www.gov.mb.ca/fs

Email: mgi@gov.mb.ca

For the type of service you require and the office nearest you call:

Toll free: 1-866-626-4862

Winnipeg area: 945-3744.

South Central Chapter: MS Society Portage Office

1 – 302 Saskatchewan Ave E

Portage la Prairie, MB R1N 0K8

Phone: (204) 239-1308

Email: info.manitoba@mssociety.ca

Morden Office

101 – 400 Stephen St

Morden, MB R6M 1W3

Phone: (204) 822-1397

Email: info.manitoba@mssociety.ca

South East Chapter: MS Society

10 Chrysler Gate

Box 3095

Steinbach, MB R5G 1P4

Phone: (204) 326-1434

Email: info.mantioba@mssociety.ca

Westman Chapter: MS Society

Shoppers Mall
Unit 203 – 1570 – 18th St
Brandon, MB R7A 5C5
Phone: (204) 571-5670
Email: info.manitoba@mssociety.ca

St. Boniface Bilingual Service Centre

100-614 rue Des Meurons
Winnipeg, MB R2H 2P9
Phone: (204) 945-6220
Toll Free: 1-866-267-6114
www.csbsc.mb.ca
Email: csbsc@gov.mb.ca

Provides information on government programs in the French language.

Assiniboine Regional Health Authority

344 Elm St
Box 310
Shoal Lake, MB R0J 1Z0
Phone: (204) 759-3441
www.assiniboine-rha.ca
Email: assiniboine-rha@arha.ca

Burntwood Regional Health Authority

867 Thompson Dr. S
Thompson, MB R8N 1Z4
Phone: (204) 677-5353
www.brha.mb.ca
Email: brha@brha.mb.ca

Interlake Regional Health Authority

589 – 3rd Ave. S
Stonewall, MB R0C 2Z0
Phone: (204) 467-4742
Toll Free: 1-888-488-2299
www.irha.mb.ca
Email: info@irha.mb.ca

Regional Health Authorities of Manitoba – RHAM

1800 – 155 Carlton St
Winnipeg, MB R3C 4Y1
Phone: (204) 926-7012
www.rham.mb.ca

Brandon Regional Health Authority

150A – 7th St.
Brandon, MB R7A 7M2
Phone: (204) 571-8400
www.brandonrha.mb.ca

Churchill RHA Inc.

Churchill Health Centre
Box 2500
Churchill, MB R0B 0E0
Phone: (204) 675-8318
www.churchillrha.mb.ca

NOR-MAN Regional Health Authority

84 Church St
Box 130
Flin Flon, MB R8A 1M7
Phone: (204) 687-1300
www.norman-rha.mb.ca
Email: nrha@normanrha.mb.ca

North Eastman Regional Health Authority

24 Aberdeen Ave
Box 339
Pinawa, MB R0E 1L0
Phone: (204) 753-2012
Toll Free: 1-877-753-2012 ext 222
www.neha.mb.ca

Parkland Regional Health Authority

Room 112
27 – 2nd Ave. SW
Dauphin, MB R7N 3E5
Phone: (204) 622-6222
Toll Free: 1-800-259-7541
www.prha.mb.ca
Email: prha@prha.mb.ca

Regional Health Authority – Central Manitoba Inc.

180 Centenaire Dr.
Box 243
Southport, MB R0H 1N0
Phone: (204) 428-2000
Toll Free: 1-800-742-6509
www.rha-central.mb.ca
Email: info@rha-central.mb.ca

South Eastman Health/Santé Sud-Est Inc.

94 rue prinpale
Box 470
La Broquerie, MB R0A 0W0
Phone: (204) 424-5880
Toll Free: 1-866-716-5633
www.sehealth.mb.ca
Email: corp@sehealth.mb.ca

Winnipeg Regional Health Authority - WRHA

1800 – 155 Carlton St
Winnipeg, MB R3C 4Y1
Phone: (204) 926-7000
www.wrha.mb.ca

WRHA

The services and programs provided within the Winnipeg area are listed in the middle section of the white pages of the Winnipeg MTS phone book.

Society for Manitobans with Disabilities**SMD – Head Office:**

825 Sherbrook St.
Winnipeg, MB R3A 1M5
Phone: (204) 975-3010
Toll Free: 1-866-282-8041
TTY: (204) 975-3012
Toll Free: TTY: 1-800-225-9108
www.smd.mb.ca

Central Regional Office: SMD

100 – 30 Stephen St
Morden, MB R6M 2G3
Phone: (204) 822-7412
Toll Free: 1-800-269-5451
TTY: (204) 822-7412
Toll Free: TTY: 1-800-269-5451

Eastman Regional Office: SMD

201 – 323 Main St.
 Steinbach, MB R5G 1Z2
 Phone: (204) 326-5336
 Toll Free: 1-800-497-8196
 TTY: 1-(204) 346-3998

Interlake Regional Office: SMD

382 Main St
 Selkirk, MB R1A 1T8
 Phone: (204) 785-9338
 Toll Free: 1-888-831-4213
 TTY: (204) 482-5638

Northern Regional Office: SMD

303 – 83 Churchill Dr.
 Thompson, MB R8N 0L6
 Phone: (204) 778-4277
 Toll Free: 1-888-367-0268
 TTY: (204) 778-4277

Parkland Regional Office: SMD

Rm 411 – 27 2nd Ave.
 Dauphin, MB R7N 3E5
 Phone: (204) 622-2293
 Toll Free: 1-800-844-2307
 TTY: (204) 622-2293

Westman Regional Office: SMD

Room 110 – 340 9th St.
 Brandon, MB R7A 6C2
 Phone: (204) 726-6157
 Toll Free: 1-800-813-3325
 TTY: (204) 726-6157

Veterans Affairs Canada

610 – 234 Donald St
 Box 6050
 Winnipeg, MB R3C 4G5
 Phone: (204) 983-2860
 Toll Free: 1-866-522-2122 English
 Toll Free: 1-866-522-2022 French
www.vac-acc.gc.ca
 Email: information@vac-acc.gc.ca

Provides services and benefits for veterans, other eligible clients (military, etc) and their families

Housing – Rental and Repair/Renovations

Rental:**Manitoba Family Services and Housing
General Inquiries**

Phone: (204) 945-3744
 Toll Free: 1-866-626-4862
 TTY: (204) 945-4796
www.gov.mb.ca/fs/housing

Repair/Renovations:**Manitoba Family Services and Housing –
General Inquiries**

Phone: (204) 945-3744
 Toll Free: 1-866-626-4862
 TTY: (204) 945-4796
www.gov.mb.ca/fs/housing

Rental cont'd:

Manitoba Family Services and Housing – Subsidized Rental Accommodations:

- Manitoba Housing Authority – Public Housing
- Rent Supplement Program (Regular)
- Rural and Native Housing
- Urban Native Non-Profit Housing Program

Rent Assistance

- Manitoba Shelter Benefit (MSB)
- School Tax Assistance for Tenants 55 Plus (STAT55+)

Affordable Housing Program

- Rent Supplement Program (AHI)

For the contact number in your area call:

Toll free: 1-866-626-4862

Winnipeg area: 945-3744

Winnipeg Rehabilitation Housing Corporation

60 Frances St.
Winnipeg, MB R3A 1B5
Phone: (204) 949-2880
www.whrc.ca
Email: info@whrc.ca

Repair/Renovations cont'd:

Manitoba Family Services and Housing – Repair/Renovation Assistance

- Emergency Repair Program (ERP)
- Home Adaptations for Seniors' Independence (HASI) Program
- Residential Rehabilitation Assistance Program (RRAP): Rental RRAP, RRAP for Person with Disabilities, Rooming House RRAP, and Homeowner RRAP

Affordable Housing Programs

- Repair/Conversion Program

For the contact number in your area call:

Toll free: 1-866-626-4862

Winnipeg area: 945-3744

Canadian Mortgage & Housing Corp.

600 – 175 Hargrave St
Winnipeg, MB R3C 3R8
Phone: (204) 983-5600
Toll Free: 1-877-499-7245
TTY: 1-888-841-4975
www.cmhc-schl.gc.ca

Repair/Renovations:

Veterans Affairs Canada (Repair/Renovations)

For contact information see **General**

Medical

Community Therapy Services Inc (CTS)

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

Health Links – Info Santé

Misericordia Health Centre
99 Cornish Ave.
Winnipeg, MB R3C 1A2
Phone: (204) 788-8200
Toll Free: 1-888-315-9257
www.misericordia.mb.ca
Email: info@miseri.winnipeg.mb.ca

MedicAlert – National Office Canadian MedicAlert Foundation

Suite 800 – 2005 Sheppard Avenue East
Toronto, ON M2J 5B4
Toll Free: 1-800-668-1507
www.medicalert.ca
Email: medinfo@medicalert.ca

Medication Information Line for Everyone – MILE

Room 111 University Centre
Winnipeg, MB R3T 2N2
Phone (204) 474-6493
Toll Free- 1-800-432-1960 ext.6493
Email: mile_resource@umanitoba.ca

Pharmacare

Manitoba Health

Provincial Drug Program

300 Carlton St.
Winnipeg, MB R3B 3M9
Phone: (204) 786-7141
Toll Free: 1-800-297-8099
www.gov.mb.ca/health/pharmacare
Email: pharmacare@gov.mb.ca

Medical Equipment / Assistive Devices

For more resources please see Home Health Services and Supplies listed in the Yellow Pages of the Manitoba and Winnipeg MTS phone book.

Canadian National Institute for the Blind Manitoba Division – CNIB

1080 Portage Ave
Winnipeg, MB R3G 3M3
Phone: (204) 774-5421
Toll Free: 1-800-563-2642
www.cnib.ca/divisions/manitoba
Email: manitoba@cnib.ca

Brandon Office – CNIB

354 Tenth St
Brandon, MB R7A 4G1
Phone: (204) 727-0631
www.cnib.ca/divisions/manitoba
Email: manitoba@cnib.ca

Red Cross – Medical Equipment Loan Depots in Manitoba: MELS

Canadian Red Cross Manitoba Region stopped its Medical Equipment Loan Service due to a lack of funding in 2005; however, there are still a number of non-Red Cross depots across the province loaning medical equipment donated by Red Cross when the program was no longer able to operate. The following is a list of depots; please call the one nearest you.

www.redcross.ca

Ashern: 768-2187
Belmont: 537-2548
Carman: 745-6611
Crystal City: 873-2132
Elkhorn: 845-2011
Ethelbert: 742-4400
Fisher Branch: 372-8703
Gillam: 652-2600 ext. 110

Lifeline Personal Response & Support Services – Victoria Lifeline

4 – 1 875 Pembina Highway
Winnipeg, MB R3T 2G7
Phone: (204) 956-6777
Toll Free: 1-888-722-5222
www.victorialifeline.ca
Email: victorialifeline@vgh.mb.ca

Orthopedic

See the listings in the Yellow Pages of the Manitoba and Winnipeg MTS phone books under Orthopedic Appliances.

Gladstone: 385-3026
Grandview: 546-2425
Holland: 526-2249
Lundar: 762-5609
MacGregor: 685-2850
Morden: 822-5663
Morris: 746-6336
Pine Falls: 367-9128
Portage la Prairie: 857-6951
Roblin: 937-2142
Russell: 773-3852
St Malo: 347-5652
Steinbach: 320-4604
Stonewall: 467-2582
Strathclair: 365-2012
Swan Lake: 836-2585
Swan River: 734-3143
Teulon: 886-2570
Thompson: 677-5350 ext. 172
Vita: 425-3701
Winkler: 325-8964

**Rehabilitation Engineering Department –
Electronic, Mechanical, & Orthotics**

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

Wheelchair Services Depot – SMD

1111 Winnipeg Ave.
Winnipeg, MB R3E 0S2
Phone: (204) 975-3247
Toll Free: 1-800-836-5551
TTY: (204) 975-3239
TTY: 1-800-856-7934
www.smd.mb.ca/wheelchair_services.aspx

Translation / Interpreters

Health Science Centre Aboriginal Services

820 Sherbrook St
Winnipeg, MB R3A 1R9
Phone: (204) 926-7151
www.wrha.mb.ca
Email: probb@hsc.mb.ca

**Independent Interpreter Referral Service –
IIRS**

200 – One Forks Market Rd
Winnipeg, MB R3C 4L9
Phone: (204) 475-6332
TTY: (204) 452-0687
www.eccoe.com
Email: iirs@mts.net

International Centre of Winnipeg

406 Edmonton St
Winnipeg, MB R3B 2M2
Phone: (204) 943-9158
After hours: (204) 943-7954
www.internationalcentre.ca
Email: info@international-centre.ca

St. Boniface Bilingual Service Centre

Provides information on government programs
in the French language.

For contact number see listing under **General**

Transportation

Access to Travel

Communication Canada

Ottawa, ON K1A 0S5

Phone: 1-800-622-6232

TTY: 1-800-465-7735

www.accesstotravel.gc.ca

Email: disability@comunication.gc.ca

- Local transportation (Handivans)
- Transportation between Canadian cities
- Accessibility of airport terminals
- Travel resources

Parking Permit Program: Province Wide

1111 Winnipeg Ave.

Winnipeg, MB R2E 0S2

Phone: (204) 975-3257

Toll Free: 1-800-836-5551

TTY: (204) 975-3239

www.smd.mb.ca/parking_permit_program.aspx

Winnipeg: Handi-Transit

City of Winnipeg

421 Osborne St.

Winnipeg, MB R3L 2A2

Bookings: (204) 986-5722

Confirmation: (204) 986-5711

TTY: (204) 986-5828

www.winnipegtransit.com

Brandon: Handi-Transit

City of Brandon Transportation Services

900 Richmond Ave. E.

Brandon, MB R7A 7M1

Phone: (204) 729-2300

Handi-Transit: (204) 729-2279

www.city.brandon.mb.ca

Brandon: Transportation

See the Yellow Pages of the MTS Manitoba phone book under taxi cabs or wheelchair-transportation for more listings.

Rural Area Transportation

See the Yellow Pages of the MTS Manitoba phone book under taxi cabs or wheelchair-transportation.

Or contact your local city or town hall

Winnipeg: Transportation

See the Yellow Pages of the MTS Winnipeg phone book under taxi cabs or wheelchair-transportation for more listings.

Chart of Resources

Organizations	Advocacy	Caregiving	Emotional Support	Employment & Training	Financial	General	Housing	Medical	Medical Equip	Translation	Transportation
Aboriginal Centre of Winnipeg						X*					
Access Advisory Committee						X*					
Access to Travel											X*
Achievement, Independence and Motivation (A.I.M.) for Work				X*							
Arthritis Society						X*					
Brandon Transportation											X*
Canada Customs & Revenue Agency					X*						
Canada Pension Plan - Disability					X*						
Canadian Diabetes Association						X*					
Canadian Mental Health Association			X*								
Canadian Mortgage & Housing Corp.							X*				
Canadian National Institute for the Blind									X*		
Career Connections				X*							
Community Respite Services		X*									
Community Therapy Services								X*			
CONTACT Community Information						X*					
Council of Canadians with Disabilities	X*										
Eastman Employment Services				X*							
Employment Preparation Centre				X*							

* contact information is listed under this category in the Index

Chart of Resources

Organizations	Advocacy	Caregiving	Emotional Support	Employment & Training	Financial	General	Housing	Medical	Medical Equip	Translation	Transportation
Guide to Gov't of Canada Services for People with Disabilities						X*					X*
Handi-Transit and Handi-Van											X*
Health Links								X*			
Health Science Centre Aboriginal Services										X*	
Human Resources & Social Development Canada - HRDC				X*	X*						
Income Security Program					X*						
Independent Interpreter Referral Service (IIRS)										X*	
Independent Living Resource Centre	X*					X*					
International Centre of Winnipeg										X*	
Kidney Foundation of Canada						X*					
Manitoba Family Services & Housing					X*	X*	X*				
Manitoba Human Rights Commission	X*										
Manitoba League of Persons with Disabilities - MLPD	X*										
Manitoba Student Aid					X*						
Medic Alert								X*			
Medication Information Line								X*			
Mood Disorders Association			X*								

* contact information is listed under this category in the Index

Chart of Resources

Organizations	Advocacy	Caregiving	Emotional Support	Employment & Training	Financial	General	Housing	Medical	Medical Equip	Translation	Transportation
Multiple Sclerosis Society of Canada						X*					
Ombudsman Manitoba	X*										
Orthopedics									X*		
Osborne Village Resource Centre				X*							
Parking Permit Program											X*
Parkland Regional Vocational Centre				X*							
Reaching E-Quality Employment				X*							
Regional Health Authorities of Man.		X	X			X*					
Rehabilitation Engineering Department Electronic, Mechanical, Orthotics									X*		
Manitoba Health - Pharmacare								X*			
Red Cross Medical Equipment									X*		
Rupert's Land Respite Care		X*									
Rural Area Transportation											X*
Self Starting Creative Opportunities for People in Employment (SSCOPE)				X*							
Society for Manitobans with Disabilities - SMD					X	X*	X				
St. Boniface Bilingual Service Centre						X*					X
Veterans Affairs					X*						
Victoria Lifeline									X*		

* contact information is listed under this category in the Index

Chart of Resources

Organizations	Advocacy	Caregiving	Emotional Support	Employment & Training	Financial	General	Housing	Medical	Medical Equip	Translation	Transportation
Vocational Rehabilitation Program Intake				Y*							
Wheelchair Services Depot - SMD									Y*		
Winnipeg Rehabilitation Housing							X*				
Winnipeg Transportation											X*

* contact information is listed under this category in the Index

