

Manitoba 
my new home

Living in Manitoba

A resource guide
for immigrant women

Second Edition



Minister's Message

Welcome to Manitoba!

As Manitoba's Minister responsible for the Status of Women, it is my pleasure to present the second edition of *Living in Manitoba: a Resource Guide for Immigrant Women*. I would like to thank the members of the Immigrant Women's Resource Guide Advisory Committee, who were instrumental in developing the first edition of this book.

Moving to a new country can be exciting. However, we know that leaving one's home country and settling in a new country is often an overwhelming and stressful experience, and that it can be lonely at first. We hope that this guide will help you and your family adapt to life in Manitoba.

Manitoba has long been a destination for newcomers from around the world. We are proud of the diversity of cultures and traditions in our province. Immigration and multiculturalism contribute to the strength of our communities, and bring opportunities for growth and development.

We are pleased that you have come to live in our province, and wish you success and happiness as you build a new future here.

Thank you for choosing Manitoba as your new home.

JENNIFER HOWARD

Minister of Labour and Immigration

Minister charged with the Administration of
the Workers Compensation Act

Minister responsible for the Status of Women

Minister responsible for Persons with Disabilities

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Introduction

This guide has information for women who have moved to Manitoba from other countries. Some of the content in this resource guide was adapted from the Challenges for Newcomer Parents in Manitoba, Manitoba Culture, Heritage and Citizenship, 1998.

There is a **resource section** at the end of the book. It lists the many organizations that can help you. If there is something you can't find, or if you have any suggestions for future guides, please contact:

Manitoba Status of Women Division

409 – 401 York Avenue

Winnipeg MB R3C 0P8

Phone: 204-945-6281

Toll Free: 1-800-263-0234

E-mail: msw@gov.mb.ca

Website: www.manitoba.ca/msw



Women in Canada

Canada has a reputation worldwide for the positive way women are treated. We, as women, have the same rights as men. Today, in this country, women enjoy opportunities our mothers and grandmothers could only dream of.

It is common for Canadian women to work outside the home, whether we have children or not. Some of us choose to stay home to raise our children. Others work part time. We are encouraged to make our own choices about our family and work lives.

Some of us do the same kinds of jobs as men, and are entitled to the same wages. Sometimes we earn more money than our husbands, and are the main breadwinners in the family. Many of us work in jobs that used to be considered men's jobs. For example, the number of women in management and executive positions is growing in Canada.

Across Canada, women are in politics – at local, provincial and national levels. As elected leaders, they work for the benefit of all people. In the 2007 provincial election in Manitoba, more women were elected to the Manitoba legislature than ever before.

You will notice that women in Manitoba have many opportunities available to us. We have the right to vote, work, go to school, and express opinions about issues that matter to us. We have control over our own bodies. We can practise our own religion, without fear of persecution, and we are entitled to receive paid maternity leave when we have a baby. In many Canadian families, men and women share the housework and childcare.

Having all of these choices may be new to you. In time, you will understand the rights that you have in Canada and come to appreciate them. Our country is a democratic and equal society.

Settling in Manitoba

Each person's experience of moving to Canada is different. At first, you may feel excited, especially if you chose to come here and waited a long time to do so. You may feel safety, relief and protection if you came as a refugee or if you left a difficult situation in your country. You might, however, feel unhappy if you were forced to leave your country.

Newcomers must adjust to a new climate, clothing, lifestyle, customs and housing. You might have to learn new skills, a new language and find a new kind of job.

As you become more familiar with your new home, you sometimes may feel sad, depressed and angry. You might feel overwhelmed by the challenges ahead of you, and the loneliness of leaving your home, friends and family. Many things about Canada may confuse and upset you. At times you might not know what to do. These feelings are normal and happen to many newcomers.

Gradually, you will start to settle into your new life. You will make new friends and feel less isolated. You will be more active in your community. For some, this process happens quickly. For others, it may take several years to feel as if you fit in. A positive attitude will help you cope with the adjustments that lie ahead of you.

This guide will help you find the programs and services that can help you settle and adapt to your new life.

The Entry Program – Your first stop!

The Manitoba government offers a program for all newcomer immigrants in Manitoba. It is called the Entry Program. In it, you can learn about living and working in Manitoba. If you have just moved here the Entry Program is the best place to start.

In the Entry Program, you will learn about:

- ◆ services for immigrants – settlement and employment agencies
- ◆ Winnipeg Transit, maps and bus schedules
- ◆ banking and shopping
- ◆ where to find a doctor, dentist, health services
- ◆ working in Manitoba – resumé, workplace health and safety
- ◆ laws in Manitoba – family laws, drinking and driving, landlord and tenant, safety tips, police services

For more information, contact:

Entry Program

4th Floor, 259 Portage Avenue

Winnipeg MB R3B 2A9

Phone: 204-944-0133

E-mail: ep_director@mts.net

Website: www.entryprogram.ca

Take English Classes

Good English helps you adjust more easily to living in Manitoba. There are many places in Manitoba that offer free English classes.

English and French are Canada's two official languages. Most people in Manitoba use English at work or school. Most jobs require very good English skills.

Before you can take English classes, you must have your English language assessed. This assessment can take up to three hours. You do not have to study or prepare for the assessment. It simply tests your current English level, so that you can go to the right English class for you.

The Entry Program will refer you for a free English Language Assessment. After the assessment you will be referred to the most appropriate English class for you.

Settlement Agencies

Settlement agencies help newcomers find the services they need to successfully make Manitoba their new home. Agencies provide free information, orientation and referral to other services.

Neighbourhood Immigrant Settlement Workers

Several communities in Winnipeg have their own neighbourhood immigrant settlement workers. They welcome newcomers into the community, help them find services in the neighbourhood, and help them get settled and comfortable. Settlement workers introduce newcomers to each other, and run community events where you can meet other residents.

For a complete list of settlement agencies in Manitoba, see the resource section at the back of this guide.

Learn about Your Community

As you meet people in your community, you will begin to feel more a part of it. Here are some things you can do:

- ◆ Introduce yourself to your neighbours.
- ◆ Learn the names of your children's friends. Introduce yourself to their parents.
- ◆ Attend free, public events and concerts.
- ◆ Read the newspaper, the free weekly papers, listen to the radio, watch TV.

- ◆ Visit the community centre near your home. It has activities for adults, youth and children. You can meet people, practise your English, volunteer for special events, and have fun. Some community centres have parent and child programs. Parents can go with their children to meet other parents and children.
- ◆ Every school has a parent council. The members fundraise and organize activities for the school. Through the school you can meet other families in your neighbourhood.
- ◆ If you do not have children, you are still welcome to volunteer at your local school. It is a good way to meet families who live there. Contact the school office for more information.
- ◆ Go to meetings and events at your children's school. Meet the principal, teacher, school counsellor and other parents.
- ◆ Join an organization that interests you.
- ◆ Do volunteer work to get Canadian work experience, practise your English and meet new friends.
- ◆ Contact the ethnocultural organization or association for your community. You can meet people from your home country, and share your experiences with them.

For more information on ethnocultural organizations in Manitoba, go to: www2.immigratemanitoba.com/browse/multi/multiculturalism-community.html

Visit a Library

A public library is a place where you can go to borrow:

- ◆ books
- ◆ DVDs
- ◆ CDs, and
- ◆ magazines

to take home. All you need is a library card. Library cards are free.

People who work in a library are happy to answer many different kinds of questions. They can help you with questions about

- ◆ becoming a Canadian citizen
- ◆ learning English
- ◆ finding a job
- ◆ going to school, or
- ◆ your new city or town

All library programs are free! Bring your children to the library for fun programs. People who work in a library read books and sing songs that can help you and your children to learn English. You can use a computer at a library for free. You can use e-mail and the Internet.

Many libraries have programs for adults. Some examples are:

- ◆ English Conversation Groups
- ◆ computer classes, and
- ◆ healthy living

Find books and magazines in your own language

Many libraries have books and magazines in different languages. Some libraries also have newspapers from countries around the world.

Find a public library

Winnipeg has 20 public libraries. To find the one close to you call 986-6450 or visit www.winnipeg.ca/library.

If you live outside of Winnipeg:

To find the public library closest to you call 1-800-252-9998.

Working in Manitoba

Canadian women often work outside their homes. We can have the same types of jobs as men. The law ensures women are paid the same wage as men when we do the same work.

To work in Canada, you need a Social Insurance Number (SIN) card. Your immigration status affects how you get a SIN card. If you are a permanent resident, you can apply for a SIN card at any Service Canada office. There is no charge for your first card.

To find your local **Service Canada Centre**, call toll free 1-800-206-7218. You can also see their website at: **www1.servicecanada.gc.ca/cgi-bin/hr-search.cgi?cmd=lst&pv=mb&ln=eng**.

If you are a refugee claimant or you are not a permanent resident, you need to apply for a work permit first. With this permit, you can get a temporary Social Insurance Number. Check with your settlement worker for details.

Educational Requirements

In Manitoba, most jobs require a minimum of a high school education. Many jobs are only available to people who finished college or university.

If you have not completed high school, you can take classes at an Adult Learning Centre to earn a high school equivalency certificate (GED). To find an **Adult Learning Centre** near you, call 204-945-8247 in Winnipeg; or toll free 1-800-282-8069 ext. 8247.

Most college programs are 10 months to two years long, and you receive a certificate upon graduation. Most university programs take at least four years to complete. College and university education is not free. However, you may be eligible to get financial help with your education costs. Go to **Manitoba Student Aid** for more information at: www.gov.mb.ca/educate/sfa/pages/sfaFrontDoor_en.html; or call 204-945-6321 in Winnipeg; or toll free 1-800-204-1685.

Employment Services

There are programs and services that can help you to find a job in Manitoba. They can also help you to write a resume and prepare for a job interview. There are several different ways to find a job:

- ◆ Visit an employment agency. The employment services for immigrants are listed at the back of this guide.
- ◆ Ask friends and family if they know of any job openings.
- ◆ Look through the newspapers – especially the Saturday edition.
- ◆ Learn from other newcomers about finding jobs, language needs for different jobs, the Canadian workplace culture and building a life in Canada. Go to the **Career Destinations** website www.immigrantsandcareers.mb.ca.
- ◆ The Employment Manitoba Centres have programs and services to help people find jobs in Manitoba. They can also help you write a resume and prepare for a job interview. Many centres also offer training to improve your job skills. Find out about **Employment Manitoba Centres** at: www.gov.mb.ca/employment/jobs_careers.html; or call 204-945-0575 in Winnipeg, or toll-free 1-866-332-5077.
- ◆ You can also look at other employment websites, such as: www.workinphonet.ca; www.mbjobs.ca; www.workopolis.com

Please see the resource section for a list of employment services for newcomers.

Labour Laws

Workers in Manitoba are protected under the law. These laws cover minimum wage, overtime, vacation, general holidays, termination notice and maternity and family leave. The **Employment Standards Branch** of Manitoba Labour and Immigration enforces these laws. They also investigate complaints about violations of these laws.

For example, once you work in Manitoba for a certain length of time, you can get paid maternity leave. This is paid time off work after you have a baby. Men can also receive some paid time off to take care of a baby. It's called parental leave.

The Manitoba government has identified some holidays as statutory holidays – holidays everyone gets. On these days, some of us do not have to work, but we still get paid. Other people work, but receive extra pay. Children do not have to go to school on these days. There are eight general holidays in the year:

- ◆ New Year's Day (January 1)
- ◆ Louis Riel Day (third Monday in February)
- ◆ Good Friday (Friday before Easter)
- ◆ Victoria Day (Monday before May 24)
- ◆ Canada Day (July 1)
- ◆ Labour Day (first Monday in September)
- ◆ Thanksgiving Day (second Monday in October)
- ◆ Christmas Day (December 25)

Some employers give their employees more days as holidays, such as Remembrance Day or Easter Monday. If you work in a union, you may get extra days off.

Note: Remembrance Day (November 11) is not a general holiday, but most businesses must close until 1:00 p.m.

For more information on Employment Standards, call 204-945-3352 in Winnipeg; or toll free 1-800-821-4307; or e-mail employmentstandards@gov.mb.ca; or see their website at www.manitoba.ca/labour/standards.

Self Employment

Many Canadians are self employed and many start their own businesses.

If you are thinking of starting your own business, there are some places that can help you.

See the resource section for a list of organizations that can help you.

Employment and Income Assistance (EIA)

EIA is a program of last resort for people who are unable to pay for basics, such as food, clothing and housing. It also covers emergency health costs such as medicine, dental work and eyeglasses. It is run by Manitoba Family Services and Consumer Affairs.

Who is Eligible?

EIA provides money to single adults or families who cannot afford to pay for their basic personal and family needs. If you are receiving money from any other source or someone else is paying your bills (ex: the Government of Canada, or a sponsor) you do not qualify for EIA.

If you are able to work, EIA will also help you find a job. People with disabilities can receive additional money through EIA.

If you live in Winnipeg, contact:

Downtown East Employment and Income Assistance Office

2 – 111 Rorie Street
Winnipeg MB R3B 3N1
Phone: 204-948-4001

If you live outside Winnipeg:

Go to your regional Family Services office; or call toll free 1-866-626-4862.

Volunteering

Manitobans like to volunteer because we want to help others. Although you do not earn money when you volunteer, you may gain valuable work experience.

Volunteering will also help you learn about Manitoba workplaces and customs, practise English or French, and meet new people. It can also help you learn new skills and feel good about helping your community.

There are many places to volunteer. Before contacting a place for a volunteer opportunity, ask yourself these questions:

- ◆ What are my interests?
- ◆ How much time do I have?
- ◆ What are my skills? What can I contribute to the volunteer experience?
- ◆ How far can I travel for my volunteer job?

Some examples of places people volunteer are:

- ◆ religious organizations
- ◆ hospitals, nursing homes, health organizations
- ◆ social service agencies
- ◆ local cultural groups
- ◆ sports organizations
- ◆ schools
- ◆ libraries
- ◆ animal shelters
- ◆ food banks

Volunteer Manitoba is an organization that gives information and training to volunteers, and can help you find volunteer opportunities.

Volunteer Manitoba

410 – 5 Donald Street

Winnipeg MB R3L 2T4

Phone: 204-477-5180 in Winnipeg;

Toll free: 1-888-922-4545

E-mail: vm@mts.net

Website: www.volunteermanitoba.ca

Ask your neighbours if they know of a place that needs volunteers, check with your child's school, or look through the newspaper in the Volunteers Needed Section.

Once you find a place, call or e-mail them. They will tell you if opportunities are available, and whether they offer training. They will want to meet you before you begin volunteering. At this first meeting, ask questions about the organization and the opportunities they have available. This information will help you decide if this is the volunteer job for you.



Family Life in Manitoba

While many families have a father, mother and children, it is also common to see other types of families:

- ◆ common-law couples with children
- ◆ single parents with children
- ◆ families with grandparents, parents and children in the same home
- ◆ couples without children
- ◆ same-sex couples, with or without children
- ◆ chosen families, where people choose close friends as family, instead of birth relatives

The government protects and supports all families.

Parenting and Family Life

Every parent wants to raise healthy, happy children. Being a good parent is one of the hardest jobs anyone does. Parents are responsible for raising their children until they are old enough to look after themselves. By law, in Manitoba, that age is 18.

Since children depend on adults for love and care, they are given special recognition under Canadian law. These laws protect children's basic rights and freedoms. Some of these laws are the same no matter where you live in Canada. Others, such as child protection laws, vary in each province or territory.

Discipline

Attitudes towards discipline and punishment are changing in Canada. Today, children's rights are protected by the law. Our society promotes the welfare of all children and tries to ensure they are protected.

Canadian society also recognizes that as parents, we each have our own values and beliefs. Parents can choose what

behaviour and rules are right for their families. However, some types of behaviour are against the law in Canada.

It is against the law to use physical punishment or violence to discipline children. This includes slapping, kicking or punching.

Most parents know that handling babies roughly – whether in anger or play – is dangerous. Shaking can cause serious injury or death.



What are some acceptable ways of guiding children’s behaviour?

There are non-violent ways to discipline children. Parents can send them to a quiet place with nothing to do for a period of time. This is called a “time-out.” It works well for children aged three to six years.

When older children or teenagers behave badly, parents need to use other discipline methods. For example, they can prohibit them from watching TV, playing computer games or going out with friends for a specific amount of time.

What supports are there for parents?

In Canada, many parents take parenting classes in their communities. The classes give them an opportunity to share their concerns and learn from other people’s experiences. Courses are offered by counsellors who can help parents make positive changes.

It is acceptable to get outside help when you have family problems. Counsellors will keep your information confidential and can help you handle problems. No one thinks badly of people who use counsellors.

See the resource section for a list of parenting and family support programs.

Child Abuse

When children are hurt on purpose or when parents or caregivers fail to protect children in their care, it is called "child abuse." Child abuse is against the law in Canada. Most child abuse occurs in the home by someone the child knows and trusts. Manitoba has laws to ensure that children are not harmed.

There are different kinds of child abuse. They are:

- ◆ Physical abuse is when a person (often the parent, other family members or caregiver) does something to hurt the child.
- ◆ Sexual abuse is when a child is pressured or forced to perform sexual acts with an adult or other child.
- ◆ Neglect is when a person (usually the parent or caregiver) does not provide a child with the basic needs for food, clothing, shelter, medical attention, education and protection from harm.

Reporting Child Abuse

Children depend on adults for love, support and nurturing. Everyone in a community is responsible for protecting children from abuse. Abuse can be by a parent, brother or sister, babysitter, relative, family friend or stranger.

Anyone in Canada who thinks or suspects that a child is being physically or sexually abused must report their suspicions. The person reporting the suspected abuse is protected from legal action, as long as their report is not a deliberately false accusation.

If you think a child is in **immediate danger, call the police at 911.**

If you think a child is being abused call **All Nations Co-ordinated Response (ANCR) Network**. ANCR network is the first point of contact for anyone reporting child abuse or wanting Child and Family Services.



All Nations Coordinated Response (ANCR) Network

835 Portage Avenue
Winnipeg MB R3G 0N6
Phone: 204-944-4200 in Winnipeg;
or toll free: 1-866-345-9241

ANCR after Hours Unit

Provides intake, assessment and brief intervention services after 5:00 p.m.

Phone: 204-944-4050 in Winnipeg (**Emergencies only**);
or toll free: 1-866-345-9241

What happens if my family is reported?

A local Child and Family Services (CFS) worker will visit you to try and find out what is happening. The worker must decide if your child is being abused. If the worker thinks your child is in danger, he or she must then decide two things:

- ◆ how to protect the child
- ◆ how to help the family

First, the CFS worker will offer services to try to help your family live together, in a safe and happy home. It might mean involving family members such as grandparents, aunts and uncles. They might also offer information on topics such as parenting, discipline and nutrition. The CFS worker will help the family make sure the best interests of your child are met.

If your family is unable to care for your child or your child is in immediate danger, the worker may decide to temporarily remove your child from your home. This is called "apprehension."

Sometimes the police may be involved with the investigation and charges may be laid against the suspected abuser. Most cases of suspected child abuse do not reach this point.

What if the parents disagree with the CFS worker?

If you, as a parent, disagree with a worker's decision, you can talk to the worker's supervisor. If the CFS supervisor does not agree with you, you can contact a lawyer to help you.

Parents who cannot afford a lawyer may be able to get a free lawyer through **Legal Aid Manitoba**.

Legal Aid Manitoba

300 – 294 Portage Avenue

Winnipeg MB R3C 0B9

Phone: 204-985-8550 in Winnipeg

Toll free: 1-800-261-2960

Financial Support for Parents

Canada Child Tax Benefit (CCTB)

What is the CCTB?

The CCTB is money paid every month by the Government of Canada to parents with children under the age of 18 years. It is tax free. The money is to help you with the cost of raising your children.

Who is eligible for the CCTB?

You have to be your child's main caregiver. If the mother lives with the child, the government usually considers her to be the main person. However, it can be a father, grandparent or a guardian.

You also have to live with your child and be a resident of Canada for income tax purposes.

You and your spouse or common-law partner must be one of the following:

- ◆ Canadian citizen
- ◆ permanent resident (landed immigrant)
- ◆ protected person (refugee)
- ◆ temporary resident (such as a foreign worker, foreign student or Temporary Resident Permit holder) who has lived in Canada for the past 18 months

What if you are a temporary resident?

Your authorization or permit must cover the time period **after** your 18 months of residency. If your permit states “does not confer status” or “does not confer temporary resident status”, you are not eligible.

How do you apply?

You must fill out the Canada Child Benefit Application form to apply for the CCTB. Some newcomers have to fill out other forms, depending on their status. This can be confusing, so contact a local settlement agency if you need help.

Where else can you get more information?

You can call the **Winnipeg Tax Services Office**, toll free at: 1-800-959-8281; or visit the website at: www.cra.gc.ca/benefits.

Manitoba Child Benefit (MCB)

What is the MCB?

The MCB is money given each month by the Manitoba Government to families with low income, who need help with the cost of raising their children. Parents must apply and meet certain rules to be eligible.

They must:

- ◆ live in Manitoba
- ◆ have a child/children less than 18 years old living with them
- ◆ have a valid Manitoba Health registration number that includes dependent children
- ◆ receive the Canada Child Tax Benefit for these children
- ◆ have a family income of a certain level

People on Employment and Income Assistance (EIA) are not eligible, but those who receive only the health benefits portion of EIA may apply.

In Winnipeg, you can pick up forms at the **Immigrant Centre** or **Welcome Place**. Outside Winnipeg, you can pick up forms at your local municipal office.

For more information or to get the application form, contact:

Manitoba Child Benefit

PO Box 3000

203 South Railway East

Killarney MB R0K 1G0

Toll free: 1-800-563-8793

E-mail: incsup@gov.mb.ca

Website: www.gov.mb.ca/fs/assistance/mcb.html

Recreation

It is important for you and your family to take time for fun activities. Getting out and doing activities also helps you meet people in your community. Manitoba has many interesting places to visit. Many are free or charge a small fee.

Recreational Classes

The City of Winnipeg offers a variety of classes, from sports and crafts to cooking and dancing. For more information on classes, you can read the **Winnipeg Leisure Guide**. You can get a copy of the guide at 7- Eleven® stores, libraries and community centres. You can also find the Guide at: www.winnipeg.ca/cms/recreation.

Low-income families can apply for lower fees for activities like skating and swimming lessons. Contact:

City of Winnipeg

Community Services Department

7th floor – 395 Main Street

Winnipeg MB R3B 3N8

Phone: 311

Fax: 204-986-4274

What if someone in my family has a disability?

People of all ages with special needs are encouraged to participate in all programs offered in the **Winnipeg Leisure Guide**. For more information, call 311 or for deaf services program information, call 986-1311 (TTY).

Indoor City Pools

Winnipeg has 13 indoor public pools. Many of them also have weight-lifting rooms. You must pay a small fee to use the pool. For more information call 311, or go to: www.winnipeg.ca/cms/recreation.

Parks

Manitoba has many free, small and large parks with beautiful open spaces. You and your family can go there for a picnic or to enjoy the outdoors. Children can play on the swings and slides. People go to parks to walk, jog, play sports such as soccer or baseball, bike, or cross-country ski in the winter.

In summer, many of these parks have small outdoor pools (wading pools) for young children. Some parks have larger outdoor pools. Wading pools are free. Larger outdoor pools charge a small fee.

Assiniboine Park is the largest park in Winnipeg. There you will find walking and biking trails, gardens, restaurants and a zoo. In summer, several free concerts and other events are held in Assiniboine Park. In winter, you can use the free ice skating rink and toboggan slide.

Provincial parks are located outside of cities and towns. You must pay an admission fee to drive into any provincial park.

To see a list of parks in Winnipeg, go to:

www.winnipeg.ca/publicworks/ParksandFields/Parks/ParksByName.asp.

To see a list of Provincial Parks, go to: **www.gov.mb.ca/conservation/parks/popular_parks/index.html**.

For more information on things to see and do in Manitoba, call Travel Manitoba at 204-927-7800 in Winnipeg, or toll free at 1-800-665-0040.

See the resource section for more information on places to visit.

Women Need to Take Time for Themselves

Women are often under great pressure. Family, work and community responsibilities keep them very busy. They are expected to do many jobs and look after the needs of several people. Many women say that there is too much to do and not enough time in the day to do it. You will sometimes hear this called “work/life” balance.

Many women find it hard to put their own needs ahead of others. They feel guilty when they take time for themselves. In Canada, women are encouraged to take time for themselves. It is not considered selfish to take time for yourself. You cannot take good care of other people when you are too tired or too anxious. Doing things you enjoy keeps you healthy in both body and mind.

Religion and Spirituality

Manitoba supports freedom of religion for everyone. This freedom is included in Canadian laws. People are free to practise their religions and are not punished or discriminated against if they do so.

Some women may choose to be part of organized religions. They might belong to a community of people who follow a set of practices that are based on certain teachings. They may also attend communal religious ceremonies.

Other women in Canada have spiritual beliefs or principles that are not organized as a specific religion. They use these principles to support and guide them.

There are many religious organizations and places of worship in Winnipeg and Manitoba. Ask your settlement worker, or go to www.immigratemanitoba.com, or check with your cultural community for faith-based worship locations and organizations.



Children in Manitoba – Their Care, Education and Health

Child Care

In Canada, the care provided to children may be different from your home country.

In Manitoba, it is against the law to leave any children under the age of 12 at home alone. If you have children under 12 years old, you must find someone to care for them while you are away.

Your parents or other relatives may be able to care for your children. If not, there are other child care options. You can send your children to a child care centre or home-based child care. You can also hire a babysitter to care for them in your home.

Licensed Child Care

Licensed facilities are approved by the Manitoba Government. The facilities and caregivers meet government standards for health, safety and worker qualifications. Licensed facilities must hire professionally trained workers and offer care and programs that are safe, educational and fun. They must also pass a Criminal Records Check and Child Abuse Registry Check.

Staff from the **Manitoba Child Care Program** visit child care centres and homes on a regular basis, to make sure they meet government standards.

In Manitoba, there are two types of licensed child care available: **child care centres** and **family child care homes**.

Child care centres are usually in schools, buildings or other community settings. They care for more children at a time than family child care homes.

Family child care homes provide care in the homes of people who often have children of their own. They can be found in almost every neighbourhood in Manitoba.

Child Care Centres

There are three types of child care centres:

1) Full-time infant and preschool

- ◆ for children three months to six years of age
- ◆ generally open from 7 a.m. to 6 p.m.
- ◆ evening, overnight and weekend care may also be available

2) Part-time or nursery school

- ◆ for children under six years of age
- ◆ for parents who want their preschool children to meet other children of a similar age
- ◆ usually offered for two or three hours at a time and for two to five days a week

3) School-age

- ◆ for children six to 12 years of age (may provide care for children in kindergarten)
- ◆ for children who are not in school (ex: before or after school, at lunch, teacher in-service days, school holidays)

Family Child Care Homes

There are two types of licensed family child care homes:

1) Family Child Care Homes

- ◆ offered in the caregiver's home
- ◆ can accept up to eight children, ages three months to 12 years (with no more than five children under the age of six, including no more than three children under the age of two)
- ◆ the caregiver's own children are included in this number

2) Group Child Care Home

- ◆ two caregivers work in the home at the same time
- ◆ can accept up to 12 children, ages three months to 12 years (with no more than three children under the age of two)
- ◆ the caregivers' own children are included in this number

Casual Child Care

Some child care centres or homes will look after your children on a casual basis, if you have an appointment or need to go shopping. You can contact centres or home care providers in your area to see if they offer this service.

You must pay fees for your children to attend a child care centre. The amount you pay is based on your child's age, the type of facility and the hours of care. There is financial help for low-income families, to help pay for these fees. This is called a "subsidy".

How do I apply for a subsidy?

You must send an application for a child care subsidy to the **Child Care Subsidy Program**. In your application, you must prove that you cannot afford child care based on your family income.

Subsidies are only available for child care that is licensed by the Government of Manitoba. If your relative or friend takes care of your children, you are not eligible for a subsidy. Not all licensed child care facilities accept children on subsidy.

The **Subsidy Eligibility Estimator** on the government's website can help you estimate the amount of your subsidy. If you think you may be eligible, you can submit your application online at www.manitoba.ca/childcare. You can also mail in a paper application.

For more information about the **Child Care Subsidy Program**, contact:

For Winnipeg and all other regions, except Westman and Parkland:

Child Care Subsidy Program

102 – 114 Garry Street

Winnipeg MB R3C 1G1

Phone: 204-945-0286 in Winnipeg; toll free: 1-877-587-6224

E-mail: cdcsubsidy@gov.mb.ca

For Westman and Parkland Region:

Child Care Subsidy Program

Brandon Provincial Building

340 – 9th Street

Brandon MB R7A 6C2

Phone: 204-726-6336 in Brandon; toll free: 1-800-230-1885

Fax: 204-726-6539

Non-licensed Child Care

Private Home Day Care

This type of unlicensed child care is in a person's private home. The person can take up to four children under the age of 12, including no more than two children under two years old. This number includes the caregiver's children.

Babysitters

It is also possible to hire a babysitter for your children. You can find babysitters in the local newspaper (Classified ad section), in the phone book (under "Day Nurseries"), through your local high school, college or university. They may have a list of students who are interested in babysitting.

Another option is to hire a live-in caregiver. This is someone who would live in your home and take care of your children.

Please note that many of these babysitters have no formal training. There is no quality control for their services. To be safe, you should ask them for a resumé of their experience, a Criminal Record Check and a Child Abuse Registry Check before hiring them.

Protect your children and yourself from strangers in your home.

How do I choose child care?

It is important to visit different child care centres or homes before you make decisions about care for your children. This will give you a chance to check the location, size and staff of the facilities.

These questions may help you compare the services of different locations:

- ◆ Does the child care centre or home look safe and clean?
- ◆ Do children seem to be happy and interested?
- ◆ Do the activities help develop their learning skills?
- ◆ Are the adults friendly, helpful and experienced?
- ◆ Do the child care workers give each child enough attention?
- ◆ Do they accept children on subsidy?
- ◆ Will they accept your child if he or she has special needs?

Waiting Lists

Once you decide where to send your children, there may be another decision that you have to make. If the facility you choose is very popular, you may have to wait for a place to become available. They may not have enough space to accept more children. You may have to wait several months or years, before another space becomes available.

Put your child's name on the **waiting list** at the child care centre or homes you are interested in. You may need to be flexible and accept dates or times that are not most convenient for you.



What do I do if my child gets sick?

It is important to keep your children at home if they are sick so they will not pass on their sickness to other children. Your child care provider will ask you the name of a person to contact in case your child gets sick or injured while at the centre. You may have to ask a relative, friend or trusted neighbour to care for your sick child. If that is not possible, you or your partner may have to take time off from work or school to care for your sick child.

To find a licensed child care centre or home provider in your area, or to learn more about the **Manitoba Child Care Program**, contact:

Manitoba Child Care Information Services

219 – 114 Garry Street

Winnipeg MB R3C 1G1

Phone: 204-945-0776 in Winnipeg; toll free: 1-888-213-4754

Fax: 204-948-2625

E-mail: cdcinfo@gov.mb.ca

Website: www.manitoba.ca/childcare

Additional Information

The **Manitoba Child Care Association** has a helpful booklet that includes what to look for and what questions to ask when you visit a child care centre or home. It is called **Choose Quality Child Care** and is available on their website at www.mccahouse.org.

Or you can get a copy by calling or sending a letter to:

The Manitoba Child Care Association

2nd Floor, 2350 McPhillips Street

Winnipeg MB R2V 4J6

Phone: 204-586-8587

Fax: 204-589-5613

E-mail: info@mccahouse.org

Staying Safe

Gangs

A gang is a group of people who are involved in criminal activity. Some gangs are very organized and have a formal leader and rules, while others are smaller and more informal. Some street gangs are made up of people from the same ethnocultural background. Not all young people who hang out together are a gang. To be a gang, the group must be involved in criminal activity, like selling drugs or stealing.

Many people join gangs because they feel lonely or disconnected from others. They may feel bad about themselves, or unsafe in their homes or at school. Gangs are a kind of family, because they offer a form of protection and a sense of belonging. In some areas of a city, young people may feel they need to join a gang to survive the violence in their communities. In reality, gangs do not offer protection and belonging, because gang members are often violent with each other. New and young gang members are controlled by those higher up in the gang.

Girls and young women may sometime join gangs. They typically have less status in a gang, and are controlled by male gang members. Gangs often use female members to provide sexual services, or sell their bodies for sex in exchange for money or drugs. Gangs also use children to act as lookouts or to do deliveries. They often lure children into gangs using money, and get them addicted to drugs. This makes the children more dependent on the gang.

Many programs and resources can help parents protect their children from gangs.

See the resource section for more information on supports for families. You can also go to: www.manitoba.ca/justice/safe/gangproof/factsheet.pdf.

Drug Abuse

It is dangerous to use illegal drugs. Many drugs such as heroine, cocaine and crystal meth, are addictive. The user cannot stop using these drugs unless he or she finds professional help. Drug abuse is also sometimes called “substance abuse.”

Drug use can affect a person’s health, behaviour and judgment. It can lead to poor results in school, accidents while driving, or kill the user. People using drugs may also take money from you and others so they can buy more drugs.

Child Sexual Exploitation

Children can be at risk of being sexually exploited by an adult. Sexual exploitation means luring, pressuring or forcing a child to perform a sexual act, with or without the child’s permission. A child may do sexual acts in exchange for money, drugs, food or protection. Children may also be forced or threatened to make money for an adult.

Children are sometimes used for sex on the street (visible exploitation) or in private homes and drug houses (invisible exploitation).

Children who are sexually exploited may be feeling unhappy at home or at school. They may experience:

- ◆ conflict or violence in their families
- ◆ childhood abuse and trauma, including physical and sexual abuse
- ◆ low self-esteem, loneliness and peer pressure
- ◆ poverty and racism

Children who run away from home are especially at risk, because they become dependent on adults who take advantage of them in exchange for food and shelter.

If you believe a child is being sexually exploited, call the police for help.

See the resource section for a list of services to help protect your children from sexual exploitation.

How can you protect your children from gangs, drugs and sexual exploitation?

- ◆ Talk about gangs with your children and how dangerous they are.
- ◆ If your children have low self-esteem, trouble in school or are being violent, get help! Talk to the teacher or guidance counsellor at the school. Ask that person to talk to your children or find help for them. It is good to ask for help for your children.
- ◆ Get help for any conflict or violence that is happening in your family. Speak to a counsellor or a doctor and ask for help and resources.
- ◆ Talk to your children about drugs. Teach them that gangs use drugs to lure kids, and how drugs can affect their bodies. Teach them to say “no” to drugs.
- ◆ Be a positive role model for your kids. Encourage them to stay in school.

Education

Manitoba School System

Going to school is a basic right for every child in Canada. In Manitoba, the law says that boys and girls aged seven to 16 **must** go to school. Most children are six years old when they start Grade 1.

Education in a public school is free from Kindergarten to Grade 12. It is important that your children finish Grade 12. Most jobs in Manitoba today require at least a minimum Grade 12 education. If your children want to study at college or university, they must finish Grade 12.

Manitoba schools offer the following grades:

Groupings	Grades	Age Range of Students
Early Years	Kindergarten* to Grade 4	Age 5 to 10
Middle Years	Grades 5 to 8	Age 11 to 14
Senior Years	Grades 9 to 12	Age 15 to 18

***NOTE:** Not every child goes to Kindergarten.

There are also part-time programs for four-year old children, called nursery schools. These are optional. Parents can decide whether or not to send their children to nursery schools. Call your local school office to see if they have a program; or to get more information.

Types of Schools

In Manitoba, there are three ways to educate your children.

1. public schools
2. private schools
3. home schooling

Public Schools

Most children in Manitoba go to public schools, which are free. The courses in public schools must meet the Provincial Government's standards. In public schools, boys and girls take classes together. They do not wear uniforms. Teachers working in public schools normally have a university degree and are licensed by the Manitoba government.

Private Schools

Some people send their children to private schools. Private schools, also called independent schools, are run separately from public schools. Some private schools are connected to a specific religious or cultural group.

These private schools teach the same subjects as public schools and hire teachers who are licensed.

Private schools usually charge tuition, which can be expensive. In some private schools, boys and girls take separate classes. They may also be required to wear school uniforms.

Home Schooling

You can also educate your children at home instead of using a public or private school. Home Schooling is only allowed when certain requirements are met.

How to Find a School

When choosing a school, think about where you live and what you want your children to learn.

You can begin by visiting a school near your home. Talk to other immigrant parents with children about the schools they chose and why.

How Do You Enroll Your Children?

You must visit the school to register your children for school. The principal will talk to you about your children's school level. If you have trouble communicating, take someone who can interpret for you. You must be the child's legal guardian to register them in school. You should also take your children's documents, such as:

- ◆ birth certificate
- ◆ passport
- ◆ medical records
- ◆ school records
- ◆ landing papers

When you meet the school staff, you may want to ask about things like:

- ◆ homework
- ◆ communication with the teachers
- ◆ class attendance and being on time
- ◆ rules about discrimination
- ◆ after-school activities
- ◆ dress code
- ◆ report cards and other forms the school may give your children to take home



School Year

The school year in Manitoba begins in early September and ends in late June. There are holiday breaks such as Christmas in late December and Spring Break in late March. School days usually start around 9 a.m. and end at about 3:30 p.m.

Textbooks and School Supplies

Your children will get free textbooks at school. They have to give these textbooks back after finishing their courses. If the textbooks are lost or damaged, you must pay for them. You also have to pay for your children's school supplies, such as pencils, paper and notebooks.

School Buses

In many school divisions, if you live more than one mile (1.6 kilometres) away from your children's school, a school bus will drive them to and from school. There may be a fee for your children to take the school bus. If your children have special needs, you can arrange for transportation through your school.

Lunches for Your Children

Most children take their lunches to school. Some schools have a cafeteria where children can buy their lunches. During the lunch break, some students go home for lunch. If they are under 12 years old, they can only go home for lunch if an adult is at home.

Health Courses Taught at School

Health courses at some schools teach about reproduction, birth control and sexually transmitted diseases. These courses are given to students in Grade 4 to Grade 9. If you have a problem with your children learning these subjects, speak with the teacher or principal.

Parents Helping with Their Children's Education

If you take part in your children's education, you will help them succeed in school. Some examples are reading to your children, helping them with homework or volunteering at their school.

Manitoba schools want to hear from parents. Teachers are happy to talk to you about your children's progress. You can also talk to your children's teachers about any concerns you have about their education.

Homework

Homework is extra school work teachers give students to do at home, after the school day is finished. Homework helps children practice what they have learned in class.

You can help your children with their homework. Helping your children does not mean that you must have all the answers. You can help by:

- ◆ asking your children about their assignments
- ◆ talking to your children about their homework
- ◆ setting up regular homework time each day

- ◆ finding a quiet place with good lighting for them to do homework
- ◆ visit a public library with your children. Ask the people who work at the library to find books to help with homework, or use the library as a quiet place to work.
- ◆ helping your children to organize their time
- ◆ limiting the time they spend watching television or playing computer games
- ◆ praising your children when they work hard

If your children need more help with homework, they can always ask their teachers or other children in their class.

In-Service Days and Early Dismissal

Each school can take up to 10 in-service days during the school year. In-service days are days when teachers have meetings. On these days, children do not go to school. Working parents need to find a place for their children to stay on those days, or find someone who can look after them.

Sometimes schools close early in the afternoons so that teachers can have meetings. You should receive letters and a calendar that tell you when in-service days and early dismissal days will be.

School Closures

When winter temperatures reach -35°C to -45°C or during a major snowstorm, schools may be closed. School buses may also be cancelled. When there is bad weather and you think that schools may be closed, listen to the radio or check the school division website for more information.

Notes from School

Your child will bring notes home from school. Read them carefully and keep them. These notes tell you what is going on in your children's school. If you don't understand what the notes say, ask the teachers to explain them to you.

Parent-Teacher Interviews

Your children's teachers usually meet with you twice a year. These meetings, or interviews, usually last 10 to 30 minutes.

Parent-teacher interviews are conversations between parents and teachers. It is a good time to talk about how to help your children succeed in school.

You can ask questions about how your children are doing in school. Some questions may be:

- ◆ What subjects are hard for them?
- ◆ How is their English?
- ◆ Do they get along with other students?

When to Call the School

You should call the school when:

- ◆ your child is sick
- ◆ your telephone number or home address changes
- ◆ you have a question or concern

If you are nervous about speaking in English, try to write down what you want to say before you call. You can also ask an English speaking friend to call for you.

Disciplining Children at School

Each school division has rules about disciplining children. You can contact your local school to find out the rules that may affect your children. Hitting children as punishment is never allowed in Canadian schools.

If your children are ordered to leave the school (called a "suspension" or "expulsion"), they should take home a letter from the school telling you why this happened. This letter should explain how long the punishment will be and how your children can continue learning outside of school. If you need more information, call the school.

Extra-Curricular Activities

In Canada, many children (including girls) participate in activities after school or in the evening. This is very common and acceptable.

Health

Nutrition and Healthy Eating for Children

Eating a variety of foods helps you and your children stay healthy. A well-balanced diet will reduce the chances of becoming ill. Healthy meals and snacks also help your children do better in school.

What you eat, and what you prepare for your children, will shape their eating habits as they grow older. You will be a strong role model for them by eating healthy meals and snacks and encouraging them to do the same.

A Healthy Lunch to Take to School

There are a number of grocery stores where you can buy foods from your native country. Ask your neighbours and friends where to find the types of foods you're looking for. However, you may see new and unfamiliar foods at the grocery store.

Making lunch for your children can be challenging. It is difficult to think of new things to make every day and to choose healthy foods. Your children may also like and dislike some foods.

There is a simple rule you can follow. A healthy lunch should have at least three of the four food groups from **Canada's Food Guide**. These groups are:

- ◆ vegetables and fruits (ex: carrots, apples)
- ◆ grain products (ex: bread, rice)
- ◆ milk products (ex: cheese, yogurt)
- ◆ meat, poultry and fish (ex: beef, chicken, tuna)

Canada's Food Guide helps us make healthy food choices. It also shows foods used by many different cultures. The Guide is available in English, French, Arabic, Chinese, Farsi (Persian), Korean, Punjabi, Russian, Spanish, Tagalog, Tamil and Urdu. Go to: www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php for a copy of the guide.

The following tips will help you improve your children's lunches:

- ◆ Cook extra food and freeze it.
- ◆ Make a list of your children's favorite lunches.
- ◆ Use leftovers as lunch.
- ◆ Find meal planning ideas online or in books at the public library.
- ◆ Keep all school lunch supplies together.
- ◆ Prepare lunches the night before.

Ask your children to help plan and make lunches. Shopping as a family and picking out healthy foods they like may help. When they choose their own food, children are more likely to eat it.

In many schools, lunch time is short and busy. Pack your children's lunch so that it is easy to take to school. Use containers that are easy to open.

"Nut Free" Policy

Many children are allergic to nuts, especially peanuts, or products made with nuts. An allergy means that the body rejects the food and makes you sick. In most cases, allergies can make you itch, sneeze or sick to the stomach. However, some allergies are so severe that the throat closes and breathing stops.

Many children in Canada have nut allergies. Many schools do not allow nuts in the school, to protect those children

with allergies. In these schools, children are not allowed to take any food to school that has peanuts or tree nuts (ex: almonds, cashews, macadamias, pistachios, pecans and walnuts).

Emergency Food

Winnipeg Harvest is a place to get free emergency food. It is only for people who do not have enough money to buy food for themselves and their families. It is not a free grocery store.

To get emergency food from Winnipeg Harvest, you must register and give your Manitoba Health card number. You are then given a time and a place to go and pick up your food. The amount of food you get depends on the size of your family and usually lasts for two days. Each registered family can visit the food bank once every two weeks.

If you live outside of Winnipeg, you can call Winnipeg Harvest's toll free line to find the food bank nearest you.

Winnipeg Harvest

1085 Winnipeg Avenue

Winnipeg MB R3E 0S2

Phone: 204-982-3663 in Winnipeg; or toll free: 1-800-970-5559

Food Assistance Line: 204-982-3660 in Winnipeg

Website: www.winnipegharvest.org

Growing Your Own Food

Growing your own food is another way to feed your family. It does not cost a lot of money to plant a garden, and it can save you lots of money because you buy fewer groceries. You can also freeze some food for use in the winter months.

If you live in a house, you can turn part of your yard into a garden. If you rent a house, ask your property owner for permission first. You can also find a community garden.

A community garden is a piece of land shared by a group of people from different households. Families usually pay a small fee to use the land, which is publicly owned.

Gardening gives you inexpensive, fresh food to feed your family, and gives you a chance to get some exercise. You can meet people and make new friends while you are gardening.

To find community gardens in your area in Winnipeg call the City of Winnipeg at 311.

Immunization Program for Children

Vaccines protect children from serious illnesses and help keep them healthy. It is customary in Manitoba for children to be vaccinated. Other words used for vaccines are "immunization", "vaccinations" or "shots."

Health experts recommend that children receive vaccines for certain illnesses:

- ◆ diphtheria
- ◆ polio
- ◆ whooping cough (pertussis)
- ◆ measles
- ◆ mumps
- ◆ rubella
- ◆ chickenpox
- ◆ tetanus (lockjaw)
- ◆ influenza
- ◆ hepatitis
- ◆ meningitis

You do not have to pay for these vaccines. They are free when you show the doctor or clinic your Manitoba Health card.

Do my children have to be vaccinated?

In Manitoba, children's vaccinations are voluntary. This means that parents can decide whether or not to have their children vaccinated.

When does my child get vaccines?

There is a vaccination schedule for infants and children. It tells you at what age they should have each vaccine. You can ask your doctor or public health nurse; or go online at www.manitoba.ca/health/publichealth/cdc/vpd.html.



How do my children get vaccinated?

In Manitoba, a doctor or nurse gives the vaccine. You have to call them and make an appointment. Some vaccines are also given by public health nurses in schools.

Most vaccines are given by needle, in the thigh muscle for infants and in the upper arm for older children. Some vaccines are only one needle, but others might be more than one. Another word used for needle is "injection."

How will it make my children feel?

Soon after getting the vaccine, your children may feel minor side effects that are usually mild and go away within a few days. These side effects could be a sore arm or leg, a headache, flu or a tired feeling.

How do I get more information?

Talk to your doctor or public health nurse. You can also phone the Manitoba Health information line called **Health Links – Info Santé** at 204-788-8200 in Winnipeg, or toll free 1-888-315-9257.

You may have to leave a message, but someone will call you back. They offer services in different languages. If you ask, you may be able to speak with someone in your own language.

Living in Manitoba

Most new immigrants in Manitoba rent apartments before buying a house. If you decide to rent, you have two choices:

- ◆ rent from a private owner
- ◆ apply for public housing

Private Rental Housing

To find private rentals:

- ◆ Ask your friends, co-workers, settlement counsellor or neighbours if they know places for rent.
- ◆ Look for rental ads on public notice boards in grocery stores, drugstores and laundry services.
- ◆ Check local newspapers; rental ads are usually in the Classified section.
- ◆ The **Home Renters Guide** is a magazine published every two weeks and lists places for rent. It is free at grocery stores, banks and drugstores.

Choosing Your Home

When looking for an apartment or house, think about these questions:

- ◆ Where do I want to live?
- ◆ Do I want to be close to schools, grocery stores, bus stops and other services?
- ◆ How much can I afford for rent? (Rent should be less than 30 per cent of your family's income).
- ◆ How many bedrooms do I need?

Go to see the apartment or house before you agree to rent it. Call the landlord to make an appointment. During your visit, look for any damage such as windows or locks that don't work. The landlord is responsible for making the repairs. If there is any damage, the landlord must agree,

in writing, to fix all the problems within a reasonable time. If the landlord does not agree, you should not rent the apartment or house.

Signing a Lease

If you agree to rent an apartment, you will have to sign a lease. A lease is a legal agreement between you and the landlord. It will tell you what your responsibilities are and what the landlord's responsibilities are.

Renters in Manitoba must follow certain rules such as:

- ◆ paying their rent on time
- ◆ keeping their place and the building clean
- ◆ repairing any damage they or their guests cause, as soon as possible
- ◆ making sure they and their guests do not disturb other people in the building or neighbouring property
- ◆ agreeing to stay the length of the lease

Do not sign the lease until:

- ◆ you have looked at the space and done a move-in inspection with the landlord. If repairs need to be done, you and your landlord should agree, in writing, on what repairs will be done at this time.
- ◆ you fully understand it and it includes:
 - the date the tenancy begins and ends
 - the amount of the rent and the date it must be paid
 - what is included in the rent (for example, parking or TV cable)
 - the names of the people who will live in the apartment
 - the utilities that the renter must pay

Take your time reading it. If you have questions, ask others to explain it to you.

Landlords in Manitoba must follow certain rules such as:

- ◆ making sure a rental unit has proper doors and locks so it is safe
- ◆ giving tenants a receipt when rent is paid in cash
- ◆ doing repairs and keeping the unit in good condition
- ◆ paying the utility bills if utilities (cost of heat and water) are included in the rent

Landlords cannot refuse to rent to you simply because of your nationality, colour, race or gender. **If you believe you have been treated unfairly, contact:**

Manitoba Human Rights Commission

7th Floor, 175 Hargrave

Winnipeg MB R3C 3R8

Phone: 204-945-3007; or toll free 1-888-884-8681

E-mail: hrc@gov.mb.ca

If you think the landlord is being unfair, call:

Residential Tenancies Branch

302 - 254 Edmonton Street

Winnipeg MB R3C 3Y4

Phone: 204-945-2476; or toll free 1-800-782-8403

E-mail: rtb@gov.mb.ca

Residential Tenancies Branch

157 - 340 9th Street

Brandon, MB R7A 6C2

Phone: 204-726-6230; or toll free 1-800-656-8481

E-mail: rtbbrandon@gov.mb.ca

Residential Tenancies Branch

113 - 59 Elizabeth Road

Thompson MB R8N 1X4

Phone: 204-677-6496; or toll free 1-800-229-0639

E-mail: rtbthompson@gov.mb.ca

Leases and Sublets

Most leases in Manitoba are for 12 months. If you move out before the lease ends, and want to **sublet** your apartment, you must find another tenant for your place. If you cannot find anyone acceptable to your landlord, you are responsible to pay the rent until your lease is finished.

How to apply

If you decide you want to rent the apartment, you need to fill out an application. The landlord may ask you to give the name and contact information of your previous landlords.

You might need a co-signer

You may also have to find a co-signer if you are not working or if this is your first time renting in Manitoba. A co-signer promises to pay the rent if, for some reason, you cannot. Since you are new to Manitoba, it can be difficult for you to give references and name a co-signer.

If you have questions, call the **Immigrant Centre** at 204-943-9158 in Winnipeg for help.

Damage Deposit

To rent an apartment, you must give a damage deposit or a **security deposit**, with your application. A security deposit is a sum of money that shows you are serious about renting the place. It is usually not more than half of one month's rent.

You will get the deposit back when you move out and if your apartment is still in good condition. However, the landlord can keep the money if there is any damage to the property or you have not paid your rent.

If you change your mind about renting the apartment before you move in, you might not be able to get your damage deposit back. If your application is not accepted, the landlord must return the deposit to you.

What is included in my rent?

Some places include utilities such as electricity, water and heat in the rent. Ask the landlord which utilities are included and which you must pay.

What about facilities for doing laundry?

Find out whether there are clothes washers or dryers in the building. In most places, you must pay to do laundry so you need to see how much it costs.

If there are no laundry facilities in your building, ask where the closest laundromat is located.

If you have a low income, you may get help from the provincial government to pay your rent through the **Manitoba Shelter Benefit (MSB)**. To qualify for this help, you must:

- ◆ spend 25 per cent of your household income on rent
- ◆ be over 18 years of age
- ◆ have one or more dependents

For information, contact:

Manitoba Housing and Community Development

Phone: 204-945-2197 in Winnipeg;
or toll free 1-877-587-6224

Website: www.manitoba.ca/housing/pubs/shltr_families_brochure.pdf

Public Housing

Sometimes private rental housing is too expensive. The Government of Manitoba rents out houses and apartments at a low cost, through Manitoba Housing. This is called “public housing.”

There is public housing in many parts of Manitoba. If you live in public housing, part of your rent is paid for by the provincial government. You do not usually have to pay for utilities except telephone and cable. Your rent will be approximately 27 per cent of the amount you or your family earn.

There is a waiting list for public housing.

Who can apply?

Canadian citizens, landed immigrants and refugees can apply for public housing. You must be 18 years of age or older. Your family income must be below a certain amount.

To have a form mailed to you, call: 204-945-4663 in Winnipeg; or toll free 1-800-661-4663.

You can download an application form from this website:

www.manitoba.ca/housing/mha_application.html.

See the resource section for help finding free or low-cost furniture and household items in Winnipeg.

Money Management

For newcomers, moving to Manitoba brings new opportunities and also new challenges. One of the challenges is managing your money. You may have expenses that you are not familiar with. The banking system here may differ from your home country.

In Manitoba, couples are encouraged to make financial decisions together. It does not matter if one person has no income during this period. The same is true if one person has a lower income than the other.

Women should have an equal say about how money is earned, spent and saved. It is important that you discuss financial matters openly with your husband. Through this discussion, you can learn each other's needs and wishes. Then, you can make decisions together.

Budgeting

A budget is a written plan showing how you earn and spend your money. A budget is not just for families. It is important for everyone, single or married, with or without children, to manage their money.

Why is a budget important?

A budget makes it easier to manage your money. It helps you meet your saving goals. A budget gives you a clear sense of your family's financial situation. It makes you think about important questions such as:

- ◆ What are my monthly expenses?
- ◆ What are my saving goals?
- ◆ How do my total expenses and savings compare to my total income?

What does a budget look like?

A family budget usually has four parts:

- ◆ family income
- ◆ necessary expenses (ex: housing, food, clothes)
- ◆ other expenses (ex: gifts, eating out, video games)
- ◆ savings

Some women's centres offer classes on budgeting and money management.

See the resource section for places that help with money management.

Opening a Bank Account

In Canada, there are three major kinds of financial institutions: banks, credit unions and trust companies. All of them can open an account for you. Ask your friends which financial institution they use and whether they are happy with their services.

You may also want to pick a bank or credit union that is close to where you live or work, especially if you do not have a car.

Once you've chosen a bank, credit union or trust company, you need to decide what type of account you want.

The three types you can choose from are:

- ◆ savings account
- ◆ chequing account
- ◆ combination chequing and savings account

The financial institution you choose can explain the differences between these three choices, and help you decide which one is best for you.

Finally, you have to fill out an application. Present two pieces of identification. You can use your passport and Permanent Resident Card.



Credit

Credit is money that people borrow from financial institutions. It lets people buy goods or services today and pay for them at a later date. The most common types of credit are mortgages to buy homes, personal loans to buy cars and credit cards. You can apply for any of these forms of credit at your financial institution.

However, it is important to know that using credit to buy things makes them more expensive. That is because you are charged a fee called "interest" or "service charges" by the financial institution. You should not use credit to pay for daily expenses such as food and rent.

A credit card has advantages. It is convenient and safe because you are not carrying a large amount of cash. However, most credit cards charge a high rate of interest. For major purchases, you may find that some other form of credit from your financial institution is better. Talk to them about what form of credit is best for you.

Laws in Manitoba

Rights and Responsibilities

You need to know the laws that apply to your everyday life. For example, some laws about driving a vehicle are:

- ◆ You must have a driver's licence to drive a vehicle.
- ◆ You must carry your driver's licence, registration and proof of vehicle insurance while you are driving.
- ◆ You must not drive after drinking alcohol or taking drugs. There are severe penalties for this and you could lose your right to drive.
- ◆ Everyone must wear seatbelts at all times while in a vehicle.
- ◆ Babies and young children must be in car seats in the back seat.

Other important laws you need to know:

- ◆ Children under 12 years of age cannot be left alone.
- ◆ All children aged seven to 16 years must go to school.
- ◆ You cannot buy alcohol unless you are 18 or older.
- ◆ It is illegal to abuse your family members.
- ◆ It is illegal to sell and use addictive drugs like heroin or cocaine.

Rights

Your rights are protected by Canadian law. When your rights are violated, you should speak with a lawyer. As an immigrant to Canada, you have the basic right to:

- ◆ life, personal freedom and safety
- ◆ have your own opinions
- ◆ hold peaceful meetings
- ◆ live and work anywhere in Canada
- ◆ be protected from unfair treatment by police
- ◆ be considered innocent until proven guilty
- ◆ equal protection enjoyed by other Canadians

Domestic Abuse

Domestic abuse is when one partner in an intimate relationship (example: marriage, common-law relationship, dating) controls the other partner through repeated hurtful acts. The abuse could be physical, emotional, sexual or financial. Domestic abuse is against the law.

Examples of abusive behaviour include:

- ◆ hitting, pushing, slapping, choking
- ◆ name calling, insults or threats
- ◆ making the spouse feel worthless
- ◆ forcing the spouse to have sex
- ◆ not allowing the spouse to have food, clothing or money
- ◆ not allowing the spouse to contact relatives or friends

You may be embarrassed or afraid to get help because of your personal family beliefs, or have concerns about immigration issues. Do not be afraid or embarrassed. You have a right to live safely and comfortably.

Your partner cannot legally threaten to send you back to your home country, if you are having problems in your marriage. It is also considered abuse if your partner threatens to destroy your passport or other immigration documents.

Abuse causes great harm to a person's body and self-esteem. Abused women often feel powerless and helpless and this is why many women are afraid to leave partners who treat them poorly. Abuse also affects children. Many children who are exposed to abuse often grow up behaving abusively themselves.

Abuse can happen to anyone – men, women or children. Leaving an abusive relationship is one of the most difficult decisions a woman might have to make. You can get help.

If you need more information about abuse, call **1-877-977-0007**. This is a toll free number. You do not have to pay for the call. The call is confidential. The person who helps you will not tell anyone about your call.

Your Rights and Protections

If you think you are being abused by your partner, call the police at 911. The police will go to your home and decide whether your partner has broken the law. The police will ensure that you are safe or have a safe place to go.

If a charge is laid against your partner, you will receive a letter and phone call from the **Domestic Violence Support Service**. The letter will have the name and phone number of a person called a "victim service worker" who will help you through this process.

It is important that you make an appointment to go and see your victim service worker. Your worker will help you by:

- ◆ explaining the kind of court order that has been put in place
- ◆ what you can do to stay safe
- ◆ who you can call if you have any questions

Your partner will not be allowed to contact you. Do not be afraid; these measures will help you and your family stay safe. If you need to get away from your spouse and he/she won't allow you to go, call toll free **1-877-977-0007**.

If you are in an abusive relationship, what are your options?

- ◆ Talk to a trusted friend, counsellor or someone from a faith based organization.
- ◆ **You can go to a women's shelter.** They will offer you free housing and food for about a month.
- ◆ **You could go stay with friends or family.**
- ◆ **You can apply for a court order.** This will stop your partner from hurting you. Call 1-800-484-2846 for help with court orders.
- ◆ **You can contact Legal Aid Manitoba.** They will help you with arrangements for a legal separation and child custody.
- ◆ **You can apply for Employment and Income Assistance.** This will give you some temporary, emergency money to help you continue with your life.

Women's Shelters

If you feel unsafe in your home, you can go to a women's shelter. Women's shelters are houses where you and your children can live safely until you decide what to do next. Your room, food and other services are free at the shelter.

There are 10 shelters for abused women in Manitoba. The addresses of the shelters are kept secret from the public for safety reasons. Everything is kept confidential while you are in the shelter.

There are counsellors at these shelters who are experienced in helping women who are in abusive relationships. They will listen to your experiences and feelings. They will help you decide how long you will stay at the shelter. They will also discuss your options and help you choose the best way to protect yourself and your children.

Shelters in Manitoba are open 24 hours a day, every day. To find a shelter near you, call toll free **1-877-977-0007**.

Other Services for Immigrant Women

Immigrant Women's Counselling Services

Counselling and support are provided for female victims of domestic violence. Help is also available for women who are in other types of crisis.

200 – 323 Portage Avenue
Winnipeg MB R3B 2C1
Phone: 204-940-2172
Fax: 940-1971

You can also get information in more than 80 different languages at: **www.hotpeachpages.net**.

Separation and Divorce

Everyone has the right to feel safe, happy and respected in their marriage. When their needs and rights are no longer met, separation or divorce could happen.

What is separation?

Separation means that one or both partners decide to live away from one another, even though they are still legally married. Separated couples no longer live together, because they have serious problems with their marriage.

Couples may choose other ways of working out their differences before separation:

- ◆ go to counselling
- ◆ get advice from religious leaders, family and friends
- ◆ go to marriage seminars or couples' retreats
- ◆ take some time alone without the children and the stresses of everyday life, to think about your situation

What is divorce?

Divorce is the legal ending of a marriage. Divorce also means that a court of law states that the marriage has ended.

In some cultures, divorce or separation is not acceptable or is forbidden. Married couples are expected to stay together no matter how bad their relationships become. Sometimes, those who get separated or get divorced, especially women, are often discriminated against. They may also be rejected by their families and friends.

In Canada, it is common to see separated or divorced women with or without children. Society does not judge them in a bad way.

What if you were married in another country?

As long as you have lived in Canada for one year, you can get a divorce in Manitoba. You will need proof of your marriage from your home country. If you have questions, call:

Community Legal Education Association (CLEA)

205 – 414 Graham Avenue

Winnipeg MB R3C 0L8

Phone: 204-943-2305 in Winnipeg; or toll free 1-800-282-8800

Website: www.communitylegal.mb.ca

Impact on Sponsorship

Many immigrant women are sponsored by their husbands to live in Canada. This dependence often makes it difficult for a woman to end a marriage. If this happens, some women are afraid that they will be sent back to their home countries. They are also concerned about losing financial support from their husbands.

You can have a divorce in Manitoba even if you are not a Canadian citizen. Your immigrant status will have an impact on what may happen to you if you divorce your sponsor. If your application for permanent resident status is still being processed, you may have to leave Canada and re-apply to enter. But there are exceptions to this rule. You should seek legal advice to find out.

If you already are a permanent resident in Canada, you will NOT be sent back to where you came from. Your husband must follow the sponsorship agreement he signed. This means he must support you and your children for the time set in the agreement, regardless of what happens to your marriage.

What Happens to Children

When you and your husband are separated or going through a divorce, you need to make important decisions about your children. Both parents are the children's legal guardians from the moment they were born. Parental responsibilities for children continue even after the marriage ends.

Children do not decide to separate, but they are affected by that decision. This can be a very sad time for children. They may be afraid of what is going to happen to them, other brothers and sisters and their parents. There are many changes they have to cope with. They may worry that their parents will stop loving them and they may blame themselves for what happened.

You need to talk with your children about their concerns. During this difficult time, it is important that you set a good example for your children. If you are strong and positive, your children will see your actions and feel less afraid.

You and your husband should talk about "**child custody**" which refers to the rights and duties of parents to their children to provide for their care and well-being. It also means making important decisions about how your children will be raised, who they will live with and for how long. In some cases, children will live mainly with one parent. In other cases, children may live a certain amount of time with each parent.

Canada's legal system encourages couples to reach a custody agreement together. If you and your husband

cannot come to an agreement, either parent can ask the court to decide. They do this by using a “**child-centred approach.**” This means decisions will be based on what is best for the children. The court order must be followed by you and your husband.

Until a permanent custody arrangement is made, the court may decide on **interim custody.** This is a temporary custody arrangement that is used before the couple or the court finally decides what arrangement is best.

Custody of children can change. This is because the situation could change with either the parents or the children. If this happens, either you or your husband can ask the court to revise the parenting arrangement.

For the Sake of Children is a free program to help families going through separation and divorce. The program will help you learn how to cope with separation and make decisions that will be best for your children. For the Sake of Children is available across Manitoba. You can register for the program by contacting:

For the Sake of the Children

Phone: 204-945-4257 in Winnipeg; or toll free
1-800-282-8069, ext. 4257

Website: www.manitoba.ca/fs/childfam/for_sake_of_children.html

Family Conciliation Branch

Phone: 204-945-7236 in Winnipeg; or toll free
1-800-272-8069, ext. 7236

Financial Support for You and Your Children

If you are separated or divorced and need financial support, your ex-husband may be required to give you money for your living expenses such as rent, food and clothing. This money is called “**spousal support.**” If the children live with you, your ex-husband should give you extra money for the children’s needs, until they become adults or are no longer dependent on you. This money is called “child support.”

Legal Aid

When you are considering a divorce, you should talk with a lawyer. If possible, find a lawyer who knows about family, as well as immigration law. The lawyer will listen to your situation; give you legal advice and help you with the required paperwork. This paperwork can be very hard, especially if you have limited English skills.

If you cannot afford to hire a lawyer, you may qualify for **Legal Aid**. Legal Aid is a government program to help people who do not have enough money to pay for a lawyer.

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

To contact **Legal Aid** services in Manitoba:

Phone: 204-985-8500 in Winnipeg; or toll free 1-800-261-2960

Website: www.legalaid.mb.ca

Other places to get legal advice

Free Legal Aid Drop-In Advice Service

402-294 Portage Avenue

Winnipeg MB R3C 0B9

Phone: 204-985-8500; or toll free 1-800-261-2960

You can get 15 to 30 minutes of free legal advice from a lawyer for any legal problem. You do not have to make an appointment. Drop-in hours are every Tuesday, Wednesday and Thursday from 1:30 p.m. to 6:00 p.m.

What if you do not qualify for Legal Aid?

If you do not qualify for Legal Aid, you may want to use the lawyer referral service provided by the **Community Legal Education Association (CLEA)**. They can give you the names of lawyers who will give you some legal advice. This service is free and you can talk with the lawyer for up to 30 minutes. After you talk to the lawyer, it is up to you to decide if you want to hire this lawyer or find another one.

For a list of other legal resources available to families in Manitoba, call 204-945-0268 in Winnipeg; or toll free 1-800-282-8069 ext. 0268. Website: www.gov.mb.ca/justice/family/law/index.html

Ask for, or download the booklet called **Family Law in Manitoba**. This booklet will can give you general legal information about many family topics, including separation, divorce and child custody.



A Woman's Place

A Woman's Place offers free legal services to immigrant women who want to learn about their legal rights in Canada. Staff can also connect women with other community resources. You can also discuss topics such as self-esteem and healthy relationships.

200 – 323 Portage Avenue
Winnipeg MB R3B 2C1
Phone: 204-940-6624
E-mail: iwcs@mts.net

If you can afford to hire a lawyer, you can always look for a lawyer in the phone book. They are listed under the heading “Lawyers.” It is a good idea to ask your friends or neighbours if they can recommend a lawyer.

It is important to remember that after your marriage ends, you may feel sad, lost or lonely. These feelings are normal. It helps to talk with your family members or friends. They can help you look at the positive things in your life. Or in Winnipeg, you could contact counsellors at:

The Family Centre

401 – 393 Portage Avenue

Winnipeg MB R3B 3H6

Phone: 204-947-1401

Website: www.familycentre.mb.ca

Police

The police in some countries may behave differently than the police in Canada. In some countries, police may have special powers and believe they do not have to follow the laws like other people. This behavior is not allowed in Canada.

Police in Canada are expected to treat everyone fairly, with respect and good will, regardless of age, race or class. Their job is to make sure that people are safe. They do this by:

- ◆ making sure people obey the laws
- ◆ protecting peoples’ lives
- ◆ protecting peoples’ property

Police do not:

- ◆ accept bribes, favours, money or gifts from people
- ◆ use their authority for personal gain

The laws in Canada are made by government officials. These officials are chosen by every citizen. Everyone must follow the law including the police.

You can ask police for help in many situations. For example, you should contact the police when you have something stolen, have a car accident, or if a family member is missing.

Manitoba has different police forces. Some places have their own police, like the Winnipeg Police Service. Everywhere else the police belong to the **Royal Canadian Mounted Police (RCMP)**.

In downtown Winnipeg, you will see “**Downtown Watch Ambassadors**,” dressed in black and red uniforms. These people are not police. However, they work with the Winnipeg Police Service to make our city safe. The ambassadors can give you directions or simple medical treatment. They will call police if you have an emergency.

In Winnipeg you can **dial 311 if you have non-emergency questions** about living in the City of Winnipeg. For example, you may want to know about taking the bus, garbage pick-up, parking tickets or snow removal.



**If you are in an emergency
and need help right away,
you can phone 911.**

Women's Health

Canada has one of the best health care systems in the world. To see a doctor or other health care professional, go to the hospital or buy mediation, you must have a **Manitoba Health Card** (also called a Registration Certificate). You may have applied for this card soon after you came to Manitoba. If not, you can get a card at **Manitoba Health** at 300 Carlton Street in Winnipeg, **City of Winnipeg** at 510 Main Street in Winnipeg or in rural areas, contact your city or municipal office. Visit their website for more information at www.manitoba.ca/health/mhsip or call 204-786-7101 or 1-800-392-1207.

Note: It is an offence to allow anyone, other than those listed on your Registration Certificate, to use your Certificate.

Note: If you are **not** a permanent resident or if you are on a work permit, contact Manitoba Health to determine your eligibility for Manitoba Health coverage.

Where to go for medical help

If it is an emergency (the medical problem or injury is serious or life threatening), go to the emergency department of your local hospital. You can go at any time and do not need an appointment. The most serious problems are treated first, so you may have to wait to see a doctor.

Do not go to your family doctor if you are having a medical emergency. Call 911.

You can call 911. This number connects you to ambulance, police or fire in an emergency situation. A person who is trained in emergencies will answer your call and make sure you get help.

Emergency services are available 24 hours a day in Winnipeg. Outside of Winnipeg, the Royal Canadian Mounted Police (RCMP) provide police service. Volunteers often provide ambulance and fire department services in rural communities.

If you or a family member gets sick and it is not an emergency, call Health Links-Info Santé. Health Links-Info Santé offers services in many languages. You can ask for an interpreter who speaks your first language.

This is a free telephone service where you can call for health information from experienced registered nurses. They will answer your questions and direct you to the care you need. This service is available 24 hours a day, seven days a week. When you call, you may have to leave a message but someone will call you back.

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

How to find an interpreter

Winnipeg Regional Health Authority (WRHA) Language

Access Program provides interpreter service in 22 languages at Women's Hospital, Children's Hospital, Klinik Community Health Centre and Nine Circles Community Health Centre. If you ask, healthcare workers at these places will call an interpreter for you.

Wait Lists

You may find that your name is placed on a "wait list" if you need certain types of health care services. Sometimes waiting cannot be avoided. This is especially true for services in high demand.

If you have a life-threatening health condition, you will be treated right away. If your condition is stable, you may have to wait until treatment becomes available. If your condition becomes worse, your doctor may want to see you sooner.

How to Find a Family Doctor

A family doctor keeps a record of your medical conditions and treatments and gets to know you and your family. Family doctors can refer you to other doctors who specialize in certain diseases. They can also refer you for special tests if you need them.

To find a family doctor, call the **Family Doctor Connection Line**:

Phone: 204-786-7111 in Winnipeg; or toll free 1-866-690-8260

For the hearing impaired:

Phone: 204-774-8618 in Winnipeg; or toll free 1-800-855-0511

You can also ask your friends, co-workers or neighbours if they know of any doctors who are accepting new patients.

Finding a doctor takes time. Until you can find a family doctor, you can go to a walk-in clinic in your neighbourhood that is staffed by doctors and nurses.

Finding a Female Doctor

Finding a female doctor is not always easy. If you know the name and phone number of a female doctor, phone her office to see if she is taking new patients.

About 25 per cent of the doctors in Manitoba are women and the demand for a female doctor is quite high. You may have to go to a male doctor for healthcare services until you find a female doctor.

If your problem is urgent but not dangerous, call your doctor's office. They may have on-call service. Another doctor may take care of you when your doctor is unavailable.

If your doctor does not have this service, go to a **walk-in clinic**. Be sure to take your Manitoba Health card with you. You do not need an appointment at a walk-in clinic. If you have a problem that requires ongoing care, you should go back to your family doctor for your next appointment.



Your Rights and Responsibilities

All Manitoba residents have important health care rights and responsibilities. As a patient, you have a right to:

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

Women's Reproductive Health

You can decide for yourself if and when you want to have children. You can have all necessary medical services for pregnancy, delivery and care after childbirth on your own without a referral. Other services like birth control and abortion are also available to you. All of these are your personal choices. You do not need your partner's permission to have any medical procedure.

Information Sharing with Partners

In Canada, women and their partners are equal. It is your personal choice whether you want to discuss your health issues with your husband or partner. Nobody can force you to share the information about your health.

Midwifery

Women, who are low-risk, can choose to have a midwife, instead of a doctor, to deliver their babies. Midwives are trained, licensed health care professionals.

Midwives care for women throughout pregnancy, childbirth and for the first six weeks after giving birth. Women in midwifery care do not normally see a doctor during this time unless there are complications.

During the birth of the baby, a midwife will be present to support the mother and make sure everything goes well. She will not use technology or intervene unless it is necessary. Both hospital and home births are possible.

Midwifery service is provided free through your Manitoba Health benefits. Most midwives work out of the local regional health authority (RHA), but not every RHA has midwifery services. There are also some midwives who practise on their own.

Finding a Midwife

To find where midwives are practising:

- ◆ Go to the **College of Midwives of Manitoba** website at www.midwives.mb.ca.
- ◆ Phone the Manitoba College of Midwives in Winnipeg at 204-783-4520.
- ◆ Phone your local regional health authority (RHAs) office.

HIV and AIDS

HIV and AIDS exist in Canada and both are treated here. HIV is generally spread by:

- ◆ sexual activity
- ◆ direct contact with blood
- ◆ a mother passing it on to her unborn child

It is important to understand that HIV cannot be spread through casual contact. There is no risk involved in sitting beside a person with HIV or AIDS on a bus, in shaking hands, or in other day-to-day contact. Infection with HIV is not spread by mosquitoes or through the air.

There are ways of preventing HIV infection such as practising safer sex, limiting the number of partners, using condoms and insisting on HIV testing of new partners.

Fear of discrimination should not stop you from seeking treatment for HIV. In Canada, people with HIV have a right to treatment.

If you have questions about HIV and AIDS, see the resource information at the back of this guide.

Home Care Program

Home Care is a program that helps people who need health services or help with their daily activities, while still living at home. Home care is not for people who are so sick that they need to be in a hospital or a personal care home.

You must be a Canadian citizen or landed immigrant to qualify for home care. The **Manitoba Home Care Program** serves Manitobans of all ages who meet the program requirements. Home Care is free.

A case co-ordinator will meet with you and decide if you qualify. The decision is based on your personal needs and supports available to you and your family. If you want home care services, contact your regional health authority (RHA).

Phone: 204-940-2655 in Winnipeg; or toll free 1-866-626-4862. Go to **www.manitoba.ca/health/homecare**.

Some common home care services are:

- ◆ **personal care assistance** – A service worker will help you walk around, get in and out of a wheelchair, have a bath or shower, get dressed and use the toilet.

- ◆ **home support** – A service worker will come to your home to do cooking, laundry and other housework for you.
- ◆ **health care** – A nurse will provide health care and education in your home; or a specialist will teach you new exercises; or help you plan your daily activities.
- ◆ **in-home relief** – If your family member needs a break from looking after you, a service worker can take care of you during this period.

Disabilities

Canada has laws to protect the rights and interests of disabled people. People with disabilities receive income support and pay reduced taxes. Employers are encouraged to make reasonable changes so disabled employees can adapt to work more easily. The design of public buildings or facilities has to consider the needs of the disabled.

The **Society for Manitobans with Disabilities (SMD)** has many programs and services for people with disabilities. SMD has offices in Winnipeg, Thompson, Steinbach, Morden, Brandon, Selkirk and Dauphin.

For more information, contact:

Society for Manitobans with Disabilities (SMD) Ethno Cultural Services

825 Sherbrook Street

Winnipeg MB R3A 1M5

Phone: 204-975-3010 in Winnipeg;

or toll free 1-866-282-8041

TTY: 204-975-3012 for those who are hard of hearing

TTY: 1-800-225-9108 for those who are hard of hearing

Website: www.smd.mb.ca

E-mail: communityeducation@smd.mb.ca

Mental Health

We all feel sad, worried or unhappy at some time in our life and that is normal. Twenty per cent of Canadians will experience mental health issues during their lifetimes. It can happen to anyone regardless of age, culture, education and income.

For newcomers, moving to a new country can bring both sad and happy feelings. You might be happy because of the new opportunities for you and your family. At the same time, you might feel sad because you have left all your family and friends behind.

Women's mental health is at greater risk for problems such as depression during puberty, after having a baby and in the years just before menopause. Depression also comes along with many illnesses such as cancer, heart disease, stroke, HIV or autoimmune diseases.

You are not at fault if you feel this way and it is not a sign of weakness. You should not feel ashamed to ask for help. People with mental illness do live with it and can have good lives. Be patient with yourself.

Women may have mental health issues because of:

- ◆ the stress of adapting to a new country and culture
- ◆ post-traumatic stress disorder, where they have symptoms such as nightmares, flashbacks and depression because of living through a frightening event such as war, injury or the death of others
- ◆ post-partum depression where, after having a baby, they feel upset, alone, afraid or unloving towards the baby and feel guilty about it



Mental illness may leave you feeling alone, sad and unconnected to others and the things around you. It may be hard for you to do your daily activities. You may sleep too much or too little.

You may have these feelings for a short time and begin to feel better on your own. If you are experiencing depression, anxiety, or stress for a long time, you should get professional help.

See the resource section for more information on the prevention of mental illness and supports available.

Senior Women

In Manitoba, there are many programs and services to help seniors live healthy and active lives.

Most seniors in Manitoba value their independence and are encouraged to live healthy lifestyles. Many immigrant seniors live with their families. However, some seniors may have adult children who live far away. If you want to live close to your children and grandchildren, you may make the decision to leave your community and friends.

Many women, age 55 and older, start to think of retiring from their paid jobs and doing something different such as:

- ◆ working part time
- ◆ volunteering
- ◆ spending more time with grandchildren and friends
- ◆ starting something new like a hobby

What happens if you can't look after yourself?

If you can no longer cook and clean for yourself, you may have to move to special places called "assisted living" residences. You usually pay a fee to live in them.

If your health is very poor, you may move to a personal care or a nursing home. Your doctor can determine your long term health care and social needs. If your needs are more than you, your family and your community can provide, you may be eligible for a personal care home.

People who work in personal care homes are trained to look after older people. You pay a fee to live in nursing homes. The fee is based on your income.

Home Care Program

Senior women may need extra help taking care of themselves while still living at home. Home care helps seniors take care of their health, home and daily activities. Home care is for people who are still healthy enough to live at home.

You must be a Canadian citizen or landed immigrant to qualify for home care. Home care is free. If you want home care services, contact your regional health authority (RHA); or call 940-2655 in Winnipeg; or toll free 1-866-626-4862. Website: www.manitoba.ca/health/homecare

Someone will meet you to discuss your personal needs and the other supports you have from services, friends and family.

Elder Abuse

Elder abuse is any action against an older person that hurts or harms them in some way. There are different forms of elder abuse. The main forms are:

- ◆ physical and sexual
- ◆ emotional
- ◆ financial
- ◆ neglect

Elder abuse can happen anywhere – at home, in the community, or at a retirement home – and it is not the senior’s fault. Most seniors are able to make decisions for themselves. However, in some situations, they may depend on the abuser for food, shelter, personal care or companionship. They wrongly believe that they can trust that person to help them out.

Most elder abuse cases are not reported. The victims feel ashamed about what has happened. They also fear rejection by loved ones or other punishment. In some cases, they do not understand that what is happening is wrong. They may not know that help is available.

If you are a senior and are being abused, or know someone who is being abused, call these help lines:

Seniors Abuse Line

Phone: 204-945-1884 in Winnipeg; or toll free 1-888-896-7183

Elder Abuse Resource Centre

Phone: 204-956-6449 in Winnipeg

Financial Support for Senior Women

There are three major government programs that provide financial support for seniors. They are:

- ◆ Canada Pension Plan (CPP)
- ◆ Old Age Security (OAS)
- ◆ Guaranteed Income Supplement (GIS)

Canadian Pension Plan (CPP)

CPP is a government pension paid monthly to people who are no longer working. You have to meet certain criteria to qualify. For example, you must have worked in Canada and contributed money to the plan while you were working. You must also be at least 60 years old to start getting CPP.



What if my husband or partner contributed to CPP and dies?

If your husband or partner has contributed to CPP and dies, you could get a single payment to help with the funeral. You might also qualify for a survivor pension.

Old Age Security (OAS)

OAS is another federal government source of income for both men and women aged 65 years and older. It is paid monthly. To qualify, you must be:

- ◆ a Canadian citizen
- ◆ a legal resident of Canada
- ◆ have lived in Canada for at least 10 years after age 18

You might qualify if you live in Canada for only one year, if the country you come from has an agreement with Canada.

Guaranteed Income Supplement (GIS)

GIS is another source of income for women and men 65 years and older. It is a federal program and paid monthly.

It is available to people who receive the OAS pension and have very little or no money to live on. You must meet certain criteria to qualify. The amount of money you will receive is based on your marital status and your income. You must re-apply each year to receive it.

These are federal government plans under **Human Resources and Skills Development Canada**. For more information on CPP, OAS and GIS call:

Human Resources and Skills Development Canada (HRSDC)

Phone toll free: 1-800-277-9914 (English); 1-800-277-9915 (French)

TDD/TYY (if you are hard of hearing): 1-800-255-4786

Website: www.rhdcc-hrsdc.gc.ca

Provincial Income Security Programs in Manitoba

Fifty-Five Plus – A Manitoba Income Supplement

The Government of Manitoba provides a source of income that helps low-income Manitobans who are 55 or older. To find out more about **Fifty-Five Plus** and whether you are eligible, contact:

Box 3000, 203 South Railway Street
Killarney MB R0K 1G0

Phone: 204-523-5230 in Winnipeg;
or toll free 1-800-563-8793

Website: www.manitoba.ca/fs/assistance

Manitoba Shelter Benefit Program (MSB)

Direct monthly cash assistance is available to renters 55 and over who meet certain qualifications and live in privately owned buildings. The amount of the monthly allowance is based on total gross income and on the monthly rent paid. Additional information, assistance and applications are available at:

Family Services and Consumer Affairs

Provincial Services Branch

102 – 114 Garry Street

Winnipeg MB R3C 1G1

Phone: 204-945-2197 in Winnipeg;

or toll free 1-877-587-6224

Fax: 204-945-3930

Website: www.manitoba.ca/fs/assistance

E-mail: provservic@gov.mb.ca

People living in publicly owned seniors housing, rent supplement housing or personal care homes are already benefitting from government subsidies and are therefore not eligible for MSB.

Senior Discounts

Many businesses give reduced prices or fees for customers who are 65 years and older. Look for discounts for things like:

- ◆ bus passes
- ◆ admission to movies or recreational programs
- ◆ restaurant meals
- ◆ special seniors discount days for groceries
- ◆ clothing
- ◆ personal services (ex: haircuts, dry cleaning)

When you buy something, ask if there is a discount for seniors. You may need to show a piece of identification with your age on it.

See the resource section for more seniors' information.



Climate

Manitoba has four very different seasons – spring, summer, fall and winter. The temperatures can be very hot in the summer and very cold in the winter. You must plan your activities and your clothing around the temperatures so that you and your family remain safe and healthy.

Before going outside, you can get the daily weather conditions from the radio, TV, or on the computer. You can go to the Government of Canada weather website at www.weatheroffice.gc.ca/forecast.

What type of clothing should I wear for each season?

Spring

- ◆ from March to the middle of May
- ◆ can have both cool and warm weather
- ◆ daylight hours increase from 12 to 15 hours
- ◆ average daytime temperatures range from 1°C in early spring to 18°C in late spring
- ◆ blowing dust and pollen can affect people with breathing problems

Spring Clothing

- ◆ spring can have more rain so use waterproof footwear, an umbrella and a jacket with a hood
- ◆ evenings can be cooler, so take along a sweater or jacket
- ◆ winter clothes, which can be expensive, go on sale at reduced prices at this time of year, so spring is a good time to buy them

Summer

- ◆ from late May to late August
- ◆ this is the hottest and most humid time of the year
- ◆ average daytime temperature is 25°C
- ◆ average night time temperature is 12°C
- ◆ daylight hours are 16.5 hours beginning June 21
- ◆ do not stay in the sun and heat for too long, sunscreen with sun protection factor (SPF) of 30 to 45 to avoid sunburn
- ◆ there may be storm warnings such as high winds, thunderstorms and tornadoes

Summer Clothing

- ◆ loose fitting clothing is best in light colours
- ◆ hats if you are going to be in the sun for a long time – especially young children and seniors
- ◆ shirts with long sleeves and full length pants to protect against the sun and against insects, especially mosquitoes
- ◆ wear bathing suits at the beach

Fall (or Autumn)

- ◆ from early September to early November
- ◆ daylight hours from 13 to 8.5 hours; gets dark earlier
- ◆ average daytime temperatures range from 22°C in early Autumn to 2°C in late autumn
- ◆ average nighttime temperatures range from 9°C in early autumn to 6°C in late autumn
- ◆ cooler temperatures cause overnight frost that can be seen on the ground in early morning
- ◆ leaves on the trees change colour and fall to the ground

Fall Clothing

- ◆ fall can have both cool and warm weather so be prepared for weather changes
- ◆ heavier, warmer clothing such as sweaters, jackets or coats, especially in the evening

Winter

- ◆ from mid November to mid March
- ◆ the coldest time of the year
- ◆ remember that even with the sunshine, it is not warm outside
- ◆ average night time temperatures range from -25°C to -21°C in February
- ◆ daylight hours are about 7 hours, beginning December 21
- ◆ average daytime temperatures range from -15°C in December to -20°C in February
- ◆ strong winds can make winter temperatures much colder than the actual temperature – wind chill is the combined total of temperature and wind
- ◆ ice, snow and freezing rain make walking and driving dangerous
- ◆ children need to be monitored when they are outside to ensure they do not get cold
- ◆ extreme cold and wind chill can be dangerous

Winter Clothing

- ◆ layering is warmer (ex: wearing shirts, sweaters and winter jackets at the same time)
- ◆ head, hands and feet should be covered to protect from frostbite and freezing
- ◆ outer clothing should be tightly woven and close completely from top to bottom; sleeves should cover wrists
- ◆ hoods, hats or toques should cover the head
- ◆ children's faces should be covered with thick scarves or balaclava toques
- ◆ mitts or heavy gloves should be worn
- ◆ winter boots should have a warm lining and flat soles that will not slip on the ice

Resources in Manitoba

(*indicates agencies or services who work specifically with Immigrants)

Settlement Services in Winnipeg

Accueil francophone du Manitoba*

Unit 104 – 420 Des Meurons Street

Winnipeg MB

Phone: 204-975-4250

E-mail: accueil@sfm-mb.ca

Website: www.accueilfrancophonemb.com

- ◆ Offers settlement services for French speaking immigrants, including initial welcome and orientation, needs assessment and referral to services.

Bilingual Service Centres

100 – 614 rue Des Meurons

Winnipeg MB

Phone: 204-945-6220

1005 St. Mary's Road

Winnipeg MB

Phone: 204-945-0600

Toll free: 1-866-267-6114

E-mail: csbsc@gov.mb.ca

Website: www.csbsc.mb.ca

- ◆ Offers a wide range of information about federal, provincial and municipal services as well as community-based organizations in English and French.

Entry Program*

400 – 259 Portage Avenue

Winnipeg MB

Phone: 204-944-0133

E-mail: ep_general@mts.net

Website: www.entryprogram.ca

- ◆ Orientation and language for newcomers.

Immigrant and Refugee Community Organization of Manitoba (IRCOM)*

95 Ellen Street

Winnipeg MB

Phone: 204-943-8765

E-mail: info@ircom.ca

Website: www.ircom.ca

- ◆ Transitional housing for newcomer families for a period of one year, with the possibility of renewal for another two years. Has 67 apartments and after school and recreational programs for children and youth.
- ◆ Teaches English in three classrooms with on-site child care and language coaches.
- ◆ Links newcomers with services and offers educational workshops. Connects newcomer families with Canadian families.

The Immigrant Centre*

100 Adelaide Street

Winnipeg MB

Phone: 204-943-9158

E-mail: info@icmanitoba.ca

Website: www.immigrantcentremanitoba.com

- ◆ Settlement and support services for newcomer immigrants.
- ◆ Language Bank offers free verification of translations, interpretation and notary services for landed immigrants who have lived in MB for less than 3 years.

Islamic Social Services Association Inc.*

416 McDermot Avenue

Winnipeg MB

Phone: 204-944-1560

Toll free: 1-866-239-4772

E-mail: info@issaservices.com

Website: www.issaservices.com

- ◆ Counselling and support, interpreter and translation services and help with grocery shopping for Muslim newcomers.

Jewish Child and Family Service*

C200 – 123 Doncaster Street

Winnipeg MB

Phone: 204-477-7430

E-mail: jcfs@jcfswinnipeg.org

Website: www.jcfswinnipeg.org

- ◆ Settlement services for newcomers of Jewish ancestry, including pre-migration assistance. Assessment and settlement assistance. Individual and group counselling and support groups.

Pluri-Elles Manitoba

570 Des Meurons Street

Winnipeg MB

Phone: 204-233-1735

Toll free: 1-800-207-5874

E-mail: pluridg@pluri-elles.mb.ca

Website: www.pluri-elles.mb.ca

- ◆ A francophone resource centre which provides literacy, employment and counselling programs.

Welcome Place*

Manitoba Interfaith Immigration Council

521 Bannatyne Avenue

Winnipeg MB

Phone: 204-977-1000

E-mail: sysadmin@miic.ca

Website: www.miic.ca

- ◆ Services for Refugees and Refugee Claimants and their families. Includes initial reception and accommodations, orientation, referrals, adjustment counselling and support.

Winnipeg Adult Education Centre

310 Vaughan Street

Winnipeg MB

Phone: 204-947-1674

Website: www.wsd1.org/waec

- ◆ Offers EAL (English as an Additional Language) programs to help newcomers learn English.

Winnipeg English Language Assessment & Referral Centre (WELARC)*

400 – 275 Portage Avenue

Winnipeg MB

Phone: 204-943-5387

E-mail: info@welarc.net

Website: welarc.imd.miupdate.com

- ◆ English language assessments for adults so they can take English language (EAL) classes or training programs.
- ◆ Referrals to settlement services or employment preparation programs.

Neighbourhood Settlement Programs

Several neighbourhoods in Winnipeg have Neighbourhood Immigrant Settlement Programs. Each Program has a neighbourhood settlement worker, whose role is to welcome and visit new families in the community, and help them access community resources.

Feel free to contact the co-ordinator in your area.

Elmwood*

Elmwood Community Resource Centre and Area Association

200 Levis Street

Winnipeg MB

Phone: 204-982-1720

Fort Garry/Fort Richmond*

c/o Dalhousie School

262 Dalhousie Drive

Winnipeg MB

Phone: 204-261-0163

Inkster*

c/o Nor' West Health Clinic

103 – 61 Tyndall Avenue

Winnipeg MB

Phone: 204-940-1697

River East/Transcona*

Bernie Wolfe Community School
95 Bournais Drive
Winnipeg MB
Phone: 204-223-2786 or 669-9412 ext. 2263

St. James – Assiniboia*

Jameswood Community School
1 Braintree Crescent
Winnipeg MB
Phone: 204-831-7405
E-mail: st.james-diversity@hotmail.com

St. Vital*

René Deleurme Centre
511 St. Anne's Road
Winnipeg MB
Phone: 204-255-5390

Seven Oaks*

c/o A.E. Wright Community School
1520 Jefferson Avenue
Winnipeg MB
Phone: 204-632-6314 ext. 238

West Central*

West Central Women's Resource Centre
101B – 583 Ellice Avenue
Winnipeg MB
Phone: 204-774-7990
E-mail: nisw.westcentral@mts.net

William Whyte*

William Whyte Residents Association
295 Pritchard Avenue
Winnipeg MB
Phone: 204-582-9091

Regional Settlement Services for Immigrants

Arborg & Riverton Immigrant Settlement Services*

337 River Road

Arborg MB

Phone: 204-376-3623

E-mail: ariss@mts.net

- ◆ Provides settlement assistance, such as information, orientation and referral to community resources for immigrants settling in the Arborg and Riverton areas.

Assessippi Parkland Settlement Services*

178 Main Street

Russell MB

Phone: 204-773-4792

E-mail: immigration@russellmb.com

- ◆ Provides settlement assistance including information, orientation and referral to community resources for immigrants settling in Russell, Inglis, Angusville, Binscarth and the surrounding areas.

Bilingual Service Centres

427 Sabourin Street

St-Pierre-Jolys MB

Phone: 204-433-3340

51 – 55 Rodgers Street

Notre Dame de Lourdes MB

Phone: 204-248-7270

St. Laurent Recreation Centre (off Highway 6)

St. Laurent MB

Phone: 204-646-4095

Toll free: 1-866-267-6114

E-mail: csbsc@gov.mb.ca

Website: www.csbsc.mb.ca

- ◆ Provide a wide range of federal, provincial and municipal services as well as community-based organizations, under one roof.

- ◆ Also offer employment services and small business development support.

Dauphin Immigration Services*

City Hall – 100 Main Street South
Dauphin MB
Phone: 204-622-3223
E-mail: immigrate@dauphin.ca

- ◆ Provides settlement and employment support services to newcomers in Dauphin and the surrounding area.

Eastman Immigrant Services*

Unit 1 – 10 Chrysler Gate
Steinbach MB
Phone: 204-346-6609
E-mail: info@eastmanimmigrantservices.com
Website: www.eastmanimmigrantservices.com

- ◆ Provides settlement support services for newcomers to Steinbach and the southeast area.

Neepawa and Area Immigrant Settlement Services*

Neepawa Resource Centre
290 Davidson Street
Neepawa MB
Phone: 204-841-0229
E-mail: nadcoimmigrant@mts.net

- ◆ Offers services that help people integrate into the Neepawa community and Canada.

Portage Learning and Literacy Centre*

110 Saskatchewan Avenue West
Portage la Prairie MB
Phone: 204-857-6304
E-mail: info@learningcentre.net
Website: portage.imd.miupdate.com

- ◆ Offers services that help people integrate into the Portage la Prairie community and Canada.

South Central Settlement & Employment Services*

2 – 295 Perry Street

Winkler MB

Phone: 204-325-4059

E-mail: info@regionalconnections.ca

- ◆ Provides settlement support services for newcomers in the South Central region of Manitoba, including Morden and Altona.

Swan Valley Enterprise Centre*

120 – 6th Avenue North

Swan River MB

Phone: 204-734-3417

- ◆ Provides settlement support services for newcomers in the Parkland region of Manitoba. Services include: information, orientation, housing liaison, and integration support, school and community liaison.

Newcomer Settlement Services*

3 Station Road

Thompson MB

Phone: 204-677-1490

Toll free: 1-888-847-7878

E-mail: ncd@northcentraldevelopment.ca

- ◆ Offers settlement and employment support services to newcomers.

Westman Immigrant Services*

729 Princess Avenue

Brandon MB

Phone: 204-727-6031

E-mail: isnc@mts.net

Website: www.wesls.com

- ◆ Offers settlement and employment support services to newcomers.
- ◆ Co-ordinates EAL (English as an Additional Language) classes in the Westman area, including Brandon, Boissevain, Kola and Rosburn.

Employment Services

Academic Credentials Assessment Service*

5th floor, 213 Notre Dame Avenue

Winnipeg MB

Phone: 204-945-6300

Website: www.immigratemanitoba.com/browse/work_in_manitoba/work-recognition-acas.html

- ◆ Evaluates secondary and post secondary education earned outside of Canada and compares it to educational standards in Manitoba. Assessments are given only when they are required by an employer or educational institution. There is no charge for this service.

Apprenticeship Branch

1010 – 401 York Avenue

Winnipeg MB

Phone: 204-945-3337

Toll free: 1-877-978-7233

E-mail: apprenticeship@gov.mb.ca

Website: www.gov.mb.ca/tce/apprent/index.html

- ◆ Helps people enter apprenticeship programs and/or gain credit for their experience obtained outside of Canada.

Community Unemployed Help Centre

501 – 275 Portage Ave

Winnipeg MB

Phone: 204-942-6556

Toll free: 1-866-942-6556

E-mail: cuhc@mts.net

Website: www.cuhc.mb.ca

- ◆ Provides free counselling and information to unemployed workers.

Credentials Recognition Program*

5th floor – 213 Notre Dame Avenue

Winnipeg MB

Phone: 204-945-6300

Website: www.immigratemanitoba.com

- ◆ This program is only for professional and/or technically trained immigrants who want to work in regulated professions in Manitoba. If eligible, the program gives financial reimbursements for a portion of the licensing fee. A wage subsidy may also be available for up to six months, for clients seeking employment in their field.

Employment Manitoba

Phone: 204-945-0575

Toll free: 1-866-332-5077

Website: www.gov.mb.ca/employment

- ◆ Operates 16 centres across Manitoba.
- ◆ Provides career counselling and refers clients to training, upgrading and employment programs and services.
- ◆ Helps people find a job, write resumes and cover letters and prepare for job interviews.

Employment Projects of Winnipeg*

990 – 167 Lombard Avenue

Winnipeg MB

Phone: 204-949-5300

E-mail: epwinc@epw.ca

Website: www.epw.ca

- ◆ Offers employment preparation and job search programs for entry level, semi-skilled, highly skilled (professionals) and trades.

The Immigrant Centre*

100 Adelaide Street

Winnipeg MB

Phone: 204-943-9158

Website: www.immigrantcentremanitoba.com

- ◆ Offers settlement orientation and support services for newcomer immigrants.
- ◆ For immigrants with low-level English language skills, they offer employment services, vocational and educational counselling, as well as career mentorship for Canadian Language Benchmark (CLB) level 5 and up.

Pluri-Elles Manitoba

570 Des Meurons Street

Winnipeg MB

Phone: 204-233-1735

Toll free: 1-800-207-5874

E-mail: pluridg@pluri-elles.mb.ca

Website: www.pluri-elles.mb.ca

- ◆ All services offered in French.
- ◆ Job search assistance and career counselling for francophone men and women.
- ◆ Literacy programming is offered across Manitoba.

SEED Winnipeg

80 Salter Street

Winnipeg MB

Phone: 204-927-9935

E-mail: info@seedwinnipeg.ca

Website: www.seedwinnipeg.ca

- ◆ Trains people with low incomes to start new businesses.

Success Skills Centre*

12th floor, 330 Portage Avenue
Winnipeg MB
Phone: 204-975-5111
E-mail: ssc@successskills.mb.ca
Website: www.successskills.mb.ca

- ◆ Specialized employment and career counselling assistance for immigrant professionals and skilled workers, including intensive job search preparation workshops and job search support.

Taking Charge

319 Elgin Avenue
Winnipeg MB
Phone: 204-925-1100
Website: www.takingcharge.org

- ◆ Helps women and single parents develop a training plan based on their own needs. Provides help with job search, interviews and finding other community supports.

Victor Mager Job Re-entry Program

533 St. Anne's Road
Winnipeg MB
Phone: 204-254-1618
E-mail: vicmag@mts.net
Website: www.victormager.ca

- ◆ Holistic training program that offers employment and career counselling, upgrading and vocational training.

Winnipeg Transition Centre

1836 Main Street
Winnipeg MB
Phone: 204-338-3899
E-mail: info@winnipegtransitioncentre.com
Website: www.winnipegtransitioncentre.com

- ◆ Helps with job searches, writing resumés and improving interview skills.

Workplace Education Manitoba (WEM)

Immigrant Workplace Essential Skills Training (iWEST)*

1000 Waverley Street

Winnipeg MB

Phone: 204-272-5030

Toll free: 1-866-704-6118

E-mail: info@wem.mb.ca

Website: www.wem.mb.ca/iwest.aspx

- ◆ Provides assessment and training in workplace Essential Skills.
- ◆ Referrals to other resources.

Work Start*

3rd Floor – 686 Portage Avenue

Winnipeg MB

Phone: 204-953-1072

Website: closingthegap@mts.net

- ◆ Information about workplace health and safety, Canadian workplace culture, job applications and resumes.

Parenting and Family Support Programs

Andrews Street Family Centre

220 Andrews Street (at Pritchard)

Winnipeg MB

Phone: 204-589-1721

- ◆ Provides programs for parents and children.

Aurora Family Therapy Centre

The University of Winnipeg

515 Portage Avenue

Winnipeg MB

Phone: 204-786-9251

Website: aurora.uwinnipeg.ca

- ◆ Provides family, couples and individual therapy services.
- ◆ Works with immigrants and refugees on parenting in a new country, trauma resolution and negotiating cultural differences.

Bébés, parents et gazouillements

Ecole Precieux-Sang
209 Kenny Street
Winnipeg MB
Phone: 204-257-7642

- ◆ Offers information and support for francophone parents who are newcomers; as part of the Healthy Baby Community Support program.

Because Life Goes on...Helping Children and Youth Live with Separation and Divorce

Phone: 1-866-225-0709
Website: www.phac-aspc.gc.ca/publicat/mh-sm/divorce/toc-eng.php

- ◆ Provides a resource booklet produced by the Public Health Agency of Canada.

Canadian Muslim Women's Institute*

416 McDermot Avenue
Winnipeg MB
Phone: 204-943-8539
E-mail: contact@cmwi.ca
Website: www.cmwi.ca

- ◆ Offers services for women who are Muslim newcomers: Halal pantry service, English conversation group, Mom and Tots Program, home visits, peer support and sewing classes.

Families Affected by Sexual Assault (FASA) and Family Therapy New Directions for Children, Youth and Families

400 – 491 Portage Avenue

Winnipeg MB

Phone: 204-786-7051 (ext. 262)

TTY: 204-774-8541

- ◆ **Families Affected by Sexual Assault (FASA)** – free counselling for children and families affected by third party sexual assault; training and a parenting support group.
- ◆ **Family Therapy** – free counselling for any family in Winnipeg; support groups for teens and parents; skills training for parents.

Family Centre of Winnipeg

401 – 393 Portage Avenue

Winnipeg MB

Phone: 204-947-1401

E-mail: staff@familycentre.mb.ca

Website: www.familycentre.mb.ca

- ◆ Offers counselling, in-home support and education for families.

Families First

3rd Floor – 332 Bannatyne Avenue

Winnipeg MB

Toll free: 1-888-848-0140

E-mail: healthychild@gov.mb.ca

Website: www.manitoba.ca/healthychild/familiesfirst

- ◆ Provides home visits to families with children, from pregnancy to school aged.

Healthy Baby Program

Phone: 204-945-1301

Toll free: 1-888-848-0140

E-mail: healthychild@gov.mb.ca

Website: www.gov.mb.ca/healthychild/healthybaby/

- ◆ Offers social support and information for moms while they are pregnant and after they give birth.
- ◆ Provides funding and vouchers to pregnant women to help with eating well.
- ◆ Provides interpreters for immigrants.

Healthy Start for Mom and Me*

2nd Floor, 400 Edmonton Street

Winnipeg MB

Phone: 204-949-5350

E-mail: info@hsmm.ca

Website: www.hsmm.ca

- ◆ Offers friendly information and support to women about pregnancy and their new babies at nine locations in Winnipeg.
- ◆ Provides interpreters for immigrants.

Mount Carmel Clinic

Multicultural Wellness Program*

886 Main Street

Winnipeg MB

Phone: 204-589-9420

E-mail: cross_cultural@mountcarmel.ca

- ◆ Provides counselling for victims of torture and other newcomers who are experiencing mental health difficulties and stress from culture change or traumatic events before coming to Canada.
- ◆ Offers services in several languages.

North End Women's Centre

394 Selkirk Avenue

Winnipeg MB

Phone: 204-589-7347

E-mail: info@newcinc.org

Website: www.newcinc.org

- ◆ Provides the Peace Begins at Home program to help parents whose children are at risk for gang involvement.

North Point Douglas Women's Centre

221 Austin Street

Winnipeg MB

Phone: 204-947-0321

- ◆ Provides parenting and recreation programs, advocacy and counselling.

Pluri-Elles Manitoba

570 Des Meurons Street

Winnipeg MB

Phone: 204-233-1735

Toll free: 1-800-207-5874

E-mail: pluridg@pluri-elles.mb.ca

Website: www.pluri-elles.mb.ca

- ◆ All services offered in French.
- ◆ Offers individual and group counselling, information sessions, and virtual counselling by e-mail for francophone men and women. Also provides therapy for children.
- ◆ Provides family literacy and parenting support programs.

Positive Parenting Program (Triple P)

Toll free: 1-877-945-4777

E-mail: infotriplep@gov.mb.ca

Website: www.manitoba.ca/triplep

- ◆ Offers courses across Manitoba giving information and support on raising young children.

Project Gang-Proof

Phone: 204-945-4264

Toll free: 1-800-691-4264

Website: www.gov.mb.ca/justice/safe/gangproof

◆ Provides information on gangs for parents and families.

West Central Women's Resource Centre

583 Ellice Ave, Lower Level

Winnipeg MB

Phone: 204-774-8975

E-mail: info@wcwrc.ca

Website: www.wcwrc.ca

◆ Teaches women to work as volunteers, become child care workers and much more.

Wolseley Family Place

691 Wolseley Avenue, Lower Level

Winnipeg MB

Phone: 204-788-8052

E-mail: wfp.admin@mts.net

Website: www.wolseleyfamilyplace.com

◆ Provides programs for parents and children.

Recreation

Art City

616 Broadway

Winnipeg MB

Phone: 204-775-9856

E-mail: programs@artcityinc.com

Website: www.artcityinc.com

◆ Provides a place to draw, paint and sculpt, with programs for kids and adults; and most services are free.

The Forks

1 Forks Market Road

Phone: 1-888-942-6302

Website: www.theforks.com

- ◆ Offers access to two rivers to walk or take a boat ride; visit interesting shops and restaurants; or visit the Children's Museum.

The Manitoba Museum

190 Rupert Avenue (across from City Hall)

Winnipeg MB

Phone: 204-956-2830

E-mail: info@manitobamuseum.ca

Website: www.manitobamuseum.ca

- ◆ Offers displays, information and activities about the history of Manitoba, Canada and the world; includes many activities for children.

Travel Manitoba

21 Forks Market Road

Winnipeg MB

Phone: 204-927-7838

Toll free: 1-800-665-0040

Website: www.travelmanitoba.com

- ◆ Offers free travel and recreation information for Manitoba.

Winnipeg Community Centres

Phone 204-475-5008

Website: www.gcwcc.mb.ca

- ◆ Provide programs throughout Winnipeg and includes access to swimming pools, hockey arenas and playgrounds.

YM/YWCA

Newcomer Youth/Family Recreation & Orientation Project*

301 Vaughan Street

Winnipeg MB

Phone: 204-947-3110 ext. 243

Website: www.ywinnipeg.ca

- ◆ Provides a program through the downtown YW/YMCA and West Portage Avenue branch: six-month membership for newcomers who have lived in Canada for less than four years; and fun and healthy activities for newcomers and their families.

Supports for Youth/Children

Boys and Girls Clubs of Winnipeg

929 Main Street

Winnipeg MB

Phone: 204-982-4940

E-mail: reception@wbgc.mb.ca

Website: www.wbgc.mb.ca

- ◆ Provides free programs around Winnipeg for children and youth, including, newcomer youth.
- ◆ Includes programs on sports, arts and crafts, cultural activities, education and career information.

Employment Solutions for Immigrant Youth*

200 – 249 Notre Dame Avenue

Winnipeg MB

Phone: 204-944-8833

E-mail: employmentsolutions@mts.net

Website: www.employmentsolutionsforimmigrantyouth.mb.ca

- ◆ Offers employment preparation program for immigrant youth, 15 to 30 years of age; out of school and unemployed people who must meet specific criteria.

Needs Centre*

251- A Notre Dame Avenue

Winnipeg MB

Phone: 204-940-1260

E-mail: needsinc@mts.net

Website: www.needsinc.ca

- ◆ Works with immigrant and refugee children and youth, many of whom have been affected by war; helps them adapt to life in Manitoba.
- ◆ Offers programs for computer training, homework help, youth recreational programs and employment programs.

The Canadian Centre for Child Protection

615 Academy Road

Winnipeg MB

Phone: 204-945-5735

Toll free: 1-800-532-9135

Website: www.protectchildren.ca

- ◆ Offers programs to increase the personal safety of children.
- ◆ Receives information on missing children and children who are being exploited.

The Salvation Army Multicultural Family Centre

51 Morrow Avenue

Winnipeg MB

Phone: 204-946-9152

E-mail: samfc@mts.net

- ◆ Offers programs for youth and family members; including the Family Foundations healthy baby program for parents and babies.

**Training Resources for Youth (TRY) and Transition,
Education and Resources for Females (TERF)
New Directions for Children, Youth and Families**

400 – 491 Portage Avenue

Winnipeg MB

Phone: 204-786-7051 (ext. 256 and 311)

TTY: 204-774-8541

- ◆ **Training Resources for Youth (TRY)** – 19 week pre-employment program for young people ages 16 to 19. Includes life skills training, job search training, work experience and incentive, counselling, advocacy, and assessment. Has a specific program for gang involved African youth called Project Oasis.
- ◆ **Transition, Education and Resources for Females (TERF)** – prevention, education, transition and holistic healing for children, females and transgender at risk or being sexually exploited through the sex trade.

**Youth Mobile Crisis Team and
Youth Emergency Education Service**

Phone: 204-949-4777

Toll free: 1-888-383-2776

- ◆ Assess and refers all youth in crisis.

Money Management

Community Financial Counselling Services

3rd Floor, 238 Portage Avenue

Winnipeg MB

Phone: 204-989-1900

Toll free: 1-888-573-2383

E-mail: info@cfcs.mb.ca

- ◆ Teaches Manitobans how to budget and prepare income tax returns.

Fort Garry Women's Resource Centre

1150 – A Waverley Street

Winnipeg MB

Phone: 204-477-1123

E-mail: info@fgwrc.ca

Website: www.fgwrc.ca

- ◆ Workshops for women who want to learn budgeting and how to save money.

North End Women's Centre

394 Selkirk Avenue

Winnipeg MB

Phone: 204-589-7347

E-mail: info@newcinc.org

Website: www.newcinc.org

- ◆ Offers free programs that help women build money management skills; including counselling, language and job training.

Housing Supports

Centre Flavie-Laurent Inc.

164 Marion Street

Winnipeg MB

Phone: 204-233-4936

Website: www.cflc.info

- ◆ Provides free furniture, clothing and other household items for people who need them.

Hands of Hope Inc.

Winnipeg MB

Phone: 204-261-8607

Website: www.handsofhope.ca

- ◆ Provides free furniture and household items to those who need them.

Legal Supports

Family Law in Manitoba

Manitoba Justice

Phone: 204-945-0268

Website: www.gov.mb.ca/justice/family/law

- ◆ Provides this booklet about marriage, common-law, custody, separation and divorce laws in Manitoba.

A Woman's Place

200 – 323 Portage Avenue

Winnipeg MB

Phone: 204-940-6624

- ◆ Provides legal services for women who are in or leaving abusive relationships.
- ◆ Services provided by Nor'West Community Health Centre in partnership with Legal Aid Manitoba and Manitoba Justice and Manitoba Family Services and Housing.

Women's Health

Addictions Foundation of Manitoba

1031 Portage Avenue

Winnipeg MB

Toll free: 1-866-638-2561

- ◆ Offers counselling and treatment for people with addictions.

Addictions Foundation of Manitoba

Brandon/Assiniboine Regions

510 Frederick Street

Brandon MB

Toll free: 1-866-767-3838

- ◆ Offers counselling and treatment for people with addictions.

**Addictions Foundation of Manitoba
Burntwood/Churchill Regions**

90 Princeton Drive
Thompson MB
Toll free: 1-866-291-7774

- ◆ Offers counselling and treatment for people with addictions.

Birth Roots Doula Collective

206 – 83 Sherbrook St.
Winnipeg MB
Phone: 204-792-6769
E-mail: info@birthrootsdoulas.com
Website: www.birthrootsdoulas.com

- ◆ Provides trained labour companions who support women and their families before, during and after the birth of their children; costs are based on the women's incomes.

**Manitoba Association for Childbirth
and Family Education (MACFE)**

Winnipeg MB
Phone: 204-475-1865
E-mail: macfe@mts.net
Website: www.manitobachildbirth.com

- ◆ Offers childbirth classes, volunteer labour companions (doula) and a lending library.

Mental Health Education Resource Centre

Suite 100, 4 Fort Street
Winnipeg MB
Phone: 204-954-2355
Toll free: 1-866-997-9918
E-mail: info@mherc.mb.ca
Website: www.manitoba.cmhc.ca/bins/site_page.asp?cid=284-683-1549&lang=1

- ◆ Offers information and resources on mental health issues free of charge.

Nine Circles Community Health Centre

705 Broadway

Winnipeg MB

Phone: 204-940-6000

Toll free: 1-888-305-8647

E-mail: ninecircles@ninecircles.ca

Website: www.ninecircles.ca

- ◆ Provides testing and assessment for HIV and sexually transmitted infections (STIs).
- ◆ Advocates for and supports people who are living with HIV/AIDS.

Sexuality Education Resource Centre (SERC)*

200 – 226 Osborne Street North

Winnipeg MB

Phone: 204-982-7800

E-mail: info@serc.mb.ca

Website: www.serc.mb.ca

Sexuality Education Resource Centre (SERC) – Brandon office

161 8th Street, Brandon

Phone: 204-727-0417

E-mail: brandon@serc.mb.ca

- ◆ Provides reproductive health information on family planning, sexually transmitted infections, HIV/AIDS, sexuality education and family communication for newcomers.

The Salvation Army – Anchorage Addiction Rehabilitation Program

Winnipeg MB

Phone: 204-946-9401

- ◆ Provides counselling, treatment and housing for people with addictions.

Winnipeg Regional Health Authority Mobile Crisis Service

Phone: 204-940-1781

- ◆ Offers consultation and home visits for adults in Winnipeg who are experiencing mental health crises; available 24 hours a day, seven days a week.

Winnipeg Regional Health Authority – STI/HIV Information Line

Phone: 204-940-2200

- ◆ Offers information on HIV/AIDS and sexually transmitted infections (STI).

Women’s Health Clinic

419 Graham Avenue, Unit A

Winnipeg MB

Phone: 204-947-1517

Website: www.womenshealthclinic.org

- ◆ Offers health and wellness services for women, including reproductive health care, counselling and workshops.

Disability Support

SMD Services

Society for Manitobans with Disabilities

825 Sherbrook Street

Winnipeg MB

Phone: 204-975-3010

Toll free: 1-866-282-8041

TTY: 204-975-3012

TTY: 1-800-225-9108

Website: www.smd.mb.ca

Ethnocultural Program*

Phone: 204-975-3010

Toll free: 1-866-282-8041

TTY: 204-975-3012, or toll free at 1-800-225-9108

E-mail: communityeducation@smd.mb.ca

- ◆ Provides the Ethnocultural Program which helps immigrant adults and children with disabilities to access appropriate services in the community.
- ◆ Provides a wide range of rehabilitative supports, and have staff from different cultural groups who speak a variety of languages.

Deaf and Hard of Hearing Program

Phone: 204-975-3107

TTY: 204-975-3083

- ◆ Provides the Deaf and Hard of Hearing Program which offers language and math programs for Deaf and Hard of Hearing adult newcomers.
- ◆ Offer classes in American Sign Language (ASL), EAL, English literacy, math and orientation to living in Canada.

Seniors Supports

Age & Opportunity (A&O)

200 – 280 Smith Street

Winnipeg MB

Phone: 204-956-6440

E-mail: info@ageopportunity.mb.ca

Website: www.ageopportunity.mb.ca

- ◆ Offers programs and services such as English classes for seniors, social activities, counselling and elder abuse services for men and women, aged 55 years and older. Child care is offered.

Manitoba Seniors and Healthy Aging Secretariat (SHAS)

822 – 155 Carlton Street

Winnipeg MB

Phone: 204-945-6565 – Seniors Information Line

Toll free: 1-800-665-6565

E-mail: seniors@gov.mb.ca

Website: www.manitoba.ca/shas

- ◆ Provides information about services for seniors in Manitoba; and free copies of the Manitoba Seniors Guide.

