

Mental Health Resources for Winnipeg

The Canadian Mental Health Association Manitoba and Winnipeg is dedicated to helping you navigate the mental health system. If you need help, call or visit our website:

FREE - 23rd Edition - 2020



Canadian Mental Health Association
Manitoba and Winnipeg
Mental health for all

Mental Health Definition

“The capacity of each and all of us to feel, think, and act in ways that enhance our ability to enjoy life and deal with the challenges we face...”

(Public Health Agency of Canada)

204-982-6100
mbwpg.cmha.ca



- **Looking for Frequently Called Numbers?** See back page.
- **New to Canada?** Check out our “*Newcomer and Refugee*” section, centre spread.

RECOVERY IS POSSIBLE

“[Recovery] is a deeply personal, unique process of changing one’s attitudes, values, feelings, goals, skills, and/or roles. It is a way of living a satisfying, hopeful, and contributing life even within the limitations caused by illness. Recovery involves the development of new meaning and purpose in one’s life as one grows beyond the catastrophic effects of mental illness.”
– Anthony 1993

Mental health is not defined by an absence of mental illness but rather by the discovery of hope, purpose, and meaning in daily living. It is possible to enjoy positive mental health and live the life you want while dealing with mental illness and addictions. In fact, you can take steps toward a life of meaning and purpose today. The experience of recovery is rarely an event that happens in a single moment. Most often, it is a journey that takes place over a period of time. Sometimes this journey is brief, other times it may be lifelong; however, it all starts with a single, hopeful step towards better health.

Whether you are just beginning this journey or well on your way to better health, managing

change, reaching goals, and maintaining hope requires personal effort as well as support from knowledgeable and trustworthy connections. The resource and service providers listed in this directory are committed to building healthy communities by partnering with you and your family to:

- Manage symptoms on your terms,
- Find places to live, learn, and work that fit your life,
- Develop supportive relationships and connections in your community,
- Discover, develop, and apply personal strengths,
- Support yourself, a loved one, or others on the same journey.

As you search through the content on the following pages, our hope is that you find the opportunities, resources, and support you and your loved ones need to live well. If you need help with navigating the mental health system, please do not hesitate to contact the **Canadian Mental Health Association** via **phone: 204-982-6100** or online: www.mbwpg.cmha.ca/about-cmha/contact-us/

In any given year, one in five people in Canada experiences a mental health problem or illness... Mental Health Commission of Canada

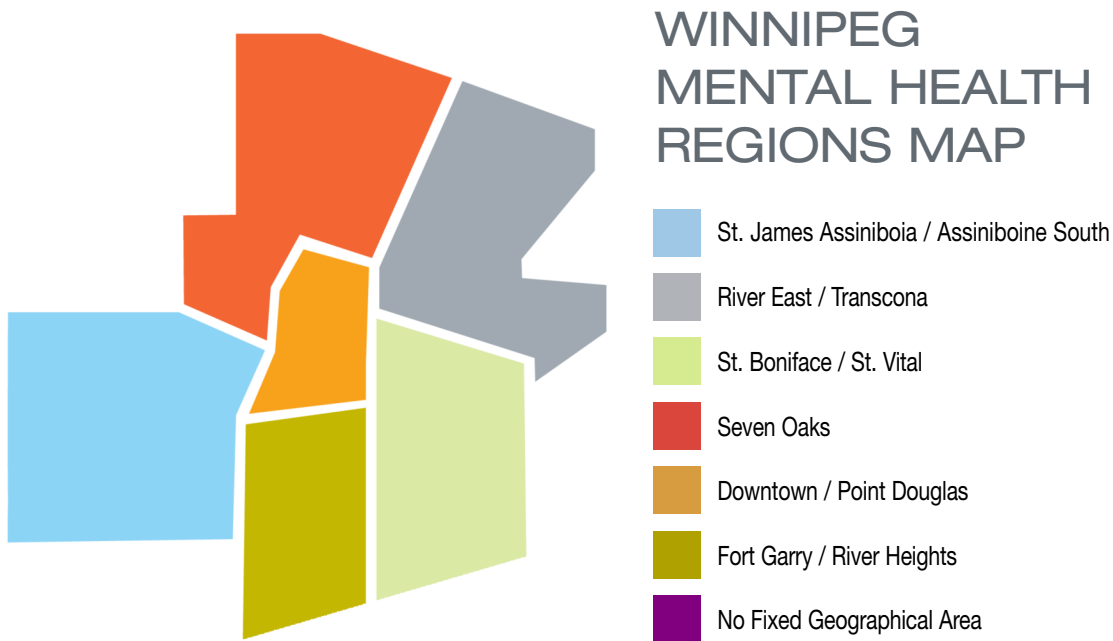
CONTENTS

- 1 Recovery is Possible
- 2 Crisis Response Centre
- 2 Crisis Services
- 3 Help for Families
- 3 Housing
- 4 Employment
- 4 Income Assistance
- 4 Recovery and Empowerment
- 5 Addictions
- 5 Child, Adolescent, and Youth Mental Health
- 6 Stress Tips
- 7 Mental Health Act
- 7 Rights
- 8 Counselling or Therapy
- 8 Alternative Therapies
- 9 Social and Recreational
- 9 Skill Building
- 10 Self-Help Organizations
- 11 Medication
- 12 Mental Illness
- 12 Frequently Called Numbers
- 12 Index

KEY TO GUIDE

Throughout the guide, you will find graphics to assist you to better understand the services listed in the guide. The map below is color-coded based on the different areas of Winnipeg. Where applicable, service listings will include a corresponding color-coded graphic to show the area of the city where the service is located.

An additional set of graphics will highlight, where applicable, if a service is free, low cost or fee-based, and if an organization provides services on a drop-in basis.



CRISIS RESPONSE CENTRE (CRC)

The Crisis Response Centre (CRC) offers crisis intervention options designed to meet the needs of individuals 18 years and older who are experiencing a crisis. Walk-in and telephone services are offered at the CRC, 24 hours per day, 7 days per week along with mobile services provided in the community. To enhance post-crisis recovery, short-term scheduled crisis services are also available at the CRC, with treatment provided by individuals with expertise in mental health.

Visit 817 Bannatyne Avenue.

The Mobile Crisis Service is also available 24 hours a day, 7 days per week to provide on-site assistance with a mental health crisis. **204-940-1781**

EMERGENCY SHELTER

MAIN STREET PROJECT ■ 🌸 Open 24 hours Emergency shelter offers emergency, overnight shelter and short-term hostel accommodations for men and women.

204-982-8245 · 75 Martha Street

SILOAM MISSION - HANNAH'S PLACE EMERGENCY SHELTER ■ **204-943-1748**

300 Princess Street

Hours of operation 8:00 pm - 8:00 am · Intake daily at 9:00 pm.

WILLOW PLACE · Willow Place is a Crisis Shelter for women and children who have experienced intimate partner violence. They offer a 24 hour crisis line, outreach and group counselling.

204-615-0311

IKWE-WIDDJIITWIN · Offers shelter, support and counselling to women who are suffering from emotional, physical or sexual abuse from their intimate partner.

204-987-2780 or **1-800-362-3344**

THE SALVATION ARMY - Booth Centre ■ Provides short-term accommodations for men and women.

204-946-9402 · 180 Henry Avenue

THE SALVATION ARMY - SonRise Village · A family shelter.

204-946-9471

1JUSTCITY · Just a Warm Sleep Emergency warming centre open from January 1 to March 31 every night.

204-416-2240 · 109 Pulford Street

EMERGENCY SHELTER FOR MEN - During business hours call **204-415-6797 ext. 200**. After business hours call: The Provincial Domestic Abuse Line at **1-877-977-0777**. Emergency Shelter for Men and their children is accessible through the Men's Resource Centre for men who are fleeing intimate partner domestic violence and/or abuse. 🌸

FINDING A DOCTOR

If you or someone you know is experiencing a mental health problem, it is important to seek help early. It is a good idea to see a doctor to assess your overall health and to rule out any underlying physical illness. Be very specific and thorough about what you have been experiencing in order for the doctor to provide the best possible course of treatment.

If you do not have a Family Doctor, you can contact the **Family Doctor Finder** to help you and your family find a family doctor or nurse practitioner. To register by phone, call **204-786-7111** or toll-free **1-866-690-8260** between 8:30 am and 4:30 pm Monday to Friday. www.gov.mb.ca/health/familydoctorfinder/

Your doctor may prescribe treatment or you may be referred to a psychiatrist or a general practitioner who has specialized training in psychiatry, or other mental health professional.

Other professionals who may be part of your treatment team include: psychiatric nurses, social workers, community mental health workers, occupational therapists or psychologists.

HELPFUL KEY GRAPHICS



FREE



SLIDING SCALE



COST



DROP IN

FREE: Some, but not necessarily all, services are provided at no cost. Contact organization directly for details

SLIDING SCALE: Some services are offered on a sliding scale fee schedule based on a person's income and ability to pay. Contact organization directly for details

COST: A fee will be charged for some services offered. Contact organization directly for details

DROP-IN: Some services offered can be accessed on a drop-in basis. Contact organization directly for details

🌸 There is an index on page 12 of this guide with common mental health system words and subjects. The daisy you see throughout the guide refers to the index items.

CRISIS SERVICES

What is a Crisis?

- A time of difficulty or change.
- A disruption or breakdown in your daily living pattern.
- A temporary inability to cope by your usual ways of problem solving.
- A feeling of being out of control.

What can you do if this is happening to you or to someone you know?

Contact any of the Following

These services require the consent of the person experiencing the crisis.

WINNIPEG REGIONAL HEALTH AUTHORITY (WRHA), MOBILE CRISIS SERVICE 🌸

Is a multi-disciplinary team specializing in crisis intervention, mental health assessment, and short term follow-up for adults experiencing a mental health crisis. Offers 24 hour crisis intervention and home visits. Individuals, family members, and service providers can call for assistance.

204-940-1781

CRISIS STABILIZATION UNIT (WRHA) 🌸

Provides short-term intervention for adults experiencing mental health and/or psychosocial crisis.

204-940-3633 · 755 Portage Avenue

YOUTH CRISIS STABILIZATION SYSTEM 🌸

204-949-4777 or **1-888-383-2776**

WILLOW PLACE

24 hour crisis line. Provides a safe and supportive environment for women and their children who are being abused by an intimate partner.

204-615-0311

MAIN STREET PROJECT 🌸

Provides 24 hour crisis services including shelter, detox and housing.

204-982-8245 · 75 Martha Street

WINNIPEG EMERGENCY SERVICES OPERATOR

911

Will connect your call to the appropriate Emergency Department who will then take details of your crisis situation.

KLINIC 🌸

24 hour crisis line offers counselling service and crisis/suicide intervention.

204-786-8686 or **1-888-322-3019**

MANITOBA SUICIDE PREVENTION AND SUPPORT LINE 🌸

1-877-435-7170 · reasontoilive.ca

KLINIC SEXUAL ASSAULT INTAKE LINE

Service can include up to 12 short term counselling sessions.

204-786-8631

Hospitals / Emergency

HEALTH SCIENCES CENTRE ■

Adults: **204-787-3167**

Children: **204-787-4244**

GRACE GENERAL HOSPITAL ■ **204-837-0157**

ST. BONIFACE GENERAL HOSPITAL ■ **204-237-2260**

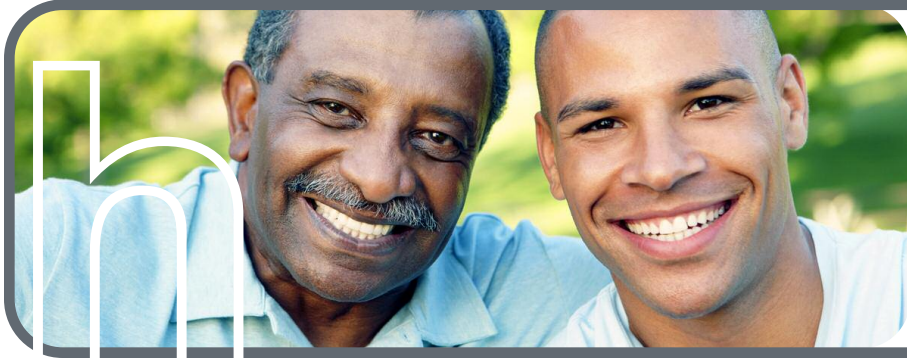
SEVEN OAKS GENERAL HOSPITAL ■ **204-632-3232**

CONCORDIA HOSPITAL ■ **204-661-7194**

Hospitals / Urgent Care

VICTORIA GENERAL HOSPITAL ■ **204-477-3148**

Several hospitals have psychiatric nurses on duty in emergency for part of the day/evening. Inquire about specific schedules.



Family members and friends who have a good understanding of the illness, treatment, and resource options will be better equipped to be supportive.

HOUSING

Having a safe, comfortable and affordable place to live is a very important factor in our emotional well-being. Finding the right type of quality housing that fits your budget can be difficult. Here are some housing resources that may help.

Manitoba Housing owns and manages rental housing accommodations in many locations across Manitoba. Accommodations are available under the Social Housing Rental Program or the Affordable Housing Rental Program. Applicants must meet eligibility requirements and have incomes below the Program Income Limits for each program. Contact Manitoba Housing at **204-945-4663** or toll free at **1-800-661-4663**. For more information and application forms, please visit our website at: www.gov.mb.ca/housing.html

Co-op Housing - Every member has a vote in how the co-op is run. There may be subsidies available for people who cannot afford the housing charges. For a listing of co-ops see the phone book yellow pages under Housing Cooperatives and Rental.

Private Market - This type of housing is not government operated. Rental units are owned and managed for profit by individuals and corporations. They must follow the regulations of the Residential Tenancies Act of Manitoba.

For information about your rights and responsibilities as a tenant or assistance in dealing with your landlord, call the **Residential Tenancies Branch** (a provincial government agency that assists tenants and landlords). Call **204-945-2476** or **1-800-782-8403** 1700 – 155 Carlton Street, Winnipeg, R3C 3H8 · www.manitoba.ca/rtb

Non-Profit Housing - Non-profit housing organizations have developed affordable housing for people with low or moderate incomes.

- **WINNIPEG HOUSING REHABILITATION CORP. (WHRC)** ■ **204-949-2880**
140 – 60 Frances Street R3A 1B5 · www.whrc.ca
- **DAKOTA OJIBWAY FIRST NATIONS HOUSING AUTHORITY INC.** ■ **204-988-5375**
Unit 100 – 11 Arden Avenue Winnipeg · www.dotc.mb.ca
- **KINEW HOUSING CORPORATION** ■ **204-956-5093**
394 McGregor Avenue R2W 4X5 · www.kinewhousing.ca
- **SAM MANAGEMENT** ■ **204-942-0991**
425 Elgin Avenue R3A 1P2 · www.sam.mb.ca
- **MURDOCH MANAGEMENT** ■ **204-982-2000**
757 Henderson Highway · www.lifelease.ca/
- **NORTH END COMMUNITY RENEWAL CORP.** ■ Affordable housing initiatives.
Main office: 509 Selkirk Avenue · **204-927-2330** · www.necrc.org
- **SPENCE NEIGHBORHOOD ASSOCIATION** ■ A Spence neighborhood initiative which includes home ownership, safety, image enhancement and employment.
204-783-5000 · www.spenceneighbourhood.org · skillsbank@spenceneighbourhood.org
- **NEW LIFE MINISTRIES** ■ Affordable rental housing.
204-775-4929
- **NEW JOURNEY HOUSING** ■ A resource centre for newcomer housing, New Journey Housing is a non-profit organization established to assist and train newcomers as they search for decent, affordable housing.
204-942-2238 · www.newjourneyhousing.com
- **NORTH END HOUSING PROJECT INC.** ■ Builds and renovates housing for people with low and modest income in William Whyte, North Point Douglas, and Lord Selkirk Park neighbourhoods. **204-415-6916** · <http://www.nehp.ca/>

Mental Health Housing Programs and Services in Winnipeg

- **CANADIAN MENTAL HEALTH ASSOCIATION MANITOBA AND WINNIPEG - REHABILITATION AND RECOVERY SERVICE** ■ **204-982-6100**
930 Portage Avenue, Winnipeg MB R3G 0P8
See **Recovery and Empowerment** section (page 4) for detailed description.
- **EDEN HEALTH CARE SERVICES** ■ Housing and Support program provides rent subsidized housing, residential care, psychosocial rehabilitation, and integrated community supports with a Christian emphasis in all its endeavors.
204-325-0946 · <https://edenhealthcare.ca/services/housing/>
- **FRIENDS HOUSING INC.** ■ Provides affordable supportive housing for people with a history of psychiatric illness as well as housing for young, low-income families.
204-953-1160 · 100 – 890 Sturgeon Road, Winnipeg MB
- **WRHA - RESIDENTIAL CARE FACILITIES** ■ Care provided, on a voluntary basis, in licensed and approved group homes for adults with a psychiatric diagnosis who have not been able to manage independently. Access to these facilities is through Community Mental Health Services. Offers 24 hour supervision. For inquiries, please call **204-299-3805**.
- **SARA RIEL INC.** ■ Safe, stable and affordable housing with the goal of living independently and autonomously. **204-237-9263** · 66 Moore Avenue, Winnipeg MB www.sararielinc.com
- **SALVATION ARMY - THE HAVEN** ■ A residential licensed facility that provides supervised residential living for men ages 18-60 experiencing mental illness.
204-946-9404 · 72 Martha Street, Winnipeg MB
- **SENECA SERVICES THROUGH SARA RIEL INC.** ■ 24 hours, 7 days a week, safe house for adults with mental health problems. Provides respite care and peer support. Phone ahead to ensure space and appropriateness of service. References required for first time guests. **204-231-0217**. Services accessed through application – call Judy Klein-Taylor at **204-237-7165**.
- **WINNIPEG RENTAL NETWORK** · www.winnipegrentnet.ca

HELP FOR FAMILIES

Families can play a valuable role in supporting a family member with a mental health problem. Having a family member with a mental illness is stressful. In addition to coping with the practical issues of day-to-day living, families can experience tremendous guilt, fear, grief, anxiety, self-doubt and uncertainty. The person with the mental illness benefits most from support and encouragement. Family members and friends who have a good understanding of the illness and treatment options will be better equipped to be supportive. Each family member may react differently to the situation. The person dealing with a mental illness must always be treated with dignity and respect.

Many self-help organizations offer information and support to families.

Here are a few tips for Families:

- **TIP** Find out about mental health resources in the community.
- **TIP** Keep a journal of notes about what has been happening, which can help you to see patterns, etc.
- **TIP** Make a list of questions you may want to ask the doctor.
- **TIP** Ask for information about the illness and the treatment.
- **TIP** Offer choices to the person such as "Will you go to the hospital with me or would you prefer (name a friend) go with you?"
- **TIP** Have a plan for dealing with crisis situations such as who to call, what services are available, and who can support the person and family through a crisis.
- **TIP** Make sure you are looking after yourself: maintain outside interests, gain support from others, seek counselling if necessary.

The following offer specialized services for families dealing with mental illness:

Family Therapy is also provided by:

- **AURORA FAMILY THERAPY CENTRE** ■ **204-786-9251**
- **FAMILY DYNAMICS** ■ **204-947-1401**
- **THE COUPLES COUNSELLING PROJECT** ■ **204-474-6711** · Hours Monday and Tuesday 5 pm - 9 pm · 485 Selkirk Avenue · couples@umanitoba.ca
- **CENTRE RENAISSANCE CENTRE** ■ **204-256-6750**
- **AULNEAU RENEWAL CENTRE** ■ **204-987-7090**
- **NEW DIRECTIONS PARENTING CENTRE** ■ A service to support families with small children, birth to 12 years of age. **204-786-7051** · 717 Portage Avenue

Also see Counselling or Therapy list on page 8.

- **MACDONALD YOUTH SERVICES, FAMILY NAVIGATOR PROGRAM:** This program is designed to support families and young people age 13-24 to navigate Mental Health and Addictions services and supports in Manitoba **204-452-0551** (within Winnipeg) **1-844-452-0551** (outside Winnipeg) email: familynavigator@mys.mb.ca

Education and Support Groups

- **MENTAL HEALTH EDUCATION FOR FAMILIES** ■ Are you coping with a mental illness of a family member? Do you struggle with how to support your loved one? Do you want to know how to support yourself, as a family member? CMHA Manitoba and Winnipeg offers a 8 week course for families and friends. Call **204-982-6100** or visit www.winnipeg.cmha.ca
- **"NAME THAT FEELING SUPPORT GROUP"** ■ Children are taught an understanding of mental illness, which provides an opportunity for them to share emotionally and relationally with the group and facilitators. Contact the Manitoba Schizophrenia Society at **204-786-1616**
- **MANITOBA SCHIZOPHRENIA SOCIETY FAMILY SUPPORT GROUP** ■ - Peer led. Fourth Tuesday of every month from 7 pm – 9 pm. Contact the Manitoba Schizophrenia Society at **204-786-1616**
- **STRENGTHENING FAMILIES TOGETHER** ■ - A 4 session education program for family members and friends of individuals living with psychosis. Contact the Manitoba Schizophrenia Society at **204-786-1616**
- **EIGHT STAGES OF HEALING** ■ - A 10 week program for families and friends of someone with a mental illness and/or a co-occurring disorder. Contact the Manitoba Schizophrenia Society at **204-786-1616**
- **FAMILY AND FRIENDS** is a support group sponsored by the Mood Disorders Association of Manitoba. It meets weekly on Wednesday evenings 7 pm – 9 pm at 100 – 4 Fort Street. **204-786-0987**
- **MANITOBA FIRST EPISODE PSYCHOSIS FAMILY SUPPORT GROUP** ■ Families with young people who have experienced first-episode psychosis meet monthly to share, learn, support each other and lobby. Contact Christine at **204-475-8381** or e-mail Maryam Decter at mdecter@gmail.com
- **S.P.E.A.K. SUICIDE PREVENTION EDUCATION AWARENESS KNOWLEDGE** ■ Offers a monthly peer support group for adults bereaved by suicide. Please call **204-784-4064** to attend or visit website www.klinik.mb.ca for more information.
- **AL-ANON ALATEEN**
The Al-anon Family Groups are a fellowship of relatives and friends of alcoholics who share their experience, strength, and hope in order to solve their common problems. Call **204-943-6051** or visit www.mbnwo-alanon.org



Income Assistance

Employment and Income Assistance in Winnipeg

Based on the needs assessment, this service provides financial assistance so that single parent families, persons with disabilities, individuals and families who are unemployed, are able to provide for their basic needs. Training and employment supports are provided to assist participants in achieving financial independence through employment.

Family Services and Consumer Affairs has decentralized services for income assistance clients with the exception of adult clients without children.

Services for persons with disabilities, and adult clients with children are provided in Community Area offices throughout Winnipeg. Each of the Community Area offices provides a full range of income assistance services at their location, ranging from intake to case management.

The offices are located as follows:

■ RIVER EAST / TRANSCONA

Access River East · 204-938-5100

975 Henderson Highway

Access Transcona · 204-938-5555

845 Regent Avenue West

■ ST. JAMES ASSINIBOIA /

ASSINIBOINE SOUTH

204-940-2040 · 280 Booth Avenue

■ RIVER HEIGHTS / FORT GARRY

204-938-5500

135 Plaza Drive

■ ST. BONIFACE / ST. VITAL

Access St. Boniface · 204-948-4290

3-170 Goulet Street

(English and French Services)

■ DOWNTOWN EAST / WEST /

MAIN STREET

Access Downtown · 204-940-8441

2nd floor, 640 Main Street

Downtown West · 204-940-8600

755 Portage Avenue

■ POINT DOUGLAS

204-948-4001 · 2A – 111 Rorie Street

■ SEVEN OAKS / INKSTER

204-938-5600 · Unit 3 – 1050 Leila Avenue

Access NorWest · 204-938-5900

785 Keewatin Street

Services for non-disabled clients without children are provided at:

■ EIA CENTRALIZED SERVICES

204-948-4000 · 1-111 Rorie Street

After Hours Emergencies · 204-945-0183

www.gov.mb.ca/fs/assistance/eia.html

■ COMMUNITY FINANCIAL

COUNSELLING SERVICE

204-989-1900 · 516 – 294 Portage Avenue

www.debthelpmanitoba.com

Provides assistance in budgeting, credit counselling and income tax service based on ability to pay. Provides information to people on their individual rights in dealing with income assistance and information on income assistance policies and procedures.

Community Financial Counselling Service

■ GAMBLING ADDICTION PROGRAM

204-989-1900

■ COMMUNITY UNEMPLOYED HELP

CENTRE

204-942-6556 · 501 – 275 Broadway

Provides information, assistance, advice, and representation to individuals dealing with the federal government's Employment Insurance program and Manitoba's Employment and Income Assistance program. Services are provided free of charge. · www.cuhc.mb.ca

■ SEED WINNIPEG INC.

204-927-9935 · www.seedwinnipeg.ca

Offers Money Management Training and a Saving Circle program to assist low income individuals and families reach financial goals.

EMPLOYMENT



● ARTBEAT STUDIO ■

This community based, peer directed program provides social supports, working art studio/gallery space, and mentorship for individuals living with mental illness for the purpose of recovery and empowerment. This is a 6 month program focusing on the healing capacity of the creative process.

204-943-5194 · 4th flr – 62 Albert Street, R3B 1E9

www.artbeatstudio.ca

● UPBEAT ARTWORKS · This gallery/boutique sells paintings, handcrafted jewelry and other unique gifts. It is a social enterprise of Artbeat Studio and supports a mission to promote mental health awareness. Every item sold at the store represents an Artbeat alumni artist's personal journey recovery and empowerment.

204-947-9577 · U274A – Portage Place Shopping Centre

www.artbeatstudio.ca

● CANADIAN MENTAL HEALTH ASSOCIATION MANITOBA AND WINNIPEG REHABILITATION AND RECOVERY SERVICE ■

See the Recovery and Empowerment section below for detailed description.

204-982-6100 · 930 Portage Avenue, R3G 0P8

mbwpg.cmha.ca/types-programs-services/rehabilitation-and-recovery/

● CLUBHOUSE OF WINNIPEG INC. ■

Members work side-by-side with the staff during the 'work ordered day' to accomplish all of the jobs necessary for the operation of the Clubhouse. This includes everything from cooking and maintenance to clerical and administrative duties and working in the Thrift Shop. Clubhouse now offers a fitness program 5 days a week.

204-783-9400 · 172 Sherbrook Street, R3C 2B6

● EMPLOYMENT AND INCOME ASSISTANCE/MARKETABILITIES PROGRAM

A specialized group of staff focused on working with EIA participants with disabilities who are interested in exploring employment. See an EIA Case Coordinator for more information. · www.gov.mb.ca

● EMPLOYMENT AND INCOME ASSISTANCE/REWARDING VOLUNTEER BENEFIT

EIA participants in the Persons With Disabilities category with approved volunteer plans will be provided a monthly financial benefit to assist with the costs of volunteering. See an EIA Case Coordinator for more information.

www.gov.mb.ca

● MENTAL HEALTH WORKS PROGRAM

www.mentalhealthworks.ca

● OPPORTUNITIES FOR EMPLOYMENT/EMPLOYMENT SERVICES

Offers a range of services for job seekers to prepare individuals for the labour market and connect them with employers who are actively recruiting.

204-925-3490 · 3rd Floor – 294 Portage Avenue, R3C 0B9

www.ofe.ca

● SAIR TRAINING AND EMPLOYMENT PLACEMENT SERVICES (STEPS) ■

Steps2work assists people with disabilities, primarily those living with a psychiatric disability as well as those with other disabilities who have a mental health issue, to secure and maintain employment by providing a range of employment related services.

204-474-2303 · 1 – 201 Scott Street · www.steps2work.ca

● S.S.C.O.P.E. INC. ■

Our membership focuses on individuals with mental health issues who feel able to or ready to return to work. Individuals may have been marginalized and unable to obtain or manage employment through regular channels. It is with this awareness that SSCOPE engages with our members. Our social enterprise business streams allow a member to 'try out' casual employment and choose hours that fit their comfort level. We operate: Two retail thrift stores; residential eWaste recycling; moving and deliveries; yard care; snow removal; garbage clean ups, vending, to name a few...

204-987-6300 · 1466 Arlington Street, R2X 1T8

www.sscope.org

● SARA RIEL INC. EMPLOYMENT SERVICES/WORK PLACEMENT FORCE ■

The Employment Program delivers service through: skill development, workshops, supported education, supported job search, marketing, work site support and counselling and referral services.

204-237-9263 · 66 Moore Avenue, R2M 2C4

www.sararielinc.com

RECOVERY AND EMPOWERMENT

Canadian Mental Health Association Manitoba and Winnipeg (CMHA)

Everything we do at CMHA is based on the belief that individuals with mental health and addictions issues can recover and create a quality life for themselves.

Our comprehensive range of services includes:

● Mental Health and Addictions Service Navigation
CMHA Recovery Navigation Specialists work to connect individuals, caregivers, families and natural supports to recovery-oriented supports and services within the entire mental health and addictions systems.

● Rehabilitation and Recovery

We provide recovery supports to people 18 and over living with mental illness and addictions in a variety of ways. Through a step-by-step process, our Recovery Workers help people to recover or discover meaningful roles in life. Whether it is a social goal, a housing goal, an educational goal, or an employment goal, participants are supported to develop wellness plans, gain self-awareness and insight about recovery, problem solve an issue before a crisis develops, and respond to and manage stress.

● Community Housing with Supports

A Housing First Service that works with people who have experienced chronic or episodic homelessness to find and keep housing of their choosing in the community.

● Employment with Supports

A short term program that provides the tools and information for the achievement of satisfying and successful employment.

Participants looking to join or return to the workforce are supported through a rapid employment approach.

● Recovery College Courses

Throughout the year, CMHA Manitoba and Winnipeg offers a variety of health and wellness related courses to all those with a desire to learn about and improve their mental health. Visit our website mbwpg.cmha.ca for course descriptions and to register.

● Recovery Support Group

This recovery focused group meets every Thursday from 7 PM – 9 PM to discuss strategies to manage depression and anxiety. Drop-in anytime, no registration required.

If you would like more information about our services please call 204-775-6442 or visit us online at mbwpg.cmha.ca.

Artbeat Studio – Studio Central

This Urban Arts Centre is a project of Artbeat Studio. It offers daily Creative Technique art workshops and Cafe Central performances facilitated by Artbeat alumni and community volunteers. All programming is on a drop in basis and free of charge. · 204-943-8290 · 2nd flr – 444 Kennedy Street, R3B 2Z1 www.artbeatstudio.ca ■

Turning Leaf (Inc.)

Turning Leaf is a non-profit charitable organization that provides crisis and treatment services to those experiencing intellectual challenge and mental illness. Skilled community members work with participants to overcome common obstacles of discrimination, poverty, stigma, isolation, and loneliness.

204-221-5594 · www.turningleafservices.com



Community Mental Health Services at the Winnipeg Regional Health Authority

To access any of the following WRHA Community Mental Health Services for adults experiencing mental health problems, call 204-788-8330 CENTRAL INTAKE. 🌸

Adult Community Mental Health Services 📞

Community Mental Health Program:
Provides Clinical Case Management services and supports in the 12 community areas throughout Winnipeg.

WRHA Mental Health Housing Services:
Must be referred by a Community Mental Health Worker.

Program of Assertive Community Treatment (PACT):
Provides Specialized Treatment, Rehabilitation, and Support services using a multidisciplinary team approach.

Co-occurring Disorders Initiative (CODI): 🌸
Provides Clinical Consultation, Case Management, Dialectical Behaviour Therapy, and Specialized Treatment Services.

Community Health Clinics

Community clinics offer a range of health services.

- ACCESS DOWNTOWN** 🌸
204-940-2319 · 640 Main Street
- ACCESS NorWest**
204-938-5900 · 785 Keewatin Street
- ACCESS RIVER EAST**
204-938-5000 · 975 Henderson Highway
- ACCESS TRANSCONA**
204-938-5555 · 845 Regent Avenue West
- ACCESS Winnipeg West**
204-940-2040 · 280 Booth Drive
- WRHA POINT DOUGLAS COMMUNITY HEALTH CENTRE**
204-940-2025 · 601 Aikins Street
- HEALTH ACTION CENTRE**
204-940-1626 · 640 Main Street
- HOPE CENTRE HEALTH CARE INC.**
204-589-8354 · 240 Powers Street
- KLINIC COMMUNITY HEALTH CENTRE**
204-784-4090 · 870 Portage Avenue
- MOUNT CARMEL CLINIC**
204-582-2311 · 886 Main Street
- PRIMARY CARE CLINIC - WRHA**
204-940-2000 · 1001 Corydon Avenue
- SAUL SAIR HEALTH CENTRE - SILOAM MISSION**
204-943-0658 · 300 Princess Street
- WOMEN'S HEALTH CLINIC** 🌸
204-947-1517 · 3rd Floor, 419 Graham Avenue
- YOUVILLE CENTRE**
204-255-4840 · 6 – 845 Dakota Street
- ABORIGINAL HEALTH AND WELLNESS CENTRE** 🌸
204-925-3700 · 215 – 181 Higgins Avenue
- CENTRE DE SANTÉ SAINT BONIFACE**
204-940-1155 · 170 Goulet Street

CHILD, ADOLESCENT, AND YOUTH MENTAL HEALTH

- Addictions Foundation of Manitoba · 204-944-6367
- Centralized Intake for Child and Adolescent Mental Health Program · 204-958-9660
- Kids Help Phone National Line available across Canada for youth, 24 hours, confidential and anonymous · 1-800-668-6868
- Clinic Crisis Line · 204-786-8686 or 1-888-322-3019
- Ma Mawi Wi Chi Itata Centre: Winnipeg · 204-925-0300
- Manitoba Adolescent Treatment Centre · 204-958-9660
- Mood Disorders Association of Manitoba · 204-786-0987 or 1-800-263-1460
- New Directions for Children, Youth, Adults, and Families · 204-786-7051
- Ndinawe Youth Resource Centre · 204-589-5545
- RaY—Resource Assistance for Youth · 204-783-5617 or info@rayinc.ca 🌸
- Youth Resource Centre / Shelter · 204-477-1804 or toll free: 1-888-477-1804
- Youth Crisis Stabilization System · 204-949-4777 or 1-888-383-2776 🌸
The Youth Stabilization Unit is a 24 hour community-based crisis intervention service for youth and their families. Some of the issues the Unit responds to includes: parent/child conflict, difficulty with coping, thoughts of suicide, mental health concerns, behavioural problems, brief therapy, and home-based crisis intervention/youth education service.
- Anxiety Disorders Association of Manitoba – Youth Referral Services, 100 – 4 Fort Street · 204-925-0600 · www.adam.mb.ca
- CMHA Futures Forward, Winnipeg; program for youth ages 15 – 29 currently or formerly involved with the child welfare system · 204-982-6100
- Fort Garry Women's Resource Centre – Children's counselling ages 2 – 12 · 1150 – A Waverley Street · 204-477-1123
- Inspire Community Outreach Inc. – Exceptional Programs for Exceptional Youth. Free Positive Mental Health Skill Building and Programming · 204-996-1547 · www.Inspirecommunityoutreach.ca
- Klinik Community Health Centre, Teen Clinic – Mondays from 4 pm to 8 pm for youth 13 – 20, 870 Portage Avenue
- Manitoba Schizophrenia Society – H.O.P.E.S. – Hope and Opportunity through Peers, Empowerment and Support, for youth between 15 – 30 years of age living with psychosis, schizophrenia, or schizo-affective disorder, 1st Thursday of every month from 4 pm – 5 pm, 4 Fort Street · 204-786-1616
- Spence Neighborhood Association West End 24-Hour Safe Space for youth ages 13 – 26; 11:00 pm to 7:00 am · 204-783-5000, ext. 113
- The Laurel Centre - Youth Counselling Program: provides individual and group counselling to young women aged 16 – 24 years · 204-783-5460 · www.thelaurelcentre.com
- Youville Community Health Centre – Teen Clinic, Tuesdays from 4 pm to 7 pm 6 – 845 Dakota Street · 204-255-4840

The **EARLY PSYCHOSIS PREVENTION AND INTERVENTION SERVICE (EPPIS)**, a program that serves residents of Winnipeg, is designed to support young people between 13 – 35 years of age who are displaying symptoms of psychosis for the first time. Individuals can collaborate on a treatment plan with Psychiatrists and Mental Health Clinicians, which may include medication, group/family education sessions, and various support groups as well as individual and family counselling. EPPIS can be contacted at **204-940-8771** for further information. 📞 🌸

What is Psychosis?

Psychosis...

- is a common medical condition affecting 3% of the population
- results from a disruption in brain functioning
- can radically alter a person's thoughts, beliefs, perceptions and behaviour
- affects males and females equally
- tends to emerge during adolescence and young adulthood
- is more likely to occur in families with a history of serious mental illness
- can be effectively treated

Treatment is most effective when it is started early. With proper treatment, most people recover fully from the first episode of psychosis. For many, the first episode is also the last. **If you suspect psychosis, don't ignore it!**

Addictions

- **MANITOBA ADDICTIONS HELPLINE**
Call **1-855-662-6605** (toll-free), or visit www.MBAddictionHelp.ca or in person (Monday to Friday, 8:30 am - 4:30 pm) at River Point Centre · 146 Magnus Avenue
- **ADDICTIONS FOUNDATION OF MANITOBA** 📞 🌸
Residential and Community Treatment – Adults and Youth Prevention and Education programs, Gambling Programs – province wide
204-944-6200 · 1031 Portage Avenue
www.afm.mb.ca
- **ADDICTIONS RECOVERY INC.**
Supportive housing for men recovering from addiction · 204-586-2550
- **AL-ANON/ALATEEN CENTRAL SERVICES MANITOBA**
Self-help group for individuals who are concerned about a family member or a friend's drinking ·
204-943-6051 · 107 – 2621 Portage Avenue
- **ALCOHOLICS ANONYMOUS MANITOBA**
Members share their experience, strength and hope in recovering from alcoholism ·
204-942-0126 · 1856 Portage Avenue
Toll free 1-877-942-0126
- **BEHAVIOURAL HEALTH FOUNDATION** 🌸
Residential Treatment · 204-269-3430
35 avenue de la Digue, St. Norbert
- **COCAINE ANONYMOUS** · 204-250-2626
- **ESTHER HOUSE**
Second stage housing for women recovering from addiction · 204-582-4043
- **FAMILIES ANONYMOUS**
A support group for adults who are concerned about someone close to them who is using or abusing alcohol or drugs ·
204-237-0336
- **GAMBLERS ANONYMOUS** 🌸
204-582-4823
- **THE LAUREL CENTRE**
Counselling for women who have been sexually abused as children and have an addiction · 204-783-5460 · 104 Roslyn Road
- **MAIN STREET PROJECT INC.** 📞
Detoxification centre (non-medical) Emergency shelter ·
204-982-8245 · 75 Martha Street
- **NARCOTICS ANONYMOUS**
204-981-1730
- **NATIVE ADDICTIONS COUNCIL OF MANITOBA - PRITCHARD HOUSE** 📞
Residential Treatment – culturally based programming
204-586-8395 · 160 Salter Street
- **NORTH END WOMEN'S CENTRE – ADDICTIONS RECOVERY PROGRAM**
Operates transitional housing through the Addictions Continuing Recovery program at Chriss Tetlock Place and Betty Berg House. The housing is for women learning to live in recovery for up to one year. Intake for program and both houses is through Addictions manager at 204-927-2426 · 394 Selkirk Avenue
- **OVEREATERS ANONYMOUS**
www.oa.org
- **SALVATION ARMY ANCHORAGE PROGRAM**
Residential Treatment – adults
204-946-9401 · 180 Henry Avenue
- **ST. RAPHAEL WELLNESS CENTRE (SRWC)**
SRWC is a not-for-profit community-based organization which offers pre- and post-treatment non-residential education and counselling programs for individuals and families affected by addiction.
2nd Floor – 204-956-6650 · 225 Vaughan Street · ceic@straphaelcentre.ca
- **TAMARACK RECOVERY CENTRE** 🌸
Second stage addictions residential treatment – adults
204-772-9836 · 60 Balmoral Street · Intake 204-775-3546
- **YOUTH ADDICTIONS CENTRALIZED INTAKE SERVICE** 📞
1-877-710-3999 - province wide

THE MYTHS OF MENTAL ILLNESS

Goldberg Depression Scale

The Goldberg Depression Scale is an internationally known scale for screening for depression. This is just a screening tool and is not intended to diagnose depression. If a person rates high on this scale, a professional assessment can accurately diagnose whether or not the person has a clinical depressive disorder.

Depression Scale

(Score one point for each "Yes" if the symptom occurs most of the time over the past 2 – 4 weeks)

1. Have you had low energy?
2. Have you had loss of interests?
3. Have you lost confidence in yourself?
4. Have you felt hopeless?
(If yes with any question, go on to 5 – 9:)
5. Have you had difficulty concentrating?
6. Have you lost weight (due to poor appetite)?
7. Have you been waking early?
8. Have you felt slowed up?
9. Have you tended to feel worse in the mornings?

People with a score of two (2) have a 50 percent chance of having a mental health problem. With higher scores the probability rises sharply.

Goldberg Anxiety Scale

The Goldberg Anxiety Scale is an internationally known scale for screening for anxiety. This is just a screening tool and is not intended to diagnose anxiety. If a person rates high on this scale, a professional assessment can accurately diagnose whether or not the person has clinical anxiety.

Anxiety Scale

(Score one point for each "Yes" if the symptom occurs most of the time over the past 2 – 4 weeks)

1. Have you felt keyed up, on edge?
2. Have you been worrying a lot?
3. Have you been irritable?
4. Have you had difficulty relaxing?
(If yes, to two of the above, go on to 5 – 9:)
5. Have you been sleeping poorly?
6. Have you had headaches or neck aches?
7. Have you had any of the following: trembling, tingling, dizzy spells, sweating, urinary frequency, diarrhea?
8. Have you been worried about your health?
9. Have you had difficulty falling asleep?

People with anxiety scores of five (5) have a 50 percent chance of having a mental health problem. With higher scores the probability rises sharply.

How much do you know about mental illness?

Here are some common myths and truths.

MYTH: People with mental illness are violent and dangerous. **TRUTH:** As a group, mentally ill people are no more violent than any other groups. In fact, they are more likely to be the victims of violence than to be violent themselves.

MYTH: People with mental illness are poor and/or less intelligent. **TRUTH:** Many studies show that most mentally ill people have average or above-average intelligence. Mental illness, like physical illness, can affect anyone regardless of intelligence, social class or income level.

MYTH: Mental illness is caused by a personal weakness. **TRUTH:** A mental illness is not a character flaw. It is an illness, and it has nothing to do with being weak or lacking will-power. Although people with mental illness can play a big part in their own recovery, they did not choose to become ill.

MYTH: Mental illness is a single, rare disorder. **TRUTH:** Mental illness is not a single disease but a broad classification for many disorders. Anxiety, depression, schizophrenia, personality disorders, eating disorders and organic brain disorders affect millions of Canadians every year.



MENTAL HEALTH

Our mental health is an ever changing aspect of ourselves.

Positive mental health is described as:

- emotional and psychological wellness
- positive self-concept, self-acceptance
- satisfying interpersonal relationships
- satisfaction in living
- feeling in control, taking personal responsibility for your actions and feelings
- ability to handle daily activities

By being self-aware we can take positive steps towards mental health when the balance is disrupted. Here are some simple ways to work toward regaining a balance...

- get adequate sleep
- eat a balanced diet
- get regular exercise
- practice relaxation techniques
- make time for pleasurable activities, hobbies, and work
- prioritize tasks, delegate, don't take on too much
- develop supportive relationships
- don't be overly critical of yourself
- focus on your strengths and abilities
- LAUGH!

Stress | 18 Tips for Dealing with Stress and Tension

Stress and tension are normal reactions to events that threaten us. Such threats can come from accidents, financial troubles and problems on the job or with family.

The way we deal with these pressures has a lot to do with our mental, emotional and physical health.

The following are suggestions to get you started on managing the stress in your life:

1. Recognize your symptoms of stress.
2. Look at your lifestyle and see what can be changed – in your work situation, your family situation, or your schedule.
3. Use relaxation techniques – Yoga, meditation, deep breathing, or massage.
4. Exercise – Physical activity is one of the most effective stress remedies around!
5. Time management – Do essential tasks and prioritize the others. Consider those who may be affected by your decisions, such as family and friends. Use a check list; you will receive satisfaction as you check off completed jobs!
6. Watch your diet – Alcohol, caffeine, sugar, fats and tobacco all put a strain on your body's ability to cope with stress. A diet with a balance of fruits, vegetables, whole grains and foods high in protein but low in fat will help create optimum health. Contact your local Heart and Stroke Foundation for information about healthy eating.
7. Get enough rest and sleep.
8. Talk with others – Talk with friends, professional counsellors, support groups or relatives about what's bothering you.
9. Help others – Volunteer work can be an effective and satisfying stress reducer.
10. Get away for awhile – Read a book, watch a movie, play a game, listen to music or go on vacation. Leave yourself some time that's just for you.
11. Work off your anger – Get physically active, dig in the garden, start a project, or get your spring cleaning done.
12. Give in occasionally – Avoid quarrels whenever possible.
13. Tackle one thing at a time. Don't do too much at once.
14. Don't try to be perfect.
15. Ease up on criticism of others.
16. Don't be too competitive.

17. Make the first move to be friendly.

18. HAVE SOME FUN!! Laugh with people you enjoy!

Stress Stretch

When you are under stress, tension accumulates in your neck and jaw. Take a minute to gently and slowly move your head from front to back, side to side, and in a full circle. For your jaw, stretch your mouth open and slowly move your lower jaw from side to side and front to back. (NOTE: If you notice pain or if you have had any injuries to your back, neck or jaw, check with your doctor first.)

Set a SMART Goal (and achieve it!)

Unrealistic goals that never seem to be reached add to your stress level. Try setting one goal for yourself this week using the SMART approach:

Specific - Pick one small goal and write it down.

Measurable - Can you count it or check it off a list?

Achievable - Is it realistic? If not, make it smaller.

Rewarded - Reward yourself when you reach your goal.

Time-limited - Set a specific, realistic date to finish or achieve your goal.

Comedy Break – Laugh at Stress

Set aside some time for laughter, your body's natural stress-release mechanism. Rent your favourite comedy movie, record a TV show that you know makes you laugh (and keep it on hand for stress emergencies), go to the library and borrow a book that can make you laugh, read the daily comics in the newspaper, or phone the funniest person you know!

Mindfulness Based Stress Reduction

Courses are offered through CMHA MANITOBA AND WINNIPEG office. Call **204-982-6100** or visit mbwpg.cmha.ca for more information.

Walking Breaks 🌸

Walk away from stress instead of sitting down for another cup of stress-inducing caffeine on your coffee break, lunch hour or when you're at home by going for a stress relieving and energizing walk. If you don't like walking by yourself, try forming a walking club with two or three of your co-workers or friends.

THE MANITOBA MENTAL HEALTH ACT

The Mental Health Act is a provincial law that provides the legal framework by which individuals may be assessed and treated in a general hospital psychiatric unit, a psychiatric hospital or a mental health clinic. The intent of the Act is to balance an individual's need and right to treatment, the individual's civil rights not to be arbitrarily detained, and the need of society to prevent people from harming themselves or others when they are mentally ill.

Here are the key points for consumers to know:

1. How are people admitted to a psychiatric facility?

VOLUNTARY PATIENT

A person may request admission as a voluntary patient, in which case, a doctor must agree that admission is indicated. The vast majority of patients who are admitted to a psychiatric unit in a hospital are admitted voluntarily.

INVOLUNTARY PATIENT

Any doctor can make application for a psychiatric assessment based on his or her personal assessment that the individual is suffering from a mental disorder that likely will result in serious harm to themselves or another person, or will seriously deteriorate if not kept in a psychiatric facility.

- A police officer may be requested through a warrant or their emergency powers to bring a person to a psychiatric facility for assessment.
- A justice of the peace can issue a warrant to have a person taken to a psychiatric facility for assessment after receiving signed evidence from a citizen that this person may be a danger to themselves or others.

However, a person can only be admitted to a psychiatric facility as an involuntary patient if a psychiatrist believes that:

- the person may suffer from a mental disorder
- because of the mental disorder there is a likelihood that
- the person may cause serious harm to him/herself or others

OR

- the person's condition may deteriorate mentally or physically AND
- the person needs treatment that can reasonably be provided only in a psychiatric facility
- the person refuses or lacks the capacity to agree to a voluntary admission.

A police officer who takes a person into custody for an involuntary medical examination must inform the person in writing:

- where the person is being taken
- the reason why they are being taken for an involuntary medical examination
- that they have a right to call a lawyer.

DISCHARGE

A person can be kept involuntarily in a psychiatric facility for up to 21 days. If not ready for discharge, the certificate can be renewed for up to 3 months. However, the psychiatrist can also change the person's status from involuntary to voluntary at any time if they no longer meet the conditions to be an involuntary patient. The patient must be informed of any change in status.

2. Can a person be forced to accept medication against their will?

If a person is considered to be mentally competent to decide on psychiatric treatment, they have the right to refuse or accept medication or treatment. An individual is considered competent to decide on psychiatric treatment if he or she has the ability to understand the nature of the illness for which treatment is proposed, the treatment recommended, and is able to appreciate the consequences of giving or withholding consent.

If a person is not mentally competent, the psychiatrist must get consent from a family member, committee, proxy or the public trustee before giving medication.

3. How can a person appeal decisions about their involuntary status or treatment in a psychiatric facility?

Review Board applications are available at the nursing station in each psychiatric facility.

A review board is an independent committee of 3 people who:

- May review involuntary status, mental competency, failure to comply with a health directive, competency to manage property, extension or cancellation of a leave certificate.
- May authorize treatment for a patient who is not mentally competent.
- May authorize the withholding of access of a patient to his or her clinical file.
- A Review Board hearing will take place within 21 days of the board receiving the application. A person is entitled to be represented at the hearing by a lawyer, advocate or person of their choice. A decision will be made within 2 - 3 days following the hearing.

4. Can an involuntary patient be discharged from a psychiatric facility?

A Certificate of Leave is a written agreement between a patient and a doctor that may be issued for a period of six months allowing an involuntary patient (who meets certain criteria) to live outside the psychiatric facility.

The certificate contains conditions specifying that the patient must report at specific times and places for treatment. Once the certificate is issued, that patient becomes voluntary. If the patient does not report for treatment as agreed, the doctor can request the police to return the patient to the psychiatric facility.

5. Does a person have a right to see their hospital file?

YES. A person can apply in writing to the medical officer in charge of the psychiatric facility to see and/or copy the clinical record. The person needs to give their name, address, date of birth and date(s) of hospitalization. The hospital can charge a fee for administration and copying. It is important to inform Medical Records if a person cannot afford the fee. Most facilities will adjust or waive the fee.

Within 7 days of receiving a written request, the medical officer may either grant the request to see the file (which is usual), or may apply to the Review Board for permission to withhold all or part of the clinical file. If there is incorrect information in the file, a correction can be requested, or a statement of disagreement can be added to the record.

The Review Board can order the medical officer to give access to the clinical file unless the board believes that this would likely cause:

- serious harm to a person's treatment or recovery OR
- serious physical or emotional harm to someone else.

6. If you need specific information regarding the Mental Health Act and your rights call:

CANADIAN MENTAL HEALTH ASSOCIATION MANITOBA AND WINNIPEG ■ 📞

204-982-6100 · 930 Portage Avenue

MENTAL HEALTH REVIEW BOARD ■ 📞 🌸

204-945-6050 · 102 – 500 Portage Avenue

LEGAL AID MANITOBA ■ 🌸

204-985-8500 or 1-800-261-2960 · 1st Floor – 287 Broadway Avenue

OMBUDSMAN MANITOBA ■

204-982-9130 · 750 – 500 Portage Avenue

COPIES OF THE MENTAL HEALTH ACT CAN BE OBTAINED FROM STATUTORY PUBLICATIONS · 204-945-3101 OR www.gov.mb.ca/healthyliving/mh/act.html



People need to know their rights as patients and consumers of services and how to exercise these rights when there are problems. Knowing where to take concerns and complaints is important.

CANADIAN MENTAL HEALTH ASSOCIATION MANITOBA AND WINNIPEG ■ 🌸

Rights Consultation. This service helps people with a mental illness to be heard in the way they wish to be heard when there are problems with the services they are using.

204-775-6442 · mbwpg.cmha.ca/types-programs-services/rights-consultation/

COMMUNITY UNEMPLOYED HELP CENTRE ■

CUHC is primarily dedicated to providing information, advice and representation to unemployed workers in Manitoba experiencing Employment Insurance and Employment and Income Assistance problems.

204-942-6556 · 501 – 275 Broadway · www.cuhc.mb.ca

INDEPENDENT LIVING RESOURCE CENTRE ■

Provides advocacy, information and resources to all people with disabilities.

204-947-0194 · 311A – 393 Portage Avenue · www.ilrc.mb.ca

INDEPENDENT TENANT ADVISOR - RESIDENTIAL TENANCIES ■ 📞

Provides information to all tenants representing themselves in residential tenancy matters and provides representation to qualified renters.

204-881-1714 · 302 – 254 Edmonton Street ·

www.gov.mb.ca/fs/cca/rtb/advisor/lantenadvisor.html

LAW PHONE-IN AND LAWYER REFERRAL PROGRAM ■ 🌸

This program provides legal information, not advice, on specific cases to callers at no charge. The program also refers individuals to lawyers with preferred areas of practice and to other legal agencies.

204-943-2305 or 1-800-262-8800 · 501 – 294 Portage Avenue

LEGAL HELP CENTRE ■ 📞 🌸

Answers questions about legal processes in Manitoba, provides workshops on legal topics, provides help accessing community services, and provides legal help from law students for those who qualify.

204-258-3096 · 202 – 393 Portage Avenue (Second floor of Portage Place at the west end of the mall) · www.legalhelpcentre.ca

MANITOBA HUMAN RIGHTS COMMISSION ■

Receives, investigates and attempts to resolve complaints of unlawful discrimination and harassment. 204-945-3007 · www.manitobahumanrights.ca

MENTAL HEALTH REVIEW BOARD 🌸

Under the Mental Health Act, patients have the right to appeal certain aspects of their admission or treatment in a psychiatric facility. 204-945-6050

OMBUDSMAN MANITOBA ■ 🌸

An office independent of government that receives inquiries and complaints from people who believe they have been treated unfairly by departments and agencies of the provincial government or by a municipal government; and those who have concerns about their requests for access to information, or about the privacy of their personal health information. · 204-982-9130 or Wpg.1-800-665-0531 · Bdn 1-888-543-8230 · www.ombudsman.mb.ca

PERSONAL HEALTH INFORMATION ACT (PHIA) ■ 🌸

To protect your right to privacy, PHIA sets rules for trustees when they collect, use, or share your personal health information. For more information on PHIA, contact Manitoba Health. · 204-788-6612 · www.gov.mb.ca/health/phia

THE PROTECTION FOR PERSONS IN CARE OFFICE ■

This office receives and investigates reports of suspected abuse and neglect against adults receiving care in personal care homes, hospitals or any other designated health facilities.

204-788-6366 or toll free 1-866-440-6366 · www.gov.mb.ca/health/protection/ · 300 Carlton Street · E-mail: protection@gov.mb.ca

SOCIAL SERVICES APPEAL BOARD ■

The Social Services Appeal Board is an independent appeal board for decisions about certain Manitoba Government programs. Please check the website for more details.

204-945-3003 or 204-945-3005 · 7th Floor, 175 Hargrave Street · www.gov.mb.ca/fs/ssab/index.html

WINNIPEG HOSPITALS HAVE PATIENT ADVOCATES OR PATIENT REPRESENTATIVES 🌸

who can follow up on concerns around patient care. Call the hospital switchboard for contact number.

FAIR PRACTICES OFFICE

If you feel you have not received fair treatment when dealing with Employment and Income Assistance and you have been unable to resolve the issue through the normal process, you can contact the Fair Practices Office.

204-945-1047 or toll free 1-800-282-8069 ext. 1047

A WOMAN'S PLACE – DOMESTIC VIOLENCE SUPPORT AND LEGAL SERVICES

Provides support, advocacy, and free legal consults as well as representation to women exiting abusive relationships. · 204-940-1966 · 200 – 323 Portage Avenue

Counselling or Therapy



Finding A Clinical Psychologist Clinical Psychology

Clinical psychologists are able to diagnose mental health disorders/conditions, conduct comprehensive mental health assessments, and provide a variety of empirically supported treatments.

The Manitoba Psychological Society's website (www.mps.ca) provides information on accessing both private practice and publically funded psychologists.

✿ The Psychological Service Centre, a service offered through the University of Manitoba, has a mandate to train graduate students in the discipline of clinical psychology and serve as a community resource to those in need. Referrals are accepted for therapy and assessment from the general public during regular academic session (September to April annually). Services are provided at no charge, however space is limited; therefore, service cannot be guaranteed to all those on the waiting list. It is also important to note that most services are unavailable during the summer months. 161 Dafoe Building, University of Manitoba, **204-474-9222**, Fax: **204-474-6297**, http://umanitoba.ca/faculties/arts/departments/psych_services/

School Based Mental Health Services

Unless you have had direct contact with school based clinical services, you may not be aware that services are available in most Winnipeg schools and in many schools throughout the province. School Psychologists are mental health specialists who partner with parents, schools, and others in the community. School Psychologists provide a continuum of services that include education, advocacy, assessment and various treatment approaches. Focusing on such areas as resiliency, competence, and self-esteem, School Psychologists can help students develop positive mental health practices that can last a life time. Accessible through the school system, this confidential and free service is often the entry point for mental health services for children and youth. If you have any questions or concerns regarding your child's functioning and/or mental health, help may be found in your local school through your School Psychologist.

In addition to medical treatment, professional counselling or therapy is often beneficial in the treatment of mental health problems or mental illnesses. Counselling may address one or more of the following issues:

- effective coping strategies for daily living
- relationships and family communication
- changing negative thought patterns
- dealing with loss and grief
- childhood issues of abuse, neglect or trauma
- crisis planning
- managing emotions in a healthy way
- problem-solving
- building self-awareness and self-esteem
- developing new skills

Counselling can come from a number of perspectives and may be focused on particular issues. Examples of different perspectives may include feminist or faith-based approaches. Sometimes counselling is focused on a particular issue such as domestic abuse, past childhood abuse, or specifically for men. When choosing a counsellor or counselling organization, ask questions about the perspective and focus to make sure it fits with your values, beliefs, and needs.

Finding a Counsellor

- Ask your doctor for a referral to a qualified counsellor (a referral may be required by the counsellor or by your insurance plan to receive coverage).
- See the Yellow Pages under Counsellors.
- Your employer may have an Employee Assistance Program (E.A.P.) that provides free confidential counselling or referral to counselling.
- Check if your private medical insurance plan covers professional counselling.

Contact any one of the agencies listed below.

KLINIC COMMUNITY DROP-IN COUNSELLING SERVICE ☎️ 🌸
204-784-4067

In-person counselling available at 870 Portage Ave. Call for more information or visit www.klinik.mb.ca and go to "counselling services."

- **AULNEAU RENEWAL CENTRE** 🌱 🗺️
228 Hamel Avenue · **204-987-7090**
- **AURORA FAMILY THERAPY CENTRE** 🗺️ 🗺️
University of Winnipeg · **204-786-9251**
- **CENTRE RENAISSANCE CENTRE** 🌱 🗺️
844 Autumnwood Drive · **204-256-6750**
- **CORNERSTONE COUNSELLING SERVICE** 🗺️
302 – 1200 Portage Avenue · **204-663-0050**
- **EVOLVE (KLINIC COMMUNITY HEALTH CENTRE)** 🗺️ ☎️
870 Portage Avenue · **204-784-4059**
Specializes in domestic abuse issues.
- **EYAA-KEEN HEALING CENTRE** 🗺️ ☎️
547 Notre Dame Avenue · **204-783-2976** or **1-877-423-4648**
Aboriginal Traditional based therapeutic trauma treatment and psychological rehabilitation · www.eyaa-keen.org
- **FAMILY DYNAMICS** 🗺️ 🗺️
4th Floor, Portage Place · **204-947-1401**
- **FORT GARRY WOMEN'S RESOURCE CENTRE** 🗺️ ☎️
1150 – A Waverley Street · **204-477-1123**
Outreach location 104 – 3100 Pembina Highway.
- **HOPE CENTRE HEALTH CARE** 🗺️ ☎️
240 Powers Street · **204-589-8354**
- **IMMIGRANT WOMEN'S COUNSELLING SERVICES, NOR' WEST CO-OP** 🗺️
785 Keewatin Street · **204-938-5900**
- **JEWISH CHILD & FAMILY SERVICE** 🗺️
C200 – 123 Doncaster Street · **204-477-7430**
- **KLINIC COMMUNITY HEALTH CENTRE** 🗺️ ☎️
204-784-4090 · 870 Portage Avenue
- **TRAUMA COUNSELLING INTAKE · 24 HOUR CRISIS LINE** · **204-784-4059**
204-786-8686

- **MA MAWI WI CHI ITATA CENTRE** 🗺️
204-925-0300 · 94 McGregor Street
- **MEN'S RESOURCE CENTRE** 🗺️ ☎️
204-415-6797 or **1-855-672-6727** · 115 Pulford Street
- **MOUNT CARMEL CLINIC - Multicultural Wellness Program** 🗺️ 🌸
204-589-9475 · 886 Main Street
- **NEW DIRECTIONS FAMILY THERAPY, PARENTING CENTRE AND FAMILIES AFFECTED BY SEXUAL ASSAULT Programs** 🗺️ ☎️
204-786-7051 · 717 Portage Avenue
- **NOR' WEST CO-OP COMMUNITY HEALTH CENTRE** 🗺️
204-938-5900 · 785 Keewatin Street
- **NORTH END WOMEN'S CENTRE** 🗺️
204-589-7347 · 394 Selkirk Avenue
- **PLURI-ELLES** 🌱
Services francophone families.
204-233-1735 · 420 rue des Meurons
- **PROVINCE WIDE TELEPHONE BEREAVEMENT SUPPORT Hospice & Palliative Care Manitoba**
Bereavement telephone support by trained volunteers.
- for more information, call **204-889-8525** or **1-800-539-0295**
- **RAINBOW RESOURCE CENTRE** 🗺️
Issues related to sexual orientation and gender identity.
204-452-7508 · 170 Scott Street
- **RECOVERY OF HOPE COUNSELLING** 🗺️
Centralized Intake Line **204-477-4673** or **1-866-493-6202**
102 – 900 Harrow Street East · 1055 Molson Street
- **THE RE:ACT CENTRE**
Recovery education for addictions and complex trauma includes optional one-on-one counselling. **204-669-8180** · 257 Riverton Avenue · Contact: info@reactcentre.ca
- **THE LAUREL CENTRE** 🗺️
- **THRIVE COMMUNITY SUPPORT CIRCLE** 🗺️
Therapy and parenting resources · **204-772-9091**
4 – 505 Sargent Avenue
Thrive Resource Centre - drop-in, workshops, and men's therapy
204-775-9934 · 555 Spence Street
www.thrivecommunitysupportcircle.com
204-783-5460 · 104 Roslyn Road
- **WOMEN'S HEALTH CLINIC** 🗺️ ☎️ 🗺️ 🌸
204-947-1517 · 3rd Floor, 419 Graham Avenue
- **YOUVILLE COMMUNITY HEALTH CENTRE** 🌱 🗺️
204-255-4840 · 6 – 845 Dakota Street



Peer Support Phone Line
• **SENECA WARM LINE · 204-942-9276**
available 7:00pm - 11:00pm daily

Alternative or Complementary Therapies

If you consider alternative or complementary therapies, it is important to discuss these with your doctor so they can assess if the therapy will interfere with your medical treatment.

It may be helpful to ask the following questions when exploring alternative treatments:

- How does the treatment work?
- What is the cost of treatment?
- How frequent are treatments required?
- What training do practitioners receive and are they registered or licensed?
- What results may be expected?

SOME ORGANIZATIONS YOU CAN CONTACT FOR MORE INFORMATION OR REFERRAL:

Manitoba Naturopathic Association 🗺️
204-947-0381

Massage Therapy Association of Manitoba 🗺️
204-927-7979 · www.mtam.mb.ca

Reflexology Association of Canada 🗺️
www.reflexologycanada.org

SOCIAL ACTIVITIES

Being part of interesting activities and having friends are important. They give us something to care about and add meaning to our lives. The following are some helpful hints in locating activities and finding out the information you need to decide if an activity or club is for you.

Gathering Information

Local community newspapers (eg. The Metro, The Times) as well as the “Winnipeg Neighbours” (published by the Winnipeg Free Press every Wednesday), are good sources of information about activities and interest groups or hobby clubs throughout Winnipeg. Interest or hobby clubs are very open to new members and all that is required is an interest in the club and its activities. Other good sources of information about types of clubs or other activities include:

- Winnipeg Public Library – visit winnipeg.ca/library for online and in-person ways to connect, socialize, and learn
- The internet – search keywords pertaining to your topic of interest, “clubs” or “associations”
- Public bulletin boards at libraries or in the community
- Shopping malls or grocery stores and community organizations

Friends, relatives and acquaintances are usually more than willing to tell us about their experience and knowledge of social activities.

Getting Involved

After locating an activity or club you find interesting, there may still be certain information you want or need before making a decision. Often a phone number and/or contact person is listed. Possible questions you may want to ask are:

- Are there any costs involved in participating in the activity or group? Is membership required?
- When and where is the activity/event? Is it accessible by bus? What happens at the activity?
- Who attends the activity or club? (eg. men and women or a mix of both, age range of people who attend, how many people attend or are members)
- Are there any specific skills needed to attend or become a member?
- How are new people welcomed?

Sharing the Fun

Going to new places or meeting new people is not always easy and can be stressful. It may help to go with a friend or let the contact person know you are coming. They will often make a point of looking for you and perhaps introduce you to others. It takes time to meet others and feel comfortable in a new setting. Give yourself and the activity a chance. You may be pleasantly surprised!



Being part of interesting activities and having friends are important, they add meaning to our lives!

Recreation

The City of Winnipeg Community Services Department provides a variety of recreation, leisure and sports programming throughout Winnipeg. People with a disability or special needs are encouraged to participate in regular programs. For these programs the Department may be able to offer support, such as a leisure attendant or consider a fee waiver if financial limitations prevent participation. For information, call **311**.

Information on programs can be found at www.winnipeg.ca/leisureonline or a Leisure Guide can be picked up at various locations throughout the city.

CITY OF WINNIPEG ADAPTED SERVICES

Individuals of all ages with a special need are invited and encouraged to participate in all community programs offered within the Leisure Guide. Every effort will be made to modify programs to suit individual needs and ensure a positive recreation experience. For more program information call **311**.

YMCA-YWCA OF WINNIPEG, ■

DOWNTOWN BRANCH
301 Vaughan Street • **204-947-3044**

A reduced membership may be available by going in person to the downtown branch and asking for a membership assistance appointment.

WELLNESS INSTITUTE AT THE SEVEN OAKS GENERAL HOSPITAL ■

1075 Leila Avenue • **204-632-3900**

www.wellnessinstitute.ca

Offers a variety of health and wellness programs.

Skill Building

YMCA-YWCA Learning and Leisure Centre ■

This community based program is for adults who have experienced mental illness and require support to attain/maintain recovery and live satisfying lives. Services include a variety of skill building courses and workshops; social activity groups; a family education group; and the opportunity to use the YMCA-YWCA of Winnipeg health and fitness facilities. Intake is done continually throughout the year. Self-referrals are accepted as well as referrals from professionals. Individuals with co-occurring substance use or gambling disorders are welcome. Call **204-989-5877** for more information.

Community Therapy Services Inc. ■

SUPPORT AND CONSULTATION FOR INDEPENDENT LIVING

Occupational Therapists in this program work with adults recovering from serious mental illness who lack experience or have difficulty with independent living skills such as money management, meal preparation, household and community management, etc. Therapists complete functional assessments and assist individuals to gain independence through developing skills and/or accessing supports for improved success in community living. CTS therapists can also assist individuals with physical limitations to become more independent through identifying appropriate equipment, home adaptations, and other interventions. Call **204-949-0533** for more information or to access.

Get Better Together ■

A program for living better with chronic disease. Get Better Together is a free 6 week program to take control of your health and be better able to: manage pain, start an exercise program, eat well to live well, use medications effectively, deal with fatigue and frustration, increase your energy level, solve problems and meet personal goals, and talk to your doctor and make choices. Call **204-632-3927** to register. Visit www.wellnessinstitute.ca for more information.

Be active

Self-Help Organizations

The Winnipeg community offers a variety of self-help groups which provide the opportunity for consumers, family members and the general public to gather information, receive peer support, obtain counselling and find out about available resources. Other services offered may include advocacy, support groups, workshops, social opportunities and public education.

- **ANXIETY DISORDERS ASSOCIATION OF MANITOBA** ■
204-925-0600 · 100 – 4 Fort Street
- **WHOLE ACTION RECOVERY PEER SUPPORT (WHARPS)** ■ ❁
For individuals affected by both chemical dependency and an emotional or psychiatric illness. · 204-772-1037
- **EATING DISORDERS ANONYMOUS**
For information, visit eatingdisordersanonymous.org
- **SUPPORT FOR FAMILIES/FRIENDS**
Offers Friends & Family workshops 3x a year as well as individual consultation sessions that include info on eating disorders, recommended strategies, and resources. 204-947-2422 ext 137.
- **EMOTIONS ANONYMOUS** ■
Please visit website for meeting times and locations:
www.emotionsanonymous.org · 204-489-7207
- **INDEPENDENT LIVING RESOURCE CENTRE** ■
Information and referral, peer support, individual advocacy, development of independent living skills, resource/service development and a resource library for people with all types of disabilities. · 204-947-0194 · 311A – 393 Portage Avenue
- **MANITOBA SCHIZOPHRENIA SOCIETY** ■ ❁
Manitoba Schizophrenia Society offers peer support groups, a women's support group, a voice hearers support group, peer support for career professionals, and one on one consultation and education. · 204-786-1616 or 1-800-263-5545
100 – 4 Fort Street · www.mss.mb.ca · www.schizophrenia.ca
- **MOOD DISORDERS ASSOCIATION OF MANITOBA** ■ ❁
204-786-0987 or toll free 1-800-263-1460 · 100 – 4 Fort Street
Postpartum Warmline · 204-391-5983
- **OBSESSIVE COMPULSIVE DISORDER CENTRE MANITOBA INC. & HOARDING BEHAVIOUR** ■ ❁ 204-942-3331
100 – 4 Fort Street · E-mail: education@ocdmanitoba.ca
www.ocdmanitoba.ca
- **OPERATIONAL STRESS INJURY SOCIAL SUPPORT** ❁
(OSISS) Offers community resource information and referral, education, and peer support to military members, veterans and their families who have been impacted by an operational stress injury (OSI) as a result of operational duties.
Contact 204-831-3444 · www.deerlodge.mb.ca/osi.html
- **OVEREATERS ANONYMOUS** ■ 204-334-9008 · www.aa.org
- **POSTPARTUM DEPRESSION ASSOCIATION OF MANITOBA**
is a local online resource with information on postpartum depression, resources, and getting help. www.ppdmanitoba.ca
- **PROVINCIAL EATING DISORDER PREVENTION AND RECOVERY PROGRAM**
Offers community based services to all genders ages 18 years or older who experience disordered eating or eating disorders, including compulsive or binge eating. Also provides educational workshops open to all genders ages 16 and up about body image, emotional eating, health, and self-esteem for clients, community members, families and service providers.
204-947-2422 ext. 137
- **PUBLICATIONS**
www.moodsmag.com · www.mentalhealthrecovery.com
- **RAINBOW RESOURCE CENTRE** ■
This centre is a not-for-profit community organization that provides support, education, programming and resources to the gay, lesbian, bisexual, transgender, two-spirit, and queer communities of Manitoba and North Western Ontario.
204-474-0212 · www.rainbowresourcecentre.org
- **SENECA WARM LINE** ■
Offers peer support, help with problem-solving and information about community resources to those who are struggling with mental health and life issues.
Available 7:00 pm - 11:00 pm daily · 204-942-9276
- **S.P.E.A.K. SUICIDE PREVENTION EDUCATION AWARENESS KNOWLEDGE** ■ ❁ 204-831-3610 · 242 – 870 Portage Avenue
www.speak-out.ca
- **THE COMPASSIONATE FRIENDS** ■
Resource library, support meetings, drop-in, newsletter, workshops, and telephone friends for bereaved parents.
204-787-4896 · 685 William Avenue · www.tcfwinnipeg.org

Mental Health Education Resource Centre (MHERC)

Operated by the Manitoba Schizophrenia Society

What is MHERC?

MHERC provides educational resources on mental health and mental illness to consumers and their families, caregivers, service providers, educators, and the general public. The MHERC resources are available for loan, free of charge, to all Manitobans. MHERC services include:

LENDING LIBRARY – MHERC has a comprehensive collection of resources, including books, videos, CDs, journals, magazines, newsletters and pamphlets.

INFORMATION AND REFERRAL – MHERC staff are able to provide information on provincial mental health services, community presentations and workshops, and self-help organizations. ❁

PUBLIC-USE COMPUTERS – 2 on-site public-use computers are available for Internet research and word processing. Printing service is also available.

WEBSITE – www.mherc.mb.ca

MHERC ■

204-942-6568

1-855-942-6568

100 – 4 Fort Street

211 Manitoba

211 Manitoba is a searchable online database designed to link people in need with organizations, programs or services available throughout the province.

Visit: www.mb.211.ca

Mental Health First Aid



Mental Health First Aid CANADA

Mental Health First Aid is a 12 hour course now being offered in Winnipeg. Mental Health First Aid is the help provided to a person developing a mental health problem or experiencing a mental health crisis. For more information on the program, visit the Mental Health First Aid Canada website at www.mhfa.ca. For information on local courses, visit mbwpg.cmha.ca

Additional Information

MANITOBA GOVERNMENT INQUIRY

 ❁

This service provides information and referral to provincial government services.

1-866-626-4862 or 204-945-3744 · www.gov.mb.ca

HEALTH LINKS - INFO SANTÉ

This 24 hour health information and referral assistance line is staffed by registered nurses.

204-788-8200 · toll free 1-888-315-9257

MANITOBA HEALTH – MENTAL HEALTH AND SPIRITUAL CARE

www.gov.mb.ca/healthyliving/mh/index.html

CMHA National has produced a series of information brochures on a variety of mental health topics. These brochures are available to individuals at CMHA Winnipeg Region at 930 Portage Avenue. (Organizations may purchase quantities of the brochures.) These brochures are available through: www.cmha.ca ■

For Seniors

 ❁ ❁

• A&O: Support Services for Older Adults · 204-956-6440

• Geriatric Mental Health Teams

Intake: 204-982-0140 · Fax: 204-982-0144

• Province Wide Seniors Abuse Line · 1-888-896-7183

• Manitoba Government - Seniors and Health Aging Secretariat, Seniors Information Line · 204-945-6565

or toll free 1-800-665-6565 · seniors@gov.mb.ca



Talk to your pharmacist for more information about your medications. They are there to help you!

Medication

Medication can be an effective part of a treatment plan for people with mental illnesses. It can control the acute (immediate) symptoms and prevent relapse of both schizophrenia and mood disorders. However, medication does not cure mental illness – only controls it. Medication has factors to consider such as side effects, time necessary to be effective and cost. For these reasons it may be necessary to try several different medications to find the drug or combination of drugs that is right for you. The dose may also need to be adjusted to make sure the drug is working most effectively.

The following information is meant as a general guide only. There are a wide variety of medications available for the treatment of mental health disorders. It is important to talk to your doctor, pharmacist, and other health care providers about all your medications – including the ones that you may be taking for other conditions. Try to go to the same pharmacist for all your prescriptions. If you experience side effects from any medication, or if you have a medication allergy, talk to both your doctor and pharmacist about it. Talk to your doctor before changing your dose or stopping your medication. Stopping medication suddenly may cause withdrawal effects which often resembles flu-like symptoms.

In Manitoba, your pharmacist is required to discuss with you, in an atmosphere of confidentiality and privacy, the following information about your prescription medication:

- **The drug name**
- **What the drug does**
- **How and at what time the drug should be taken**
- **Importance of taking the drug as directed, regularly or when needed**
- **What to do if the dose is missed**
- **Common side effects**
- **Food, drink, other drugs or activities to avoid**
- **Special storage requirements**

Remember that the use of alcohol with any medication is potentially dangerous. Smoking can also affect how the body metabolizes medications. If you smoke, let your doctor know if you plan on quitting.

The following are descriptions of general sub-categories of medications commonly used – many of these medications are used across a range of mental health disorders.

Antipsychosis Medications

Also known as neuroleptics, major tranquilizers, 1st generation antipsychotics (e.g. Haldol), 2nd generation antipsychotics (e.g. olanzapine). These medications are used to treat acute psychotic episodes as well as reduce relapse of conditions such as schizophrenia and bipolar disorder.

These medications are either taken by mouth or given as an intramuscular injection. These medications work best if taken around the same time every day.

SIDE EFFECTS include drowsiness, dizziness, dry mouth, movement problems and stiff muscles. Tardive Dyskinesia (TD) or involuntary movements may occur when they are used for longer periods of time. Managing side effects may be achieved by changing doses, changing medications, or taking medications for movement side effects, for example: benztropine, procyclidine, and trihexyphenidyl.

Antidepressants

Antidepressants are used to treat and control depression. There are many different types of medications that are used as antidepressants. Each group have an effect on different chemicals (neurotransmitters) in the brain that affect mood. Some examples are:

- MAOI's (Monoamine Oxidase Inhibitors)
- SSRI's (Selective Serotonin Reuptake Inhibitors)
- SNRI's (Serotonin-Norepinephrine Reuptake Inhibitors)
- Dual-Action Antidepressants (affect 2 different neurotransmitters)
- Tricyclic Antidepressants

SIDE EFFECTS include dry mouth, blurred vision, difficulty urinating, constipation, sedation, and dizziness. These medications take several weeks to reach their full effect. Antidepressants work in the nervous system, some antidepressants are also used in other conditions such as pain.

Mood Stabilizers

These are used to treat people in the state of great excitement and emotional stress, for example acute mania. Lithium is the most common. Carbamazepine, valproic acid, topiramate, are also used as mood stabilizers because their action is in the nervous system. In some people, these drugs can have fewer side effects. These can take several weeks to work. Regular blood tests are needed for therapeutic effect. It is also important to drink adequate water, especially when taking Lithium.

SIDE EFFECTS include lethargy, trembling, nausea, diarrhea, frequent urination, and mental functioning problems.

Antianxiety Medications

Also known as tranquilizers or sedatives, antianxiety medications are used to relieve the distress of anxiety. Benzodiazepines are most commonly prescribed.

SIDE EFFECTS include sedation, lethargy, depression, difficulty concentrating, and memory problems. Dependency can occur if they are used for long periods of time.

Herbal or Natural Remedies

There are many herbal products that are promoted as natural alternatives to medication. There are also vitamins and supplements that may be taken as supportive nutrients and may help improve symptoms of mental illness.

If you are considering an herbal or natural remedy, tell your doctor and pharmacist that you are considering using the remedy. They will provide information, advise you whether it will be suitable for you or if it will interfere with other medication you are using.

Some commonly used herbal products are:

- SAME (S-adenosyl-L-methionine)
- St. John's wort (Hypericum perforatum)

Some commonly used vitamins and supplements are:

- Vitamin D (1000 – 2000IU per day)
- Omega-3 (EPA)
- Vitamin B complex

MENTAL ILLNESS

What do you think of when you hear that someone is experiencing a mental illness? Some people feel concern, fear, or confusion. Some even avoid those who experience mental illnesses. But mental illnesses are just like any other illness: everyone deserves care, help, and support.

WHAT ARE MENTAL ILLNESSES?

Mental illnesses are health problems that affect the way we think about ourselves, relate to others, and interact with the world around us. They affect our thoughts, feelings, and behaviours. Mental illnesses can disrupt a person's life or create challenges, but with the right supports, a person can get back on a path to recovery and wellness.

It's important to understand that there are many different types of mental illness that affect people in different ways. Within each mental illness, people may have very different symptoms and challenges. However, symptoms are just one piece. Access to services, support from loved ones, and the ability to participate in communities play a big part in the way people experience mental illnesses. Culture, background, and personal beliefs also shape the way people understand mental illnesses.

Some people don't see the name of a diagnosis as an important part of their journey, while others prefer the medical terms to describe the illness. No matter how people talk about their experiences, they will likely need to use medical terms if they seek help in the health system. This is just how the system works right now—but it isn't the only way to talk about wellness.

DIFFERENT MENTAL ILLNESSES

Health professionals divide mental illnesses into several different groups based on signs or symptoms. Common groups of mental illnesses include:

Anxiety Disorders

Anxiety disorders are all related to anxiety. They may include excessive and uncontrollable worry, strong fears around everyday things or situations, unwanted thoughts, panic attacks, or fears around a past scary situation. Anxiety disorders are the most common mental illnesses, and they can create barriers in people's lives. Panic disorder and phobias are examples of anxiety disorders.

Mood Disorders

Mood disorders all affect a person's mood—the way they feel. This can affect every part of a person's life. When someone experiences a mood disorder, they may feel sad, hopeless, tired, or numb for long periods of time. At times, some people experience an unusually 'high' mood and feel powerful and energetic, but this can also create problems. Depression and bipolar disorder are examples of mood disorders.

Eating Disorders

Eating disorders really aren't about food. They are complicated illnesses that are often a way to cope with difficult problems or regain a sense of control. Eating disorders may include seriously restricting how much food a person eats, bingeing, or purging food. Anorexia nervosa and bulimia nervosa are examples of eating disorders.

FREQUENTLY CALLED NUMBERS

CMHA Manitoba and Winnipeg Phone Line ✨	204-982-6100
• CMHA Service Navigation Hub ✨	204-775-6442
WRHA Mobile Crisis Service ✨	204-940-1781
TTY Deaf Access Line	204-779-8902
Crisis Response Centre – 817 Bannatyne Ave.	24-hour walk-in
Klinik Crisis Line ✨	204-786-8686
Klinik Sexual Assault Line	204-786-8631
Manitoba Suicide Prevention & Support Line ✨	1-877-435-7170
Seneca House	204-231-0217
Seneca Help Line (7 pm – 11 pm only)	204-942-9276
Mood Disorders Association of Manitoba ✨	204-786-0987
Anxiety Disorders Association of Manitoba ✨	204-925-0600
Manitoba Schizophrenia Society	204-786-1616
WRHA Community Mental Health Services	204-788-8330
Health Links	204-788-8200
Family Doctor Connection ✨	204-786-7111
Addictions Foundation of Manitoba ✨	204-944-6200
Employment & Income Assistance – Main Line ✨	204-948-4000
Employment & Income Assistance – After Hours Emergencies	204-945-0183
Youth Crisis Stabilization System	204-949-4777 or 1-888-383-2776



Psychotic Disorders

Psychosis is a health problem that affects how people understand what is real and what isn't real. People may sense things that aren't real or strongly believe things that can't be real. Schizophrenia is one example of a psychotic disorder.

Personality Disorders

Personality disorders are patterns of thoughts, feelings, and behaviours that may last for a long time and create challenges in a person's life. People who experience personality disorders may have difficulties developing healthy and satisfying relationships with others, managing their emotions well, avoiding harmful behaviour, and working toward important life goals. Personality disorders can affect the way people understand and view themselves and others and cope with problems. Borderline personality disorder is one example of a personality disorder.

Childhood Disorders

This is a large group of mental illnesses that start to affect people when they are young, though some people are not diagnosed until they're older. One example of a disorder in this group is attention-deficit/hyperactivity disorder (or ADHD), which affects a person's ability to focus, complete tasks, plan or organize, sit still, or think through actions.

Dementia

'Dementia' refers to a group of symptoms. It can be caused by a disease that mainly affects nerve cells in the brain or can be associated with many other medical conditions. Dementia impacts a person's memory, language abilities, concentration, organization skills, mood, and behaviours. Alzheimer's disease is one type of dementia.

A NOTE ON SUICIDE

Suicide, when someone ends their life on purpose, is not a mental illness in itself. Not all people who die by suicide experience a mental illness. However, suicide may be linked to many different mental illnesses. It's important to take any talk or thoughts of suicide seriously and seek help.

Organic Brain Disorders

- affects about 1% of people as a result of physical disease or injury to the brain.
- disorders include Alzheimer's disease, AIDS dementia complex (caused by damage to brain cells by the HIV virus), and damage from strokes and accidents. ✨

These Organizations offer Information and Support for Organic Brain Disorders:

- ALZHEIMER SOCIETY OF MANITOBA ✨
204-943-6622 toll free 1-800-378-6699 · www.alzheimer.mb.ca
- LEARNING DISABILITIES ASSOCIATION OF MANITOBA ✨
204-774-1821 · www.LDAmanitoba.org
- MANITOBA BRAIN INJURY ASSOCIATION
204-975-3280 toll free 1-866-327-1998 · www.mbia.ca
- SOCIETY FOR MANITOBANS WITH DISABILITIES ✨
204-975-3010 or TTY 204-975-3012
- STROKE RECOVERY ASSOCIATION OF MANITOBA ✨
204-942-2880 · www.strokerecovery.ca
- FASD LIFE'S JOURNEY INC. · 204-772-1591
- INITIATIVES FOR JUST COMMUNITIES TOUCHSTONE FASD PROGRAM · 204-925-1928 · Suite 302 – 1200 Portage Avenue
- MANITOBA FASD CENTRE
204-258-6600 · www.fasdmanitoba.com



Winnipeg Regional Health Authority
Office régional de la santé de Winnipeg
Caring for Health À l'écoute de notre santé

This resource guide has been funded by the **WINNIPEG REGIONAL HEALTH AUTHORITY**
www.wrha.mb.ca

Search WRHA Health Services Directory Online to find health services near you.

Every effort was taken to ensure information was accurate at time of printing. We apologize for any errors or omissions. Please report any changes to the Canadian Mental Health Association Manitoba and Winnipeg at **204-982-6100**.

The Mental Health Resource Guide is published by the **Canadian Mental Health Association Manitoba and Winnipeg**
930 Portage Avenue
Winnipeg, Manitoba
R3G 0P8 Email: office@cmhawpg.mb.ca



Canadian Mental Health Association
Manitoba and Winnipeg
Mental health for all

For more information on mental health resources in Winnipeg:
www.mbwpg.cmha.ca

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DISCLAIMER

This listing of services does not constitute an endorsement of those services by the Canadian Mental Health Association.

INDEX

✨ Quick Reference Graphic

Aboriginal Health and Wellness 5
Access Centres 5
Addiction – Gambling 5
Addictions 5
Addictions – Residential Treatment 5
Addictions – Second Stage Housing 5
Addictions – Twelve Step Groups 5
Addictions – Youth 5
Advocacy 7
Alternative Therapies 8
Alzheimer's 12
Anxiety 6, 11, 12
Art Therapy 4
Canadian Mental Health Association 1, 3, 4, 6, 7, 12
Child & Adolescent Mental Health 5
Co-occurring Disorders 5
Counselling 5, 8
Crisis 2, 5, 12
Crisis Stabilization 2, 12
Depression 6, 11, 12
Disabilities 10, 12
Doctors 2
Drop-in Counselling 8
Dual Recovery 10
Employment 4
Employment & Income Assistance 4
Families 3, 6, 10
Fetal Alcohol Spectrum Disorder (FASD) 12
Financial Counselling 4
Health Clinics 5
Housing 3
Housing – Mental Health 3
Housing – Non Profit 3
Housing – Respite 3
Income Assistance 4
Information & Referral 10, 12
Involuntary Patient – Psychiatric Facility 7
Lawyer Referral 7
Legal Aid 7
Legal Help 7
Manitoba Suicide Line 2, 12
MB Government Inquiry 10
Medications 11
Medications – Antianxiety 11
Medications – Antidepressants 11
Medications – Antipsychotics 11
Medications – Side Effects 11
Medications Information 11
Mental Health 1
Mental Health Act 7
Mental Health First Aid 10
Mental Health Education Resource Centre (MHERC) 10
Mental Health Review Board 7
Mental Illness 12
Mood Disorders 3, 10, 12
Myths 6
Obsessive Compulsive Disorders 10
Ombudsman 7
Operational Stress Injury 10
Organic Brain Disorders 12
Patient Advocates 7
Peer Support Phone Line 8
Personal Health Information 7
Personality Disorders 12
Psychological Services 8
Psychosis 3, 5
Recreation 9
Rights – Mental Health 7
Rights/advocacy 7
Schizophrenia 3, 5, 10, 11, 12
Self-help 10
Seniors 10
Shelter – Abuse, for Men 2
Shelter – Abuse, for Women 2
Shelter – Emergency 2, 5
Shelter – Family 2
Skill Building 9
Social Activities 9
Stress 6
Stroke Recovery 12
Suicide 2, 3, 5, 10, 12
Support Groups 3, 5, 10
Therapy 3, 8
Training 3, 4
Wellness 5, 6, 8, 9, 12
Winnipeg Regional Health Authority (WRHA) 2, 3, 5, 12
Women's Health 5, 8
Workshops 4, 7, 8, 9, 10
Youth Crisis 2, 5, 12



Services and Resources for Newcomers and Refugees



While moving to a different country may be exciting for some people, others may experience negative thoughts and feelings like confusion, fear, sadness, loneliness and anger.

If you or your loved ones are dealing with a health problem or having difficulties adjusting to your new home, you are not alone, help is available. Our goal is to provide information for resources you may need to face and overcome these challenges. Our hope is that you and those important to you are able to have and enjoy the kind of life you want to live.

There are 4 sections in this resource to HELP you find the information you need.

HHealth **E**mployment **L**egal **P**laces

HEALTH for Newcomers

Your health is the most important thing that you have. If you or someone you know is experiencing a health problem, it is important to seek help right away. Seeking help early can help to prevent symptoms from getting out of control.

The resources and programs include:

- Finding a doctor (if you do not have one)
- Support for adjusting to new life in Canada
- Medical care and counselling
- Workshops
- Support for disabilities and more

911 Emergency Phone Number

Dial **911** for ambulance, fire department and police emergency services
NOTE: This number is intended for use in **emergency situations only**.

Aurora Family Therapy Centre

The Aurora Family Therapy Centre offers:

- Support for people transitioning to new life in Canada
- Group sessions for parents, women, cultural groups, and youth
- Therapy Program for Immigrants and Refugees is free

Contact/Address Information:

Address: 5th Floor, 491 Portage Avenue (Rice Building)
Phone: 204-786-4259 • Email: aurora@uwinnipeg.ca
Website: www.aurorafamilytherapy.com

Family Doctor Finder

If you or someone you know is experiencing a mental health problem, it is important to seek help early. It is a good idea to see a doctor to assess your overall health. A doctor can determine if the cause is a physical illness. Be very specific and thorough about what you have been experiencing in order for the doctor to provide the best possible treatment.

If you do not have a Family Doctor, you can call or register online to be connected with a health care professional near your home (family doctor, pediatrician, or nurse practitioner).

Contact/Address Information:

Phone: 204-786-7111 or toll-free 1-866-690-8260
Website: www.gov.mb.ca/health/familydoctorfinder

Family Dynamics

Family Dynamics provides:

- Family supports and resource centres
- Counselling and parenting help
- Programs for refugee families

Contact/Address Information:

Address: 401 – 393 Portage Avenue (Portage Place) • Phone: 204-947-1401
Email: info@familydynamics.ca • Website: www.familydynamics.ca

Health Links

Health Links is a phone service that provides free health information and advice in your language at any time, day or night.

Contact/Address Information:

Phone 204-788-8200 to speak with a registered nurse

Immigrant Women's Counselling Service

The Immigrant Women's Counselling Service offers:

- Counselling for women who face violence or trauma
- Group counselling on healthy relationships, anger management, parenting, and self-esteem
- Services available in several languages

Contact/Address Information:

Address: 200 – 323 Portage Avenue • Phone: 204-940-6624
Email: iwcs@mts.net

HEALTH continued

Jewish Child and Family Service

The Jewish Child and Family Service provides:

- Counseling and mental health support for individuals, couples, and families
- Services in several languages

Fees are on a sliding scale starting at \$10/session

Contact/Address Information:

Address: 123 Doncaster Street • Phone: 204-477-7430

Email: jcfs@jcfswinnipeg.org • Website: www.jcfswinnipeg.org

Klinic Community Health Centre

The Klinic Community Health Centre offers:

- Free community health, education, and counselling services
- Drop-in counselling available at 870 Portage Avenue and 845 Regent Avenue West
- 24 hour crisis telephone help: 204-786-8686

Contact/Address Information:

Address: 870 Portage Avenue (Drop-in counselling now available at this location) • Phone: 204-784-4090

Website: www.klinic.mb.ca

Language Access Interpreter Services

The Language Access Interpreter Services (Winnipeg Regional Health Authority) offers free interpreter services available in many languages (in-person and over-the-phone).

Contact/Address Information:

*Access available ONLY through your doctor.

Ask your doctor or the receptionist to phone 204-788-8585

MFL Occupational Health Centre

The MFL Occupational Health Centre is a community health clinic that provides:

- Information and resources about workplace health and safety
- Community workshops on workplace health and safety in newcomers' first language (204-926-7908)
- Medical care and counseling for injured worker

Contact/Address Information:

Address: 102 – 275 Broadway • Phone: 204-949-0811

Email: mflohc@mflohc.mb.ca • Website: mflohc.mb.ca

Mosaic Newcomer Family Resource Network

The Mosaic Newcomer Family Resource Network provides:

- “Nobody’s Perfect” Parent Groups and parenting programs
- Family literacy reading with your kids
- Help for newcomers to adjust to life in Canada so that they can become active members of their new community (child-minding available)

Contact/Address Information:

Address: 397 Carlton Street • Phone: 204-774-7311

Email: mosaicinfo@mosaicnet.ca • Website: www.mosaicnet.ca

*4 locations in Winnipeg

Mount Carmel Clinic – Multicultural Wellness Program

Mount Carmel Clinic offers:

- Counselling for newcomers
- City-wide services available in several languages
- Support during cultural adaptation
- Bus tickets, child care and snacks provided for Mount Carmel programs
- Low-cost dental program

Contact/Address Information:

Address: 886 Main Street • Phone: 204-582-2311

Email: cross_cultural@mountcarmel.ca • Website: www.mountcarmel.ca



Nor-West Co-op/Community Health

The Nor-West Co-op/Community Health provides:

- Medical care and counselling
- Programs for families, youth, parenting, and newcomers

Contact/Address Information:

Address: 785 Keewatin Street • Phone: 204-938-5900

Website: www.norwestcoop.ca

Pluri-elles

Pluri-elles offers:

- Help for French-speaking men, women, and children
- Help with job searches and employability
- Counselling and support; help with literacy and budgeting

Contact/Address Information:

Address: 114 – 420 Rue Des Meurons • Phone: 204-233-1735

Website: www.pluri-elles.mb.ca

Rainbow Resource Centre

The Rainbow Resource Centre serves Manitoba’s gay, lesbian, bisexual, transgender, and two spirit community. The centre offers:

- A resource library
- Free drop-in counselling
- Support group meetings (men, women, youth, parents)

Contact/Address Information:

Address: 170 Scott Street • Phone: 204-474-0212 ext. 201

Website: www.rainbowresourcecentre.org

Sexuality Education Resource Centre (SERC)

The Sexuality Education Resource Centre offers:

- Free workshops for parents, families and community groups
- Information and resources on family planning, sexual health and family communication
- Referral to other services

Contact/Address Information:

Address: 200 – 226 Osborne Street North • Phone: 204-982-7800

Website: www.serc.mb.ca

Society for Manitobans with Disabilities (SMD)

The Society for Manitobans with Disabilities Ethnocultural Program helps newcomers with disabilities access services in the community.

Contact/Address Information:

Address: 825 Sherbrook Street • Phone: 204-975-3010

Website: www.smd.mb.ca



EMPLOYMENT for Newcomers

People spend much of their lives working to meet financial needs and support their loved ones. Therefore, it's important to find employment that not only matches your skills but also provides what you need to live. Here you will find services that support:

- Job search and employability
- Literacy and budgeting
- Skill development
- How to work in Canada successfully

Canadian Muslim Women's Institute

The Canadian Muslim Women's Institute:

- Offers Sewing Training Program
- Provides Employment Referral Service
- Offers English Conversation Support Group
- Moms' and Tots' Program

Contact/Address Information:

Address: 201 – 61 Juno St. • Phone: 204-943-8539 • Website: www.cmwi.ca

Employment and Income Assistance (EIA)

Employment and Income Assistance services:

- Gives financial help to Manitobans who have no other way to support themselves or their families
- Help people get back to work by providing supports for employment

Contact/Address Information:

Address: 111 Rorie Street • Phone: 204-948-4000
Email: csd@gov.mb.ca • Website: www.gov.mb.ca/fs/eia/

Immigrant and Refugee Community Organization of Manitoba (IRCOM)

The Immigrant and Refugee Community Organization of Manitoba (IRCOM) provides:

- Housing and programs to help the newcomer community
- Programs such as After School Program, gardening program, EAL and Literacy classes, family supports and more
- Child-minding available for EAL class students
- Employment skills training
- Educational, social and recreational supports

Contact/Address Information:

Address: 95 Ellen Street • Phone: 204-943-8765
Email: info@ircom.ca • Website: www.ircom.ca

NEEDS Centre (Newcomers Education and Employment Development Services)

The NEEDS Centre provides a wide range of programs including:

- Programs for newcomer youth (ages 6-17)
- Crime Prevention/Youth Mentorship
- Employment Skills Training
- Introduction to Canadian Education
- After School Program (homework and computer help, life skills training and recreational activities)

Contact/Address Information:

Address: 251 – A Notre Dame Avenue • Phone: 204-940-1260
Email: needsinc@mts.net • Website: needsinc.ca

Opportunities for Employment

The Opportunities for Employment service:

- Helps people with job searches, skill development and making connections with employers
- Presents workshops on Canadian Workplace Culture help people learn about working in Canada successfully

Contact/Address Information:

Address: 300 – 294 Portage Avenue • Phone: 204-925-3490
Web: www.ofe.ca

Pluri-elles

Pluri-elles offers:

- Help for French-speaking men, women, and children
- Help with job searches and employability
- Counselling and support; help with literacy and budgeting

Contact/Address Information:

Address: 114 – 420 Rue Des Meurons • Phone: 204-233-1735
Website: www.pluri-elles.mb.ca

The Salvation Army Life and Employability Enhancement Program (LEEP)

The Salvation Army Life and Employability Enhancement Program helps young new Canadians aged 15 – 30 that are displaced due to war. Topics covered during the 20 week pre-employment training include:

- Education, employment and career planning
- Canadian culture
- Workplace expectations

- Computer, communication, teamwork, conflict resolution skills
- Ways to deal with war related trauma

Contact/Address Information:

Address: 51 Morrow Avenue • Phone: 204-946-9137
Email: marjorie_kelly@can.salvationarmy.org



LEGAL Services for Newcomers

Being aware of Canadian and provincial laws and legal services can protect you, help you take advantage of benefits and resolve disputes. Contact the providers in this section for more information about:

- Rental laws
- Law and legal services
- Human Rights and more

*For ambulance, fire department and police emergency services dial 911

A Woman's Place

A Woman's Place provides:

- Legal services for women who are in or leaving abusive relationships
- Free legal services with short waiting times (within one week)
- Help to find housing, clothing, and/or furniture

Contact/Address Information:

Address: 200 – 323 Portage Avenue • Phone: 204-940-6624
Website: www.norwestcoop.ca/mind-spirit/a-womans-place/

Community Legal Education Association (CLEA)

The Community Legal Education Association provides:

- Free law phone-in and Lawyer Referral Program (204-943-2305)
- Information about laws and legal services
- Assistance to help people understand the law

Contact/Address Information:

Address: 301 – 441 Main Street • Phone: 204-943-2382
Website: www.communitylegal.mb.ca

Legal Aid Manitoba

Legal Aid provides:

- Free lawyers for people who qualify financially (depends on total family income – visit the website for examples)
- Help for people facing:
 - Divorce
 - Child custody
 - Criminal charges
 - Disputes involving social assistance, workers compensation or disability benefits

Contact/Address Information:

Address: 4th Floor, 287 Broadway • Phone: 204-985-8500
Website: www.legalaid.mb.ca

Legal Help Centre

The Legal Help Centre:

- Answers questions about legal processes in Manitoba
- Provides help accessing community services

Contact/Address Information:

Address: 202 – 393 Portage Avenue (Portage Place)
Phone: 204-258-3096 • Website: www.legalhelpcentre.ca

Manitoba Human Rights Commission

The Manitoba Human Rights Commission:

- Helps enforce the Human Rights Code which protects people from discrimination against their age, ethnic background or disability
- Helps people with human rights complaints

Contact/Address Information:

Address: 700 – 175 Hargrave Street • Phone: 204-945-3007
Email: hrc@gov.mb.ca • Website: www.manitobahumanrights.ca

Residential Tenancies Branch

The Residential Tenancies Branch is a government office for information and advice about rental laws in Manitoba. They provide:

- Education about your rights and responsibilities as a tenant
- Investigation and mediation for disagreements between landlords and tenants

Contact/Address Information:

Address: 1700 – 155 Carlton Street • Phone: 204-945-2476
Email: rtb@gov.mb.ca • Website: www.gov.mb.ca/cca/rtb/

PLACES for Newcomers

The Places for Newcomers section lists some of the services within your community. Learning about and using these programs can help you to feel more comfortable in your new surroundings. Search below for more information on:

- Help with settlement and life skills training
- Assistance with housing search
- Programs for youth
- Employment skills training
- EAL and Literacy classes
- Financial counselling and more

*For information on city services (transit, library, business hours of operation, garbage/recycling, licences and permits, etc.) dial 311.

Canadian Muslim Women's Institute

The Canadian Muslim Women's Institute:

- Offers Sewing Training Program
- Provides Employment Referral Service
- Offers English Conversation Support Group
- Moms' and Tots' Program

Contact/Address Information:

Address: 201-61 Juno St. • Phone: 204-943-8539
Website: www.cmwi.ca

Community Financial Counselling Services (CFCS)

Community Financial Counselling Services provide:

- Free help with financial problems
- Financial education and help with budgeting

Contact/Address Information:

Address: 516-294 Portage Avenue • Phone: 204-989-1900
Website: www.debthelpmanitoba.com

Immigrant and Refugee Community Organization of Manitoba (IRCOM)

The Immigrant and Refugee Community Organization of Manitoba (IRCOM) provides:

- Housing and organization that helps newcomer community
- Programs such as After School Program, gardening program, EAL and Literacy classes, family supports and more
- Child-minding available for EAL class students
- Employment skills training
- Educational, social and recreational supports

Contact/Address Information:

Address: 95 Ellen Street • Phone: 204-943-8765
Email: info@ircom.ca • Website: www.ircom.ca

Mosaic Newcomer Family Resource Network

The Mosaic Newcomer Family Resource Network provides:

- "Nobody's Perfect" Parent Groups and parenting programs
- Family literacy reading with your kids
- Help for newcomers to adjust to life in Canada so that they can become active members of their new community (child-minding available)

Neighbourhood Immigrant Settlement Workers (NISWs)

The Neighbourhood Immigrant Settlement Workers provide settlement information and orientation to newcomers, connect newcomers with programs and services, host special events for newcomers to meet their neighbours and promote public awareness about Immigrant issues.

*Look for your postal code to find your neighbourhood settlement office

Contact/Address Information:

Elmwood (R2L)

Address: 545 Watt Street • Phone: 204-982-1720 ext. 205
Email: nisw@elmwoodcra.ca

Fort Garry / Fort Richmond (R3P, R3Y, R3R, R3T, R3V)

Phone: 204-894-8421
Email: nisw.fortgarry@familydynamics.ca

Inkster (R2R)

Address: Nor' West Co-op Community Health
– 785 Keewatin Street • Phone: 204-938-5962
Email: mbale2@norwestcoop.ca
alegaspi@norwestcoop.ca

River East / Transcona (R2G, R2K, R3W, R2C)

Address: John Pritchard School – 1490 Henderson Hwy
Phone: 204-339-1984 ext. 3142
Email: vschroeder@retsd.mb.ca

River Heights / Tuxedo / Fort Rouge

(R3L, R3M, R3N, R3P)

Address: Tuxedo Family Resource Centre
– #1-225 Doncaster Street • Phone: 204-489-9141
Email: nisw.tuxedo@hotmail.com

Seven Oaks (R2P, R2V)

Address: Seven Oaks Adult Learning & Settlement
Services Centre – 930 Jefferson Avenue
Phone: 204-632-1716 • Email: settlement@7oaks.org
niswreferral@7oaks.org

St. James – Assiniboia (R2Y, R3H, R3J, R3K, R3S, R3R)

Address: Jameswood Community School
– 1 Braintree Crescent • Phone: 204-831-7405
Email: St.James-diversity@hotmail.com

St. Vital (R2M, R2N, R2H, R2J, R3X)

Address: René Deleurme Centre – 511 St. Anne's Road
Phone: 204-253-7944 ext. 417 or 204-292-8229
Email: iftu.ibrahim@lrsd.net • melanie.gonzalez@lrsd.net
priya.sharma@lrsd.net

West Central (R3A, R3B, R3C, R3E, R3G)

Address: West Central Woman's Resource Centre
– 640 Ellice Avenue • Phone: 204-774-8975 ext. 219
Email: nisw@wccrc.ca • nisw2@wccrc.ca

William Whyte (R2W, R2X)

Address: William Whyte Residents' Association
– 295 Pritchard Avenue • Phone: 204-582-9091
Email: nisw1wwra@gmail.com • nisw3wwra@gmail.com

Contact/Address Information:

Address: 397 Carlton Street • Phone: 204-774-7311
Email: mosaiconfo@mosaicnet.ca • Website: www.mosaicnet.ca
*4 locations in Winnipeg

NEEDS Centre (Newcomers Education and Employment Development Services)

The NEEDS Centre provides a wide range of programs including:

- Programs for newcomer youth (ages 6-17)
- Crime Prevention/Youth Mentorship
- Employment Skills Training
- Introduction to Canadian Education
- After School Program (homework and computer help, life skills training and recreational activities)

Contact/Address Information:

Address: 251-A Notre Dame Avenue • Phone: 204-940-1260
Email: needsinc@mts.net • Website: www.needsinc.ca

New Journey Housing

New Journey Housing is a housing resource centre for newcomers and provides:

- Housing-related information, advice, support, and workshops
- Home ownership counselling and information about budgeting

Contact/Address Information:

Address: 200-305 Broadway • Phone: 204-942-2238
Email: info@newjourneyhousing.com
Website: www.newjourneyhousing.com

Welcome Place (Manitoba Interfaith Immigration Council)

The Welcome Place (Manitoba Interfaith Immigration Council) offers:

- Services in first language for refugees and their families
- Temporary accommodation and assistance with housing search
- Help with settlement and life skills training
- Sponsorship services – assistance and support for family class sponsorship

Contact/Address Information:

Address: 521 Bannatyne Avenue • Phone: 204-977-1000
Email: sysadmin@miic.ca • Website: www.miic.ca

Winnipeg 311 Services

Dial 311 in Winnipeg to request information on city services such as:

- Transit
- Library
- City service hours of operation
- Garbage/recycling
- Licences and permits and more

Contact/Address Information:

Phone: 311 • Website: www.winnipeg.ca/interhom/contact

