

COMMUNITY RESOURCES

When caring for a person with Alzheimer's disease or another dementia, it is important to be knowledgeable about the resources that are available. To assist you, we have compiled a list of helpful community resources. You may also contact the Alzheimer Society of Manitoba at 204-943-6622 or 1-800-378-6699 or the Regional Office nearest you for further information.

GENERAL INTAKE INFORMATION

When calling any of the services listed below, have the following information available regarding the person who needs care:

- the person's name, date of birth, address and telephone number
- the person's Manitoba Health Services numbers (medical registration number – six digits and personal health I.D. number – nine digits)
- the name and phone number of the family doctor
- a list of current medications
- Power of Attorney or Committee and Health Care Proxy documentation, if applicable
- a description of your situation and what you see as the care needs for you and your family

HEALTH SERVICES AND SUPPORTS

Family Doctor Finder

The **Family Doctor Finder** can make it easier for you and your family to find a team of healthcare professionals (including family doctors and/or nurse practitioners) as part of a home clinic that provides you with a base for your health care needs.

A home clinic is a patient-centred family practice that a patient/client identifies as the place that serves as a home base or central hub for timely care and coordination of all their health and medical needs over time.

Register online at https://forms.gov.mb.ca/family_doctor_finder/index.html or call to be connected with a home clinic in an area that will meet your needs.

To register by telephone, please contact Family Doctor Finder between 8:30 am and 4:30 pm. Monday to Friday at:

204-786-7111 (in Winnipeg) or toll-free at 1-866-690-8260; TTY/TDD call 774-8618 or Manitoba Relay Services toll-free 1-800-855-0511.

For more information, please visit <https://www.gov.mb.ca/health/familydoctorfinder/>

Geriatric Program Assessment Team

The **Geriatric Program Assessment Team (GPAT)** is one of several Winnipeg Health Region programs that help seniors live safely and independently in their own homes for as long as possible. GPAT assesses individual's aged 65 years or older, living in Winnipeg. Anyone can refer a person to this service. Clients are seen by a geriatric clinician in their homes for an assessment of geriatric health issues that may include:

- mobility concerns/falls
- impairment of activities of daily living (dressing, bathing, etc.)
- confusion/dementia
- incontinence (toileting)
- depression
- inadequate social supports
- medication issues (polypharmacy)

Geriatric Mental Health Team

The **Geriatric Mental Health Team (GMH)** assesses individuals and provides short term intervention to individual's aged 65 years or older, living in Winnipeg, who do not have a psychiatrist and are experiencing mental health problems. The Team may provide consultation, supportive counseling for the person and/or family and monitor the impact of recommended interventions. Anyone can refer a person to this service. Clients are seen by a geriatric mental health clinician in their home or in their personal care home for an assessment of mental health issues that may include:

- dementia with behavioural or psychological symptoms
- mood disorders
- anxiety
- psychotic disorders
- personality disorders
- emotional, behavioural and cognitive complications of brain diseases

For more information or to make a referral, contact the Geriatric Program Assessment Team/Geriatric Mental Health Team Central Intake Line – 204-982-0140

Mental Health Services for Seniors in Rural & Northern Manitoba

Mental health services for the elderly in rural and northern Manitoba provide assessment and short term intervention to people over the age of 65 who are experiencing mental health problems. The service will also help people under the age of 65 years old whose cognitive impairment is related to a disease associated with aging. The team may provide consultation, supportive counselling for the person and/or family and monitor the impact of recommended interventions. Referrals can be made by anyone.

For more information, contact your local Regional Health Authority.

Interlake-Eastern Regional Health Authority

Toll-free: 1-855-347-8500

Website: www.ierha.ca

Northern Regional Health Authority

Phone: 204-687-4870

Website: www.nrha.ca

Prairie Mountain Health

Phone: 204-483-5000

Toll-free: 1-888-682-2253

Website: www.prairiemountainhealth.ca

Southern Health-Santé Sud

Phone: 204-482-2720

Toll-free: 1-800-742-6509

Website: www.southernhealth.ca

Adult Day Programs (ADP)

ADPs provide recreational, social and health services to adults who may be socially isolated, physically frail, or living with a chronic condition. They also provide respite for caregivers.

Most Regional Health Authorities have ADPs running throughout their areas. Applications for ADP are completed and managed by a Home Care Case Coordinator.

Transportation to and from the program, mid-day meals, refreshments, and recreational/social activities are geared to program clients' needs and abilities.

For more information, contact your local Regional Health Authority, or your Home Care Case Coordinator.

Geriatric Day Hospitals

The **Geriatric Day Hospitals** provide seniors over the age of 65 years with outpatient assessment and rehabilitation. The assessment includes two or more of the following disciplines: nursing, physiotherapy, occupational therapy, geriatrician, geriatric psychiatrist, social worker, pharmacist, dietician, speech language pathology, and spiritual care. Those attending day hospitals require assessment and rehabilitation, health promotion, and support to remain in the community. Individuals usually attend once or twice weekly for half or full days. Transportation services are available within Winnipeg. Services extend to the surrounding area of Winnipeg. Referral must be received from the individual's primary care provider, Home Care Coordinator, or the hospital after an inpatient or emergency room visit.

For more information, contact your local Regional Health Authority.

PRIME Program

The **PRIME** program is a long term program providing care for seniors age 65 or older in the Winnipeg community with chronic complex problems posing risk of admission to personal care home, emergency departments or hospital.

The PRIME care team provides and coordinates a wide range of individualized services including: medical care, medications, after hours support, social programs, exercise and therapy, counselling, coordinating Home Care and specialty services, and family support/help.

The service is staffed by a primary care physician, case manager, clinical resource nurse, pharmacist, social worker and other professionals. Clients attend up to five times a week, depending on their need, with transportation being provided by the program. A monthly fee, based on annual income, is charged to cover those services that are not covered by Manitoba Health and participants must also cover the cost of any medications, though PRIME staff will assist with Pharmacare applications.

You may be eligible for the PRIME program if you:

- Are 65 or older
- Live in the Winnipeg Health Region service area
- Have complex medical, functional, cognitive and/or mental health issues impacting on your ability to remain at home
- Have accessed other services but these services do not meet your needs, such as Home Care, Adult Day Program or Day Hospital
- Are at high risk of requiring personal care home placement
- Have high use of hospital and/or emergency department

Referrals are accepted from Home Care, Primary Health Care Providers, Hospital Inpatients (when client is discharged home), Geriatric Program Assessment Teams, Geriatric Mental Health Teams, and Day Hospitals.

For more information on PRIME and how to access this service, contact your Home Care Case Coordinator or health care professional.

HEALTHCARE SERVICES

MyRightCare.ca is a website that can help you understand the options available for you when you are sick or injured. The site groups the services/facilities into Walk-In Connected Care or Walk-In Clinics, Urgent Care, Emergency Departments, Mental Health and others. It also sorts services/facilities by hours of operation and proximity to your home or location. For more information contact

WRHA

204-926-7000

<http://www.myrightcare.ca/>

Manitoba Institute for Patient Safety (MIPS) – It's Safe to Ask encourages patients and families to request the information they need in order to become active participants in their care. It includes easy-to-read materials for patients, as well as information kits for healthcare providers and organizations.

MIPS

204-927-6477

<http://www.safetoask.ca/>

MANITOBA HOME CARE PROGRAM

The Home Care program was established in 1974 to help people live at home, remaining independent for as long as possible, thereby avoiding or delaying the need for individuals to go into long term care facilities.

The mandate of the program is to provide effective, reliable and responsive community health care services to support independent living, to develop appropriate care options with clients and/or family, and to facilitate admission into long term care facilities when living in the community is no longer possible.

In Manitoba, regional health authorities (RHAs) provide home care services to eligible individuals, regardless of age, who require health services or assistance with activities of daily living. Home care works with individuals and provides assistance to help them stay in their homes for as long as is safely possible.

A professional assessment of your individual needs, existing or potential supports, and community resources will determine your eligibility for home care and the type and amount of services you may receive.

RHA home care staff are responsible for ensuring the provision of reliable and safe assessed service in the community.

What Home Care Programs and Services are Offered?

Home Care services include:

- Personal care
- Nursing
- Counseling/Problem Solving
- Household assistance
- Respite/Family Relief
- Occupational Therapy Assessment
- Physiotherapy Assessment
- Referral to other agencies
- Coordination of internal and external services in the community
- Assessment for long term care and specialty services such as the Adult Day program, Companion Care program and Supportive Housing program.

Self and Family Managed Care (SFMC)

The Self/Family Managed Care Program is an option offered by the WRHA Home Care Program. It consists of two sub-options:

Self Managed Care enables clients with assessed Home Care needs to accept full responsibility for their personal care as Self Managers. Individuals who choose this option rather than receiving their services through the regular WRHA Home Care Program are responsible for coordinating, managing, and directing the non-professional services they need to continue living at home and in the community.

Family Managed Care enables the families of clients with assessed Home Care needs to accept full responsibility for their family member as a Family Manager. The Family Manager who chooses this option for meeting their family member's needs is responsible for coordinating, managing, and directing the non-professional services needed by their family member to continue living at home and in the community.

An assessment by a WRHA Home Care Case Coordinator will determine the type, and amount, of service needed according to the standard applicable to the WRHA Home Care Program. This assessment will determine the amount of funding received by the Self or Family Manager.

To be eligible for Home Care/SFMC Individuals must:

- be a Manitoba resident
- registered with Manitoba Health
- require health services or assistance with the activities of daily living
- require service to remain safely in their homes
- require more assistance than is available from existing supports and community resources.

Assessment

Individuals may contact, or refer a Manitoba resident to their RHA to request an eligibility assessment to receive home care services.

Assessments are done by case co-ordinators who are healthcare professionals. The case co-ordinator assigned to you will meet with you, and if appropriate, your family/ representative to discuss your care needs and how best to meet these needs.

This assessment will determine:

- Whether you are eligible for home care services
- How to help you and your family organize the help available to you
- How to access community resources available to you
- What services you may require from home care
- Whether your need for care is best met in another setting

During the assessment, it is important for caregivers to discuss the things in your life that impact on your ability to provide care, such as other available supports, health concerns and other family commitments. Be as specific and thorough as you can. The assessment will be used to determine your needs and the assistance available to you.

If a person is in the hospital and will need assistance at home, the hospital staff or the hospital based Home Care Case Coordinator will arrange for Home Care before the person is discharged.

How to Apply for Self and Family Managed Care

To apply for the Self and Family Managed Care Program, you or your family member need to be a client of the WRHA Home Care Program and be eligible to receive Home Care attendant/homemaker services. If you or your family member is already receiving services from the WRHA Home Care Program, contact your Home Care Case Coordinator to discuss your interest in Self and Family Managed Care, and whether Self and Family Managed Care is an appropriate resource for you or your family.

If you or your family member is not a client of WRHA Home Care and you would like to determine eligibility for WRHA Home Care services; please call the WRHA Home Care Intake Line at 204-788-8330.

For more information about Self and Family Managed Care, please visit:

<http://www.wrha.mb.ca/community/homecare/self-and-family-managed-care.php>

For More Information or to Request Home Care Services

Please contact your local Regional Health Authority (RHA):

Winnipeg Regional Health Authority

Home Care Central Intake

204-788-8330

Website: <http://www.wrha.mb.ca/community/homecare/>

Interlake-Eastern Regional Health Authority

Toll-free: 1-855-347-8500

Website: www.ierha.ca

Northern Regional Health Authority

Phone: 204-687-4870

Website: www.nrha.ca

Prairie Mountain Health

Phone: 204-483-5000

Toll-free: 1-888-682-2253

Website: www.prairiemountainhealth.ca

Southern Health-Santé Sud

Phone: 204-482-2720

Toll-free: 1-800-742-6509

Website: www.southernhealth.ca

Home Care Appeal Process

The Manitoba Health Appeal Board (MHAB) is a body that is independent of the department and that hears appeals from individuals referred for, or receiving home care services.

The MHAB encourages you to contact your RHA first to discuss your concerns. The MHAB will provide you with assistance in trying to resolve your concerns with the RHA. If a resolution occurs, an appeal will not be necessary.

When You May Appeal a Decision

You, and if appropriate, your family/ representative, having exhausted all options with RHA staff to resolve the situation, may appeal to the MHAB.

How to File an Appeal

1 . Contact the MHAB office to request a Notice of Appeal form, or obtain one from the MHAB website at www.manitoba.ca/health/appealboard.

2 . Fill out the form and return it to the MHAB. You may have a designate representative submit the form on your behalf. If you have any questions about how to fill out the form, please contact the MHAB:

Phone: 204-945-5408

Toll free: 1-866-744-3257

Email: appeals@gov.mb.ca

MANITOBA PERSONAL CARE SERVICES

A Personal Care Home (PCH) provides personal care services to individuals who can no longer manage independently at home with family support and/or community services such as home care and where other assisted and supportive housing options are not suitable. Personal care services are offered throughout Manitoba. These services include:

- Meals (includes meals for special diets)
- Assistance with daily living activities such as bathing, getting dressed and using the bathroom
- Necessary nursing care
- Routine medical and surgical supplies
- Prescription drugs eligible under Manitoba's Personal Care Home Program
- Physiotherapy and occupational therapy, if the facility is approved to provide these services
- Routine laundry and linen services

Who should you talk to about whether a personal care home is the right option for you?

If you live in the community, contact your Home Care Case Coordinator for more information. If you do not have a Home Care Case Coordinator, call the WRHA Home Care Intake line at 788-8330 or your local Home Care office.

If you are in the hospital, ask to speak to the Social Worker or Access Coordinator, Long Term Care at 940-8670.

When requesting an assessment and considering a move to a personal care home, it is advisable to allow adequate time, as there is often a waiting period before a change of residence can be made.

Eligibility for Long Term Care and Housing Options

- A person must be a Manitoba resident and registered with Manitoba Health to be eligible for placement in a personal care home
- Canadian residents, living in Canada and relocating to Manitoba are eligible for personal care home services immediately following the person's move to Manitoba and their receiving a Manitoba Health Services number

Selecting a Personal Care Home

When selecting a personal care home, it is suggested that you visit several facilities and inquire about:

- the waiting period
- care practices for people with Alzheimer's disease or dementia
- cultural, language and religious considerations
- added services available and any additional costs

How much does it cost to live in a personal care home?

All residents of PCHs in Winnipeg are required to pay a charge, called a residential charge, which is set by Manitoba Health. The daily charge is determined by an assessment of the annual income of each resident and is re-evaluated by Manitoba Health annually in August.

The cost of these services is shared by the provincial government (Manitoba Health, Seniors and Active Living) and the client who needs the services. Manitoba Health, Seniors and Active Living pays the majority of the cost through the regional health authorities. The personal care service client pays the other portion of the cost. This cost is a daily charge based on income.

Applicants admitted to hospital begin paying the residential charge once their application has been approved at panel. All hospital paneled clients must move to the first available, appropriate PCH bed. If not, the hospital has the right to charge the client \$200.00 (daily) rate instead of the usual residential charge. Applicants waiting in the community for placement in a PCH begin paying the residential charge on the day they are admitted to the home.

For more information on the Personal Care services and charges within Manitoba, please refer to the following resources:

- 'Personal Care Services: A Guide to Services and Charges in Manitoba' PDF handbook published through the Manitoba Provincial Government
<https://www.gov.mb.ca/health/pcs/guide.html>
- 'Personal Care Services: Residential Charges in Manitoba' PDF handbook published through the Manitoba Provincial Government
<https://www.gov.mb.ca/health/pcs/docs/manual.pdf>
- 'Residual Charge Calculator' and online tool through the Manitoba Provincial Government website to estimate residual charges, based on your circumstances
<https://www.gov.mb.ca/health/pcs/calculator.html>

Application to Personal Care Home (PCH) – “Paneling Process”

Once an individual's needs are no longer being managed at home safely or effectively, the Home Care Case Coordinator will review other options such as assisted living, supportive housing, and companion care. If it is decided that moving to a PCH is the most appropriate option, steps will be taken to complete an application for long term care.

The Case Coordinator then completes an application form in consultation with the individual, family, and health care team. The form requests medical and care information that must be provided by the doctor and other medical specialists.

Next, the Case Coordinator presents the application to the Long Term Care (LTC) Access Centre Panel Review Board. Applicants with the greatest need for care are given the highest priority in accessing long term care services. The Panel Review Board includes physicians and staff from the Long Term Care Access Centre and Home Care. Their role is to review the application information to ensure the most appropriate care option has been determined.

If the individual is in the hospital, the LTC Access Coordinator completes the application and presents the application to the LTC Access Center Panel Review Board.

If the application is approved by the Panel Review Board:

- The individual's name is placed on the wait list for their preferred and/or alternate choice of PCH. Applications are forwarded to the PCH by the LTC Access Centre.
- A staff member from the PCH reviews the application and contacts the individual or family to ensure the PCH can meet the individual's needs and to plan for admission.
- The PCH notifies the individual or family (and hospital if required) of the planned admission.

Note: **Paneling** is the approval process for eligibility for the Long term care program including admission to the PCH Program.

If the Panel determines the individual does not require a PCH placement at that time, the application will be rejected. A decision may be deferred if additional information is required.

What if the Panel Review Board denies the application?

If the Panel Review Board denies the individual's application, the Home Care Coordinator will discuss community or other options with the individual/family.

If there is a concern about a personal care home application that has been denied, the panel decision can be appealed by writing to the:

Manitoba Health Appeal Board
Room 102 (Main Floor) - 500 Portage Avenue
Winnipeg, Manitoba R3C 3X1

Business Hours: 8:30 a.m. to 4:30 p.m.

Telephone: 204-945-5408

Toll Free: 1 (866) 744-3257

Email: appeals@gov.mb.ca

Can a Personal Care Home refuse an individual's application?

Yes. A PCH may decline an individual's application if the Home cannot meet the individual's care needs. This decision can be appealed by the individual or family member by completing a WRHA Request for Appeal form. For more information, please contact your assigned Home Care Case Coordinator or contact your local Home Care office.

How are wait lists managed?

The day the application is approved by the Panel Review Board is referred to as the "Panel Date". The wait lists for the PCHs in Winnipeg vary from a few days to months or years depending on the PCH chosen. If at any time an individual wants to change the choices or decides that he/she no longer wishes to move from the Home they are in, the PCH staff or Social Worker will assist the resident/family and notify the Long Term Care Access Centre.

Concerns Regarding Personal Home Care Program and Services

Concerns regarding service or care in a personal care home should be directed to the manager of the home. If you do not believe the concern is being resolved, you may access the complaint management process of the health authority.

Within Winnipeg:

WRHA Client Relations Coordinator

Phone: (204) 926-7825

Fax: (204) 940-1974

E-mail: ClientRelations@wrha.mb.ca

Monday - Friday, 8:30 a.m. - 4:30 p.m.

Note: If English is not your first language, please advise WRHA Client Relations, as interpreters are readily available.

Interlake-Eastern Regional Health Authority

Toll-free: 1-855-347-8500

Website: www.ierha.ca

Northern Regional Health Authority

Phone: 204-687-4870

Website: www.nrha.ca

Prairie Mountain Health

Phone: 204-483-5000

Toll-free: 1-888-682-2253

Website: www.prairiemountainhealth.ca

Southern Health-Santé Sud

Phone: 204-482-2720

Toll-free: 1-800-742-6509

Website: www.southernhealth.ca

If there is a concern that a person in a personal care home is experiencing abuse of any kind (e.g. financial, physical, sexual or emotional), it is mandatory that the situation be reported to the Protection of Persons in Care Office.

The Protection for Persons in Care Office

300 Carlton Street

Winnipeg MB R3B 3M9

Winnipeg: 204-788-6366 or Toll-free: 1-866-440-6366

For more information on Protection for Persons in Care, visit www.gov.mb.ca/health/protection/

Additional Resources Available re. Manitoba Personal Care Services

For more information on considering the move to long-term care, and how to prepare for the transition to long-term care, please contact the Alzheimer Society office nearest you. You may also request a copy (electronic or print) of the four part series titled 'Moving to Long-Term Care.'

Housing

Long Term and Continuing Care Association of Manitoba

To explore housing options available to older adults in Manitoba, including options for Independent Living, Supportive Housing, Personal Care Homes, and Aging in Place Communities, please visit: <http://www.ltcam.mb.ca/home.htm>. This resource also provides the opportunity to attend virtual tours for many of the facilities throughout Manitoba.

Safety Planning Tools

Emergency Response Information Kit (ERIK)

The kit is a place in which to store key information readily available for emergency responders, firefighters, and police. Information should include who to contact in case of emergency, primary health concerns, a list of current medications, any allergies, and the contact information for your primary care provider.

An ERIK is a plastic pouch which includes a brochure talking about the program, a health care directive, an It's Safe to Ask Medication Card and a red ERIK sticker for your door. The contents are to be kept in the plastic pouch and placed on your refrigerator, where emergency responders are trained to look for it. Kits are available through any Winnipeg Fire Paramedic Station or through the various Senior Resource Councils.

Please note that an individual Emergency Response Information Kit must be completed for each person residing in your home.

For more information call the Seniors Information Line at **204-945-6565** or **1-800-665-6565**.

Community Resource Directory

Provincial	Winnipeg	Toll-free
Health Links www.wrha.mb.ca/healthinfo/healthlinks/	204-788-8200	1-888-315-9257
Home Care Intake Line www.wrha.mb.ca/community/homecare/	204-788-8330	
Family Managed Care – Home Care Program www.wrha.mb.ca/community/homecare/self-and-family-managed-care.php	204-788-8330	
WRHA Geriatric Program Assessment Team www.wrha.mb.ca/wave/2011/05/gpat.php	204-982-0140	
WRHA Geriatric Mental Health Team www.wrha.mb.ca/prog/gmh/index.php	204-982-0140	

Medication Information Line for the Elderly	204-474-6493	1-800-432-1960 ext. 6493
Services for Elderly – Mental Health www.wrha.mb.ca/wave/2014/11/mental-health-services.php	204-940-2655	1-800-392-1207
Seniors Information Line www.gov.mb.ca/seniors/contact.html	204-945-6565	1-800-665-6565
Manitoba Health Appeal Board www.gov.mb.ca/health/appealboard/contact.html	204-945-5408	
WRHA Respite Care – Long Term Care Access Centre www.wrha.mb.ca/ltc/respites.php	204-940-8670	
Family Doctor Finder www.gov.mb.ca/health/familydoctorfinder/	204-786-7111	
Mental Health Crisis Response Centre www.wrha.mb.ca/wave/2013/05/crisis-response-centre.php	204-940-1781	
Klinic Community Health Centre Crisis Line klinik.mb.ca/crisis-support/	204-786-8686	1-888-322-3019

Financial:

Canada Pension Plan – Old Age Security www.canada.ca/en/employment-social-development/services/my-account/cpp-oas-information.html		1-800-277-9914
Income Security Programs		1-800-277-9914
Canada Revenue Agency www.canada.ca/en/revenue-agency.html		1-800-959-8281
Canada Revenue Agency – Disability Tax Credit www.canada.ca/en/revenue-agency/services/tax/individuals/segments/tax-credits-deductions-persons-disabilities/disability-tax-credit.html		1-800-959-8281
Manitoba Primary Caregiver Tax Credit www.gov.mb.ca/finance/tao/caregiver.html	204-788-6646	1-866-626-4862
Employment Insurance Compassionate Care Benefit www.canada.ca/en/services/benefits/ei/caregiving.html		1-800-206-7218

Legal:

Legal Information/Lawyer Referral Service www.communitylegal.mb.ca/programs/law-phone-in-and-lawyer-referral-program/	204-943-2305	1-800-262-8800
The Public Guardian and Trustee of Manitoba www.gov.mb.ca/publictrustee/contact.html	204-945-2700	1-800-282-8069
Protection for Persons in Care Office www.gov.mb.ca/health/protection/index.html	204-788-6366	1-866-440-6366
Seniors Abuse Support Line www.gov.mb.ca/seniors/docs/abuse_support_line.pdf	204-945-1884	1-888-896-7183
Winnipeg Police Service – Vulnerable Persons Coordinator www.winnipeg.ca/police/tblofcontents/contact.stm	204-986-6287	
Winnipeg Police Service – Missing Persons www.winnipeg.ca/police/units_and_divisions/missing_persons.stm	204-986-6250	

Health Insurance:

Manitoba Health Insured Benefits www.gov.mb.ca/health/mhsip/index.html	204-786-7101	1-800-392-1207
Blue Cross – Private Coverage www.bluecross.ca/en/products/products-individual.html	204-775-0151	1-800-873-2583
Exceptional Drug Status – General Inquiries (Health Professionals Only) www.gov.mb.ca/health/mdbif/docs/edsnotice.pdf	204-786-7318 204-788-6388	1-800-297-8099 ext. 7318 1-800-557-4303

Driving and Transportation:**Winnipeg Provincial**

Manitoba Public Insurance Driver and Vehicle Licensing www.mpi.mb.ca/en/DL/DL/Pages/driver-licensing.aspx and www.mpi.mb.ca/en/Reg-and-Ins/Registration/Pages/reg-overview.aspx	204-985-7000	1-800-665-2410
Manitoba Public Insurance Medical Records www.mpi.mb.ca/en/DL/DL/MedicalConditionsAndDriving/pages/department.aspx	204-985-1900	1-866-617-6676
Parking Permit Program (Winnipeg) www.smd.mb.ca/smd-services/parking-permit-program	204-975-3250	1-800-836-5551

City of Winnipeg – Winnipeg Transit Plus (Formerly Handi-Transit) winnipegtransit.com/en/winnipeg-transit-plus-handi-transit/	204-986-5722	
Winnipeg Transit Schedules & Easy Access Bus winnipegtransit.com/en/rider-guide/accessible-transit/#	311	

Agencies:

Alzheimer Society of Manitoba www.alzheimer.mb.ca/	204-943-6622	1-800-378-6699
Veterans Affairs Canada www.veterans.gc.ca/eng		1-866-522-2122
Social Services Appeal Board www.gov.mb.ca/fs/ssab/	204-945-3003 ext. 5	1-800-282-8069
A & O: Support Services for Older Adults www.aosupportservices.ca/	204-956-6440	
Caregiving with Confidence (Formerly Rupert's Land Caregivers Services) www.rupertsland.ca/mission/ruperts-land-caregivers-services/	204-452-9491	
Addictions Foundation of Manitoba www.afm.mb.ca/	204-944-6200	1-866-638-2561

Seniors Resource Finders (formerly Community Resource Councils)

Seniors Resource Finders (SRF) help link and refer older adults 55+ to community supports, programs and services.

Services vary from community to community based on identified needs; however, some common services are: E.R.I.K. (Emergency Response Information Kit), escorted transportation and other transportation options, yard and home maintenance referral program, networking and community outreach, and congregate meal programs.

St. James Assiniboia Area - Seniors Resource Coordinator	204-987-8850 ext. 108
Assiniboine South Area - Seniors Resource Coordinator	204-478-6169
Fort Garry Area - Seniors Resource Coordinator	204-792-1913
St. Vital Area - Seniors Resource Coordinator	204-254-1010 ext. 217
St. Boniface Area - Seniors Resource Coordinator	204-254-1010 ext. 217

Transcona Area - Seniors Resource Coordinator	204-222-9879
River East Area - Seniors Resource Coordinator	204-667-6812
Seven Oaks Area - Seniors Resource Coordinator	204-612-3888
Keewatin/Inkster Area - Seniors Resource Coordinator	204-774-3085
Point Douglas Area - Seniors Resource Coordinator	204-792-2920
East Downtown Area - Seniors Resource Coordinator	204-803-8329
West Downtown/Broadway Area - Seniors Resource Coordinator	204-772-3533
River Heights Area - Seniors Resource Coordinator	204-478-6169
Conseil des francophones 55+ - serves the French speaking population of Winnipeg	204-793-1054
Middlechurch Home of Winnipeg - serves West St. Paul and East St. Paul	204-336-4126

Outside of Winnipeg: contact the Resource Council in the community or the Regional Health Authority.

Other Services:

University of Manitoba Home Dental Care Program www.umanitoba.ca/faculties/health_sciences/dentistry/ccoh/home-dental-care.html	204-831-3455/56	1-204-789-3450
Manitoba Health Senior Eyeglass Program www.gov.mb.ca/health/mhsip/eyeglasses.html	204-786-7365/66	1-800-297-8099 ext. 7365/66
Manitoba Pharmacare Program www.gov.mb.ca/health/pharmacare/	204-786-7141	1-800-297-8099
SMD Wheelchair Services www.smd.mb.ca/smd-services/wheelchair-services	204-975-3250	1-800-836-5551
Meals on Wheels of Winnipeg www.mealswinnipeg.com/	204-956-7711	
Victoria Lifeline www.victorialifeline.ca/	204-956-6777	1-888-722-5222
Community Therapy Services Inc. www.ctsinc.mb.ca/	204-949-0533	
Jewish Child and Family Service www.jcfswinnipeg.org/	204-477-7430	
Canadian National Institute for the Blind www.cnib.ca/en?region=mb	204-774-5421	1-800-563-2642
E.R.I.K. – Contact the Seniors Information Line www.winnipeg.ca/fps/Public_Education/EMS_Presentations/E.R.I.K.stm	204-945-6565	1-800-665-6565

Reh-Fit Centre www.reh-fit.com/	204-488-8023	
Wellness Institute at Seven Oaks General Hospital www.wellnessinstitute.ca/	204-632-3900	

Call the **Alzheimer Society of Manitoba** for information and support.
204-943-6622 or 1-800-378-6699
Or the Regional Office nearest you
Website: **www.alzheimer.mb.ca**

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