

5. OTHER IMPORTANT RESOURCES

Interpreter Services

“ I have am little bit of English and I think that I can move around town fairly well, but think about going to the doctor, I feel that my English is not good enough, I don’t know the right terminology to be able to explain to the doctor what it is that I am feeling, being specific. I can say that I have a pain, but not what type of pain, There is a need for interpreters, trained ones, which will make sure that the doctor understands all my symptoms. It will be great to access language services... you need to understand what is happening to you.”

(Improving Access Project Needs Assessment from focus group data may 2007)

Language barriers impede immigrant and refugees from presenting their needs to the health system. Language barriers can lead to breach of confidentiality and privacy, lack of informed consent, and miscommunication and misunderstanding occurring between the health care provider and client with serious consequences. This can occur even when the client has some English proficiency as this may not be sufficient to understand the complex health or legal terminology needed for informed consent. Some immigrants and refugees may not feel comfortable asking for clarification. Currently there is a lack of availability of trained interpreters in Winnipeg for all health settings. When ever possible every effort should be made to use an interpreter rather than relying on family (including children), community members or overhead paging/call out to any staff available in the building. The following is a list of known services. Providers should check with their organization to see if a purchase order system is already in place for interpreter services and the protocols for use.

A useful fact sheet *Tips for Working With Trained Health Interpreters* is found at the end of this section.

Organization	Services Available
<p>Winnipeg Regional Health Authority Language Access Program</p> <p>Contact: Jeannine Roy Manager, WRHA Language Access c/o Riverview Health Centre PE450 – One Morley Avenue Winnipeg, MB R3L 2P4 Phone: (204)940-8570 E-mail: jproy@wrha.mb.ca</p> <p>List of tips for using interpreters is found at the end of this section of the guide.</p>	<p>To reduce risks associated with language barriers and the use of untrained interpreters (family members, friends, visitors, staff, volunteers), WRHA Language Access began a phased implementation of its new health interpreter services in June 2007. As of January 2008, face-to-face interpreter services within the Winnipeg health region are available in 22 languages.</p> <p>Key Features of Language Access Interpreter Services:</p> <ul style="list-style-type: none"> • Trained health interpreters who perform their duties in accordance with the WRHA Language Access Code of Ethics & Standards of Practice for Health Interpreters; • Centralized dispatch & scheduling 24/7/365 available @ 788-8585;(authorized access only-see information below) • Free Services to WRHA facilities & WRHA funded facilities and their patients/clients/residents; <p>Healthcare providers within the Winnipeg health region requiring the services of an Aboriginal, Inuit or American Sign Language interpreter can call @ 788-8585 anytime.</p> <p>For interpreter services in languages of immigrant and refugee communities, healthcare providers at the following locations only are currently authorized to call 788-8585:</p> <ul style="list-style-type: none"> - Children’s Hospital (Children’s Clinic, Day Surgery, CH/K3, CH4, CK5, Pediatric Day Unit) - Women’s Hospital - Clinic Community Health Centre - Nine Circles Community Health Centre <p>The following will be included in the next implementation phase, which is currently underway:</p> <ul style="list-style-type: none"> • Children’s Hospital (all remaining programs, departments and services) • Health Sciences Centre (all programs, departments and services) • Saint Boniface General Hospital (all programs, departments and services) • Community Health Offices (Downtown Community Areas) • Community Health Centres (Downtown Community Areas) • WRHA Centralized Services (e.g. Antenatal Program) • Other WRHA sites/services on a case by case basis
<p>International Centre Language Bank</p> <p>406 Edmonton St Winnipeg, MB R3B 2M2</p> <p>Contact: Manager of Language Services Mary-Ann Gribben Phone:(204) 943-9158 ext 224 Mary-AnnG@international-centre.ca</p>	<ul style="list-style-type: none"> • Over 300 paid volunteers offer interpretation services in ~80 languages • Two training courses are offered to volunteers a 14 week introductory course that addresses confidentiality and ethics and a more advanced 6 week course in legal terminology and working in systems • There is a flat rate of \$90 for the first 2 hours (or less) and \$30 per hour for additional service • These fees cover an administrative fee and payment for service to the interpreter • Additional payment to cover parking fees are negotiated directly with the interpreter as needed • In order to locate an interpreter for the appropriate language please give as much advanced notice as possible as interpreters do not do this work on a fulltime basis and must make arrangements around their regular employment and family situations

<p>Immigrant Women's Counselling Services 200 - 323 Portage Avenue Winnipeg, MB R3B 2C1 Phone: (204) 940-2172 Fax: (204) 940-1971 E-mail: iwcs@mts.net Contact: Kim Streshaw</p>	<ul style="list-style-type: none"> • This program has over 50 active female interpreters trained in legal and medical terminology and issues related to the court system who provide appropriate interpretation for female clients and their families dealing with health, legal and immigration issues. Interpreters receive additional training related to domestic violence issues • Services are provided free to assist clients • Providers can contact Kim Streshaw to make arrangements for interpreter assistance • As much notice as possible is requested as interpreters work on an unpaid volunteer basis
<p>Sexuality Education Resource Centre (SERC) 2nd Floor, 555 Broadway Winnipeg, MB R3C 0W4 Phone: (204) 982-7800 Fax: (204) 982-7819 E-mail: info@serc.mb.ca Web Site: www.serc.mb.ca Contact: Anna Ling at AnnaL@serc.mb.ca Multicultural Health Resource Coordinator -To arrange language interpretation at 982-7811</p>	<ul style="list-style-type: none"> • Free Health interpretation services (for medical appointments and counseling) in the area of reproductive, maternal/child health, pre and postnatal and sexual health • To arrange call 982-7811 during office hours 9:00am-430pm Monday-Friday. 2 Full time staff speak Cantonese and Spanish and trained volunteers who speak over 20 languages can be available to provide confidential interpretation upon advanced request (at least one week notice preferred).
<p>Manitoba Interfaith Immigration Council Inc. Welcome Place 397 Carlton Street Winnipeg, MB R3B 2K9 Phone: (204) 977-1000 Fax: (204) 956-7548 E-mail: sysadmin@miic.ca Web Site: www.miic.ca Contact: Carlos Vialard or Marta Kalita, Settlement Co-managers</p>	<ul style="list-style-type: none"> • MIIC provides interpretation services free of charge to all newcomers living in Winnipeg who entered Canada as refugees or refugee claimants as long as they are currently registered as clients of MIIC (Welcome Place). • MIIC provides translation free of charge only to refugee claimants as part of the refugee claim process. The request for translation must come from the Manager of Inland Protection at MIIC. • MIIC refers clients requiring document translations to the International Centre Language Bank if they have been in Canada for less than three years as the service is provided free of charge. • Clients willing to pay a fee or who have been in Canada over three years are referred to fee for service translation services. • MIIC does provide fee for service interpreter/translation services to agencies (but not individual clients) at a rate of ~ \$25.00/hr with a minimum of two hours required (Examples include: school without contracts, social assistance appointments initial intake, medical./health appointments)

Adult English As An Additional Language (A/EAL)

Knowledge of English is important for finding employment, being able to do the basics of daily life like shopping, banking and taking the bus and helping newcomers to adjust to their new social environment. The following is a list of formal programs for adult newcomers to learn English as an additional language: It is important for your clients to know that English language training in Manitoba is free for Manitoba residents if they are:

- Permanent resident or Canadian citizen born outside of Canada
- Refugee claimant who has filed a claim with the Immigrant Refugee Board
- Provincial nominee (including spouses and adult children) approved by the Manitoba government. If clients stop language classes due to work and family circumstances, they should also be aware that re-entry at a later time is possible. There are a number of informal opportunities for newcomers to practice their English through community conversation circles and outreach programs. Those are listed elsewhere in this guide.

Newcomers who have been in Canada 3 months or less the ENTRY Program provides a free Language and Orientation Program for newcomers

400 - 259 Portage Ave. Phone (204) 944-0133

See page under Settlement Services for further information

Newcomers who have been in Canada for more than 3 months

Newcomers who have been in Canada for more than 3 months can make their own appointment directly to learn about English language training options, assessment and a referral to appropriate language programs in their area through the

Winnipeg English Language Assessment and Referral Centre

400 – 275 Portage Ave.

Winnipeg, MB R3B 2B3

Call (204) 943-5387 for an appointment

See under settlement services on page for more information

Other settlement services and agencies

English Language Program Options

The most current and up to date list of English language programs is available at www.immigratemanitoba.com and clicking on the “learning English” icon

Newcomers are referred to language training after their WELARC assessment. As circumstances change, (e.g. changing addresses, starting or leaving a job, changing family situations), some people may wish to change programs. At that time, they can contact these programs directly. The following is the list available at the time of printing of this guide.

Location	Program
<p>Winnipeg School Division Adult EAL Day Program (Continuous Intake) 700 Elgin Ave. Winnipeg, MB R3E 1B2 Phone: (204) 775-0416 Fax: (204) 786-3401 E-mail: ljohansson@wsd1.org Website: http://www.wsd1.org/aes/</p>	<p>Day Program (Continuous Intake)</p> <ul style="list-style-type: none"> English for settlement purposes English for employment of training English for educational purposes Canadian Language Benchmarks (CLB) Levels 1-8 <p>Choice of day, evening and Saturday classes Note: maps are available on the website to help learners find the class location</p>
<p>Winnipeg School Division Adult EAL Evening Program (Continuous Intake) Winnipeg Adult Education Centre, 310 Vaughan St. in downtown Winnipeg, MB R3B 2N8 Phone: (204) 947-1674 (after 5:00 p.m.) Fax: (204)956-5049</p>	<p>Evening Classes Class times: Monday to Thursday: 5:15pm – 7:15 pm. or 7:30–9:30 pm. OR Monday and Wednesday or Tuesday and Thursday 6:30 pm. – 9:00 pm. Types of Classes:</p> <ul style="list-style-type: none"> CLB levels 1-8 EAL/ESL Literacy <p>For morning and afternoon classes newcomers have a choice of locations:</p> <p>Adult EAL Centre 700 Elgin Ave in the north end of Winnipeg near Health Sciences Centre Morning class: 9:15am-12:15pm Monday to Friday Afternoon class: 12:45am-3:45pm Monday to Friday</p> <p>Sir William Osler School 1600 Grant in River Heights Morning Class: 9:15am -12:15pm Monday to Friday Afternoon class 12:45pm-3:35pm Monday to Friday</p> <p>Elmwood School 505 Chalmers Avenue in Elmwood Morning class 9:15-12:15 pm Monday to Friday</p> <p>The Winnipeg School Division has a special program for language and employment preparation</p>
<p>Work Start: Language for Employment 2nd floor 696 Portage Ave. Winnipeg, MB R3G 0M6 Phone: (204) 953-1070 Fax: (204) 953-1074</p>	<ul style="list-style-type: none"> Class times: 9:15am – 2:45pm, Monday to Friday Sessions last 4 weeks Two levels one for people with very little English ; another for more advanced students <p>For more information on Work Start visit: http://www.gov.mb.ca/labour/immigrate/eal/students/workstart.html</p>
<p>Red River College Language Training Centre 3rd floor, 123 Main St. Winnipeg, MB R3C 1A3 Phone: (204) 945-6151 Fax: (204) 948-3214 E-mail: sbates@rrc.mb.ca</p>	<p>Two sessions are offered each year: September to January and February to June</p> <ul style="list-style-type: none"> All classes are full time days (8:50 a.m. – 3:10 p.m., Monday to Friday) Computer and Language labs <p>Types of classes (not all these classes are offered every session):</p> <ul style="list-style-type: none"> Intensive English (CLB 3-8) Workplace Communication for Community Service Workers English for Business Purposes English for Professional Purposes

	<ul style="list-style-type: none"> • English for Technical Purposes • English for Nursing Purposes (February term only) • English for Health Care Aides (September term only) • AEPUCE (Academic English Preparation for University and College Entrance) • Canadian Communications for Physicians Trained Abroad (CCPTA)
<p>St. Boniface College/College Universitaire de Saint Boniface 200 Cathedral Ave. Winnipeg MB R2H 0H7 Phone: (204) 233-0210 ext. 315 Fax: (204) 235-4402 E-mail: lmahe@ustboniface.mb.ca Web: http://www.ustboniface.mb.ca</p>	<p>This program is for French speaking immigrants with academic goals Two sessions each year : September to December and January to April Types of classes:</p> <ul style="list-style-type: none"> • CLB levels 2 – 6 • Part time classes • Community based language training is available Sept to March • Classes held in various locations • Childcare and transportation may be offered
<p>Winnipeg Technical College Phone: (204) 989-6434 E-mail: eal@wtc.mb.ca Web:http://www.wtc.mb.ca/</p>	<p>Sessions at set dates and last 10 weeks Full time classes for CLB levels 1-5 609 Erin St. in West End Full time day classes for CLB levels 4-6: 1551 Pembina Highway in Fort Garry Part time evening classes for CLB levels 1-8 and EAL Literacy classes 1551 Pembina Highway in Fort Garry</p>
<p>St. Vital Langugae Training and Settlement Program (Continuous Intake) 511 St. Anne's Rd. Winnipeg, MB R2M 3E5 Phone: (204) 255-5390 E-mail: audrey.owens@cyberschools.ca</p>	<p>Classes at Ecole Renee Delorme formerly Ecole Lavalee Morning or afternoon classes. Types of classes:</p> <ul style="list-style-type: none"> • CLB levels 1 – 8 • Child-care available for preschool age children
<p>Louis Riel Division Adult EAL Evening Program Classes at Ecole Renee Delorme (formerly Ecole Lavalee)in St. Vital 511 St. Anne's Rd. Winnipeg, MB R2M 3E5. Phone: (204) 257-7827, ext 222</p>	<p>Three sessions each year Sept to Dec; Jan to March; April to June Classes are held on Tuesday and Thursday nights CLB levels 5-8</p>
<p>McLeod Adult Education Centre 530 McLeod Avenue in East Kildonan Phone: (204) 667-6193</p>	<p>Classes for CLB levels 2-4 Monday and Wed evenings</p>
<p>Community Based and other Language Training (CBLT) (Sept. – Mar.) Classes are held in a variety of locations. Supports such as child-minding and/or transportation may be offered.</p>	<p>Community EAL Classes for Women</p> <ul style="list-style-type: none"> • This program is for mothers who are unable to attend classes because of childcare responsibilities • For more information contact Frances Molaro @ 945-2593 <p>EAL for Seniors</p> <ul style="list-style-type: none"> • Classes for learners over 55 years of age and no longer in the labour force • Contact Lan Doan @ 956-9739 at Age and Opportunity Centre Inc.

<p>English Skills Centre 275 Portage Ave., 14th floor, Winnipeg, MB R3B 2B3 Phone: (204) 927-4375 Fax: (204) 942-0362 E-mail: michaela@englishskills.ca</p>	<ul style="list-style-type: none"> • English for business and professionals. Classes in Pronunciation, Listening, Professional Writing, Technical Reading, or Culture in the Canadian Workplace. . • Classes for specific language/employment needs • Part time classes with choice of morning, afternoons, evenings and Saturdays. • CLB levels 5 to 8 <p>English at Work</p> <ul style="list-style-type: none"> • Job-specific English language classes for employees, from beginner to advanced levels • Classes on-site at the workplace, usually two-hour classes twice a week • Must be initiated by the employer • Employers contact Dale Klassen @ 945-6016 at Manitoba Immigration and Multiculturalism, Adult Language Training Branch <p>Specialized EAL Programs</p> <ul style="list-style-type: none"> • Sector specific English language classes for immigrants seeking employment • Phone Anna Bird at 945-4310 or Lauren Phillips at 945-2434 at the Adult Language Training Branch
<p>Adult EAL Volunteer Training</p>	<p>Workshops are held regularly for volunteers working with EAL students For more information contact Judy Johnson at 945-5473</p>

Canadian Language Benchmarks (CLB)

This is a very brief summary of abilities at each CLB level (condensed from the Canadian Language Benchmark Posters – see www.language.ca for full explanations).

Level	What can I do?
1	Greet people, and give some information Write the alphabet, numbers, name and address Read a short sentence with the help of a picture
2	Answer greetings, ask for help, understand more instructions Write complete sentences about me and my family Read very simple instructions
3	Say a few simple sentences about familiar, everyday topics Read words I know in a new context, sound out words in English Write a short note or message
4	Introduce two people to each other, use past tense with common verbs Read a simple story of 2-3 paragraphs, use a bilingual dictionary Spell and punctuate whole sentences with few errors
5	Join in conversations on familiar topics, use longer sentences, but sometimes hesitate or pause Vocabulary is mostly concrete, but can understand main ideas, some details and some inferred meanings Can write sentences with good control of simple structures, and choose language and content appropriate to the occasion
6	Participate in small group discussions, express my opinion, ask for clarification, explain a process or sequence of events Write a detailed description or comparison of people, places, routines, take a phone message with 5-7 details, take notes from a short presentation
7	Talk comfortably about almost any topic, speak formally or informally on topics involving decision-making, sound fluent when I speak Read for information, both concrete and abstract, beginning to read for pleasure Write a report comparing two products or describing a process, routine business letters, summarize longer texts
8	Speak on familiar topics at both concrete and abstract levels for 15-20 minutes, provide descriptions, opinions, explanations, Have an expanded inventory of concrete, idiomatic and conceptual language Read popular newspapers, magazine articles, popular easy fiction, as well as academic and business materials Demonstrate good control over common sentence patterns, write an effective resume and cover letter
9	Participate in business meetings, discussions, debates... Understand a broad range of general interest topics and technical topics in my field. May not always understand humour, infrequently-used idioms, cultural references Can write a coherent essay or report of 3-5 typed pages Use paragraphs, but writing still lacks flexibility in tone and style
10	Understand 30-60 minute complex discussions, meetings, presentations, Actively participate in meetings, debates, discussions, provide counsel, assess basic needs, evaluate detailed information Write effectively for most academic and business tasks and for most audiences

Employment-Related Services

Most newcomers are anxious to find employment in order to support their families and begin to build a new life in Canada. The following are agencies that can provide counselling and assistance to newcomer youth, men and women.

Organization	Services Available
<p>Employment Projects of Winnipeg 990 - 167 Lombard Ave. Winnipeg, MB R3B 0V3 Phone: (204) 949-5300 Fax: (204) 944-9918 E-mail: epwinc@epw.ca Web Site: www.epw.ca Contact: Penny Will</p>	<ul style="list-style-type: none"> • Employment preparation and job search programs for immigrant men and women including highly skilled, trades, semi-skilled and entry-level Canadian Language Benchmark (CLB) 5 + • Job search workshops, computer training, resume and cover letter assistance, group counselling, individual assistance, ongoing counsellor support, Community Connections site with internet access, fax machine, telephone access and Bridges to Employment/Literacy Program. • All services free of charge.
<p>International Centre of Winnipeg 2-406 Edmonton Street Winnipeg MB R3B 2M2 Phone: (204) 943-9158 Fax: (204) 956-7548 E-mail: info@international-centre.ca Web Site: www.international-centre.ca Contact: Linda Lalande</p>	<ul style="list-style-type: none"> • Services for independent and family class immigrants. • Employment, vocational and educational counselling and job search assistance for immigrants with lower level English language skills (CLB 3 – 4). • Adult education, training and career exploration.
<p>Success Skills Centre 440 - 500 Portage Ave Winnipeg, MB R3C 3X1 Phone: (204) 975-5111 Fax: (204) 975-5108 E-mail: ssc@successskills.mb.ca Web Site: www.successskills.mb.ca Contact: Monika Feist Note: please call before going down as the office may be moving to a new location mid –summer 2008</p>	<ul style="list-style-type: none"> • The program includes intensive job search workshops and support with resume preparation, cover letters, interviewing and self-marketing, specific occupation/labour market analysis, volunteer occupationally-related internships/ work experience and job placements. • Job and career counselling assistance for highly skilled and professional immigrants (CLB level 5 and up). • Computer lab and internet access available on site.
<p>Canada/Manitoba Business Service Centre Main Office: 250-240 Graham Avenue Phone: (204)984-2272 Toll free: 1-800-665-2019 Fax: (204) 983-3852 E-mail: manitoba@canadabusiness.ca Mailing Address: P.O. Box 2609 Winnipeg, MB R3C 4B3 Web Site: http://www.canadabusiness.ca/manitoba Hours:8:00am to 5:00pm Monday to Friday</p>	<p>The Canada /Manitoba Business Centre (CMBSC) is a member of the Canadian Business Network.</p> <p>Services include: Seminars and workshops on a variety of subjects from GST and PST to communication in writing; Information on a range of business and entrepreneurial programs; A comprehensive listing of business providers; A range of information guides on financial and non-financial programs including a guide to starting a home business in Manitoba, starting a small business and a guide to basic legal requirements for business.</p> <p>http://www.canadabusiness.ca/servlet/ContentServer?pagename=CBSC_MB/CBSC_WebPage/CBSC_WebPage_Temp&cid=1115909130301&c=CBSC_WebPage&lang=en</p>

<p>Manitoba Competitiveness, Training & Trade <u>Apprenticeship Branch</u> 1010 - 401 York Avenue Winnipeg, MB R3C 4G4 Phone: (204)945-3337</p>	<p>Helps people enter apprenticeship programs and/or gain credit for their experience obtained outside of Canada. http://www.gov.mb.ca/tce/apprent/about.html</p>
<p>Manitoba Competitiveness, Training and Trade <u>Employment Manitoba</u> Phone(all Winnipeg offices): (204)945-8341 391 York Avenue 1122 Henderson Highway 3338 Portage Avenue 1031 Autumnwood Drive</p>	<p>http://www.gov.mb.ca/tce/ets2/about.html Refers clients to training, upgrading and employment programs and services. In the same office as Service Canada, where you can get a SIN card or apply for Employment Insurance benefits.</p>
<p>Manitoba Family Services and Housing <u>Employment and Income Assistance</u> 119 - 114 Garry Street Winnipeg MB R3C 4V7 Phone: (204) 945-2177 E-mail: csd@gov.mb.ca</p>	<p>Offers financial assistance for people who have no other financial resources. Refers clients to training programs and job opportunities. http://www.gov.mb.ca/fs/assistance/eia.html</p>
<p>Manitoba Labour & Immigration 5th floor - 213 Notre Dame Avenue Phone: (204) 945-6300 http://www.gov.mb.ca/labour/immigrate</p>	<p>Academic Credentials Assessment Service</p> <ul style="list-style-type: none"> Evaluates education and work experience obtained outside of Canada and compares it to educational standards in Manitoba. Clients receive an Academic Credentials Report. NOT for trades or regulated professions. <p>Credentials Recognition Program</p> <ul style="list-style-type: none"> For professional and/or technically trained immigrants who want to work in regulated professions in Manitoba. The program allows clients to obtain Canadian work experience. If eligible, a wage subsidy may be paid for up to six months. <p>English Language Assessments</p> <ul style="list-style-type: none"> English language assessments for adults before they can enter English language classes or training programs
<p>Employment Solutions for Immigrant Youth 200 - 249 Notre Dame Avenue Winnipeg, MB R3B 1N8 Phone: (204) 944-8833 Fax: (204) 944-8787 E-mail: employmentsolutions@mts.net Contact: Fatima Soares</p>	<ul style="list-style-type: none"> Ten week employment program for immigrant youth between 15-30 years of age who are receiving Income Assistance and /or are self-supporting.
<p>Youth Employment Services (YES) 614-294 Portage Avenue Winnipeg, MB R3C 0B9 Phone: (204) 987-8660</p>	<p>The Youth Employment Services an agency that promotes the employment of unemployed youth and helps them with their job search</p>

<p>Youth Employment Network 440 - 500 Portage Avenue Winnipeg MB R3C 3X1 Phone: (204)975-1214 E-mail: aliciaarae@aliciarae.com Web: http://aliciarae.com Contact: Alicia Rae Penafloida, C.H.R.P. Alicia Rae Career Centre Inc.</p>	<ul style="list-style-type: none"> • Four week program for youth between 16-30 years new immigrants/ children of immigrant parents, preferably completed Grade 10 & totally committed to actively looking for a job • First Aid/CPR Certificate, Basic computer course, English as an additional Language (EAL) • One-on-one career planning/counselling • Job placement/training opportunities assistance • Training allowance and bus tickets provided
<p>Jewish Child and Family Services C200 - 123 Doncaster Street Winnipeg, MB R3N 2R2 Phone: (204) 477-7430 Fax: (204) 477-7450 E-mail: jcfs@jcfswinnipeg.org Web Site: www.jcfswinnipeg.org Contact: Emily Shane, Executive Director eshane@jcfs@winnipeg.org After hours emergency 339-4262</p>	<ul style="list-style-type: none"> • Services to newcomers of Jewish ancestry, including referral; employment preparation, job placement, referral to vocational training. • Services are provided in Hebrew, Spanish, English and Slavic languages such as Russian and Ukrainian
<p>Pluri-elles (Manitoba) inc. 570 Des Meurons Street Winnipeg, MB R2H 2P8 Phone: (204)233-1735 or 1-800-207-5874 E-mail: pluridg@shaw.ca Web Site: www.pluri-elles.mb.ca Contact: Mona Audet</p>	<ul style="list-style-type: none"> • Job search assistance for Francophone men, women and youth. • Counselling for women, children and family • Therapy for children. • French literacy classes and GED Francophone Resource Centre. • Computer courses for seniors • All services are offered in French.
<p>Victor Mager Adult Education & Training Centre 533 St. Anne's Road Winnipeg, MB R2M 3E8 Phone: (204) 254-1618 ext 207 Fax: (204) 255-2129 Email: vicmag@mts.net www.victormager.ca Contact: Joan Embleton</p>	<ul style="list-style-type: none"> • An employment assistance program that offers guidance, support and training needed to pursue employment. Educational upgrading and vocational training. • Participants must meet entrance criteria. The program is able to work with individuals earning less than \$17,000 per year. Individuals that have an active EI claim or are EI reachback do not qualify for this program.
<p>Work Start: Language for Employment Portage Avenue (by Maryland) Winnipeg, MB R3G 0M6 Phone: (204) 953-1070 Call for an appointment or register in person between 9:30am and 2:00pm No CLB Assessment required</p>	<ul style="list-style-type: none"> • 4 week full time language and job-readiness program for individuals with English levels Benchmarks 2 to 5, ready to work in entry level positions. • Develops language and skills to approach employers, apply for work and to communicate and adapt successfully once in the workplace. • Informs students of employers and positions open to candidates of their language ability

<p>Occupational Health Centre 102 - 275 Broadway Winnipeg, MB R3C 4M6 Phone: (204) 949-0811 E-mail: mflohc@mflohc.mb.ca Web Site: www.mflohc.mb.ca</p> <p>Contact: Karen Hamilton-Health Educator Phone: (204) 926-0811 khamilton@mflohc.mb.ca</p>	<ul style="list-style-type: none"> • Trainers from Filipino, Punjabi, Salvadoran, Vietnamese, Somali and Eritrean communities provide educational workshops and assistance to communities in first language for work-related health and safety issues • Not all services are available in first languages • Physicians see workers who have work-related injuries or illnesses, and provide medical opinions on workers compensation claims. • No referral is necessary clients can a call direct to make an appointment or to make appointments for clients to see a doctor and to discuss need and arrangements for first language interpretation. call the main phone line at 949-0811
<p>SEED Winnipeg Inc. (Supporting Employment & Economic Development) 80 Salter Street Winnipeg, MB R2W 4J6 Phone: 927-9935 Fax: 927-9930 E-mail info@seedwinnipeg.ca visit the website http://www.seedwinnipeg.ca for program criteria</p>	<p>SEED Winnipeg Inc. is a non-profit agency that works to combat poverty and assists in the renewal of Winnipeg's inner city.</p> <ul style="list-style-type: none"> • Helps individuals and groups start small businesses and save money for future goals. SEED has a good track record in helping low income immigrant and refugee families start in business. • SEED offer business management training and individual consulting, access to micro-enterprise loans, asset building programs, and more. <p>Programs include:</p> <ul style="list-style-type: none"> • The Individual Development account (IDA)Program provides support for low income individuals and families to save towards housing education or small business These savings accounts are matched 3:1 and clients have two years to save for their asset goal • The Saving Circles Program helps low income individuals and families save for needed assets Saving Circles also uses IDS to match client savings 3:1 Clients have up to six months to save for their asset goal. • Youth Build a Business Program: This program encompasses all of the Business Development Program, with the addition of a 6-month Human Resource and Skills Development Canada funded living allowance, plus the opportunity to participate in our Saving Circle program to help offset the cost of start-up • Build a Business Program is a business management training program that is 24 sessions in length based on modules over an 8 week period. To help clients develop a business plan The program is rated as being accessible to those with a grade 8 education and /or CLB of 4/5 for those for whom English is a second language. After completion of this program clients receive one to one consulting with a business counsellor for up to 6 months for ongoing support • Once the clients business plan is completed and financing arranged if required the client receives monthly after care with a business counsellor after opening their business to discuss business issues, problems or opportunities that may arise. • Community and Worker Ownership Program provides assistance to groups of three or more people who are interested in starting or expanding a cooperative business as a means to create quality jobs for low income individuals.

<p>Link Up Employment Services for Persons with Disabilities Suite 710-177 Lombard Avenue Winnipeg, MB R3B 0W5 Tel: (204) 956-5724 Fax: (204) 956-5739 TTY: (416) 413-4926 Employment Consultant: Tammy Dahl E-mail: tdahl@linkup.ca Employment Consultant: Flo Murray E-mail: fmurray@link.ca Web Site: www.linkup.ca</p>	<ul style="list-style-type: none"> • A charitable, not-for-profit employment services funded by Social Development Canada, through the Opportunities Fund. • Provides intake, assessment, one to one counselling and employment assistance for persons with disabilities, including new immigrants and refugees with disabilities. • Provides clients with resume and interview assistance, and once employed continuous follow-up upon employment to ensure a suitable match is made between employer and employee. • Provides potential employers with incentives such as training wage subsidies and assist with the funding of any necessary education and/or accommodations deemed appropriate, to get clients to where they want to be. • Eligibility criteria: clients must self declare as having a disability, be between the ages of 18-65, unemployed or underemployed, legally entitled to work in Canada, and can not have been on EI for the past 3 years. Accordingly, the first step is to get the potential client's SIN, and have it verified with Ottawa that the client is eligible for our services, by ensuring that they have not been on EI within the past 3 years. This usually takes 1 to 2 days. Upon confirmation of eligibility an appointment is then arranged to meet the client.
<p>Entrepreneurs with Disabilities Program-Winnipeg (EDP) Independent Living Resource Centre (ILRC) Suite 311A 393 Portage Ave Winnipeg, MB R3B 3H6 Phone: 947-0194 Fax: 943-6625 TTY(hearing impaired)947-0194 E-mail: thecentre@ilrc.mb.ca Contact: Heidi Hellsten Community Development Officer</p>	<ul style="list-style-type: none"> • In Winnipeg the Independent Living Resource Centre ILRC delivers this program on behalf of Western Economic Diversification Canada. • It provides a range of business support services to entrepreneurs with disabilities including those living with HIV/AIDS. Clients self identify as having a disability. Services include: <ul style="list-style-type: none"> - coordinating/facilitating partnerships of cross disability organizations in support of entrepreneurs with disabilities - assistance in preparing business plans - peer support and networking - facilitating partnerships to assist clients to access financing to help start or expand a business; - provide access to entrepreneurial training - one to one consulting services for businesses in operation or in development stages. <p>Services are in English so assistance in providing interpretation would be required for clients who speak other languages.</p>

Parenting/Family/Senior Support

Many newcomers have described feelings of loneliness and isolation during their first years in Manitoba. The agencies listed below can help provide a range of programs and services to newcomer clients to help them with cultural adaptation.

Organization	Services Available
<p>Aurora Family Therapy Centre (University of Winnipeg) 515 Portage Ave Winnipeg MB R R3B 2E9 Phone: (204)786-9251 Fax: (204)772-2547 Website: http://www.aurora.uwinnipeg.ca</p>	<p>In addition to its regular counseling and therapy services, the Aurora Family Therapy Centre offers a program for Refugee and Immigrant Families and a program for Refugee and Immigrant Trauma Survivors Contact person: Tanya Elez MMFT, RMFT Phone: (204) 786-9156 or E-mail: t.elez@uwinnipeg.ca Services are available to clients across Winnipeg Service providers, family members or clients themselves can arrange an intake appointment by phone or e-mail. At the initial appointment a counselor will meet with the client (family or individual) at a place they feel safe and comfortable to assess their needs, complete paperwork and make a counseling plan. Staff either have a Master's degree in Marriage and Family Therapy or equivalent and are competent in trauma and family work. The office has a nicely equipped play room. And play therapy materials can be brought to the home as needed</p>
<p>The Family Centre (in Portage Place) 401-393 Portage Winnipeg MB R 3B 3H6 Phone: (204) 947-1401 Fax: (204) 947-2128 E-mail staff@familycentre.mb.ca Fees-based on family income, size and ability to pay Hours 830-430 Mon and Friday 830-830 Tues, wed Thursday Intake 947-1401</p>	<ul style="list-style-type: none"> • Committed to diversity-employees represent different ethno cultural communities and speak 25 different languages • Services available regardless of age culture religion or sexual orientation to families across Winnipeg • Offers counseling on parenting, anger management, couple and family relationships, depression and trauma, • In Home Family Support-/family education program provides child care, family support, parent education and household help to families to strengthen parenting skills and families and promote positive development for children • In home family support workers may be provided in times of crisis for special needs • Case managers provide outreach emotional support, crisis intervention, advocacy and referral to community resources, family child care resources, information and referral, family preservation employee assistance
<p>Pluri-Elles Manitoba Inc. 570 rue des Meurons Saint Boniface WInipeg MB R2H 2P8 Phone: (204) 233-1735 Toll free 1800-207-5874 E-mail: Pluri-elles@shaw.ca Web: www.plurielles.mb.ca</p>	<p>Provides counselling and support to the francophone community across Manitoba through its office in Saint Boniface and outreach to rural areas Offers employment/career counseling and support individual and group counseling and support for parents and adolescents Job search assistance for Francophone men, women and youth. Counseling for women and therapy for children. French literacy classes and Francophone Resource Centre. All services are offered in French.</p>
<p>Boys and Girls Clubs of Winnipeg 929 Main St. Winnipeg MB. R2W 3P2 Phone: (204) 982-4947 Fax: (204) 982-4950</p>	<p>All Boys and Girls Club Programs are offered free of charge Provides Boys and Girls Club Programs and Services around Winnipeg. The Sister MacNamara Club, Victor Mager Club, Ryerson Club and Dalhousie Club all have significant immigrant and refugee membership. Programs are designed to provide: Positive relationships between kids and staff and volunteers. When possible, staff teams reflect the diversity of the community they work in.</p>

<p>Contact: Ian Gerbrandt, Director of Programs at (204)982-4945 or E-mail: gerbrandt@wbgc.mb.ca Web: www.wbgc.mb.ca</p>	<p>Programs are offered in a safe, healthy environment which features a range of skill building activities including: sport, recreation and physical activity, arts and cultural appreciation, education and career exploration, health awareness and life skills development and leadership and service to community. Examples: sport teams, homework clubs, employment programs.</p> <p>Programs offered are based on the needs of the members and in some cases limited by financial resources. Programs reserved for Newcomer youth specifically include a Summer Learning Program for African youth that emphasizes literacy, culture and recreation and is delivered in partnership with the Sierra Leone Refugee Resettlement Inc. English Conversation Circles for newcomer parents are offered at Dalhousie School weekly throughout the school years in partnership with the South Winnipeg Family Information Centre.</p>
<p>Winnipeg Child and Family Services Intake Services (Direct referral) 835 Portage Avenue Winnipeg MB R3G 0N6 Phone: 944-4200 Toll-free: 1-888-345-9241 After-hours (emergency calls only): 944-4050</p> <p>CFS Newcomer Family Services Unit (No Direct referral) 290 Jarvis St Winnipeg, MB For information contact: Mareena Yusishen Phone: 944-6767</p> <p>Jewish Child and Family Services C200 - 123 Doncaster Street Winnipeg MB R3N 2R2 Phone: (204) 477-7430 Fax: (204) 477-7450</p>	<p>Child and Family Services have now been restructured to become the ANCR or All Nations Coordinated Response Network. ANCR is now responsible for all new child welfare referrals in Winnipeg and rural municipalities of East St. Paul, West St. Paul and Headingly.</p> <p>All referrals must go through ANCR Intake Services at 944-4200 in order to assess if the issues is in fact a child welfare matter or if the referral should be directed elsewhere. Non –emergency referrals can be forwarded by fax (204) 944-4250 or letter to the ANCR offices. If a child or family is already in receipt of child welfare services calls can be made directly to those agencies.</p> <p>Based on the assessment the case may be referred to one of 17 agencies governed by 4 authorities: General, Métis, First Nations North and First Nations South. The general authority includes Winnipeg Child and Family Services and Jewish Child and Family services.</p> <p>If it is determined there is a need for ongoing services beyond ANCR an authority determination process (ADP) is completed in which a client may choose which Authority will deliver ongoing child welfare services</p> <p>Newcomer Family Services Unit/Jewish Child and Family Services</p> <p>In the case of immigrant and refugee clients, the majority go to the Winnipeg authority which has a Newcomer Family Services Unit and Jewish Child and Family Services. Social workers with these units are trained to address needs and issues pertinent to the immigrant and refugee experience and work with clients and communities to provide culturally sensitive services.</p> <p>A focus of the Newcomer Unit is to work with war affected families who may be facing multiple challenges in addition to child protection issues.</p>
<p>The Salvation Army Multicultural Centre 51 Morrow Ave (St. Vital) Winnipeg MB R2M 1A5 Phone: (204) 946-9152 for program information and changes E-mail: samfc@mts.net</p>	<p>The Multicultural Family Centre is committed to providing programs and services to enhance the quality of life for the multicultural communities within the framework, philosophy and values of The Salvation Army.</p> <p>Programs & Services:</p> <ol style="list-style-type: none"> 1. Family Foundations: <i>Weekly on Thursday's from 1:00 – 3:00pm</i> A Healthy Baby program for parents who are pregnant or have an infant under age. Share information about caring for infants through games, casual conversation and guest speakers. Onsite childcare, snacks and more provided free of charge. 2. Kids Club: <i>Summer Schedule: Mondays 10:30am – 1:00pm, Wednesdays as per outing September – June: Fridays 4:00 – 5:30pm</i> Children of the community, ages 7 to 11, are welcome to join in games, fun, snacks and activities that help enhance relationships with their peers.

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- 3. LEEP:**
*January to mid June, Tuesday to Friday,
9:00am – 4:00pm*
A program for war affected newcomers, ages 18 to 29, to assist in the process of adapting to their new culture. It provides a safe environment to talk about personal experiences of war, trauma and loss as well as give youth an opportunity to dream again. The objective is to enable youth to become employment ready and career focused. Persons interested in this program should apply by November. Only 15 applicants will be accepted into the program at one time.
 - 4. Winnipeg Harvest:**
Biweekly, Tuesdays, 3:00 – 4:00pm
Families are encouraged to enrol at our office in advance to be able to receive donated food hampers on a biweekly basis. The Manitoba Medical Card is needed to enrol with Winnipeg Harvest and receive goods. One food hamper per family address can be given.
 - 5. English Café:**
Weekly on Thursdays, from 6:00 – 8:00pm
Conversation for the whole family! Newcomer youth and adults are welcome to gather for coffee and conversation with English speaking community members to practice English and to build community. Children's activities are offered in the childcare area.
 - 6. This is My Story:**
Seasonal, call for more information.
A class to help newcomers to tell their story and gain writing skills with experienced writers.
 - 7. Community Birthday Potlucks:**
Monthly, call for next date.
A time for the community to celebrate the birthdays of family and friends. All are invited to bring a dish to share. Children must be accompanied by a parent. Free cake and entertainment is provided.
 - 8. Music Classes:**
Seasonal, call for availability
A volunteer musician offers free music lessons in guitar or the djembe drum to community members committed to weekly classes. A music recital is being planned for September.
 - 9. Moonlight Teen Swim:**
July to August, Fridays, 8:00 – 9:30pm
Youth, ages 13 to 18, are invited for free Friday night swims at the local St. Vital Pool. Hotdogs, drinks are DJ's music are provided. Prizes are given out
 - 10. Moms & Tots:**
September to June, Tuesdays, 1:00-3:00pm
A timeout for mothers of preschoolers to come together each week. Relevant topics are discussed, a light lunch is prepared together, and time is given for casual conversation. Childcare is provided.
 - 11. Outreach:**
Year-round
Community events and outings are done throughout the year and is advertised on posters as well as on Winnipeg Harvest days. Staff also encourage community visitations and assist community members with challenges.
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<p>Wolseley Family Place -A Family Resource Centre</p> <p>Lower Level 691 Wolseley Ave Winnipeg MB R3G 1C3 Karen Taylor ED-788-8081 Community Liaison: Pam Mason 788-8257 Phone; 788-8052 (general) Fax: 772-6035 E-mail: wfp.admin@mts.net</p> <p>Hours of Operation: Monday to Friday 9-4pm Closed Wed mornings 9-noon</p>	<ul style="list-style-type: none"> • Programs are open to families across Winnipeg • A voluntary drop in Centre for families with young children. Very welcoming to clients from diverse backgrounds including newcomers to Canada Offers Education, support and community links to other programs and services • Education-cooking classes, parenting classes, active living and early childhood, pre and post natal • Support clothing depot community store and emergency good, outreach, women's group and peer support New Realities Program offers peer support, family groups conversations and referrals for families affected by violence and substance use. • Community links to physical and recreation activities such as swimming, Healthy Start for Mom and ME, Home visits, information and referral. • Clothing Depot provides clothing, books and games, household goods, baby supplies and toys Mon Tuesday Thursday and Fridays from 9-12 and 1-4pm. Wed 1-4 pm. Costs shopping bag \$1 and garbage bag \$2. • Breakfast Club-serves breakfast to parents and children on Friday mornings on first come first serve basis ~930 am. • Community Store offers families a chance to buy a variety of items and products at reasonable prices Monday to Friday 10330 and Thursday 930-1130. • Drop in for families to relax -computer/internet, coffee, laundry, parent respite and peer resource. • Playroom- provides babysitting services for children 12 weeks to 56 years old wither for parent respite or while parents participate in programs Monday Tuesday Thursday Friday 9-12 and 1-4 and Wed 1-4 • Health-Health educator can provide health information, programs and one to one support. A family physician is on site on Tuesday afternoons from 1-4.
<p>River Heights Family Education Centre</p> <p>925 Jessie Ave Winnipeg MB R3M 0Z9 Phone: 953-3400 Fax: 953-3409 E-mail rhfec@mts.net</p> <p>Contact: Anne Maxwell –Director rhfec_ed@mts.net</p>	<ul style="list-style-type: none"> • Provides Services for clients across Winnipeg • Programs and services are increasingly popular with newcomer immigrant families • Anger management classes are available for children, teens and adults and are done in English plain language. Manitoba's zero tolerance policy on domestic violence is discussed as well as Canadian laws and rights and responsibilities and expectation of parenting and discipline in Canadian context • Individual and group counseling available on grief and loss • Youth programs include babysitting skills and study skills for students in grades 6-12 (also provides courses in schools) • Various parenting classes offered on stages of development and basic parenting including: early year parenting (ages 1-4), active parenting for parents of children ages 5-12 and an interactive 5 session program on parenting teens. • Healthy Baby programs are offered at two area sites at St. Augustine's Church at 109 Pulford on Tuesdays from 930-1130 and at 115 to 315pm at Churchill Park United Church at 525 Beresford

<p>Fort Garry Women's Resource Centre 1150A Waverly St Winnipeg, MB Phone: 477-1123</p> <p>Outreach Centre #104-3100 Pembina Hwy (Operates out of an apartment within Manitoba Public Housing Complex) Phone: 477-1123</p>	<p>Provides Programs and Services for clients across Winnipeg Outreach Centre Programs on Pembina location</p> <ul style="list-style-type: none"> • A "Newcomers to Canada-Women's Drop in" Program for social support is offered the first and third Wednesday of each month contact Bernadette at 261-474-0320 for more information • The Outreach Centre also offers regular mother and child drop ins, crafts corners, games nights and a clothing women and children's clothing exchange during the month <p>Main centre location on Waverly</p> <ul style="list-style-type: none"> • The Main site offers one time and ongoing individual and group counseling related to domestic violence, abuse, and self esteem. Programs on healthy coping to support women who have experienced domestic abuse, self defense classes • Victims First Cellular program- lends clients at high risk of violence in relationships and stalking a free cell phone at times of extreme risk that is preprogrammed to dial emergency services. Clients are also provided support to have a protection plan in place • For women living with or escaping from domestic violence Food hampers are available through a partnership with Harvest and free clothing to women and children through a clothing exchange • Legal services – appointments can be made for free 30 minute consultation with a lawyer throughout the year • Legal Aid Manitoba offers a drop in clinic Tues, Wed and Thursday afternoons between 130 and 6pm. • The resource centre offers information and referrals on a wide range of issues including housing, health, daycare, finances etc.
<p>West Central Women's Resource Centre (WCWRC) 583 Ellice Ave Winnipeg MB R3B 1Z7 Phone: (204) 774-8975 Fax: (204)783-3173 E-mail wcwrc@mts.net</p> <p>Contact: Jackie Hogue, Director</p> <p>Regular hours of operation: Mon, Wed, Fri 9:00am to 4:30 pm Tue 1:00pm to 6:00 pm</p>	<p>Programs and Services that serve the West End Community Include:</p> <p>Childminding Program is a free training program that trains local residents in child care and offers their services to community agencies – provides job skills and the opportunity to earn extra income.</p> <p>Clothing Depot offers free gently used clothing and small household items free of charge.</p> <p>Community Cupboard sells food and household items in small amounts at cost (Mon, Wed, and Fri). This program promotes good nutrition by offering recipes, health information and nutrition workshops.</p> <p>Drop -In services provide a lounge with coffee and snack, playroom for children and their parents to use, and access to free phone and computer. A community health worker offers information and individual support and resource referral.</p> <p>Community Mentoring: Housing and Income Security Project was established to address the acute housing and income concerns of women in the neighborhood. The Community Mentor can provide one to one support to women with their housing needs. The program also offers discussion groups, workshops and information sessions and provides training for women to become Volunteer Mentors to work alongside the Community Mentor.</p> <p>RESPECT Program works to address issues of individual, family and community safety and offers the Peace Begins at Home Peer support parenting circles to mothers and other female caregivers of at risk or gang involved youth. The circles also address concerns around housing, general safety and isolation. Community Education Workshops are offered on a monthly basis centered on topics related to safety</p>

<p>Age and Opportunity Services Inc. Head Office 200-280 Smith St. Winnipeg MB. R3C 1K2 Phone: (204) 956-6440 Fax: (204) 946-5667 E-mail: info@ageopportunity.mb.ca Website:www.ageopportunity.mb.ca</p>	<p>Offers a wide range of programs and services for seniors across Winnipeg with 5 area offices around the city Including English for Seniors.</p> <p>English as a second language (EAL) classes for immigrant seniors 55 years and older. The program teaches life skills and provides an awareness of senior services and activities that are available to them- Manager English for seniors: Lan Doan.</p> <p>Other services include but are not limited to counseling and elder abuse services, legal services as well as individual housing consultations. Age & Opportunity publishes the Winnipeg Seniors Housing Directory which contains information about rental accommodation for seniors as well as personal care homes.</p> <p>See website for more information and location of programs</p>
<p>Meals on Wheels of Winnipeg, Inc. 500-283 Portage Avenue Winnipeg, MB R3B 2B5 Phone: (204) 956-7711 Fax: (204) 956-7722 Office Hours Monday - Friday *Closed on Statutory Holidays 8:30 a.m. to 4:00 p.m. Saturday & Sunday Closed</p>	<ul style="list-style-type: none"> • Clients of Meals on Wheels of Winnipeg are mainly seniors; however the meal program is open to all citizens in Winnipeg who require nutritional assistance due to age, illness or disability. • Offers the delivery of a hot dinner (main meal of the day) and an optional accompanying cold supper. • Meal menus vary and are available to suit a range of diets. A Kosher food program is available. • While specific cultural diets can not be accommodated, provision is made to accommodate personal dislikes and preferences where possible (for example to receive rice instead of potatoes) • There are two portion sizes for the hot meal. An extra large portion is available with a small surcharge. • soft diets or pureed meals also available • All meals are delivered by volunteers between 11:00 am and 1:00 pm daily the service Monday through Friday (including holidays) in most areas and in selected areas for weekends. <p>Effective January 1, 2006 the cost to clients is as follows:</p> <ul style="list-style-type: none"> • \$ 5.00 - Hot Meal • \$ 3.50 - Cold Meal • \$ 6.20 - Kosher Hot Meal • \$ 3.50 - Kosher Cold Meal • \$ 0.75 - Large Portion Surcharge • \$ 4.40 - Frozen Meals (5 meals per order at \$22.00) <p>Meals on Wheels of Winnipeg send an invoice to clients at the first of the new month for all meals received in the previous month. Clients must pay the invoice upon receipt. Volunteers do not accept payments for delivery to the office or for mailing purposes.</p> <ul style="list-style-type: none"> • Invoices may be directed to someone other than the client if that person is in charge of the client's business affairs. <p>To order services from Meals on Wheels of Winnipeg call the office (204-956-7711) The call to initiate service can come from the client, a caregiver, friend, family member, or another service provider.</p> <p>A brief interview is conducted over the phone to obtain the information needed to begin service delivery. Delivery of the service can start within three to five days of receipt of the referral information. At the time of the interview a guaranteed start date can be given to the client or caregiver.</p> <p>As well, persons wishing to refer family members or themselves to the program can download our referral form to review the information we require to start the service at www.mealsonwheelswpg.ca</p> <p>This form can be filled in and faxed to office at 956-7722</p>

Housing Resources

The need for safe affordable housing has been identified as a major issue for newcomers to Manitoba. Current access to safe low cost public housing is considered insufficient to meet the needs of new immigrants to Manitoba.

Settlement agencies that work directly with immigrants and refugees have counsellors that can assist clients to meet their housing needs. Once your client finds a suitable place to live, most landlords will ask them to sign a lease. Initial payment is half a month's rent for damage deposit in addition to the first month's rent. A lease can be a month to month arrangement or a 12 month arrangement. This is a binding, legal agreement between the tenant and landlord and will detail the rights and responsibilities for both parties. It is important that your client understand the details before they sign. The tenant and the landlord should go through the rental property prior to moving in to examine the condition of the property and make a detailed list of any existing damage or repairs needed. This process is also done when they move out. This is very important to ensure that your client is not charged for any damages not on the list when they move out, otherwise the landlord will keep the damage deposit, plus any accumulated interest to pay for any damages.

This section provides a list of other agencies that may assist your client with housing related issues including finding housing, furniture and/or household items. For specific information on service eligibility for housing services see Section 2 of this guide.

Organization	Services Available
<p>IRCOM HOUSE Immigrant and refugee community organization of Manitoba 95 Ellen Street Winnipeg, MB R3A 1S8 Phone: (204) 943-8765 (General) Fax: (204) 943-4810</p> <p>Contact: Executive Director: Noelle De Pape Noelled@ircom.ca Website: www.ircom.ca</p> <p>Rent rates for IRCOM housing is under Manitoba Housing and Renewal Corporation (MHRC) Rent Geared to Income program (RGI).</p>	<ul style="list-style-type: none"> • IRCOM HOUSE is an apartment building opened on January 1991 to provide an alternative and supportive form of housing to newcomers to Canada in their first year of residence. IRCOM HOUSE is sponsored by the Immigrant and Refugee Community Organization of Manitoba Inc., a non profit volunteer based organization devoted to assist newcomers in Winnipeg. • Transitional Housing provides newcomer families with second-stage accommodation for a period of 1 year, with the possibility of renewal for another 2 years (for a maximum of three years from arrival in Canada) IRCOM House operates a 67 unit 2 & 3 bedroom apartment block. Units hold between 2- 6 people. • IRCOM has an operating agreement with Manitoba Housing and Renewal Corporation (MHRC) to manage IRCOM House. Housing is under MHRC's Rent Geared to Income program (RGI). The rent includes in-suite fridge and stove, curtains, heat, electricity, sewer and water. Most units have balconies or fenced-in patios, and some units are wheelchair accessible. Housing includes on-site management and regular maintenance • Community workers begin to work with the family after their first year to find other housing and the process of completing housing forms

<p>Manitoba Housing Authority-Public Housing 100-185 Smith Street Winnipeg, MB R3C 3G4 Phone: (204) 945-4663 Website: http://www.gov.mb.ca/fs/housing/mha.html</p>	<ul style="list-style-type: none"> • The Manitoba Housing Authority (MHA) was incorporated in 1992 as an agency of the Manitoba Housing and Renewal Corporation (MHRC) to function as the management arm of the Housing Division. The MHA administers and manages approximately 13,000 units. • The Manitoba Housing Authority provides a range of affordable and subsidized housing such as apartments, townhouses, duplexes and houses for families, seniors and single people who are living on low or moderate incomes. <p>Who can apply for housing?</p> <ul style="list-style-type: none"> • Canadian citizens • Landed immigrants and refugees • Persons 18 years of age or older <p>Rental Rates</p> <ul style="list-style-type: none"> • Rental rates are based on a rent-geared income ratio of 27% of the gross family household income for one to five bedroom apartments and units are available throughout the city. Rental rates for studio apartments are based on a rent-geared to income ratio of 25% of the household income due to the smaller size of the units
<p>S.A.M. (Management) Inc. 425 Elgin Avenue Winnipeg, MB R3A 1P2 Phone: (204) 942-0991 Fax: (204) 957-5829 Email: admin@sam.mb.ca Website: www.sam.mb.ca</p>	<ul style="list-style-type: none"> • S.A.M. (Management) Inc. is a non-profit social housing management corporation. Managed Properties include Co-operatives, Family Housing, Life Lease properties, Senior Citizens Rental and single persons housing. Family housing apartments and townhouses includes some subsidized Manitoba Housing Authority apartments and townhouses. For list of current properties see under managed properties on the S.A.M website.
<p>Winnipeg Housing Rehabilitation Corporation (WHRC) 60 Frances Street Winnipeg, MB R3A 1B5 Phone: (204) 949-2880 E-mail: info@whrc.ca Website: www.whrc.ca</p>	<ul style="list-style-type: none"> • Winnipeg Housing Rehabilitation Corporation (WHRC) was founded by the City of Winnipeg in the late 1970's as a non-profit developer and manager of affordable housing in Winnipeg. • WHRC provides affordable, clean and safe rental housing in the inner-city and North end as well as market rent units in various parts of Winnipeg. Most units are available to people requiring rents geared to income (RGI) • Eligibility guidelines: Any person or family may seek accommodation subject to income restrictions, occupancy guidelines and housing availability. • The household size and make up will determine the unit-size eligibility. Age and gender of children, household relationship and medical requirements are also considered. • Persons can call to inquire about availability and the waiting list. List of properties, information on income restrictions and an application form can be downloaded from the website.

<p>Winnipeg Housing and Homelessness Initiative (WHHI) 361 Hargrave Street (just north of Ellice Ave.) Winnipeg, MB R3B 2K2 Phone: (204)940-3070 Fax: (204)940-3077 Email: info@whhi.ca Website: http://www.whhi.ca</p>	<ul style="list-style-type: none"> • The WHHI does not directly provide housing units to individuals, but can be a source of information and referral • WHHI is a three year partnership established between the governments of Canada, Manitoba and City of Winnipeg to address declining housing stock in designated inner city neighborhoods in Winnipeg, and homelessness • The WHHI provides a “single window” access by local community organizations to a number of federal, provincial and City programs, including Neighborhood Housing Assistance and housing repair programs administered by the Housing Division, such as the Residential Rehabilitation Assistance Program This makes it easier for groups to obtain information and funding from government regarding housing and homelessness
<p>Residential Tenancies Branch 302-254 Edmonton Street Winnipeg, MB R3C 3Y4 Phone: (204) 945-2476 Toll Free in Manitoba: 1-800-782-8403 Fax: (204) 945-6273 E-mail: rtb@gov.mb.ca Website: www.gov.mb.ca/finance/cca/rtb</p>	<p>The Residential Tenancies Branch of the Government of Manitoba is responsible for the Residential Tenancies Act, The Life Leases Act and The Condominium Act in Manitoba. The Branch can investigate, mediate and make decisions on disputes between landlords and tenants over:</p> <ul style="list-style-type: none"> • Security deposits • Repairs • The terms and conditions of a tenancy agreement • Notices to move, including notice for non-payment of rent and noise • Privacy • Payment of utilities <p>The Branch can try to mediate all disagreements between tenants and landlords, except for complaints about rent increases. If necessary the branch can make a decision and issue an order. The branch makes decisions on claims for compensation and applications for orders of possession. The fee for filing a claim for compensations is \$20.00. The fee for filing an application of possession is \$60.00.</p> <ul style="list-style-type: none"> • Service is offered in French and English
<p>Centre Flavie-laurent Inc. 164 Marion Street Winnipeg, MB R2H 0T4 Phone: (204)233-4936 Hours: 9:00 am to 1:00pm Monday to Friday</p>	<p>A registered charity that is part of the Catholic Health Corporation of Manitoba which includes St. Boniface Hospital, St. Amant Centre and other services started by the Grey Nuns.</p> <ul style="list-style-type: none"> • Clients have access to furniture, clothing and other household items at the warehouse based on self-identified need and availability of items that week. Clients must register in person. Items are available free of charge. There is a \$20.00 delivery fee for large furniture items. The fee may be waived based on ability to pay.
<p>Hands of Hope Inc. Phone: (204)261-8607 Contact: Sandra Email: handsofh@mts.net</p>	<p>A registered faith based charity that provides furniture and household items to individuals and families in need. The staff will do a phone or in person assessment of the household need and available space and deliver items free of charge. Furniture is based on what is donated on a week to week basis.</p>

Section 5 – Appendix
