

# Home Safety Services and Programs in Winnipeg



## Report Neighbourhood Hazards

Call Manitoba Hydro at 204-480-5900

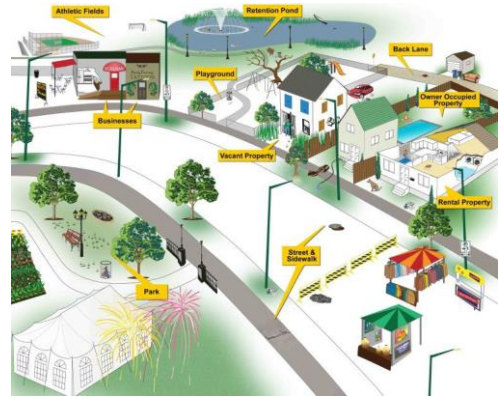
- Street light not working

Call City of Winnipeg 311 for:

- Street, sidewalk or curb repair
- Traffic light not working
- Street Litter on streets, lanes, boulevards
- Manhole cover missing or ajar

City of Winnipeg website has these informative pages:

- [City services by property type](#) for information on city services, by-laws that affect homeowners, renters and businesses, and information on how to report concerns.
- [Property and Neighborhood Standards](#)
- [Standards for Maintenance of Residential Properties: A Guide for Property Owners, Landlords and Tenants](#)



## Winnipeg Police Services

Includes crime prevention programs, neighbourhood watch, concerns about neighbourhood speeding, reporting damage to property or vehicles.

**Emergency:** 911

**Non-emergency:** 204-986-6222

**Hearing impaired line:** 204-942-7920



## Winnipeg Fire Paramedic Services

To protect yourself and your family in the event of a fire, properly installed and maintained smoke alarms will provide an early warning alarm to your household.

- The S.A.F.E Family (Smoke Alarm For Every Family) supplies and installs a smoke alarm in owner-occupied households not equipped with a working smoke alarm. If you do not have the resources to supply and install a own smoke alarm for any reason you can apply to have one provided by the program by calling **311** or using the contact form at <https://winnipeg.ca/fps/CommunityRelations/SafeFamily.stm> . Note: this service has been temporarily suspended due to COVID-19.
- S.A.F.E. Family Program is not available to rented homes and apartments. If you live in a rental property and you do not have a working smoke alarm talk to landlord first. If it isn't resolved, you can [Fill out a form](#) and a Fire Inspector will contact you and resolve the issue with the property owner.

**Emergency calls:** 911

**Phone (non-emergency):** call 311

**Online:** <http://www.winnipeg.ca/fps/firePrevention/>



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## Garbage and Recycling

If you are unable to take your garbage and recycling to the curb or lane and have no one to help you, you can apply to the City of Winnipeg for a “Walk up Service”. City collectors will take your carts from your property to the truck, and return them. You need to apply for this service and have the application signed by a health care professional. You must re-apply each year, however, a medical signature is not needed.

**For an application form, call 311 or visit <https://www.winnipeg.ca/waterandwaste/garbage/walk-upService.stm>.**



## Manitoba Poison Centre

This phone line and website provides information and treatment recommendations on poisoning prevention and treatment.

**Phone toll-free: 1-855-7POISON (1-855-776-4766) 24 hours a day, seven days a week**

**Online: <http://www.manitobapoison.ca/for-families/what-is-a-poison>**

**For more information, visit: <http://www.manitobapoison.ca/education-news/request-resources>**



## Home Safety Checklists

These online checklists take you room-by-room through your home to identify potential hazards (such as falls, burns, and poisoning) and offer tips on how to make your home safer

- <https://preventfalls.ca/older-adults/home-safety-checklist/>
- If you have young children, check out <https://healthyparentingwinnipeg.ca/home-safety-checklist/>



## Bed Bug Public Inquiry and Information Line/ Email

This service provides information and answers to questions about bed bugs. The bed bug website provides relevant and current bed bug information for all Manitobans including: bed bug fact sheets in 18 languages, links to grants, low-cost and Bug N Scrub programs, and resources for tenants/ landlords.

**Phone BedBug Hotline: Toll Free:1-855-362-2847**

**Email: [bedbugs@gov.mb.ca](mailto:bedbugs@gov.mb.ca)**

**Online: [www.gov.mb.ca/bedbugs](http://www.gov.mb.ca/bedbugs)**



## Rental Property Concerns

For [Livability Bylaw concerns](#) such as lack of heat or water, sewage backup, bed bugs, try first to work issues out with your landlord. If your concerns are unresolved, you can register a complaint with the City of Winnipeg Community By-law Enforcement Services by calling **311**.

For information on matters such as rent, repairs, deposits and mediating disputes between tenants and landlords contact **The Residential Tenancies Branch at 204-945-2476** or visit their website at <https://www.gov.mb.ca/cca/rtb/>.

Manitoba Government’s [Safe Housing Program](#) - Public Health Inspectors respond to housing safety and health concerns from tenants and the general public To report suspected public health hazards call 204-945-4204 or use the contact form at

<https://www.gov.mb.ca/health/publichealth/environmentalhealth/protection/contact.html> .



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## **Older Adults**

### **Age & Opportunity (A & O): Support Services for Older Adults – Safety Aid Program**

SafetyAid is falls prevention program for seniors 65 years of age and older. The program provides risk audits and education for all and, for low income people, provides non-slip bath mats, nightlights, flashlights, fluorescent stair tape, ice melt for sidewalks and ice grip tips for canes.

**Phone:** 204- 956-6440

**Email:** [intake@aosupportservices.ca](mailto:intake@aosupportservices.ca)

**Online:** <https://www.aosupportservices.ca/our-three-pillars/safety-security/safetyaid-falls-prevention/>

### **Age & Opportunity (A & O): Support Services for Older Adults - This Full House**

This voluntary program helps individuals experiencing hoarding behaviours to live safely in their home. The program provides a Registered Social Worker to help older adults make difficult choices about belongings in their home, and to decrease the anxiety they may feel about letting go of their belongings.

**Phone:** 204-956-6440

**Email:** [intake@aosupportservices.ca](mailto:intake@aosupportservices.ca)

**Online:** <https://www.aosupportservices.ca/our-three-pillars/safety-security/this-full-house/>

### **Community Home Services Program (CHSP)**

The CHSP provides free community services such as light house cleaning, yard work, snow removal and occasional heavy duty cleaning to low income seniors (60+) and persons with a disability who have home care in place living independently within Winnipeg. Applicants for CHSP services must meet eligibility criteria.

**Phone:** 204-927-1720

### **Good Neighbours Active Living Centre – Home Maintenance Program for Seniors**

The Home Maintenance Program helps you find someone in your community who can do various jobs such as housekeeping, meal preparation, painting, carpentry, yard work, minor plumbing and minor electrical, at reasonable rates. All service providers are screened with a criminal reference check, interview and references to ensure your safety. To be eligible for the program you must be 55 years of age or older; able to make arrangements with service providers; and living within Winnipeg.

**Phone:** 204-806-1303

**Email:** [hmprogram@gnalc.ca](mailto:hmprogram@gnalc.ca)

**Seniors Community Resource Councils** are nonprofit community-based organizations that offer a variety of programs that support the independence of older adults. Programs may include congregate meals, transportation programs, home maintenance programs, yard work, snow clearing and emergency response kits. To find your senior's resource council in Winnipeg visit

<https://wrha.mb.ca/support-services-to-seniors/seniors-resource-finders/>



# Home Safety Services and Programs in Winnipeg



## Other websites and phone numbers

**211 Manitoba** – An online directory of community, government, and social supports and services available throughout Manitoba. Visit: <https://mb.211.ca/>

**Manitoba Resource for Residents' Portal**– Provides details on provincial programs and services organized by personal situations or questions (e.g. I am a 'resident') and service need (e.g. How do I 'find out my rights as a tenant').an online tool to help you determine if you qualify for many Provincial Government programs including help for homeowners and affordable housing. Go to <https://residents.gov.mb.ca/reference.html>



## CONTACT US

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Email: [lnjuryinfo@wrha.mb.ca](mailto:lnjuryinfo@wrha.mb.ca)

Phone: 204-940-8300

