

ABOUT – resource lists are challenging as the availability of supports are continually changing. This quick reference guide was first compiled in late October 2020 to support Public Health team members navigate community members access to resources during the pandemic. It was created specifically for team members contacting COVID-19 positive clients and their contacts. It includes many resources already listed on government websites, including Government of Manitoba sites (e.g., <https://www.gov.mb.ca/covid19/protection/index.html>).

It is not possible to have a fully comprehensive resource list. You will know of other local resources and supports available to community members in your community area that will not be included here.

Resource	Details	Contact information
<u>General Resources</u>		
Manitoba 211	211 Manitoba is a searchable online database of government, health, and social services that are available across the province.	Visit: https://mb.211.ca/ Call: 211
Help Next Door MB	Service connects volunteers with individual needs. Must have internet access and email address to sign up and create an account.	Visit: https://helpnextdoormb.ca/
<u>Food Delivery Options</u>		
For clients with financial means, it may be useful to know which grocery stores deliver in your community area.		
Winnipeg Harvest Only under these circumstances are Harvest to be contacted: <ul style="list-style-type: none"> Client is isolating because they are COVID positive, a close contact, or waiting for test results. Client has no neighbours, friends or relatives who can pick up and drop off groceries or hamper 	Harvest will arrange one time delivery of emergency food hamper that is estimated to last 10-14 days. *PHN please email Deb at dswereda@harvestmanitoba.ca and appointments@harvestmanitoba.ca to let her know you are sending over a fax with client information.	PHN to FAX 204.775.4180 ATTENTION DEB SWEREDA ONLY with the following information: Client name Address with postal code Phone number 6 digit health card number Family composition (how many kids and ages) Any additional comments (apartment, house, drop off point, etc.) *Please do not ask client to initiate this service.

<p>For seniors 55+: 311 Food Security Line</p>	<p>Resources available through Age & Opportunity Support Services for Seniors.</p>	<p>Client calls 311 and indicate need help with food delivery. They will then be connected with the services provided through A&O.</p>
<p>Meal Delivery for isolating cases and contacts in single resident occupancy (SRO) hotels/rooming houses. Aims to support those who have few amenities to prepare foods.</p> <p>Government of Manitoba in partnership with Made with Love and Comm.UNITY.204 will provide daily meals:</p> <ul style="list-style-type: none"> ● One fully cooked fresh meal that includes instructions on how to reheat multiple ways (and can be eaten cold). ● Prepared food items for breakfast and lunch. 	<p>Meal packages will be delivered once a day during isolation period by Comm.UNITY.204.</p>	<p>WRHA Staff to email Comm.UNITY.204 at team.community.204@gmail.com</p> <p>with the following:</p> <p>Subject Line: <u>COVID Meal Delivery</u> - Mark as high importance.</p> <p>Indicate new client for meal delivery (DO NOT provide name) Address/name of hotel Your phone number for a Comm.UNITY.204 rep to call back and obtain additional identifying information. *Please do not ask clients to initiate this service.</p>
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<u>Access to income and benefits</u>		
Community Financial Helpline	This service answers questions from community members living on low incomes about: <ul style="list-style-type: none"> • Tax filing • Obtaining identification • Income supports (such as CERB, EIA, EI, OAS, CPP, and CPP-D) • Benefits and credits such as the Canada Child Benefit, and debt management and credit counselling. 	Client calls or texts 431-813-4357 (431-813-HELP) or toll free 1-855-955-4234 (1-855955-4CFH)
Government of Canada – Service Canada	The Government of Canada has made temporary changes to the Employment Insurance (EI) program and new benefits are available:	For a complete list of programs, services and resources available through the Government of Canada
	<ul style="list-style-type: none"> • Canada Recovery Benefit • Canada Recovery Sickness Benefit • Canada Recovery Caregiving Benefit 	visit: Canada.ca/coronavirus Clients can also answer questions directly here to determine eligibility visit: https://covidbenefits.alpha.canada.ca/en/start
Government of Canada - Employment Insurance (EI)	If you are eligible for EI benefits, you will receive a minimum taxable benefit at a rate of \$500 per week, or \$300 per week for extended parental benefits.	Client visits: Canada.ca/coronavirus Only if no internet, clients calls 1-800-206-7218
Canada Recovery Benefit (CRB)	The CRB provides \$500 per week for up to 26 weeks for workers who have stopped working or had their income reduced by at least 50% due to COVID-19, and who are not eligible for Employment Insurance (EI).	Client visits: Canada.ca/coronavirus Only if no internet, Clients call 1-833-966-2099

Canada Recovery Sickness Benefit (CRSB)	<p>The CRSB provides \$500 per week for up to a maximum of two weeks, for workers who:</p> <ul style="list-style-type: none"> • Are unable to work for at least 50% of the week because they contracted COVID-19 • Are self-isolated for reasons related to COVID-19 have underlying conditions, are undergoing treatments or have contracted other sicknesses that, in the opinion of a medical practitioner, nurse practitioner, person in authority, government or public health authority, would make them more susceptible to COVID-19. 	<p>Client visits: Canada.ca/coronavirus</p> <p>Only if no internet, Clients call 1-833-966-2099</p>
Canada Recovery Caregiving Benefit (CRCB)	<p>The CRCB provides \$500 per week for up to 26 weeks per household for workers:</p> <ul style="list-style-type: none"> • unable to work for at least 50% of the week because they must care for a child under the age of 12 or family member because schools, daycares or care facilities are closed due to COVID-19 	<p>Client visits: Canada.ca/coronavirus</p> <p>Only if no internet, Clients call: 1-833-966-2099</p>
	<ul style="list-style-type: none"> • because the child or family member is sick and/or required to quarantine or is at high risk of serious health implications because of COVID-19. 	
Mental Health Supports		
Government of Manitoba – Care for Your Mental Health	A summary of Manitoba resources is available online.	<p>Clients visit: http://www.manitoba.ca/covid19/bewell/index.html</p>
AbilitiCBT	Digital therapy program available to all Manitobans experiencing low to mild symptoms of anxiety due to the pandemic.	<p>Clients visit: https://manitoba.abiliticbt.com/</p>

Mental Health Virtual Therapy - Two-session virtual counselling	Starting October 13, every Manitoba resident age 16 or older have access to up to two free counselling sessions with a trained professional at Morneau Shepell. Sessions are offered in multiple languages until December 31.	Clients call toll free 1-844218-2955 and the virtual counselling sessions can be by video or telephone, as preferred.
Anxiety Disorders Association of Manitoba (ADAM)	<p>ADAM'S online, six-week Anxiety and Worry Support Program (AWSP) is designed to help people find effective ways to address anxiety and worry related to COVID-19, as well as health and social anxiety.</p> <p>This program is available across Manitoba. Participants meet weekly with a trained peer support worker — in a small online group or individually over the phone or on Zoom — as they work through each module.</p>	Clients email adam@adam.mb.ca or phone 204-925-0600 for more information.
Klinic Crisis Line	Klinic offers a variety of crisis phone lines and online support services, providing free and confidential counselling. For more information: http://klinik.mb.ca/crisis-support/	To access Klinic's crisis line clients call: 204-786-8686 or 1-888-3223019 TTY 204-784-4097
Manitoba Suicide Prevention & Support Line	Klinic offers this 24/7 confidential telephone support service for people at risk of suicide, concerned family / friends, those who have lost a loved one to suicide, and service providers / helpers	Clients call 1-877-435-7170 (1-877-HELP170)
Sara Riel's Seneca Warm Line	This is a telephone support service between the hours of 7:00 pm and 11:00 pm. Dedicated Peer Support Workers are available to talk, provide support and/or suggest possible resources to persons calling during these times. Calls are limited to 15 minutes ensure assistance to as many callers as possible.	Clients call 204-942-9276

First Nations and Inuit Hope for Wellness Help Line	Counselling available in English and French - upon request, in Cree, Ojibway, and Inuktitut.	Clients call 1-855-242-3310
Kids Help Phone	This national phone line available to Manitoba Youth (generally 16 years and younger)	1-800-668-6868
Inspire Community Outreach	Inspire provides COVID-19 supports and information for families members and caregivers of those living with mental health issues and neurological/cognitive differences.	Clients visit: https://inspirecommunityoutreach.ca/covid-19/
Canadian Mental Health Association (CMHA)	This is a resource list page with resources/supports for clients. The Service Navigation Hub supports Manitobans find the best type of care or service to match their needs: https://mbwpg.cmha.ca/programs-services/snh/	Visit: https://cmha.ca/news/covid19-and-mental-health Call a navigation specialist at 204-775-6442
<u>Domestic Violence Supports</u>		
MB Government - Family Violence Prevention Program & Domestic	Family Violence Prevention Program: https://www.manitoba.ca/familyviolence	Clients can call toll free Province-Wide Domestic Abuse Crisis Line (24 hours)
Violence Support Service	Domestic Violence Support Services: https://www.gov.mb.ca/justice/crown/victims/dvs s.html Map of community organizations that support individuals affected by domestic violence: https://www.gov.mb.ca/justice/crown/victims/publics/resource_map.pdf	1-877-977-0007 Or text 204-792-5302 or 204-805-6682
<u>Community Area-specific Resources</u>		
NorWest Co-op Community Health Centre	For anyone who lives in the Inkster community (Brooklands, Weston, Burrows-Keewatin, Tyndall Park, Inkster Gardens) who is isolating due to COVID-19.	Inkster clients call: Abby Legaspi @ 204-806-3972

	<p>NorWest Co-op has a team in place to provide support, such as food delivery, health information, counseling, COVID testing or other service navigation, to these individuals and their household.</p> <p>Details For health-related questions, access to food, or members of your household need COVID-19 testing, please reach out to us. Limited to Inkster residents only.</p>	
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