

Resources for Coping with COVID-19

Disclaimer: Due to the ever-changing nature of the COVID-19 pandemic, these resources may change. Call ahead where possible to confirm that services are still being offered. This document was developed by three students on placement from the University's Rady Faculty of Health Sciences in accordance with their program requirements. The information provided in this document is intended to provide helpful information and is not intended to replace advice and guidance of a professional health care provider. There are no guarantees of completeness or accuracy with regard to the information contained in this document. All individuals involved in the creation of this document disclaim any liability in connection with the use of this document and of the information contained herein. This document is provided without warranty of any kind.

Developed by Nealy Armstrong, Jenn Casey, and Morgan Evans
Student Occupational Therapists
University of Manitoba

Table of Contents

| | |
|--|-----------|
| **EMERGENCY SUPPORT CRISIS LINES** | 1 |
| Health and Social Services | 1 |
| Addictions Support | 1 |
| Emergency Food and Basic Needs | 2 |
| Financial Supports | 3 |
| Meal Delivery | 3 |
| Grocery stores that deliver: | 4 |
| Grocery stores that have specific hours for those who need assistance or consideration: | 5 |
| Mental Health Supports | 5 |
| Women's Resources | 7 |
| Meals for Seniors | 8 |
| Supports for Seniors | 8 |
| Websites | 10 |
| Free Apps (available on the App Store [Apple] and Play Store [Android]) | 10 |

****EMERGENCY SUPPORT CRISIS LINES****

| Resource | Contact Information | Services Provided |
|---|--|--|
| Klinic 24-hour Crisis Line | 1-888-322-3019 (toll-free) | If you are experiencing a crisis and need to talk to a crisis counsellor. |
| Manitoba Suicide Prevention & Support Line | 1-877-435-7170 (toll-free) | Call if you are having suicidal thoughts or feelings; concerned about a friend, family, or co-worker; or impacted by a suicide loss or suicide loss or attempt. Confidential, 24/7. |
| Mental Health Crisis Response Centre (CRC) | 817 Bannatyne Ave. 204-788-8330 1-204-940-1781 (mobile service) | For people experiencing an immediate need for mental health services, the CRC is open 24/7. Provides phone assistance; can also meet with you either in your home or another safe place within Winnipeg. |
| Manitoba Sexual Assault Crisis Line | 1-888-292-7565 (toll-free) | 24/7 phone line that provides information and crisis intervention to sexual assault victims and those close to them. |

Health and Social Services

| Resource | Contact Information | Services Provided |
|---------------------|--|--|
| 211 Manitoba | Dial 2-1-1 | Find programs and services in your community such as; social services, newcomer support, clothing, financial assistance programs, housing, food, health clinics, counselling services and other mental health resources. |
| Health Links | 204-788-8200 OR 1-888-345-9257 (toll-free) | Health Link operations 24/7, 365 days a year, it offers medical advice and information. If you ever unsure of what to do in a medical situation, please call for a over-the-phone assessment. For anyone who is having cold or flu-like symptoms, call health links to determine if and where you should get tested for COVID-19. Call for free transportation service to a COVID-19 testing site. |

Addictions Support

| Resource | Contact Information | Services Provided |
|---|--|---|
| Addictions Foundation of Manitoba | Toll-free numbers: 1-855-662-6605 1-800-463-1554 | Manitoba Addictions Helpline. Call to be connected with available services and resources. 24/7 Problem Gambling Helpline |
| Rapid Access to Addictions Medicine (RAAM) | <u>Crisis Response Centre (CRC) Clinic</u> 817 Bannatyne Ave. | RAAM clinics are walk-in clinics for adults (18+), looking to get help with high-risk substance use and addiction. CRC Clinic open Tuesdays, Wednesdays, and Fridays from |

| | | |
|--|--|--|
| | 204-940-2177 <u>River Point Centre</u> 146 Magnus Ave. 204-944-6209 | 1-3pm. River Point Centre Clinic open Mondays 1-3pm, and Thursdays 9:30-11:30am |
|--|--|--|

Emergency Food and Basic Needs

| Resource | Contact Information | Services Provided |
|---|-----------------------------------|---|
| 710 Aberdeen | 710 Aberdeen Ave. 204-557-6138 | Bagged lunch available Monday, Thursday, and Friday at 11:30am. |
| Agape Table | 364 Furby St. 204-783-6369 | Bagged breakfast served Monday-Friday 7-11am. |
| Andrews Street Family Centre | 220 Andrews St. 204-589-1721 | Emergency food, diapers, and formula. Call Monday-Friday 10am-3pm for an appointment (MB Health Card required). Hot lunches served Monday-Friday at 12pm. Daily coffee Monday-Friday 10am-3pm. |
| Crossways in Common | 222 Furby St. 204-774-2773 | Bag lunches available for pick up Mon, Wed, Thurs, Fri at 12pm-3pm, while supplies last. Emergency food packages and basic need items available. Call for an appointment for pickup. (MB Health Card required) |
| Elmwood Community Resource Centre (ECRC) | 545 Watt St. 431-275-2287 | Basic needs and employment support line. Drop-in appointments available to book over the phone - Monday-Friday 9am-5pm. |
| Lighthouse Mission | 669 Main St. 204-943-9669 | Breakfast Monday-Thursday 9am Soup and Sandwich: Monday-Thursday 2pm Sandwiches: Fridays 1pm, Chili 6:30-8pm |
| Main Street Project Food Bank and Essentials | 661 Main St. 204-982-8229 | Free food market shopping Thursdays 10-11:30am. In order to register for food bank services, you must contact Winnipeg Harvest (204-982-3660) to sign up and call or drop in at 661 Main St. |
| Ma Mawi Wi Itata Centre | 445 King St. 204-925-0330 | Meal delivery: One emergency meal per family, baby supplies and basic needs for individuals and families. Must have a phone and will be called when food is dropped off. Call Monday-Friday 8:30-4:30pm, deliveries made between Monday-Saturday from 1-3pm. |

| | | |
|---|--|--|
| | | <p>Family with children: eligible to receive food hamper weekly (estimated to last 2-3 days).</p> <p>Single adult: each adult in the house eligible to receive a lunch hamper weekly (each hamper includes 7 lunches)</p> |
| Salvation Army | Weetamah 324 Logan Ave. 204-946-9490 | Call to make an appointment (bring MB health card). Option of access to food pantry or a Safeway voucher. |
| | St.James/ Charleswood 825 School Rd. 204-889-9205 | Call to make an appointment (bring MB health card). Access to food pantry. |
| Siloam Mission | 300 Princess St. 204-956-4344 | Bagged lunch at 12:30pm, and bagged supper at 6:30pm |
| St. Matthews Maryland Community Ministry | 365 McGee St. 204-995-2944 | Take out lunches, emergency food kits available Monday, Tuesday, Thursday, Friday 1:30-3pm |
| Thrive Resource Centre | 555 Spence St. 204-775-9934 | Basic needs food supplies, baby supplies, layettes, hygiene items, community resources, coffee/snacks. Open Monday-Friday 9am-4pm. |
| West Broadway Community Services | 222 Furby St. 204-774-2773 | Bag lunch, food kits Monday, Wednesday, Thursday, Friday at 12:30pm |
| Winnipeg Harvest | 1085 Winnipeg Ave. 204-982-3660 | Food hampers once every 4 weeks (6 digit MB Health card needed). Free delivery for 55+ (Call 3-1-1). To set up service: 204-982-3660, appointments@winnipegharvest.org (Winnipeg) 1-800-970-5559 (Outside Winnipeg) |

Financial Supports

| Resource | Contact Information | Services Provided |
|---|--------------------------------|---|
| Community Financial Counselling | 1-888-573-2383 | Free counselling on budgeting and managing finances (Monday-Friday, 9am-5pm). |
| Employment and Income Assistance Call Centre | 204-948-2888 1-855-944-8111 | Main office, client services in English and French (Monday-Friday, 7am-7pm). EIA has various offices across the city. |

Meal Delivery

| Resource | Contact Information | Services Provided |
|----------|---------------------|-------------------|
|----------|---------------------|-------------------|

| | | |
|---|--|--|
| Food for Thought Catering and Frozen Foods | 840 Erin St. 204-772-3663 | Available for delivery: \$6-8/portion. Portions are frozen, low sodium, sugar, and fat. Vegetarian, vegan, dairy-free, and gluten-free meals are available. |
| Harman’s Meal Services | 857 Sargent Ave. 204-233-5005 | Daily meal delivery throughout Winnipeg, including dietary, restricted, and specialty meals- \$8.50 each. |
| Meals on Wheels | 172 Hargrave St. 204-956-7722 | Delivery of hot dinners, bag lunches and frozen meals. Standard hot meal is \$6.00 and includes protein, starch, and vegetables. Other meal options are available at a higher cost. Contact Meals on Wheels Monday - Thursday 8:30am-4pm and Friday 8:30am-3pm |
| Supper Central | 2355 McGillivray Blvd. 204-290-0909 | All meals are ready to be assembled and cook and include all ingredients and instructions to make it. Specialty orders based on specific diets can be ordered over the phone. Delivered by courier Monday-Friday 11am-5pm for \$10. Meals can also be picked up at 400-2355 McGillivray Blvd. Contact Supper Central Monday & Tuesday: 10am-6pm, Wednesday-Friday: 10am-8pm, or Saturday-Sunday: 10am-5pm. |

Grocery stores that deliver:

| | | |
|---|---|---|
| <p>Grocery stores Listed are the stores open early for seniors or have a delivery service.</p> | <p>Food Fare locations: <u>115 Maryland St.:</u> 204-772-1250 <u>839 Cavalier Dr:</u> 204-889-8892 <u>247 Lilac St.:</u> 204-475-6636 <u>905 Portage Ave.:</u> 204-987-8849 <u>2285 Portage Ave.:</u> 204-885-2381</p> | <p><u>Winnipeg Food Fare</u> Delivery: available Monday-Friday – you can place order over the phone, or through email. Order in before 11am for same day delivery, <u>they take cash, debit or credit card over the phone.</u> In store: Will be opening early to allow seniors to shop.</p> |
| | <p>204-768-9070 or 204-333-7828</p> | <p><u>Diversity Food Services</u> Delivery of prepared meals and grocery items. Delivery is free with minimum order of \$35. Orders can be placed on website, by phone or by emailing diversity@uwinnipeg.ca. Place order Monday - Friday 10-5 p.m., same day delivery must be before 1:00pm.</p> |
| | <p><u>Dakota family foods:</u> 204-255-</p> | <p><u>Family Foods</u> \$9 fee for delivery available Monday-Saturday – phone</p> |

| | | |
|--|--|--|
| | 6129 <u>Downtown Family foods:</u> 204-947-6645 | orders in the afternoon before delivery day or online. IF order is over the phone, they will take payment at the door (cash, credit card or debit). Opening at 7 a.m. on Thursdays for seniors and people who are more vulnerable. |
|--|--|--|

Grocery stores that have specific hours for those who need assistance or consideration:

| |
|---|
| <p><u>Red River Co-Op</u> Early openings for seniors, pregnant women, and those with compromised immune systems. Wednesdays & Fridays 7-8am</p> |
| <p><u>Real Canadian Superstore</u> Early openings for seniors and people living with disabilities. Tuesdays and Fridays 6-7am.</p> |
| <p><u>Safeway & Sobeys</u> The first hour of operations at many of stores will be devoted to the most vulnerable. Call your local store to confirm.</p> |
| <p><u>Stephen's No Frills</u> Open one-hour earlier Mondays, Wednesdays and Fridays (8am).</p> |

Mental Health Supports

| Resource | Contact Information | Services Provided |
|--|---|---|
| <p>Access NorWest Co-op Community Health</p> | <p>Monday-Wednesday: 204-479-2426 Wednesday-Friday: 204-918-6186</p> | <p>Open from 9am-5pm for phone counselling sessions.</p> |
| <p>ADAM (Anxiety Disorders Association of Manitoba)</p> | <p>204-925-0040</p> | <p>Support line for people experiencing anxiety related to stressors of COVID-19. Monday-Friday 9am-9pm, Weekends 10am-4pm</p> |
| <p>Aulneau Renewal Centre</p> | <p>228 Hamel Ave. 204-987-7090</p> | <p>Via phone: Wellness checks, coping with anxiety, social isolation, or uneasiness with COVID-19 for 16+.</p> |
| <p>Blue Cross Grief Counselling</p> | <p>204-786-8880 1-800-590-5553 (toll-free)</p> | <p>Up to 3 counselling sessions available at no cost to Manitobans who have experienced a loss during COVID-19.</p> |
| <p>Canadian Mental Health Association (CMHA)</p> | <p>204-775-6442 204-982-6113 (peer-support line)</p> | <p>Support navigating adult mental health supports. Peer-support appointments via phone Mondays & Wednesdays.</p> |
| <p>Caregiving with Confidence</p> | <p>204-452-9491</p> | <p>Telephone support and support groups for those caring for a loved one.</p> |

| | | |
|--|---|---|
| Domestic Violence Hotline Manitoba | 1-877-977-0007 TTY:1-888-987-2829 | Provides assistance, support, and information to individuals who are victims of domestic violence. |
| Elmwood Community Resource Centre | 204-982-1720 431-275-2290 (counselling warm line) | Counselling service available over the phone, online or via email support, call or email to book an appointment. Text or phone the warm line Monday-Friday 10am-6pm. |
| Family Dynamics | 401-393 Portage Ave. (Portage Place Mall) 204-947-1401 | Free if on EIA or low-income, and sliding scale phone counselling for individuals, families, couples. |
| Jewish Child and Family Services | 123 Doncaster St. 204-477-7430 204-946-9510 (after hours emergency phone) | Children, youth, adult, and couples therapy offered via Zoom or over the phone. Monday, Wednesday, Thursday 9am-5pm; Tuesday 9am-8pm, Friday 9am-3:30pm. |
| Klinik Community Health Centre (Counselling) | 167 Sherbrook St. 204-784-4090 1-888-322-3019 (toll-free) | Same day counselling appointments via phone. Call beginning at 9am. |
| Klinik Community Health Centre (Trauma and Sexual Abuse Programs) | 167 Sherbrook St. 204-784-4059 | Programs for women who've experienced sexual assault, women who have experienced domestic violence, men who behave abusively, and for individuals who have experienced childhood trauma. Call to find out more information about programming. |
| Manitoba Government Mental Health Virtual Counselling | 1-844-218-2955 | Every MB resident 16+ has access to up to two free counselling sessions via video chat or phone. Sessions offered in multiple languages. |
| Men's Resource Centre | 115 Pulford Street 204-415-6797 1-855-672-6727 (toll free) | Free short- and long-term counselling for men 16+ who have experienced childhood sexual abuse. Available via phone, video chat, or email. |
| Mood Disorders Association of Manitoba | 204-786-0987 | Peer support line Monday-Friday 9am-9pm, Weekends 10am-4pm. |
| Sara Riel Inc. (Seneca Warm Line) | 204-947-9276 or 204-231-0217 | 18+, phone only, available 24/7. For individuals looking to sort their thoughts and feelings with a peer who has experience with addictions and mental health challenges. |

| | | |
|--|--|--|
| Sara Riel Inc. (Employment Warm Line) | 204-237-9263 ext. 137 | For individuals experiencing challenging financial time or in need of employment. |
| Plurielles (French only) | 420 Des Meurons unit 114 204-233-1735 | Free counselling for individuals, children, family, and virtual counselling. |
| Rainbow Resource Centre | 204-474-0212 | Single session and short-term free counselling via phone or Zoom to LGBT2SQ+ people and their partners, parents, or families. |
| Youville Centre | 204-255-4840 | Free counselling via phone for 14+. Call to set up an intake appointment. Monday, Wednesdays-Fridays 9am-5pm; Tuesday 9am-9pm. |

Women’s Resources

| Resource | Contact Information | Services Provided |
|---|--|--|
| North End Women’s Centre | 394 Selkirk Ave. 204-589-7347 | Lunch on Mondays 12pm-1pm. Snacks, feminine hygiene, and baby supplies available upon request. |
| North Point Douglas Women’s Centre | 221 Austin St. N 204-947-0321 | Food hamper pick up Tuesdays 11am-12pm. Emergency supplies only. |
| Thrive Community Support Circle | 505 Sargent Ave. 204-772-9091 | Free women’s individual counselling via phone Monday to Friday 9am-4pm. |
| Women’s Health Clinic | 419 Graham Ave. 204-947-2422 ext. 204 | Free counselling for women 13+, two-spirit, genderqueer, non-binary, and trans people. |
| West Central Women’s Resource Centre (WCWRC) | 640 Ellice Ave. 204-774-8975 | <i>Meals:</i> Bagged meals to-go Monday, Wednesday, Friday at 12pm. Tuesday and Thursday at 5pm. Saturday at 10am. Until supplies last. <i>Drop-in services:</i> Washroom use, hygiene, harm reduction, and winter supplies at the door. <i>Additional supports over phone:</i> emergency housing, EIA, and gender-based violence support. |
| A Women’s Place at Norwest Coop | 204-940-6624 | Support line for Women and Domestic Violence available Monday-Friday 9am-9pm. |

Meals for Seniors

| | | |
|---|--------------|---|
| Gwen Selter Creative Living Centre | 204-339-1701 | City wide delivery of meals to seniors free of charge for anyone having difficulty preparing healthy meals. |
|---|--------------|---|

Supports for Seniors

| Resource | Contact Information | Services Provided |
|---|--|--|
| 311 Manitoba | Dial 3-1-1 | Municipal programs and services such as grocery delivery, medication delivery, specialized social services, other well-being resources. Additionally, call 311 and indicate need support with food delivery for 55+ - will be connected with services provided through A & O Support Service for Older Adults. |
| A & O: Support Services for Older Adults | 200-280 Smith St. 204-956-6440 | Various resources and services, you can call directly or receive information through 3-1-1. Programs for ages 55+: <u>Social Engagement:</u> CONNECT is a program for those who are socially isolated and would like to be connected with a volunteer over the phone for companionship. Seniors Without Walls is a program with group activities over the phone. <u>Counselling Services:</u> Individual counselling and support groups. <u>Safety and Security programs:</u> Older victim abuse, falls prevention, elder abuse prevention, hoarding education and support, safe suite program (for people needing to live away from their abuser). Senior Immigrant Settlement services: education for newcomers. |
| Geriatric Outreach Services | Geriatric Mental Health and Geriatric Program Assessment Teams: 204-982-0140 | Geriatric Outreach Services has a team of health professionals such as; Occupational Therapists, Physical Therapists, and Nurse Practitioners. They will send a someone to your home for an assessment and short-term intervention for people over 65+, you can self-refer. |
| Healthy Aging Resource Team (HART) | <u>River East Transcona:</u> 204-940-2114 <u>St. James/Assiniboia</u> <u>Assiniboine South:</u> | The Healthy Aging Resource Team is made up of two healthcare professionals in the area. They can help you find resources in your community, provide information about health services; and learn about healthy living. |

| | | |
|---|---|---|
| | 204- 940-3261 <u>Downtown/Point Douglas:</u> 204-940-8140 | Anyone 55+ plus residing in the community area they serve is eligible for service, no referral necessary. |
| Medical Transportation Hotline (55+) | 204-899-1696 | Gwen Sectar Creative Living Centre has a new medical accessible transportation program that will take you to and from your appointment city-wide for a flat rate of \$20. |
| Seniors Abuse Support Line | 1-888-896-7183 | 24/7 support line for older adults who are experiencing abuse. |
| Senior Resource Finders | <u>St. James Assiniboia:</u> 204-987-8850 <u>Assiniboine South Area/River Heights:</u> 204-478-6169 <u>St. Vital/St Boniface:</u> 204-254-1010 <u>Transcona:</u> 204-222-9879 <u>River East:</u> 204-667-6812 <u>Seven Oaks:</u> 204-612-3888 <u>Keewatin/Inkster:</u> 204-774-3085 <u>Pt Douglas:</u> 204-792-2920 <u>E.Downtown:</u> 204-803-8329 <u>W.Downtown/Broadway:</u> 204-772-3533 <u>West and East St. Paul:</u> 204-336-4126 <u>Conseil des francophones:</u> 204-793-1054 | All senior resource finders help link and refer adults 55+ to community supports, programs and services such as Emergency Response Information Kit (E.R.I.K) transportation, home and yard maintenance, networking and community outreach, meal programs and education. |

Websites

| Resource | Website |
|---------------------------------|--|
| Anxiety Canada | Coping with COVID-19 and other anxiety resources. www.anxietycanada.com |
| HelpNextDoorMB | Website for Manitobans to request help if in need of assistance with various household tasks. www.HelpNextDoorMB.ca |
| Manitoba Government | Official Manitoba Government information page for reliable updates on COVID-19, public health orders, restrictions, and guidance. https://www.gov.mb.ca/covid19/index.html |
| Wellness Together Canada | Connection to mental health and substance use support, resources, and counselling with a mental health professional. Free. Accessible 24/7. Ca.portal.gs |

Free Apps (available on the App Store [Apple] and Play Store [Android])

| App Name | Description |
|--|---|
| AbilitiCBT | Therapy program available to Manitobans 16+ experiencing anxiety due to the pandemic. Program assesses your needs and includes consultation with professional therapist (phone or video chat). |
| Calm in the Storm (Klinic) (Apple only - Available for Android through browser) | Stress management tool that helps users understand stress and managing stress (using visual, audio and video of meditative practices). Users can track/monitor their stress symptoms to help with stress management. |
| COVID Alert: Canada's COVID 19 Exposure Notification App | This app is designed to let you know whether you have been exposed to COVID-19. For more information about how to install the app on your phone, go to canada.ca/coronavirus . |
| Insight Timer | This app has thousands of guided meditations, mindfulness series, sleep stories, loving-kindness, leadership, focus and concentration, and more. |
| Mindshift | Designed to help individuals cope with anxiety: including challenging thinking, tools for relaxation and mindfulness (both in male and female voices) quick tips, anxiety symptom checker, and inspirational quotes. |