



Winnipeg Regional Health Authority



Aboriginal Health Programs

GUIDE TO

# HEALTH AND SOCIAL SERVICES FOR ABORIGINAL PEOPLE IN MANITOBA



Winnipeg Regional  
Health Authority  
*Caring for Health*

Office régional de la  
santé de Winnipeg  
*À l'écoute de notre santé*

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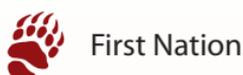
## ABOUT THIS GUIDE

Aboriginal people seeking health care in Manitoba are faced with many barriers.

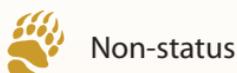
While some may be eligible for services through the First Nations and Inuit Health Branch, others may not. Different levels of government provide different services to different people, and this complicated system can be confusing.

Finding the services you need, when you need them, can be a challenge.

The Winnipeg Health Region's Aboriginal Health Programs has created this resource to help. Depending on your status (First Nation, Non-status, Inuit or Métis), different eligibility criteria may apply. To help you determine your eligibility for the services listed, you will find a colour code above each listing, as follows:



First Nation



Non-status



Inuit



Métis

*Many of the services listed here may be available through private health insurance plans such as Blue Cross or Great West Life. Plans vary in cost per month and may provide from 80 to 100 per cent of the fee, depending on the type of coverage.*

# ABOUT THE WINNIPEG HEALTH REGION'S ABORIGINAL HEALTH PROGRAMS

The Winnipeg Health Region's Aboriginal Health Programs (AHP) are committed to improving the health and wellbeing of Aboriginal people in Manitoba. Programs are developed with input from the Aboriginal community and are inclusive of all Aboriginal people living in urban and rural locations throughout Manitoba. Aboriginal Health Programs works as part of a patient's healthcare team.

## AHP - Health Services

### Language Access

Interpreter Services Aboriginal Interpreters help to ensure communication and understanding between medical staff and patients. Language interpreters are available in Ojibway, Cree, Island Lake dialect and Oji Cree. Interpreters are on site at the Health Sciences Centre and St. Boniface General Hospital. Mobile interpreter/resource workers provide service at the remaining hospitals, Deer Lodge Centre and Riverview Health Centre.

### Advocacy

The Aboriginal patient advocate supports Aboriginal patients' interests, needs and rights while in hospital, and addresses complaints affecting Aboriginal patients. The advocate is available for consultation with patients and will provide advice regarding resources or services, to ensure a holistic healing plan.



## **Discharge Planning and Coordination**

Aboriginal patients are often required to travel to Winnipeg to receive health care services. Discharge planners coordinate services for Aboriginal patients returning to rural or remote communities, and are familiar with the complex issues that can arise in discharge planning between regional health authorities and between urban and rural centres.

## **Spiritual and Cultural Care**

Elder or Healer services may be made available for Aboriginal patients who request them as part of their healing plans. The Aboriginal Traditional Wellness Clinic is open two days per month at the Health Sciences Centre.

*All services are available free of charge and can be accessed by calling the Aboriginal Health Programs – Health Services central intake line at 940-8880. The central intake line provides assistance for all initial service requests received from hospitals, facilities and community programs.*

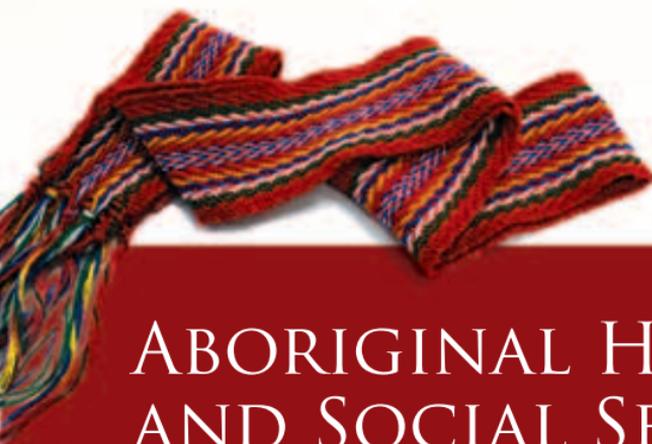
# ABOUT THE ABORIGINAL HEALTH PROGRAMS SYMBOL

Look for this symbol to find Aboriginal Health Programs (AHP) services at the Health Sciences Centre, St. Boniface General Hospital, Grace General Hospital and Seven Oaks General Hospital.



## About this symbol:

- The Medicine Wheel represents the spiritual, mental, physical, and emotional elements of an individual.
- The sweet grass represents Mother Earth and all her gifts that are used in holistic healing.
- The four colours around the sun represent the Four Nations of the world.
- The sun represents life and the warmth derived from a sense of well-being.
- The bear paw represents traditional and contemporary medicines and represents the teachings that the Bear Clan are keepers of the sacred medicines.



# ABORIGINAL HEALTH AND SOCIAL SERVICES LISTINGS

## Social Services

### Children and Families



#### Canada Child Tax Benefit

Canada Revenue Agency

Toll Free: 1-800-387-1193

A tax-free monthly payment made to eligible families to help with the cost of raising children under age 18.



#### Manitoba Child Benefit (MCB)

Phone: 1-204- 523-5230

Toll Free: 1-800-563-8793

Assists lower-income families with the cost of raising children. Eligibility is based on the previous year's total family income and applications can be submitted anytime during the year. Eligible families may receive a monthly supplement of up to \$30 per month per child.

Persons who receive income assistance are not eligible for MCB benefits, however, those who receive only the health care benefits portion of income assistance may apply.



## Employment And Income Assistance Program

Central Intake Services  
Phone: 1-204-948-4000

A provincial program of last resort for people requiring help to meet basic personal and family needs.

Wherever possible, the program aims to help people find jobs or get back to work. All Manitobans who are in financial need and meet the conditions of the program may receive assistance. Eligibility for income assistance will be determined by need.



## Manitoba Prenatal Benefit

Phone: 1-204-945-2266  
Toll Free: 1-888-848-0140

A monthly cheque available to income-eligible women during their pregnancy to help with eating well. Pregnant women who live in Manitoba and have a net family income of less than \$32,000 are eligible for prenatal benefits starting in the second trimester of pregnancy. Benefits end in the month the baby is due. Women receiving income assistance (provincial, municipal or band) are eligible for the maximum amount.



## The Manitoba Child Care Program

Phone: 1-204-945-0776  
Toll Free: 1-888-213-4754

Oversees the operation of licensed child-care in the province and is committed to accessible, high quality childcare for children from 12 weeks to 12 years old.



## Manitoba Child Care Subsidies

Phone: 1-204-945-0286

Toll Free: 1-877-587-6224

Subsidies for child care fees to families that apply and qualify. The program pays a portion of the childcare fees to the childcare facility.



## EAGLE Urban Transition Centre

Phone: 1-204-954-3050

A province-wide service that provides leadership and resources to Aboriginal people who have re-located to, or are residents of, the city of Winnipeg. Supported by the Assembly of Manitoba Chiefs, the centre assists in improving the socio-economic status of Aboriginal people. Direct services include counselling, referrals, advocacy and support.



## Métis Community Liaison Department

Phone: 1-204-586-8474 ext 300

Promotes healthy living and supports Métis pride and self-determination. Services include reunification and repatriation, referral and advocacy, and Elder support.

## Persons with Disabilities



### First Nations DisABILITY Association

Phone: 1-204-953-0310

Provides career counselling, resume writing, interview preparation, job site counselling and support, employer and co-worker education, coaching on social skills necessary on the job and resolution of personal, health or family matters which are deemed a barrier to employment. Follow-up services are also available.



### Family Services and Housing

Central Intake: 1-204-945-1335

### Children's Special Services

Supports and services available for families who may need assistance with some of the extraordinary demands of caring for a child with disabilities.

### Supported Living

Person-centred services provided to eligible adults with a mental disabilities to meet the unique need of each individual.

### Vocational Rehabilitation Services Program

Offers a wide range of employment focused services to assist eligible adults with disabilities to prepare for, obtain and maintain employment.

# Housing



## Manitoba Housing Authority

Phone: 1-204-945-4663

Toll Free: 1-800-661-4663

A variety of housing options are available through the Manitoba Housing Authority to provide affordable and subsidized accommodation for families, seniors and single people who are living on low or moderate incomes.



## Manitoba Rent Supplement Program

Phone: 1-204-945-2493

Helps low-income families, elderly and special needs households obtain affordable, adequate and suitable housing in the private rental sector and in non-profit affordable housing projects renovated or developed under the Affordable Housing Initiative.



## Manitoba Shelter Benefit

Phone: 1-204-945-2197

Toll Free: 1-877-587-6224

Fax: 1-204-945-3930

The Manitoba Shelter Benefit (MSB) is a monthly benefit to help low-income seniors, families, and persons with disabilities pay their rent. The benefit replaces the current Shelter Assistance for Elderly Renters (SAFER) and Shelter Assistance for Family Renters (SAFFR) programs. The MSB is currently available to renters in the following income eligible groups:

- Single renters who are over 55 years of age or couples where at least one person is over 55 years of age
- Persons under 55 years of age with one or more dependents under 18
- Individuals who are under 55 and have a disability, have a spouse or common-law partner with a disability or have an adult dependent with a disability living at home

## Seniors



### **Aboriginal Senior Resource Centre of Winnipeg, Inc.**

Phone: 1-204-586-4595

A place with programs and services for Aboriginal seniors to come together and maintain and improve health, quality of life, personal independence, and involvement in community life. Elder services are available.



### **55 Plus**

Phone: 1-204-523-5230

Toll Free: 1-800-563-8793

Provides quarterly income supplements to lower-income Manitobans who are 55 years of age and over, and whose incomes are within certain levels. Applicants may be eligible if they are 55 years of age or older, live in Manitoba, have a valid Manitoba Health registration number and an income within the allowable ranges.



## Old Age Security

Toll Free: 1-800-277-9914

Provides a modest pension at age 65 to people who have lived in Canada for at least 10 years. Low-income seniors may be eligible for other benefits as early as age 60.

## Pharmacy and Prescription Drugs



### Manitoba Health Pharmacare Provincial Drug Programs

Phone: 1-204-786-7141

Toll-free 1-800-297-8099

Pharmacare is a drug benefit program for any Manitoban, regardless of age, whose income is seriously affected by high prescription drug costs. Coverage is based on total family income and the amount paid for eligible prescription drugs. Participants are required to pay a portion of the cost of eligible prescription drugs each year (annual Pharmacare deductible). Deductibles are based on annual family income.



### Manitoba Health Palliative Care

Drug Access Program

General Line: 1-204-237-2400

Provides deductible-free coverage through Manitoba Health. Once Manitoba Health has processed the application, the costs of all eligible drugs prescribed by a physician will be covered. When filling their prescriptions

at the pharmacy of their choice, individuals enrolled in the program will no longer be charged for their prescribed medication.



### **Mount Carmel Clinic Pharmacy**

886 Main Street

Phone: 1-204-589-9415

Assists with the purchase of medications on credit, based on assessment process with intake worker. Credit to purchase medications may or may not be extended.



### **Employment and Income Assistance (EIA)**

General Line: 1-204-948-4000

A provincial program of last resort for people who need help to meet basic personal and family need. EIA covers the cost of essential drugs for program participants, instead of the Manitoba Health Pharmacare program.



### **First Nations and Inuit Health Branch**

General Inquiries: 1-204-983-8886

Toll Free: 1-800-665-8507

The Non-Insured Health Benefits (NIHB) program provides drug benefits and services based on professional judgement. The program covers drugs available through pharmacies and administered in a home or ambulatory setting. The NIHB Drug Benefit List is a listing of all prescription drugs and over-the-counter drugs provided as an eligible benefit by the NIHB Program.



## Veterans Affairs Canada

Toll Free: 1-866-522-2122

Federal Health Claims Processing System provides financial assistance to veterans for medical items, ambulance costs, dental care, vision and hearing services, prosthetics, orthotics and prescription drugs.



## Family Physician

Ask your doctor for the most reasonable priced drug for your prescription; or inquire if there are any free samples available.

# Transportation Services



## First Nations and Inuit Health Branch Non-Insured Health Benefits

Regional Office Phone: 1-204-983-0911

Toll Free: 1-877-983-0911

Medical transportation benefits under the NIHB program assist clients to access needed medical professionals, tests and other treatment and services when these are not available where the client lives. This can include arranging for transportation to be available for clients to travel, providing financial assistance to clients to transport themselves, or arranging for these medical services in the community.

Transportation is to the nearest appropriate doctor, clinic, hospital or other health facility. This may include assistance with the cost of meals and accommodation when the client is required to be out of the community overnight or for an extended period of time.



## Employment and Income Assistance

Central Intake Services

Phone: 1-204-948-4000

EIA may help pay transportation for medical purposes, but you must choose the least expensive kind of transportation. If you have a disability that stops you from using public transportation, or if you would have to pay for extra expenses like babysitting or hotels to travel for medical expenses, or if you need further information, please contact your worker.



## Kivalliq Inuit Services

310 Burnell

Discharge planning and interpreters: 1-204-989-1020

Boarding home and transportation: 1-204-944-7110

Churchill: 1-204-675-8313 or 1-204-675-8320

Provides services to residents of the eight communities in the Kivalliq region of Nunavut. Services are funded by the Government of Nunavut and include travel expenses, accommodation, meals, interpretation, discharge planning and some patient care services.

Kivalliq staff coordinate appointments and travel out and back to home communities for eligible clients. Must be a Nunavut resident to be eligible, and a valid health care number is required. The Government of Nunavut provides services regionally when possible. Tertiary care for Kivalliq residents is provided by the Winnipeg health region.



## Northern Patient Transportation Program (NPTP)

Subsidizes the cost of transportation required for residents of Manitoba located in the North to obtain medical or hospital care at the nearest location available for health conditions either on an elective or emergency basis. Subsidy may include costs for an essential escort. Eligibility for the program is limited to Manitoba residents north of the 53rd parallel on the west of Lake Winnipeg, and on the east of that lake to the Ontario boundary coverage is extended south to the 51st parallel, where travel is approved by a physician, and where the patient does not have coverage from an insurer or funder, such as an employer or FNIHB.

## NPTP Regional Offices:

### Thompson (Burntwood region)

C/O Thompson General Hospital  
871 Thompson Drive South  
Thompson, MB R8N 0C0  
Phone: 1-800-290-1098, 1-204-677-5337 or 1-204-778-1516

**Communities served:** Brochet, Cross Lake, Garden Hill, Gillam, Granville Lake, Ilford, Jenpeg, Lac Brochet, Lawrie River, Leaf Rapids, Lynn Lake, Nelson House, Oxford House, Pikwitonei, Red Sucker Lake, St. Theresa Point, Shammatawa, Sipiwesk, South Indian lake, Split Lake, Sundance, Thicket Portage, Thompson, Wabowden, Wasagamack, York Landing

### Pine Falls (North Eastman region)

C/O Pine Falls Health Complex  
Box 2000  
Pine Falls, MB R0E 1M0  
Phone: 1-204-367-4441

**Communities Served:** Berens River, Big Black River, Bissett, Bloodvein, Easterville, Garden Hill, God's Lake, God's River, Grand Rapids, Little Grand Rapids, Long Body Creek, Loon Straits, Manigotogan, Norway House, Pauingassi, Pine Falls, Poplar River, Princess Harbour, Red Sucker Lake, St. Theresa Point, Wanipogow, Winnipeg

### The Pas (NOR-MAN region)

C/O The Pas Health Complex  
P.O. Box 240  
The Pas, MB R9A 1K4  
Phone: 1-204-623-6431

**Communities Served:** Cormorant, Cranberry Portage, Easterville, Grand Rapids, Moose Lake, Pukatawagan, The Pas, Wanless

## **Flin Flon (NOR-MAN region)**

C/O Flin Flon General Hospital  
P.O. Box 340, Flin Flon, MB R8A 1N2  
Phone: 1-204-687-7591

**Communities Served:** Flin Flon, Sherridon, Snow Lake

## **Churchill (Churchill region)**

C/O Churchill Health Care  
P.O. Box 2500, 162 LaVerendrye Avenue  
Churchill, MB R0B 0E0  
Phone: 1-204-675-8881

**Communities Served:** Churchill, Herchmer, McClintock, Tadoule Lake, Weir River and communities in Nunavat

## **Medical Supplies and Equipment**



### **First Nations and Inuit Health Branch Non-Insured Health Benefits (NIHB)**

General Inquires: 1-204-983-8886  
Toll Free: 1-800-665-8507

NIHB Medical Supplies and Equipment program funds a broad range of services for its eligible clients including:

- Audiology items, including hearing aids
- Medical equipment including wheelchairs and walkers
- Medical supplies including bandages and dressings
- Orthotics and custom footwear
- Pressure garments
- Prosthetics
- Oxygen therapy
- Respiratory therapy

A licensed physician or medical specialist must prescribe services.



## **Winnipeg Regional Health Authority Home Care**

Intake Line: 1-204-940-2655

Provides some medical equipment and supplies for eligible people referred by a doctor.



## **Society For Manitobans With Disabilities**

Winnipeg Office: 1-204-975-3010

Toll Free: 1-866-282-8041

SMD's Wheelchair Services provides regular or motorized wheelchairs to people with disabilities throughout the province. Wheelchair Services also provides maintenance and repair service to consumers' homes, workplaces or schools anywhere in the province. Employment and Income Assistance recipients are entitled to the same equipment and repair services that are covered through Manitoba Health.



## **Lions Foundation of Manitoba and Northwestern Ontario Inc.**

Phone: 1-204-788-8507

Toll Free: 1-800-552-6820

Provide some financial assistance for medical reasons. Application request for financial assistance and monthly expenses to be filled out and submitted.



## **Veterans Affairs Canada**

All Inquires call: 1-866-522-2122

Fax: 1-204-983-2862

Federal Health Claims Processing System provides financial assistance to veterans for medical items, ambulance costs, dental care, vision and hearing services, prosthetics, orthotics and prescription drugs.



## **Employment And Income Assistance Central Intake Services**

Phone: 1-204-948-4000

If your income is under a certain level, you may be eligible for full or partial coverage under Employment and Income Assistance Benefits.

## Vision Care



### **First Nations and Inuit Health Branch Non-Insured Health Benefits**

General Inquiries: 1-204-983-8886

Toll Free: 1-800-665-8507

Health Canada provides eligible First Nations and Inuit people with a specified range of medical services when they are not covered through private insurance plans or provincial/territorial health and social programs. Eligibility may vary depending on on-reserve or off-reserve status. Approval should be discussed ahead of time, in case this is not insured. Individuals should check for health insurance coverage at place of employment also.



### **Manitoba Health Eyeglass Program for Seniors**

Phone: 1-204-786-7365

Toll Free: 1-800-392-1207

Manitoba Health will reimburse 80 per cent of a fixed amount for eyeglasses. This fixed amount is based on the kind of glasses prescribed by an eye doctor. All Manitoba residents 65 years of age and over are eligible.



### **Manitoba Health Infant Contact Lens Program**

Phone: 1-204-786-7365

Contact lenses for eligible infants born with a congenital eye defect. Manitoba Health will pay up to \$380 for lenses for both eyes.



## **Manitoba Health Prosthetic Eye Program**

Phone: 1-204-786-7365

Part of the costs for an artificial eyes or prosthetic shells. Program covers a new device every five years with a maximum allowable benefit. For individuals and families who do not have access to Health Canada or private health insurance plans.



## **Lions Eye Bank of Manitoba and Northwestern Ontario**

105-691 Wolseley Avenue

R3G 1C3

Phone: 1-204-788-8507

Provides some financial assistance for monthly expenses due to medical reasons. An application process is involved.



## **Employment and Income Assistance (EIA) Central Intake Services**

Phone: 1-204-948-4000

EIA may cover the cost of a necessary eye exam and eyeglasses if individuals do not have coverage from another program or from private insurance.



## **Veterans Affairs Canada**

All Inquires call: 1-866-522-2122

Federal Health Claims Processing System provides financial assistance to veterans for medical items, ambulance costs, dental care, vision and hearing services, prosthetics, orthotics and prescription drugs.

# Dental Services



## First Nations and Inuit Health Branch Non-Insured Health Benefits (NIHB)

General Inquiries: 1-204-983-8886

Toll Free: 1-800-665-8507

Coverage for dental services is determined on an individual basis. A licensed dental professional such as a dentist, dental specialist, or denturist must provide dental services. Recipients must make an appointment with a dental provider who will complete an examination, establish a treatment plan and discuss the services required with the recipient. The dental provider will indicate what services will be funded by NIHB. The recipient can also contact his or her NIHB regional office to determine what is funded. Eligible services include:

- Diagnostic services
- Preventive services (cleanings)
- Restorative services (fillings)
- Endodontics such as root canal treatments
- Periodontics or the treatment of gums
- Prosthodontics including removable dentures and fixed bridges
- Oral surgery including the removal of teeth
- Orthodontics to correct irregularities in teeth and jaws
- Adjunctive services, which include additional services like sedation



## **University of Manitoba Dental Clinic**

790 Bannatyne Avenue  
Phone: 1-204-789-3505

Provides low cost dental care for patients whose dental needs are suitable for teaching purposes. Dental and dental hygiene students perform treatment under the supervision of dentists who are instructors. Eligibility is based on suitability for treatment.



## **University of Manitoba Home Dental Care Program**

Phone: 1-204-831-3455

Offers services to persons with significantly restricted lifestyles through patient visits in nursing homes, hospitals and other institutional settings.



## **Mount Carmel Clinic Dental Program**

886 Main Street  
Phone: 1-204-586-1659

Provides low cost basic dental care services and prevention education to individuals who fall within financial eligibility guidelines.



## **Health Action Centre WRHA Downtown Community Office**

650 Main Street

Phone: 1-204-940-1626

Fax: 1-204-942-7828

Dental care services provided for persons on a limited income.



## **Winnipeg Regional Health Authority Oral Health Program**

### **S.M.I.L.E. Plus Program**

Phone: 1-204-940-2090

Two school-based dental clinics located are at Machray School and J. M. King School offer affordable dental care for children in Winnipeg.



## **Employment and Income Assistance (EIA) Central Intake Services**

Phone: 1-204-948-4000

Covers the cost of basic dental care for participants enrolled in EIA after an eligible period of time.

Social Services

Housing

Seniors

Pharmaceutical

Transportation

Medical Supplies

Vision Care

Dental

Winnipeg Regional Health Authority



Aboriginal Health Programs

Central Intake

1-877-940-8880

[www.wrha.mb.ca/aboriginalhealth](http://www.wrha.mb.ca/aboriginalhealth)



Winnipeg Regional  
Health Authority  
*Caring for Health*

Office régional de la  
santé de Winnipeg

*À l'écoute de notre santé*