



# PROTECTING

Our

# women

## Violence Prevention, Safety and Success

A Toolkit for Women and Girls  
Transitioning to Winnipeg



## About this Toolkit

Tansi, Boozhoo, Hou Koda! This Toolkit has been created by Southern Chiefs' Organization's *Protecting Our Women Project* to assist, inform and guide women and girls moving to the city of Winnipeg from their home community, exiting incarceration or for anyone interested in creating their own safety plan. This Toolkit can help in the transition to city life in the hopes to reduce stressful, harmful and unsafe experiences.

Indigenous women are more likely to be victimized and exploited in Canada. For women and girls transitioning to an urban centre these vulnerabilities are increased. The Protecting Our Women Project's goal is to promote the safety of Indigenous women and girls living in Winnipeg, Manitoba.

This Toolkit includes 4 Sections:

- Safety Planning for Women and Girls in the City of Winnipeg
- Safety Planning for Youth
- Reintegration, Safety and Success: A Toolkit for Women leaving Incarceration
- Protecting Our Women Resources in Winnipeg Guide

This toolkit was developed by Southern Chiefs' Organization in partnership with Elizabeth Fry Society, Ka Ni Kanichihk Inc' Restoring the Sacred Program, and Southeast Resource Development Council.

This Toolkit is not intended, nor should it be consulted, in substitute for professional medical or legal advice.

# Acknowledgments

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**Status of Women  
Canada**

**Condition féminine  
Canada**

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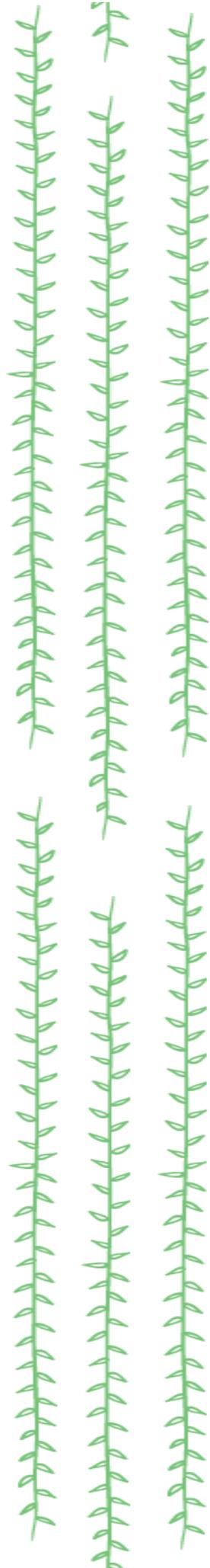
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# Violence against Indigenous Women and Safety Planning

Indigenous women are beautiful strong people. They are mothers, daughters, sisters, cousins, aunties and grandmother. Indigenous women are sacred life-givers and yet they face life threatening gender-based violence and disproportionately experience violent crimes resulting from colonial impositions of power. Patriarchy and colonialism shifted the roles of Indigenous women after European contact, where our women were defined as lazy, promiscuous and as sexual deviants. These misperceptions which continue today create an environment where Indigenous women are valued as inferior and are subjected to many vulnerabilities affecting their personal safety in Canada.

All women should be assured of their personal safety, meaning they can live without fear of being physically, emotionally, mentally, financially and sexually hurt, abused and/or exploited. However, *all* women are more vulnerable to victimization than their male counterparts. Indigenous women face additional vulnerabilities than non-Indigenous women. It is important to understand the risks we are faced with in order to advocate for our own personal safety. This enables us to seek and create our own support systems, especially when transitioning to a new community.



## Violence against Indigenous Women Facts:

- Indigenous women and girls are three times more likely than non-Indigenous women to report having been a victim of violent crime; this higher rate of victimization was seen in stranger, acquaintance, and intimate partner violence <sup>1</sup>
- Indigenous women and girls are more likely to be killed by a stranger than non-Indigenous women; almost 17% of those charged were strangers<sup>2</sup>
- The RCMP found 1,181 police-reported incidents of missing and murdered Indigenous women in Canada between the years 1980-2012. Of this 1,017 were homicides and 164 are missing. <sup>3</sup>
- Indigenous women experience profound financial and social impacts as a result of male violence. Some of these impacts include:
  - Diminished self-esteem and sense of security;
  - Damage to physical and emotional health;
  - Self-blame;
  - Negative impact on children (fear, insecurity, perpetuation of the cycle of violence);
  - Negative impact on financial security;
  - Loss of matrimonial home and consequently relocation resulting in broken community bonds. <sup>4</sup>

Indigenous Women and Girls are three times more likely to be victims of violent crime.

<sup>1</sup> Statistics Canada. (2011). *Violent victimization of Aboriginal women in the Canadian provinces, 2009*. Ottawa: Minister of Industry

<sup>2</sup> Native Women's Association of Canada. (2010c). *What Their Stories Tell Us: Research findings from the Sisters in Spirit initiative*. Ottawa: NWAC.

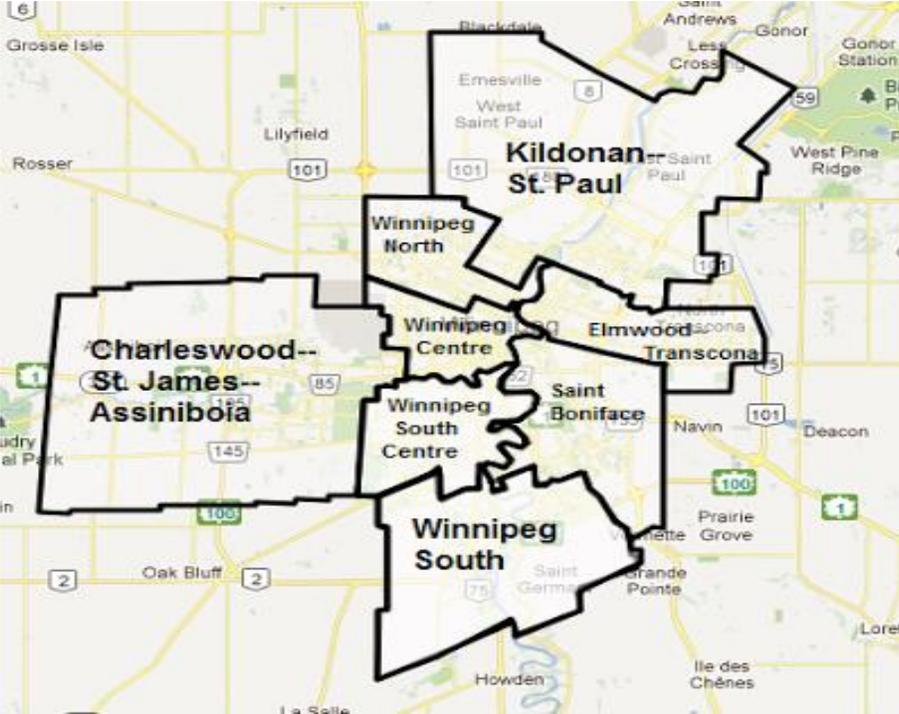
<sup>3</sup> RCMP. (2014). *Missing and Murdered Aboriginal Women: National Operational Overview*. Canada: RCMP.

<sup>4</sup> Newfoundland Labrador Reach Out. *Violence against Aboriginal Women*. Newfoundland Labrador: Respect Women.

# Life in Winnipeg

Moving to a big city like Winnipeg, is a big change. Winnipeg’s population is estimated at 727,500 people. That’s a lot of people to someone moving from a community of 1,500 people. It may seem like a lot to take in, but with the information provided in this toolkit, the transition may be a lot easier. The following information will give you an idea about city living in Winnipeg.

There are so many things you can do in the city of Winnipeg. Museums, parks, pubs, night clubs, room escape places, laser tag, comedy clubs, anything you can think of Winnipeg probably has it.



## Shopping

One of the advantages of living in a big city is the variety of shopping centres and grocery stores available all over the city. These places are easily accessible by car, taxi, bus and sometimes even walking.

Some of the shopping malls in Winnipeg are:

- Polo Park Shopping Centre (St. James)
- Portage Place Shopping Centre (Downtown)
- St. Vital Centre Mall (St. Vital)
- Kildonan Place Mall (East Kildonan)
- Garden City Mall (Garden City)
- Outlet Collection Winnipeg Mall (Kenaston)

Some Grocery stores available here in Winnipeg are:

- Walmart
- Sobeys
- Superstore
- Save-on Foods
- No-Frills
- Safeway
- Giant Tiger
- Lucky Supermarket
- Various other Mom & Pop convenience stores

Along with the many shopping and grocery stores in Winnipeg, there are also a lot of specialty stores for home renovations, or hobby stores. The internet or phone book is a great place to look for what you may need.

## Taxes

When you go to the grocery store, or buy clothes and other services, you will notice on your receipt that there are taxes added to the total price. These are called of sales tax. In Manitoba the sales tax we have are GST (Good & Services Tax 5%), and PST (Provincial Sales Tax 8%).

When you work, by law your employer deducts Employment insurance premiums (EI) and Canada Pension Plan (CPP) contributions, from your paycheque and at the end of the year (usually around February) you will get a T4 slip and you will be able to submit an income tax return.

In order to receive benefits such as GST, and child tax, everyone is required to do their income tax every year, regardless of employment status

There are many ways to file your tax return. You can file for yourself with a free tax return form (available at Service Canada locations or online at <https://www.canada.ca/en/services>). There is also programs you can buy from Walmart or other shopping stores that have easy to follow guidelines for doing your own taxes.

If you don't want to do your own taxes, there are places in Winnipeg (**Liberty Tax**, **H&R Block**, and others) that will prepare your taxes for you (for a cost of course). There are a lot of businesses that offer a services called cash back. If you qualify, instead of waiting for up to 8 weeks for your return, you can get your money back on the spot

## Renting your first apartment

Finding a place to live, whether you rent or decide to buy your home. It is one of the biggest decisions someone makes when moving to a big city like Winnipeg. There are many different areas and communities in Winnipeg you could choose from. It all depends on what your budget is, and what amenities you want or need.

If you decide you want to buy your home you can contact your bank to discuss your mortgage options or you can talk to a mortgage broker.

**Places like Manitoba Housing, Winnipeg Housing, Kinew Housing and others, are a few of the organizations that provide subsidized housing. You can refer to the resource guide in the toolkit for their contact information.**

If you decide you want to rent, it may seem like a complicated task. But with the right tools and information, it can be pretty simple. The following is a step by step guide on renting a home.

1. Search for the right apartment for you
  - A lot of apartment listings can be found online on sites like [www.kijiji.ca](http://www.kijiji.ca). Or you can use google and do a search like “Apartments for rent in Winnipeg”. You may see apartment rentals from friends and family or pages on social media sites like Facebook.

- Do your research and keep a log of what apartments you saw, the monthly cost to rent, how much of a damage deposit you have to put down, if utilities are included or extra.

**Utilities are public services like hydro and water. You may be required to pay both, one or the other, or it may be included in your rent. Make sure to budget for these expenses.**

## 2. Getting ready to apply

- Once you have chosen the right apartment for you that fits within your budget you will need to act quickly, as you may not be the only person applying for the apartment.
- Some apartments are run through rental agencies and they each have their own application forms to fill out. The following is what is usually requested when filling out these applications.
  - Your name and contact info.
  - Social Insurance Number (to do a credit check)
  - Your previous addresses
  - Your employer
  - Co-applicant information, if you are applying with someone else
- For people who may not have any credit or bad credit, you may want to see if you can find a co-signer. A co-signer can be a parent or relative and basically vouches for you, and in the event you cannot make a payment, will be responsible for paying.

- Not all apartments are run through a rental agency, some are privately owned. For those who have troubles renting through an agency, you may have better luck renting through a private owner, as they may be more understanding about your circumstances.
- If you find the right apartment for you be prepared to bring a cheque or money order to put down a damage deposit with your rental application. This does not guarantee you the apartment but it shows that you are serious about renting the place.

### 3. Signing the Lease

- Make sure you read over your rental agreement and make sure that the conditions you agreed too when first inquiring about the apartment are included in the document.
- Most times before you move in to an apartment, the landlord will have a checklist and do a walkthrough the apartment with you to check for preexisting damages and defects. This is important so that you are not responsible to pay for the damages later on.
- When everything is completed you should receive your apartment keys and start making the plans to move your belongings into your new home.



## Opening a Bank Account

Having a bank account is very important because:

- There are many types of bank accounts that can help you to save money! You can talk to a representative at the bank about how to open a bank account that works for you!
- It allows you to keep your money away from others who may pressure you to give them money or buy them things, such as family, friends, or neighbors.
- It protects you from the fees and interest that places like pawn shops or pay-day loan stores charge to cash your cheques. Sometimes almost half of your cheque can be gone just from these fees, meaning you have much less money left to budget for the things you need to survive.

Follow these steps to help find which bank is right for you.

1. Search for the right Bank
  - There are many different options for Banks in Winnipeg. There are the commercial banks that most people are familiar with like: **CIBC, Royal Bank, TD Canada Trust, Bank of Montreal**
  - There are also credit unions like: **Assiniboine Credit Union, Median Credit Union, Cambrian Credit Union**, and More...
2. Make sure that you are eligible to open a bank account.
  - Banks usually will require you have at least 2 pieces from the following (You can visit **SEED Winnipeg, Inc.** at 80 Salter Street, Winnipeg, or call 204-927-9935) to assist you in getting the proper I.D)

3. Pick the type of bank account you want to open
  - You have the option to open up a chequing account or savings account, or both.
  - If you are a student, your monthly banking fees could be waived depending on which bank you choose.
  - The bank staff can answer any questions you may have regarding your account, and help you set up online banking.
    - With online banking you are able to transfer money to your different accounts as well as send people money by E-transfer.

**E-Transfer is a way of sending someone money by email or by text. You provide the person receiving money with a password and then the money will go directly to their account.**

## Rights as a Citizen

As a Canadian Citizen, your rights include:

- Democratic Rights
- Language Rights
- Equality Rights
- Mobility Rights
- Freedom of Religion
- Freedom of Expression
- Freedom of Assembly and Association

Canadian Citizens also have the rights to apply for a passport

As a Canadian Citizen, you also have responsibilities:

- To Respect the rights and freedoms of others
- To obey Canada's laws
- To participate in the democratic process
- To respect Canada's 2 languages and multicultural heritage.

## City of Winnipeg By-Laws

A by-law is a rule or law established by the City of Winnipeg to regulate itself, as allowed or provided for by the Legislature.

For more information on City of Winnipeg by-laws you can go to the City of Winnipeg website <http://www.winnipeg.ca/ppd/brochures.stm>.

## Winnipeg Police

The Winnipeg Police Service, consisting of a diverse team of more than 1700 men and women to serve and protect the growing multicultural community of Winnipeg.

The city of Winnipeg is divided into four policing districts: Downtown, West, North, and East. Each district contains several generalized and 18 specialized units.

### *Crime Prevention – Reporting Emergencies\**

All calls are important, but not every call is life threatening. Call 9-1-1 for emergency situations.

Emergencies are defined as:

- Any crime in progress (break & enter, robbery, etc.)
- Any situation where people or property are at risk (fire, children on ice, etc.)
- Any medical emergency

### When dialing 9-1-1:

- Stay on the line, stay calm and explain the emergency, as well as the full address where the emergency is occurring. The address and telephone number from which you are calling is automatically displayed to the operator (unless you are calling from a cell phone).

- Through appropriate questioning, the 9-1-1 operator will determine what you are reporting and then transfer you to the appropriate Emergency Service (Police, Fire or Paramedics).
- In very rare occasions, you may get a recorded message when dialing the 9-1-1 emergency line. Do not hang up. Your call will be answered as soon as an operator is available.

Reporting Non-Emergencies

If you are reporting something to the Police that does NOT meet the definition of an emergency (listed above), then dial the Police Non-Emergency telephone number, 204-986-6222. This can include circumstances that you feel are suspicious or crimes that have occurred and the offender has left and is not returning. You may be directed to attend a police service centre.

Suspect	Vehicle
<ul style="list-style-type: none"> <li>▪ Sex</li> <li>▪ Race</li> <li>▪ Age</li> <li>▪ Height / Weight</li> <li>▪ Build</li> <li>▪ Complexion</li> <li>▪ Colour of Hair / Eyes</li> <li>▪ Description of Clothing</li> <li>▪ Marks, Scars and Tattoos</li> </ul>	<ul style="list-style-type: none"> <li>▪ License Plate Number &amp; Province</li> <li>▪ Make</li> <li>▪ Model</li> <li>▪ The direction the vehicle was going when it was last seen</li> </ul>

For More information on the Winnipeg Police Services please visit <http://winnipeg.ca/police/>

\*City of Winnipeg (2013, July 2) *Crime Prevention - Reporting Emergencies*. Retrieved from [http://www.winnipeg.ca/police/TakeAction/reporting\\_crimes.stm#](http://www.winnipeg.ca/police/TakeAction/reporting_crimes.stm#)

## Health Care

Sometimes you may need to visit an emergency room in Winnipeg.

Once at the Emergency room you will be seen by a triage nurse who will assess you and ask you why you are visiting emergency, your past medical history, allergies, current medications. The nurse will also take your temperature, pulse, and blood pressure. This is done to see how quickly you will be seen in emergency. If you have minor symptoms you may be seen in the minor treatment department.

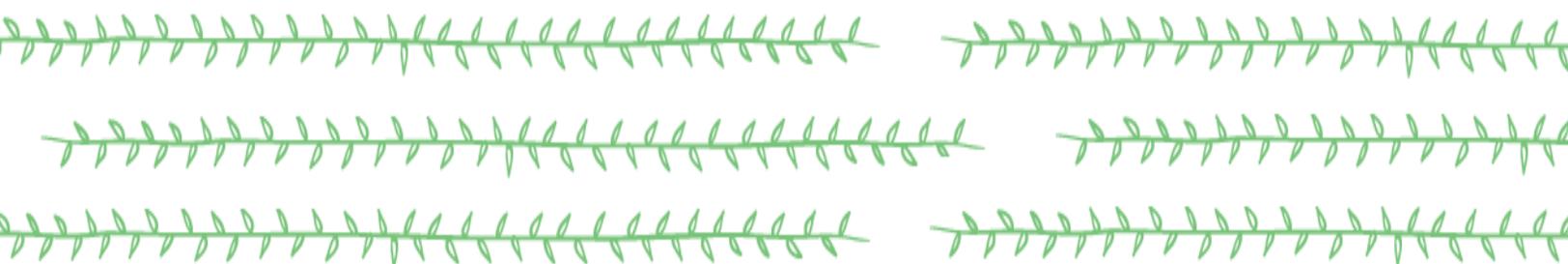
In Winnipeg there are 8 hospitals in Winnipeg

- The Children's Hospital – 840 Sherbrook Street, Winnipeg, MB R3A 1S1
- Concordia Hospital – 1095 Concordia Avenue, Winnipeg, MB R2K 3S8
- Grace Hospital – 300 Booth Drive, Winnipeg, MB R3J 3M7
- Health Science Centre – 820 Sherbrook Street, Winnipeg, MB R3A 1R9
- St. Boniface General Hospital – 409 Tache Avenue, Winnipeg, MB R2H 2A6
- Seven Oaks General Hospital – 2300 McPhillips Street, Winnipeg, MB R2V 3M3
- Victoria General Hospital – 2340 Pembina Highway, Winnipeg, MB R3T 2E8

The Winnipeg Regional Health Authority (WRHA) is the governing body for healthcare regulation for Winnipeg.

On the WRHA website you can find a lot of information, such as real time wait times at any of the 7 emergency departments in Winnipeg, or any health related services in Winnipeg. You can visit the WRHA website here

<http://www.wrha.mb.ca/index.php>



## Finding a Doctor

Having a family doctor will help contribute to your overall physical safety and wellbeing as long as you maintain regular contact.

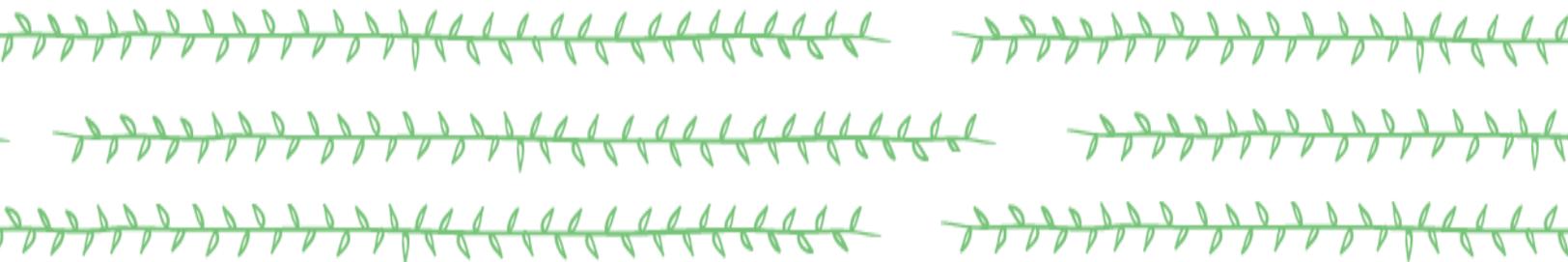
If you have a history of alcohol or drug use, or know about a family history of diabetes or cancer, it is important to be honest about these things with your doctor.

It is quite simple to find a doctor in Winnipeg. The Government of Manitoba has a service called 'Family Doctor Finder'. You simply call 204-786-7111 between 8:30 am – 4:30 pm, or register online at <https://www.gov.mb.ca/health/familydoctorfinder/register.html>.

When you have a minor health issues and you aren't able to schedule an appointment with your regular doctor, instead of going to the emergency room, there are 5 Walk-In Connected care clinics in Winnipeg:

- Access Fort Garry – 135 Plaza Dr. – 204-940-7091
- Access NorWest – 785 Keewatin St. – 204-938-5900
- Access Winnipeg West – 280 Booth Dr. – 204-940-2084
- Connected Care McGregor – 363 McGregor St. – 204-940-1963
- Centre de sante Saint-Boniface – 170 Goulet St. – 204-940-3838

If you cannot make it to a Connected Care clinic, there are over 51 Walk-In clinics available in Winnipeg. For a full list of Walk-In clinics please visit <http://www.myrightcare.ca/walk-clinics>



# Finding Employment

Finding a job or career is an important milestone in life. If you have a job or a career, you can earn money. If you can earn money, you can buy the things you need, pay your bills, have a place to live, and do all the extracurricular things you would like to do.

Training and Employment Services provides services to assist individuals in preparing for, finding and retaining employment to meet Manitoba's labour market needs. These services can help you to find, and keep a job, improve your employability and conduct a successful search.

## What Services are offered?

Each program/organization offers all, or a combination of the following:

- Employment plan development
- Employment Counselling
- Assessment Services
- Information on the labour market and education/training opportunities
- Resume assistance
- Job search assistance
- Job finding clubs
- Job referral and/or placement

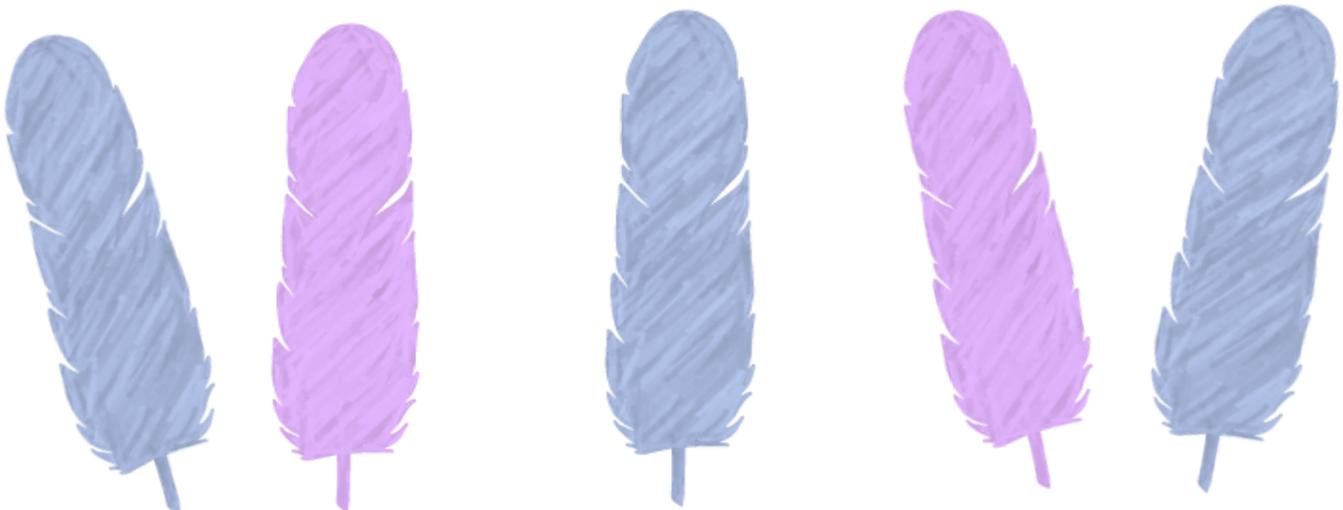
## Who can participate?

You may participate if you are unemployed or working less than an average of 20 hours per week.

## Want to know more?

Contact an organization at the phone numbers listed below. Please note that there may be other organizations that offer employment assistance services in Winnipeg.

<b>WINNIPEG</b>			
<i>Program/Organization</i>	<i>Client Group</i>	<i>Address/Website</i>	<i>Phone</i>
<b>Edge Career Program</b>	All Manitobans	3 <sup>rd</sup> Floor-533 St. Anne's Road <a href="http://www.edgeinc.ca">www.edgeinc.ca</a>	204-254-1618
<b>Social Skills Inc.</b>	All Manitobans	201-583 Ellice Ave.	204-774-1749
<b>Horizons Management Systems Inc.</b> Job Action Centre	All Manitobans	608 – 428 Portage Ave.	204-988-6820
<b>North End Community Renewal Corporation (NECRC) - PATH Employability Centre</b>	All Manitobans	627 Selkirk Ave. <a href="http://www.necrc.org">www.necrc.org</a>	204-927-2331
<b>Opportunities for Employment (OFE)</b>	All Manitobans	300 - 294 Portage Ave. <a href="http://www.ofe.ca">www.ofe.ca</a>	204-925-3490
<b>Osborne Village Resource Centre</b>	All Manitobans	Unit 1 – 107 Osborne St. <a href="http://www.ovrc.ca">www.ovrc.ca</a>	204-989-6503
<b>Knox United Church</b> Knox Employment Entry Program	All Manitobans	400 Edmonton Street	204-953-2453
<b>Winnipeg Transition Centre</b> Employment Assistance Resource Services	All Manitobans	1836 Main St. <a href="http://www.winnipegtransitioncentre.com">www.winnipegtransitioncentre.com</a>	204-338-3899
<b>Canadian National Institute for the Blind (CNIB)</b> Employment Within Reach	Persons with Disabilities	1080 Portage Ave. <a href="http://www.cnib.ca">www.cnib.ca</a>	204-789-0933
<b>Reaching E-Quality Employment Services (REES)</b>	Persons with Disabilities	305 – 1200 Portage Ave. <a href="http://www.re-es.org">www.re-es.org</a>	204-947-1609
<b>Sara Riel</b>	Persons with Disabilities	66 Moore Avenue <a href="http://www.sararielinc.com">www.sararielinc.com</a>	204-233-7926
<b>Youth Employment Services (YES)</b>	Youth 16 – 29	614 – 294 Portage Ave. <a href="http://www.youthemploymentservices.com">www.youthemploymentservices.com</a>	204-987-8661
<b>Taking Charge! (TC!)</b>	Single parents and women	276 Colony St. <a href="http://www.takingcharge.org">www.takingcharge.org</a>	204-925-1100
<b>Immigrant Centre</b> Immigrant Employment Assistance Centre (IEAC)	Immigrants	100 Adelaide St. <a href="http://www.icmanitoba.com">www.icmanitoba.com</a>	204-943-9158
<b>Pluri-Elles (MB) Inc.</b> Prendre sa Carrière en Main	Francophone	420, rue Des Meurons, unité114 <a href="http://www.pluri-elles.mb.ca">www.pluri-elles.mb.ca</a>	204-233-1735
<b>Assembly of Manitoba Chiefs Secretariat Inc.</b> Eagle Urban Transition Centre	Aboriginal	200-275 Portage Ave <a href="http://www.eagleutc.com">www.eagleutc.com</a>	204-954-3050



# Getting ID's

Having the proper identification makes it easier to access different services in Winnipeg. Whether it's opening a bank account, or getting an appointment to see a doctor, making sure you have the proper ID will make sure you get the services you need.

Below are the IDs that people use most often:

- Driver's license or Manitoba Identification Card
  - You must be at least 16 years old to apply to get your beginner's driver's license
  - You can go to Manitoba Public Insurance Service Centre or an Autopac Agent to get more information or visit <https://www.mpi.mb.ca/en/DL/DL/Pages/driver-licensing.aspx>
- Manitoba Health Card
  - As a Manitoba resident you are eligible to receive health benefits
  - Or you can go to 300 Carlton St, Winnipeg, MB
  - If you have children, they will also be on your health card
- Birth Certificate
  - You can use your birth certificate as ID
  - To get your birth certificate you can visit Vital Statistics at:
    - 254 Portage Ave, Winnipeg, MB
    - 204-945-3701
- Secure Certificate of Indian Status
  - You need a completed application form
  - Original Birth Certificate
  - 2 Passport style photographs
  - Valid ID (one of the following)
    - Passport
    - Driver's License
    - Enhanced ID card
  - Appointments are recommended when visiting an Indian and Northern Affairs Office. You can call this number to schedule your appointment 1-204-983-5910.

- Social Insurance Card

- As a Canadian Citizen you are required to have a Social Insurance Number (SIN) in order to work in Canada, and to receive benefits and services from government programs.
- You can apply at one of the 6 Service Canada Centres in Winnipeg, or you can send in your documents by mail if you are unable to make it to a Service Canada Center.
- You may be required to provide a supporting proof of identity document, which may be one of the following:
  - Certificate of marriage, or marriage statement
  - Legal change of name certificate or a court order document
  - Adoption order
  - Notarial certificate (Notarial adoption certificate)
  - Request to amend record of landing
  - Divorce decree
- You may apply on behalf of your child. You would need to bring in the child's proof-of-identity documents as well as your SIN card or proof-of-identity document. If the child is over the age of 12, they may apply on their own.
- For more information please visit [servicecanada.gc.ca](https://servicecanada.gc.ca) or call 1-800-206-7218.

# Getting around: transit, cabs, handi-transit

## Winnipeg Transit (buses)

Winnipeg Transit runs through the more populated areas in Winnipeg such as, downtown, near malls, and schools.

Along with other public transportation, Winnipeg Transit has basic fees. You can pay with cash/change when getting on, or you can pay with a preloaded card called **Peggo**. The **Peggo** card is a reusable pass that you load money onto. To buy and reload money onto the **Peggo** card you can go to 7-eleven or Shoppers Drug Mart. There are bus tickets, bus passes for students, and weekly or monthly bus passes. For more information on payment options visit [www.winnipegtransit.com](http://www.winnipegtransit.com)

If you know your bus route and are looking for a time schedule call Winnipeg Transit – Telebus (automated schedule) 204.287.7433

If you don't know your bus route and are looking to find out where to catch the bus call Winnipeg 311

Full Fare	2018
Cash (Peggo Card)	2.95
Ticket	2.60
Max 5 (Weekday, Mon-Fri Pass)	23.40
SuperPass (Weekly, Mon-Sun Pass)	26.00
Monthly Pass	100.10
Youth Fare	2018
Cash	2.45
Ticket	1.82
SuperPass (Mon-Sun Pass)	18.20
Monthly Pass	70.10

Always remember personal safety when using Winnipeg Transit. Stay aware of your surroundings and remember if you are feeling unsafe you can always move towards the front of the bus and talk to the bus driver. If you have a phone, keep it with you at all times and keep it charged.

## Taxicabs in Winnipeg

Taxicabs are one of the most common forms of public transportation. There are a lot of different companies and a lot of cars that will take you where you need to go, which makes it easier to access.

There are dangers when it comes to using Taxicabs in Winnipeg. There have been a lot of cases of alleged abuse and racism against Indigenous peoples. However, not all Taxicab drivers are dangerous or racist. No matter what the situation is, it is always important to know how to keep yourself safe while in a Taxicab.

If you or anyone you know has a negative experience or feel threatened, in any way during your ride, file a complaint with the Taxicab Board.

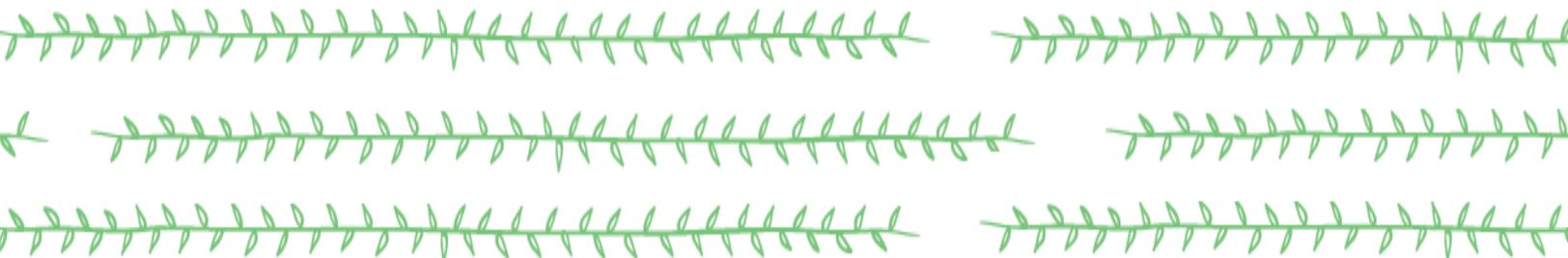
**By Phone: 204-945-8919**

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

**Online: [www.gov.mb.ca/ia/taxicab/compliments\\_complaints.html](http://www.gov.mb.ca/ia/taxicab/compliments_complaints.html)**

*Winnipeg is currently undergoing a lot of changes regarding the Taxi industry. Currently the Taxi Cab board oversees the*

When filing a complaint, you will need to know: the company, cab number, relevant dates, times and locations. Be sure to file your complaint within seven (7) days of the incident. Once the complaint is made follow up with the Taxicab Board two (2) days after you file the complaint.



## Tips to keeping yourself safe while in a Taxicab:

- If your only option is using a Taxi, book with a reliable company
- Take note of the details of your Taxi – the company, the taxicab number, pick up time and location
- Check your surroundings in the vehicle before closing the door – if there is a door handle inside, if there is a proper fare meter
- If you are alone, call someone when you are getting in the Taxi and stay on the phone with them until you make it to your destination
- Watch where the vehicle is going, make sure they don't go off track
- If you feel unsafe and need to get out, ask to be let out in an area that is well lit and there are a lot of people

**IF YOU HAVE ANY DOUBTS ABOUT THE  
SAFETY OF YOUR RIDE,  
DO NOT GET IN THE TAXI.**

Remember you have rights as a passenger:

- Not to be discriminated against because of your race or gender
- Not to experience harassment or violence
- Choose not to have a conversation with the driver

## Safe Rides – Facebook Groups

On Facebook, there are a few Safe Rides groups that are run by Indigenous peoples all for the purpose of remaining safe in the city.

- Ikwe Safe Rides for Everyone

- Ikwe Safe Rides (women helping women safe ride) – *for women and girls only*
- Circle of Sisters
- Winnipeg Safe Ride for Men and Women

These Facebook Groups are donation based. If you are planning to use their services, remember to respect the person offering their time to drive you by donating a bit of money for their gas and time.

When using Safe Ride Facebook Groups, always keep your safety in mind. For your safety, always:

- Follow the Group's rules
- Verify the driver that is offering you a ride is a qualified driver for the page.

If you are feeling unsafe ask if the driver can drop you off at a well-lit and populated area.

## Education

Winnipeg offers a variety of education opportunities. If you are looking at getting your G.E.D you attend one of the many Adult Education organizations in Winnipeg like:

- Winnipeg Adult Education Centre – 310 Vaughan St, WPG, MB – 204-947-1674

There are 2 main universities and 1 main College in Winnipeg. There is the University of Winnipeg, the University of Manitoba, and Red River College. They all offer great programs have Indigenous Student Supports. For more information please call or visit:

- University of Winnipeg – 515 Portage Ave, WPG, MB  
204-786-7811 <https://www.uwinnipeg.ca/>
- University of Manitoba – 66 Chancellors Cir, WPG, MB  
204-474-6398 <http://www.umanitoba.ca/student/admissions>
- Red River College – 2055 Notre Dame Ave, WPG, MB  
204-632-3960 <http://www.rrc.ca/howtoapply>

There are other school options available in Winnipeg, do your research to find out which place is right for you.

## Safety Knowledge

### Interacting with police

There may be times where you need to talk to or deal with a Winnipeg Police Officer. It is important to know what your rights are.

Police officers can stop you under 3 general circumstances:

- If they think you have committed a crime
- If they see you committing a crime
- If you are driving

Police must let you go if they aren't going to arrest you, or they do not have grounds to arrest you.

If a police officer approaches you and asks you questions, you do not have to answer, but it is always a good idea to be polite.

When dealing with the police, it is always a good idea to be respectful and cooperate. If you have been detained by the police, you can request a lawyer before talking to them, as anything you

say can and will be used against you in court (if it gets to that point).

If there is an emergency, or you see a crime happening, call 9-1-1 immediately and share all the necessary details (name, address where crime or emergency is happening, and as much details as you can remember).

## Safe Place, Safe Space

Most women have places they feel comfortable and safe in. On the other hand, most women also have places where they do not feel comfortable or safe. This could mean a neighborhood or area of the city, a particular person's house or address, or a public space such as a mall or park. It is important to be alert and aware of your surroundings when you are out and about.

Sometimes it is best not to go out at night if you are alone, and it is important to know if there are neighbourhoods or places in the city that may trigger you if you have a substance addiction. Stay away from these places and always call someone you trust if you need help!

## Peer Pressure

Your friends are sometimes the most important people in your life especially when most of your family is still in your home community. Peer pressure is always going to be involved in your friendships. Peer pressure is when someone talks you into or sometimes forces you to do something you would rather not do. It can be as little as talking you into taking a class that you weren't planning on taking, or it can be something big like talking you into consuming alcohol when you don't want to or abusing drugs.

Always keep in mind that it is OK to say no when you are uncomfortable with what your friends are asking you to do, and you should never feel embarrassed.

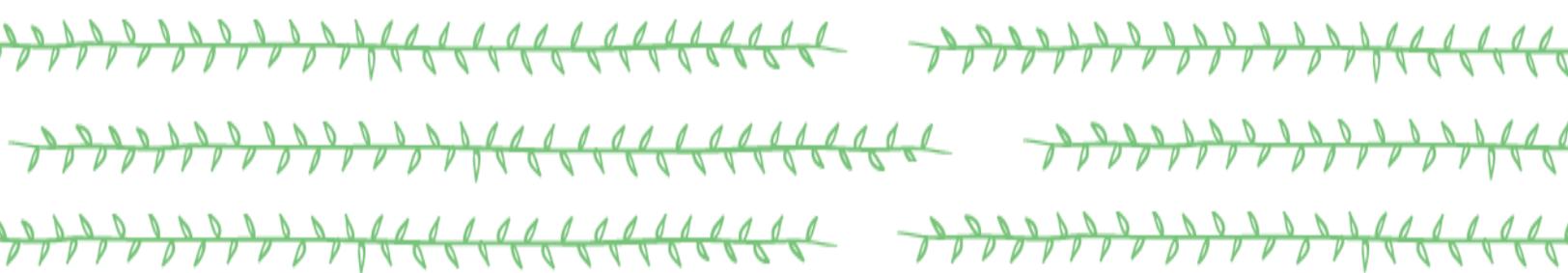
## Accessing supports

### Alcohol

Alcohol is often the go-to when you are enjoying a night out with friends. It is OK to have the occasional drink with friends, however you need to learn your limits and when safe drinking becomes unsafe and a problem. Always keep in mind what your limits are when drinking alcohol. If you know you are at your end point, do not let your friends pressure you into taking “one more shot”. Not drinking is never something to feel embarrassed about.

Drinking to the point you have a little buzz is OK, as long as you are able to function and control yourself. Drinking to the point where you are stumbling over yourself and can't remember anything the day after is a problem.

Alcohol can often become an addiction. If you start to feel dependent on alcohol, or that you can't go a few days without drinking it is time to start talking to someone who can help you. There are a lot of services out there who can help youth with addictions.



## Drug Abuse and the Harm of Drugs

Youth are more likely to try drugs when their friends or family already use. Getting involved in the negative life of drugs is inevitable since they are found everywhere. Some legal and most illegal. Most common drugs in Winnipeg are alcohol, prescription medication (Xanax, Percocet, OxyContin, Tylenol 3's), crystal meth, cocaine, marijuana, and ecstasy/mdma.

### **Using drugs can have negative impact on your life.**

- You can drift away from the friends you have who don't use
- It is less likely you will do well in school, sports or other activities you normally are good at
- It takes away your ability to make any proper decisions or to think normally

### **It can also affect your health in a huge way.**

- Damages the brain
- Damages your heart
- And can damage other important organs
- Overdoses can lead to death

## Signs Someone is Abusing Drugs

- Sudden changes in behaviour/ Mood swings
- Pushing away family and friends
- Caring less about their physical appearance
- Loss of interest in the activities they once loved
- Sleep pattern changes – awake or sleeping at odd times
- Extreme loss or gain of weight
- Change of appetite

## Healthy Relationships

A good relationship is when we are our happiest, healthiest and most productive selves. The first steps to learning about healthy relationships is learning about what an unhealthy relationship looks like. Relationships that can be unhealthy include intimate relationships, friendships, and family relationships. There can be emotional, sexual, financial, or physical violence in an unhealthy relationship.

- **Emotional/mental Violence:** is when someone always attacks the other's identity and self-esteem. It can include name calling, threatening, ignoring, isolating the other from friends or family, jealousy, destroying personal items or manipulating.
- **Sexual Violence:** is when someone forces a sexual act on another without their consent. This can include kissing, touching, fondling, being forced to pose for pictures, or to view pictures and all other sexual acts.
- **Physical Violence:** is when someone uses force or threats to control the behaviour of another. This can include pushing, shoving, slapping, hair pulling, punching, kicking, spitting, strangling or use of a weapon. This can also include punching walls, and destroying things – even if they are not physically touching you, it is still physical violence.
- **Financial Violence:** is when someone uses money to gain power and control in a relationship. They may use your money to do this, or their own. This can include stealing money, not allowing you to use money, forcing you to spend your money a certain way, etc.

## Intimate Relationships

Intimate relationships are between partners, including opposite and same sex relationships, someone you are in a romantic relationship with. Intimate relationships are the most common unhealthy or abusive relationships.

The more common factors in an unhealthy intimate relationship often involve more often than not, emotional abuse.

- Jealousy of friends
- Isolation from friends
- Possessiveness
- Lying
- Name calling
- Humiliate you by outing you down in front of others
- Ignore your opinions, ideas or needs
- Regularly pointing out your flaws or mistakes

Your partner can also financially abuse you.

- Steal your money
- Controlling how your money is spent
- Not allowing you to work for your own money
- Refusing to pay for dates/always making you pay when you go out together

In the more extreme cases, intimate relationships can become physically and sexually abusive. This can include:

- Shoving, pushing, hitting, etc.
- Forcing you to do any kind of sexual acts when you don't want to
- Using physical force, or manipulation to guilt you into doing anything sexual that you don't want to

If you or someone you know is in an abusive relationship, the main thing to remember is it is NOT your fault for being abused.

You can't change the person you are dating; it is up to them to make the change.

If you are too scared to leave, there is always someone to talk to and help you out.

If you are living with your abusive partner there are many shelters you can visit to get help. If you need a safe place to stay or someone to talk to you can go to <http://mb.211.ca/> to search an online database of government, health, and social services that are available across the province.

## Family Relationships

Family are usually the most important people in your life. However, sometimes there are situations where you have an unhealthy relationship with a family member, could be your parents, siblings or other relatives. Unhealthy relationships with family members can include any of the four types of violence, emotional, physical, sexual, and financial.

Common ways family members can be abusive are:

- Making fun of your habits, looks – things you can't change
- Insulting you about your friends
- Humiliating you in public by yelling at you
- Ignoring you in time of need
- Threats about leaving you somewhere or home and never returning
- Neglecting you of shelter, clothing, food, hygienic products – when your family has easy access to these necessities
- Neglecting you of emotional support
- Keeping you from spending the money you earned

## Friendships

Friendships are important to youth. Friendships are great for your mental health, physical health, and emotional health. However, just like any other type of relationship, friendships can become negative and unhealthy.

Unhealthy friendships often lead to mental health issues such as depression. It can often leave you feeling isolated and hurt. Common factors in unhealthy friendships include:

- Not supporting each other in the things you want in life, or the things you want to do
- They need to be in control over everything – who else you hang out with, what you do together
- You never get a say in how your friendship works
- They judge you over your hobbies
- They talk about friends behind their back – which means they probably talk about you to your others friends too
- They guilt-trip you if you are unable to hang out
- They make fun of you for things you are insecure about – even if they know you are insecure about it

People who do these things to you are not friends. Friends are people who support you, let you make decisions for yourself and help you feel better about yourself.

## So, what is a Healthy Relationship?

A good relationship is when we are our happiest, healthiest, and most productive selves. Healthy relationships in intimate relationships, family, and friends are all the same; they carry the same characteristics and hold the same value. Healthy relationships are:

- Mutual support
- Respect of each other's choices
- Honesty and trust
- Open, good communication
- Feeling secure and comfortable with each other
- Being able to be independent
- Being fair and equal towards each other
- Sensitive to each other's feelings
- Feeling happy with who is in your life

### **If you feel you are being abused:**

- Talk to someone you trust
- Know it is NOT your fault
- Document all activities of threats or violent behaviour
- If you are in immediate danger, call police. 911

### **If your friend is being abused:**

- Listen to them
- Be supportive
- Tell them to talk to an adult they trust about the situation
- Do not share private information
- If they are in immediate danger, call police. 911

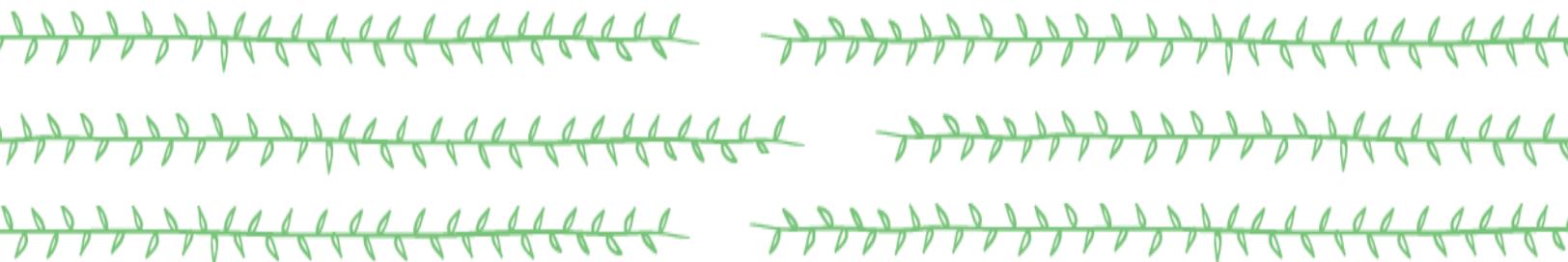
# Safety Planning

It is important to remember that you do not have control over other peoples' actions but you have complete control over your own. Having awareness on potential dangers can aid in keeping you safe.

Creating a Safety Plan will help you identify possible dangerous situations and what you can do to prevent or get away from these dangerous situations.

A **Safety Plan** is a personalized and practical plan which will help you avoid situations that may be dangerous. Your **Safety Plan** will help reduce your risk of being victimized and guide your reactions when you are in danger.

This toolkit provides education on potential dangers in order to create your own safety plan.



## Safety Planning Checklist

When a person decides to leave a relationship, they may think that they cannot leave. Below is a checklist of useful items to have prepared for when a person is ready to leave a relationship, or if there is an emergency and they have to leave right away. Keep these items stored in a safe, accessible spot.

### **ID (Self, and Children)**

- Birth certificates
- Social insurance numbers
- Driver's license
- Passports
- MB health card
- Certificate of Indian status cards

### **Important personal documents**

- Marriage certificate
- Divorce papers
- Custody papers
- Legal protection of restraining orders
- Rental agreement/lease or house deed
- Car title, registration/insurance information

### **Funds**

- Cash
- Debit cards
- Credit cards
- Cheques

### **Keys**

- House
- Car

### **Communication**

- Cell phone
- Change for payphones
- List of important numbers

### **Medications**

- Make sure you have enough meds you may need to last for 1 month.

## Self-care

Taking care of yourself is necessary to living a healthy, balanced life. Life often gets busy, and it's easy to get caught up with school, working, or taking care of others that you forget that you need a time-out to take care of yourself as well.

Self-care helps to prevent burnouts from happening, which can lead to physical and mental problems, and stops you from being productive and caring for others.

There are many ways to practice self-care:

- Exercise
- Meditation and deep breathing
- Listening to music
- Reading
- Going for walk
- Taking a bath
- Hanging out with friends
- Engaging in a hobby (knitting, crosswords etc.)
- Sitting outside and relaxation

Keep in mind that the above self-care activities are positive ones. It is also possible to participate in negative activities like overeating, smoking, drinking, etc. Be honest with yourself when evaluating which coping-skills you are using. If you find yourself getting angry and reaching for that cigarette, you can try an alternative like calling a friend, or do some deep breathing exercises.

Self-care is NOT  
selfish

## Building Support Network:

### What does a positive support network look like?

Leaving your community and moving to a big city can be a stressful time in a person's life. It is important to make sure that you have places where you feel safe and someone to listen when you need to talk to someone.

A safe place could be at a family member or friend's house, or in a public place like the library or community center. If you are attending school, you may want to talk to the school counsellor or a teacher you feeling comfortable with.

If you need more assistance in finding resources and supports, you can access the Protecting Our Women Toolkit Resource Guide to assist you.

### Using resource guide

The resource guide in this toolkit is a listing of all supports and resources available in Winnipeg. Whether it's where to find the nearest place to wash your clothes, or a number for a food bank, the resource guide has it all. While there are a lot of services and supports in the resource guide there still may be others out there that reputable.

Feel free to share this resource guide with your friends and family who may need information on the services and supports Winnipeg has to offer.





