

# Welcome To Manitoba Orientation Package



# Welcome to Manitoba!

Hello!

Congratulations on your decision to move to Manitoba, Canada! We recognize how significant this decision is for you – and for your family – and we are looking so forward to welcoming you into our friendly, supportive and inclusive community.

In Canada, health-care workers are respected and valued for the compassion and commitment to community that inspired you to pursue a career in caring.

No matter where your career takes you in Manitoba, you will find a work environment where you will be welcomed by your new co-workers and supported in learning about your new role. You will have mentors and colleagues with you each step of the way and an entire community that is invested in your success.

Outside of work there is so much for you to explore in our beautiful province. Whatever your interests, you will find activities that allow you to connect with your community and with nature.

We hope that you feel as much hope and excitement about this step in your life's journey as we do!

**-Monika Warren, Chief Nursing Officer, Shared Health**



# Mabuhay!

Mabuhay!

Pagbati sa iyong desisyon na manirahan sa Manitoba, Canada!

Kinikilala namin ang makabuluhang desisyon na ito para sa iyo – at sa iyong pamilya – at ninanais namin na mahatid sa iyo ang mainit na pagtanggap ng aming mga mababait, pala-supporta, at inklusibong komunidad.

Dito sa Canada, ang mga mangagagawa sa larangan ng kalusugan ay nirerespeto at pinapahalagahan sapagkat kilala sila sa pagiging maalagain at matapat sa serbisyong pang-publiko.

Saan ka man dalhin ng iyong larangan dito sa Manitoba, makakahanap ka ng trabaho at mga ka-trabaho na handang tanggapin at alalalayaan ka sa iyong bagong tungkulin. Magkakaroon ka din ng mga tao sa paligid mo na iyong maasahan sa bawat hakbang mo sa buhay, kasama ang komunidad na sisikapang matulungan ka sa pagkamit mo ng iyong tagumpay.

Kalaunan, sa labas ng trabaho, madami kang maaring matuklasan sa ating napakagandang probinsiya. Ano man ang iyong hilig, tiyak na mayroong akitibidad na maaaring maging daan para ikaw ay makibahagi at maki-isa sa komunidad at sa kalikasan.

Kami ay umaasa na nararamdaman mo din ang aming naguumpaw na pagkasabik sa iyong pagdating sapagkat alam naming na ito ay isa sa mga pinakamahalagang parte ng iyong buhay!

**-Monika Warren, Chief Nursing Officer, Shared Health**



# Welcome to Manitoba Orientation

## Welcome package contents:

I. Welcome letter explaining contents

II. Detailed agenda including times and locations

III. Travel Manitoba Guide

IV. Manitoba highway maps

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s. Manitoba Driver's Licence

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aa. Caring for the Environment

bb. Language Training



# Welcome to Manitoba Orientation

There's so much more to Manitoba than our Capital City! No matter where you live, you will find so much to do and explore. Learn about all that Manitoba communities have to offer at [Travel Manitoba, Canada: Start Planning Your Trip](#)

There are five different health regions serving Manitoba as well as two provincial health authorities. By now, you know where in Manitoba your job offer will take you. On the next page, you will find some information about the population and size of your new health region.

Visit your health region's website for more detailed information about your new employer and your new home.





# Northern Health Region

- Population: 74,175
- 396,000 square kilometres
- 1,620 health care workers employed
- Six hospitals, four long-term care facilities
- Approximately one-third of residents' report speaking at least one Aboriginal language

[Northern Health Region – northernhealthregion.com](http://northernhealthregion.com)





# Prairie Mountain Health

- Population: 164,000
- 67,000 square kilometres
- The area includes Winnipeg's second largest city of Brandon.
- 7,500 health care workers employed
- 29 hospitals, 43 long-term care facilities

<https://prairiemountainhealth.ca/>



# Southern Health Region

- Population: 216,253
- 27,025 square kilometres
- Approximately 6,100 health care workers employed
- 13 hospitals and 22 long-term care facilities
- Large number of Francophone communities

<https://www.southernhealth.ca/>





# Winnipeg Regional Health Authority

- Population: 750,000
- Serves residents of the City of Winnipeg and nearby communities, as well as the northern community of Churchill
- Approximately 14,000 health-care workers employed
- Five hospitals, six health centers and 37 long-term care facilities

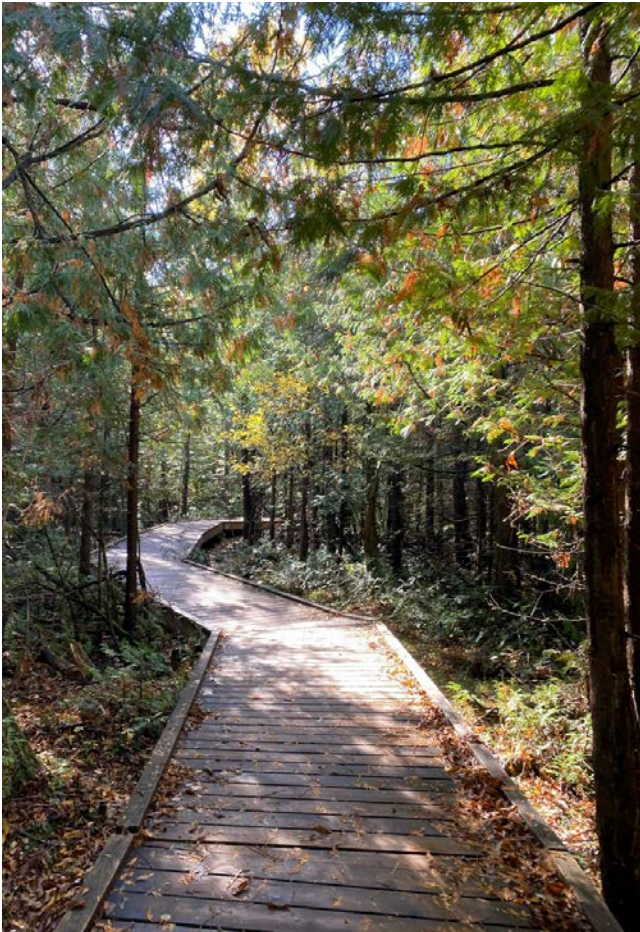
<https://wrha.mb.ca/>



# Interlake Eastern Regional Health Authority

- Population: 133,800
- 61,000 square kilometres
- Approximately 3,000 health care workers employed
- 10 hospitals, 16 long-term care facilities

<https://www.ierha.ca/>





# Shared Health and Health Sciences Centre Winnipeg

- Responsible for the delivery of a wide variety of provincial health services (diagnostics, laboratory services, emergency response services and more)
- Responsible for health services delivered at the province's largest hospital, Health Sciences Centre Winnipeg
- These services support the care of patients from across Manitoba, northwestern Ontario and Nunavut



**Health Sciences Centre Winnipeg** is a Shared Health facility, and Manitoba's provincial tertiary center for trauma, transplants, burns, neurosciences, complex cancer care and pediatric care.

Located on over 32 acres of land in central Winnipeg and serving residents of Manitoba, Northwestern Ontario, and Nunavut, it is the province's largest health-care facility, and a major referral centre for complex health problems. Every clinical hospital-based service available in the province is offered at HSC, except for cardiac surgery and eye surgery. This means the majority of Manitobans' tertiary care is provided here, regardless of which community they call home.

We care for the sickest and most critically injured people (over 570,000 patients receive care every year at HSC). We have the largest and busiest emergency departments in Manitoba, with more than 115,000 visits per year and over 330 patients per day.

# Settlement Services

Settlement agencies have programs that can help you and your family connect to your new community. Following your arrival in Manitoba, a representative from one of the many settlement services agencies will be providing an introduction presentation to the available services throughout the province.

Settlement agencies are community organizations that help newcomers. Services are confidential, free of charge and available in many languages. A settlement worker can give you information about different community and government services. You can ask about housing, health care, language training, how to find a job and much more.

The governments of Canada and Manitoba pay these organizations to help newcomers settle into their lives in Manitoba.

## Learn more:

- [Immigration, Refugees and Citizenship Canada](#)
- [Welcome Place](#)
- [Immigrant Centre](#)

### 211 Manitoba

This is a free online location-based service to help all Manitobans find the programs and services in their communities.

Go to: <https://mb.211.ca/>



# Your Local Community

Learn more about your new community by visiting the city/town/village link from the list below. Each website will have details on the history of your new community, local events, weather, news and services available to all community members. Some cities and towns offer their own app to provide updates to residents.

## INTERLAKE - EASTERN RHA:

### Arborg

Arborg is a town located 103 kilometres north of Winnipeg, in the Interlake region of Manitoba. The name of the town comes from the Icelandic word meaning "river town".

Population: 1,279 (2021 Canadian census)

Learn more: <https://www.townofarborg.com/>

### Ashern

Ashern is a local urban district located in the Municipality of West Interlake. Ashern is 186 kilometres northwest of Winnipeg and is located on the east shore of Lake Manitoba.

Population: 616 (2021 Canadian census)

Learn more: <http://rmofwestinterlake.com/>

### Beausejour

Beausejour is 46 kilometres northeast of Winnipeg, just west of the Canadian Shield and Whiteshell Provincial Park. The French name Beauséjour [beau + séjour] means "beautiful stay". The town is surrounded by the Rural Municipality of Brokenhead.

Beausejour is a major hub for the northeastern region of Manitoba.

Population: 3,307 (2021 Canadian census)

Learn more: <http://www.townofbeausejour.ca/>

# Your Local Community

## INTERLAKE-EASTERN RHA:

### Pinawa

Located in southeastern Manitoba, Pinawa is 110 kilometres northeast of Winnipeg. The town is situated on the north bank of the Winnipeg River, along the Canadian Shield within the western boundary of Whiteshell Provincial Park, which lies near the Manitoba-Ontario provincial boundary.

Population: 1,512 (2021 Canadian census)

Learn more: <https://www.pinawa.com/>

### Pine Falls

The town borders the Rural Municipality of Alexander and the Sagkeeng First Nation Indian reserve, about 132 kilometres northeast of Winnipeg. This picturesque area is surrounded by beauty and wonder, from the hydro dams to the rich forest to the sandy beaches, there is something for every enthusiast. A multitude of beaches and quiet living are available in the surrounding areas.

Population: 1,400 (2021 Canadian census)

Learn more: <https://www.powerview-pinefalls.com/>

### Selkirk

The City of Selkirk is a vibrant community with a warm and welcoming hometown character and all of the best features of a progressive urban centre. It is located 22 kilometres northeast of Winnipeg. A vertical lift bridge over the Red River connects Selkirk with the small town of East Selkirk.

Population: 10,504 (2021 Canadian census)



# Your Local Community

## INTERLAKE-EASTERN RHA:

### Stonewall

Stonewall is a town situated approximately 25 kilometres north of Winnipeg. It is known for its limestone quarries. Kinsmen Lake was developed on the site of a former limestone quarry and is part of Quarry Park.

Population: 5,046 (2021 Canadian census)

Learn more: <https://www.stonewall.ca/>

### Teulon

Teulon is commonly referred to as "The Gateway to the Interlake". The town is situated 59 kilometres north of Winnipeg. Located between Stonewall and Gimli, Teulon is surrounded by the Rural Municipality of Rockwood.

Population: 1,196 (2021 Canadian census)

Learn more: <https://www.teulon.ca/>

# Your Local Community

## SOUTHERN HEALTH SANTE-SUD:

### Altona

Altona is a town in southern Manitoba, Canada, about 100 kilometres southwest of Winnipeg and 158 kilometres north of Grand Forks, North Dakota. It is surrounded by the Municipality of Rhineland. Much of the surrounding area is devoted to farming and agriculture-based business.

Population: 4,123 (2021 Canadian census)

Learn more: <https://www.altona.ca/>

### Carman

Located 60 kilometres southwest of Winnipeg and 60 kilometres north of North Dakota, Carman is situated in the heart of a rich prairie agricultural belt. Carman is surrounded by the Rural Municipality of Dufferin.

Population: 3,164 (2021 Canadian census)

Learn more: <https://www.carmanmanitoba.ca/>

### Gladstone

Gladstone is an unincorporated urban community in the Municipality of WestLake. Gladstone is often referred to as “Happy Rock”. This is the name given to the community’s monument, which acts as the symbol and mascot of the community.

Population: 928 (2021 Canadian census)

Learn more: <https://www.westlake-gladstone.ca/>





# Your Local Community

## **SOUTHERN HEALTH SANTE-SUD:**

### Manitou

Manitou is an unincorporated urban community in the Municipality of Pembina. The Boundary Trail Railway is based in Manitou. The community's motto is "More Than A Small Town".

Population: 812 (2021 Canadian census)

Learn more: <https://www.pembina.ca/m/manitou>

### Morris

Morris is a small town located 51 kilometres south of Winnipeg and 42 kilometres north of Emerson. Part of the Rural Municipality of Morris, except for a relatively small eastern border with the northwest corner of the Rural Municipality of Montcalm.

Population: 3,049 (2021 Canadian census)

Learn more: <https://www.townofmorris.ca/>

### Notre Dame de Lourdes

Notre Dame de Lourdes is an unincorporated community recognized as a local urban district in the Municipality of Lorne. It is located within the Central Plains Region, 100 kilometres southwest of Winnipeg. The community's name in English is Our Lady of Lourdes, reference to the Marian apparition that is said to have appeared before Saint Bernadette in Lourdes, France.

Population: 756 (2021 Canadian census)

# Your Local Community

## SOUTHERN HEALTH SANTE-SUD:

### Portage La Prairie

Portage la Prairie is the third-largest city in the province. It is part of the Central Plains Region of Manitoba. Portage la Prairie is approximately 75 kilometres west of Winnipeg, along the Trans-Canada Highway. Also referred to as “Island on the Prairies”.

Population: 12,944 (2021 Canadian census)

Learn more: <https://www.city-plap.com/cityplap/>



# Your Local Community

## SOUTHERN HEALTH SANTE-SUD:

### St. Pierre-Jolys

The village of St-Pierre-Jolys is located 50 kilometres southeast of Winnipeg near the Rat River, surrounded by the Rural Municipality of De Salaberry.

Population: 1,305 (2021 Canadian census)

Learn more: <https://www.villagestpierrejolys.ca/>

### Ste.Anne

The Town of Sainte-Anne is located 52 kilometres southeast of Winnipeg. The picturesque Seine River runs through the municipality and the Town of Sainte-Anne. Originally known as “La Pointe-des-Chênes”, roughly translates to “The Point of the Oak Trees”.

Population: 2,891 (2021 Canadian census)

Learn more: <https://www.steannemb.ca/>

### Winkler

Winkler is the fourth largest city in Manitoba, located 100 kilometres southwest of Winnipeg. One of the province’s fastest growing cities and largest centre in the Pembina Valley, Winkler is surrounded by the Rural Municipality of Stanley, 13 kilometres east of its "twin city" Morden.

Population: 13,741 (2021 Canadian census)

Learn more: <https://www.cityofwinkler.ca/>



# Your Local Community

## PRAIRIE MOUNTAIN HEALTH:

### Brandon

Brandon is the second-largest city in the province and is located in the southwestern corner of Manitoba, on the banks of the Assiniboine River, 214 km west of Winnipeg. The Brandon Hills are located on the southeast, from which Brandon got its name.

Population: 51,313 (2021 Canadian census)

Learn more: <https://www.brandon.ca/>

### Dauphin

Found in the heart of Manitoba's most spectacularly scenic region known as the Parkland, Dauphin is a warm and welcoming community surrounded by farmland, natural beauty and a myriad of opportunities for outdoor recreation. Nestled between the beautiful Riding Mountain National Park and Duck Mountain Provincial Park, it is a gateway to pristine wilderness, wildlife and clear blue lakes.

Population: 8,368 (2021 Canadian census)

Learn more: <https://www.dauphin.ca/>

### Hamiota

Hamiota is a growing community and is located in western Manitoba, midway between the Trans-Canada Highway and the Yellowhead Highway. The community's lifestyle, diverse job opportunities and support services make Hamiota one of the most vibrant communities in Western Manitoba.

Population: 876 (2021 Canadian census)

Learn more: <https://hamiota.com/>

# Your Local Community

## PRAIRIE MOUNTAIN HEALTH:

### Hartney

Hartney is an unincorporated urban community in the Municipality of Grassland and is located along the Souris River and Lauder Sandhills.

Population: 499 (2021 Canadian census)

Learn more: <http://grasslandmunicipality.ca/>

### Minnedosa

Minnedosa is a town in the southwestern part of Manitoba, 50 kilometres north of Brandon on the Little Saskatchewan River. The town's name means "flowing water" in the Dakota language.

Population: 2,741 (2021 Canadian census)

Learn more: <https://www.minnedosa.com/m/town-of-minnedosa>

### Neepawa

Neepawa is a town in Manitoba located 175 kilometres west of Winnipeg. Neepawa is bordered by the Municipality of North Cypress – Langford and Rural Municipality of Rosedale. It is the third-fastest growing community in Manitoba.

Population: 5,685 (2021 Canadian census)

Learn more: <https://www.neepawa.ca/>

# Your Local Community

## PRAIRIE MOUNTAIN HEALTH:

### Russell

Russell is an unincorporated urban community in the Municipality of Russell – Binscarth. Located 340 kilometres northwest of Winnipeg and is approximately 15 km east of the Saskatchewan border.

Population: 1,622 (2021)

Learn more: <https://www.russellbinscarth.com/>

### Swan River

Swan River is a town in Manitoba, Canada. It is surrounded by the Municipality of Swan Valley West in the Swan River Valley region. Swan River is a full-service community with all amenities of a modern life in a laid-back country environment.

Population: 4,049 (2021 Canadian census)

Learn more: <https://www.swanrivermanitoba.ca/>

### Virden

Virden is located, quite literally, at the Centre of It All. Located on the Trans-Canada Highway and the cross-Canada CPR line, Virden is also on Highway 83, which bisects the entire continent, running over 3,000 km straight south to the Gulf of Mexico – known as the ‘Palms to Pines’ route. Virden is centered between two provincial capitals, and at the virtual centre of the nation’s east and west coasts. With its diverse natural resources, thriving agricultural industries, abundant water, skilled workforce, and affordable quality lifestyle opportunities, Virden continues to draw new and diverse families, businesses, and industries to the region.

Population: 3,118 (2021 Canadian census)

Learn more: <https://www.virden.ca/>



# Your Local Community

## NORTHERN HEALTH REGION

### Flin Flon

A thriving northern community and vacationer's dream destination nestled in the middle of nature's magnificence. Located north of the 54th parallel of latitude, the City of Flin Flon was built on old volcanic belt which gives the region a beautiful rocky landscape like no other.

Population: 4,940 (2021 Canadian census)

Learn more: <https://www.cityofflinflon.ca/>

### Thompson

Thompson is the largest city in the Northern Region of Manitoba and is situated along the Burntwood River, 761 kilometres north of Winnipeg. Thompson earned its name "The Hub of the North."

Population: 13,035 (2021 Canadian census)

Learn more: <https://www.thompson.ca/>

### The Pas

The Pas is located at the meeting of the Pasquia River and the Saskatchewan River and in the Northern Region of the province, known as "The Gateway of the North". It is 630 kilometres northwest of Winnipeg, and 40 kilometres from the Saskatchewan boundary.

Population: 7,301 (2021 Canadian census)

# The Weather

## Dressing for the weather

Summer lasts from around June to September and the weather varies from warm to hot. Daytime temperatures are between 20 and 30 degrees Celsius or Centigrade (68 and 86 degrees Fahrenheit) or higher.

Winter is very cold in most places with temperatures often below freezing. Snow covers the ground from around December to March or April.

Depending on where you're immigrating from, you may be quite surprised by the cold and snow during your first Canadian winter. With the right clothing, you'll be prepared to enjoy the unique beauty of a Canadian winter. Be sure to buy:

- a hat;
- boots;
- gloves; and
- a winter coat.

Fall and spring are transition seasons. This means the weather starts getting colder or warmer, and there is a lot of rain.



# The Weather

## Seasons in Manitoba

Manitoba has four seasons: spring, summer, fall and winter.



Spring

Spring: March until June and the weather becomes warmer (-7 to 19 degrees Celsius). Trees start blooming and rainfall occurs.



Summer

Summer: June until September and varies from warm to hot (20 to 30 degrees Celsius)



Fall

Fall: September until November and the weather starts to get colder. Trees lose their leaves. (3 to 19 degrees Celsius)



Winter

Winter: December until March and the weather is cold with snow covering the ground. (-30 to 0 degrees Celsius)

Get your latest forecast information directly from Canada's official weather source: [www.weather.gc.ca](http://www.weather.gc.ca)



# Currency

## Exchanging foreign money into Canadian money

Before you come to Canada, it's a good idea to change some money from your home country into Canadian dollars. You can also exchange money after you arrive.

Most airports have foreign exchange offices. You can also use a foreign debit or credit card to get cash from automated banking machines (ABMs), also known as automated tellers.

Canada's official currency is the Canadian dollar (\$). There are 100 cents (¢) in a dollar. Coins have different sizes, shapes and colours. They have nicknames that Canadians use in everyday life. These include:



Loonie (one dollar)



Toonie (two dollars)



Quarter (25 cents)



Dime (10 cents)



Nickel (five cents)



Penny (one cent)

The Bank of Canada prints all paper money. Each bill is the same size but a different colour. The most common paper bills are:



# Personal Safety

Winnipeg is a reasonably safe city; however, crime is a reality in any city you live in or visit. It is always a good idea to be aware of your surroundings and take all necessary precautions to protect yourself when you are out and about.

## PERSONAL SAFETY

The most effective measure you can take to protect yourself against crime is to **stay alert** to your surroundings and **trust your instincts**. If you feel unsafe in a situation or place, leave immediately and notify police.

### SAFETY ON THE STREET

- Walk in groups of two or more.
- Carry a personal alarm.
- Plan a route and stick to it.
- Familiarize yourself with the area (know where you are and where you are going).
- When walking, jogging or cycling, use populated pathways.
- Stay in well-lit areas.
- Walk confidently.
- Put away any distractions (phones and headphones).
- Tell someone your destination and route.
- If you think that you are being followed change direction and head for a populated area.

#### ***Criminals associate purse/wallets with money and valuables:***

- Don't carry a purse with strap across your body or wrapped around your wrist – the robber may think you're resisting.
- Only carry what you need.

#### ***Your safety is #1***

***If you are the victim of a robbery, cooperate. Remember, your property can be replaced.***

### PANHANDLERS

- As an alternative, consider giving to a local registered charity.
- Say "no" politely.
- Do not swear or be abusive.

## STAY ALERT, BE AWARE

### PUBLIC TRANSIT

- Use well-lit and frequently used stops.
- Try to wait with someone or have someone meet you at your stop.
- Plan routes and transfers before your trip.
- Be aware of who gets on and off with you.
- Sit close to the driver.
- Use request stop (allows riders to exit between regular stops) [www.winnipegtransit.com/en/service/request-stop-service-after-7-00pm/](http://www.winnipegtransit.com/en/service/request-stop-service-after-7-00pm/).
- Report any abuse or harassment to the driver and/or contact police immediately.
- Do not exit the bus unless you feel it is safe to do so.

### VEHICLE SAFETY

#### ***When your vehicle is occupied:***

- Keep the gas tank at least 1/4 full.
- Keep doors of your vehicle locked at all times.
- Know the route to your destination.
- If you observe a vehicle driving erratically or carelessly, do not attempt to confront the driver – call the police.
- If your vehicle breaks down, pull over to the side of the road and turn on your four way flashers.
- When emergency vehicles are approaching you with lights and sirens activated, pull over to the right and come to a complete stop.
- When involved in a motor vehicle accident, remove vehicles from the roadway if safe to do so, and exchange particulars.
- Park in well-lit spots.
- Do not exit around suspicious people.

Source: Winnipeg Police Service

# Housing

In Manitoba there are different types of housing options available:

- **Apartment:** You can rent a one, two or three-bedroom apartment in a building or house. A bachelor apartment has a single room that is also the living area and the bedroom. All apartments have a kitchen and bathroom.
- **Rental Room:** This is a room in a large house. You have your own bedroom, but you share a kitchen and a bathroom.
- **Condominium:** Most condominiums are in tall buildings. Like an apartment building, there are many condos in the same building. If you are a condo owner, you must pay an extra monthly fee for maintenance.
- **Single Detached House:** This is a house with a yard.
- **Semi-detached House:** This is a house attached to another house. A wall divides each house.
- **Townhouse:** Your house shares a wall on both sides with another house.

Learn more: <https://win.manitobastart.com/wp-content/uploads/2021/03/15-Housing.pdf>





# Education

## Public Schools

There are two basic levels for school. Children go to elementary school and youth go to secondary school. Children go to Kindergarten (pre-school) first. Then, they go to elementary school (grades 1 to 6). Youth then go to secondary or middle school (grades 7 to 8). Finally, they go to high school (grades 9 to 12).



Schools generally run from September to June. Summer holidays are in July and August. If you work or study, you need to plan activities or childcare for your children in July and August.

## Compulsory School Age

Your children must attend school when they are seven years old. If they are six years old when school starts in September, but will turn seven years of age before Dec. 31, they go to school when they are six. They must stay in school until the age of 18.

If you are a parent or legal guardian of a child of between the ages of seven and 18, you must send them to school. Students are also responsible for attending school and classes regularly. They must be on time and complete their assignments and other school work.



# Education

## Continued...

You must contact your local school division. You can search for Manitoba schools here:

[https://web36.gov.mb.ca/school/school?action=top\\_page](https://web36.gov.mb.ca/school/school?action=top_page).

The school will assess your children and decide their grade level.

If your child needs help with English, your school can help with language support.

You must show documents when you enroll your child in school. They might ask for a birth certificate, proof of guardianship or custody, proof of residency, record of immunizations, common application and the name of an emergency contact.

Learn about public schools at Ministry of Education:

<https://www.edu.gov.mb.ca/>



# Education

## Newcomer Parent Guides

Newcomer Parent Guides are for families who are new to Canada. They can teach you about the Manitoba Education System. The guides give you information about Kindergarten to Grade 12 in Manitoba.

You can also find information on how to register for school. The guides have helpful checklists and questions you can use to communicate with teachers and school administrators.

### Overview – What can I expect from Manitoba schools?

[https://www.edu.gov.mb.ca/k12/schools/docs/newcomer\\_parent\\_overview.pdf](https://www.edu.gov.mb.ca/k12/schools/docs/newcomer_parent_overview.pdf)

### Register – How do I register my child in school?

[https://www.edu.gov.mb.ca/k12/schools/docs/newcomer\\_parent\\_registration.pdf](https://www.edu.gov.mb.ca/k12/schools/docs/newcomer_parent_registration.pdf)



### At School – As a parent, what can I expect for my child at school?

[https://www.edu.gov.mb.ca/k12/schools/docs/newcomer\\_parent\\_school.pdf](https://www.edu.gov.mb.ca/k12/schools/docs/newcomer_parent_school.pdf)

### Kindergarten – What can my child expect in Kindergarten?

[https://www.edu.gov.mb.ca/k12/schools/docs/newcomer\\_parent\\_kindergarten.pdf](https://www.edu.gov.mb.ca/k12/schools/docs/newcomer_parent_kindergarten.pdf)

### Grades 1 to 12 – What can my child expect in the classroom?

[https://www.edu.gov.mb.ca/k12/schools/docs/newcomer\\_parent\\_k-12.pdf](https://www.edu.gov.mb.ca/k12/schools/docs/newcomer_parent_k-12.pdf)

### Guides in French:

<https://www.edu.gov.mb.ca/m12/ecoles-mb/fem.html#arrivants>

# Education

## Manitoba School Divisions and Districts

In Manitoba, there are five regions:

- Central;
- Northern/Remote;
- Parkland/Westman;
- Southeast/Interlake; and
- Winnipeg.



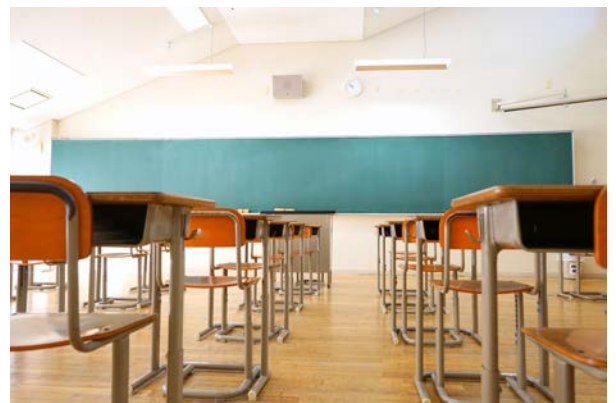
## More information at Manitoba Department of Education:

<https://www.edu.gov.mb.ca/k12/schools/schooldivmap.html>

[https://www.edu.gov.mb.ca/k12/schools/sb\\_contacts.html](https://www.edu.gov.mb.ca/k12/schools/sb_contacts.html)

## Manitoba has four school programs:

- English Program;
- French Immersion Program;
- Français Program; and
- Senior Years Technology Education Program (available for the English, French Immersion, and Français Programs).





# Education

## Languages of Instruction

English and French are the languages of instruction in Manitoba. If you want a school that uses French as the language of instruction, there are two different programs:

- French Immersion Program – Choose this program if French is your child's second language.  
[https://www.edu.gov.mb.ca/k12/cur/fr\\_imm\\_pr.html](https://www.edu.gov.mb.ca/k12/cur/fr_imm_pr.html)
- Français Program – Choose this program if French is a first language or the language you use at home. Many parents who are native French-speakers use this option.  
<https://www.edu.gov.mb.ca/m12/progetu/prog-fr.html> (French only)

Learn more about French schools at the Ministry of Education:

[https://www.edu.gov.mb.ca/k12/schools/fr\\_imm.html](https://www.edu.gov.mb.ca/k12/schools/fr_imm.html)

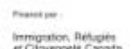
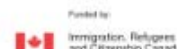
## Special Needs Education

Schools have programs for children who have special needs. For example, they might need extra support for their behavioural, communication, intellectual or physical needs. These programs help them have a better school experience. Schools also support students with learning disabilities.

Learn more at the Ministry of Education:

<https://www.edu.gov.mb.ca/k12/specedu/parent/>

[http://www.manitoba.ca/fs/imd/edu\\_progr.html](http://www.manitoba.ca/fs/imd/edu_progr.html)



# Youth

## School

You must attend school until the age of 18 or until you get your high school diploma. You can choose from different options.

More information:

<http://www.immigratemanitoba.com/study-in-manitoba/institutions/>

<https://www.gov.mb.ca/fs/about/cfs.html>

## Programs, Supports and Strategies

The government of Manitoba and its partners in the community developed many supports for families with children and youth. You can find resources for different age groups here:

<https://www.gov.mb.ca/healthychild/programs/index.html>

## Employment

Manitoba Youth Job Centres (MYJC) provide community-based summer employment programs in rural and northern Manitoba. MYJC matches employers with students and youth (12 to 29 years of age) who need a summer job. This service is free.

You can find offices in 40 communities in Manitoba.

More information:

Drop by a community office near you (May-August)

Call the MYJC coordinator (all year): 204-945-8115

<https://www.gov.mb.ca/cyo/youth/services/manitobayouthjobcentres.html>

[https://residents.gov.mb.ca/reference.html?filter\\_category=12&d=list](https://residents.gov.mb.ca/reference.html?filter_category=12&d=list)

There are many other government programs for students and youth who want to work.

More information: <https://www.gov.mb.ca/jec/syeo/index.html>



# Youth

## Rights and Safety at Work

The Young Worker Readiness Certificate Course teaches safety at work to young people. If you are 13 to 15 years of age, you must take this course.

<https://www.gov.mb.ca/labour/standards/doc,young-workers,factsheet.pdf>

## Youth Engagement and Volunteering

Volunteer Manitoba encourages young Manitobans to be involved in their community. Youth in Canada volunteer more than any other age group. In fact, 53% of Canadians aged 15 to 24 volunteer, which is higher than the national average. (Source: 2013 General Social Survey - Giving, Volunteering and Participating)

More information:

<https://www.volunteermanitoba.ca/>

## Getting Help

Young people across Canada who are in crisis can call or text the Kids Help Phone anytime. Kids Help Phone offers counselling and information in English and French.

For help:

Call 1-800-668-6868

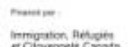
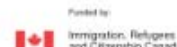
<https://kidshelpphone.ca/get-involved/our-impact/in-the-community/manitoba>

## Youth Criminal Justice

Youth who are charged with a crime may need to stay at a youth correctional centre. Correctional centres offer programs for young people. Programs focus on helping youth make better choices through education, rehabilitation, job training, work experience and spirituality.

More information:

<https://www.gov.mb.ca/justice/commsafe/commsafediv/correctionsrecruitment/youth.html>



# Post Secondary and Continuing Education

## Colleges and Universities

At colleges, you can take career-focused programs that lead you to a job in technology, health, business, hospitality, tourism and other occupations. You can take a certificate program or a diploma program.

- Certificate program – usually one year of study;
- Diploma program – usually two or three years of full-time study.

At universities, you can take academic undergraduate (bachelor's) and graduate (master's and PhD) programs in arts and sciences. You can also take professional programs in education, medicine, dentistry, law and engineering.

More information about Manitoba colleges and universities:

<https://www.edu.gov.mb.ca/ie/study/post-sec.html>

<http://www.immigratemanitoba.com/study-in-manitoba/institutions/>

## Financial Assistance

If you are a student at a Manitoba college or university, you can ask for financial help from Manitoba Student Aid.

More information:

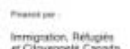
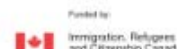
<https://www.edu.gov.mb.ca/msa/applying-for-student-aid/>

You can also apply with the federal government for a loan from the Canada

## Student Loans

More information: [www.canlearn.ca/](http://www.canlearn.ca/)

[www.canada.ca/en/services/benefits/education/student-aid/grants-loans.html](http://www.canada.ca/en/services/benefits/education/student-aid/grants-loans.html)





# Post Secondary and Continuing Education

## Admission

Generally, you need a high school or secondary school diploma if you want to get into a college or a university. If you did not graduate from high school, there are two options:

- Apply to college or university as a mature student. Your experience sometimes counts as part of your education. You must be 19 years or older to be a mature student. You also must be a Canadian citizen or permanent resident.  
Learn more: [https://www.edu.gov.mb.ca/k12/policy/mat\\_student.html](https://www.edu.gov.mb.ca/k12/policy/mat_student.html)
- Get your high school diploma as an adult. Many school divisions in Manitoba offer free high school diploma programs for adults. You can find more information on the website of your local school division. You can also complete your secondary school diploma online.

You can ask for credit for courses you took at an overseas college or university. Every college and university has its own rules. Information about distance learning: <https://www.edu.gov.mb.ca/k12/dl/index.html>.

More information about post-secondary education:  
<https://www.edu.gov.mb.ca/ald/index.html>



## Manitoba Scholarship and Bursary Initiative

You can apply for scholarships, grants or bursaries that you do not need to pay back. Your high school has lists of all the scholarships so you must ask.

More information:

<https://www.edu.gov.mb.ca/msa/msbi/index.html>

# Post Secondary and Continuing Education

## Apprenticeship Training

An apprentice is a person who learns a skilled trade while they do the job. Experienced workers supervise apprentices. As an apprentice, you are an employee and earn a salary while you learn and work. You can choose from many different skilled trades if you want to become an apprentice.

## How does Apprenticeship work in Manitoba

There are over 50 trades and sub-trades listed in the Manitoba Apprenticeship and Certification Act. You can work as an apprentice to develop practical skills and technical training. There are usually four levels of apprenticeship training.

There are four areas of skilled trades.

- Construction
- Industrial
- Motive Power
- Service

Learn more: <https://www.gov.mb.ca/wd/apprenticeship/index.html>

[www.gov.mb.ca/tce/apprent/forms/pdf/app\\_viewbook.pdf](https://www.gov.mb.ca/tce/apprent/forms/pdf/app_viewbook.pdf)

Manitoba Youth Apprenticeship Program for High School students:  
<https://www.gov.mb.ca/wd/apprenticeship/discover/youth/index.html>



## Did You Know?

Private career colleges in Manitoba are not regulated by the government. This means they can charge higher fees than public colleges. You must research your options carefully.

# Post Secondary and Continuing Education

## Continuing Education

Continuing education is also called adult education. You can take continuing education courses after you finish your education at university or college. Take these courses if you want to:

- develop your personal interests (such as a hobby); and/or
- improve your skills for work (such as computer skills).

You can take continuing education courses through the school division near you or at a college or university. The courses are usually in the evenings or on weekends. You can also choose an independent study option where you take high school credit courses online.

Find your local school division:

<https://www.edu.gov.mb.ca/k12/schools/index.html>

[https://www.edu.gov.mb.ca/k12/schools/sb\\_contacts.html](https://www.edu.gov.mb.ca/k12/schools/sb_contacts.html)

Find Manitoba colleges and universities:

<https://www.edu.gov.mb.ca/ald/index.html>

<http://www.immigratemanitoba.com/study-in-manitoba/institutions/>

Learn about improving your reading, writing and math skills:

<https://www.edu.gov.mb.ca/all/learners/index.html>

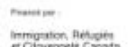
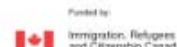
Find a free high school diploma program (must be over 18):

[https://www.edu.gov.mb.ca/k12/policy/mat\\_student.html](https://www.edu.gov.mb.ca/k12/policy/mat_student.html)

[https://www.edu.gov.mb.ca/k12/policy/grad\\_require.html](https://www.edu.gov.mb.ca/k12/policy/grad_require.html)

For information about the Independent Study Option:

[https://www.edu.gov.mb.ca/k12/dl/iso/what\\_is\\_it.html](https://www.edu.gov.mb.ca/k12/dl/iso/what_is_it.html)



# Childcare

Manitoba supports young children and their families. You can find good quality, licensed, play-based early learning and child care (ELCC) programs in different communities in Manitoba.

## Types of Childcare

You can find licensed and unlicensed child care in Manitoba. Costs for both kinds of child care vary and different child care centres have different rules. Your child must attend some child care centres full-time. Other child care centres allow part-time and drop-in child care. Sometimes there are long waiting lists.

## Licensed Child Care

The Community Child Care Standards Act makes sure all licensed child care facilities in Manitoba follow certain rules. The Act has regulations that define the types of child care that need licensing. It sets standards to guide child care centres in these areas: supervision, staff qualifications, space, equipment, health and safety, nutrition, programming and behaviour management.

The government inspects licensed child care centres to make sure they meet health, safety and caregiver training standards. Licensed child care may be in a private home, a school, a community centre or a separate facility. Some licensed child care centres are private. Others are co-ops, where parents help with child care or other duties.

Learn more about child care options:

[https://www.gov.mb.ca/fs/childcare/families/guide\\_childcare/](https://www.gov.mb.ca/fs/childcare/families/guide_childcare/)





# Childcare

## Unlicensed Child Care

Some child care is not licensed by the government. People can provide private home child care without a licence. They can care for four children under the age of 12. Only two children can be under the age of two. These numbers include the caregiver's own children.

If more than four children receive care, the home must become licensed as a family or group child care home. If they do not want to become licensed, they must reduce the number of children that receive care. The other choice is to close their child care centre.

## Child Care Subsidies

The Child Care Subsidy Program helps with the cost of child care by reducing child care fees for children from the ages of 12 weeks to 12 years. If you cannot afford to pay for child care, you may be able to receive this help.

More information at the Department of Families:

[https://www.gov.mb.ca/fs/childcare/families/childcare\\_subsidies.html](https://www.gov.mb.ca/fs/childcare/families/childcare_subsidies.html)



**Remember:** There are two types of child care in Manitoba; licensed and unlicensed. You can choose what is best for your family.

# Childcare

## The Canada Child Benefit

The CCB helps parents or guardians with the cost of raising children under 18 years of age. It is a tax-free monthly payment from the federal government. Any person responsible for the primary care of a child can receive this benefit, but you must apply.

More information at Service Canada:

<https://www.canada.ca/en/revenue-agency/campaigns/canada-child-benefit-indigenous.html>

<https://www.canada.ca/en/employment-social-development/campaigns/canada-child-benefit.html>

## Early Learning and Childcare in Manitoba

The Early Learning and Child Care Program supports licensed early learning and child care in the province. Manitoba is committed to the well-being of children and their families by supporting quality, licensed, play-based early learning and child care (ELCC) programs for children from 12 weeks to 12 years of age.

Learn more: <http://www.manitoba.ca/fs/childcare/about/index.html>

## Kindergarten



Most Kindergarten programs are half days from Monday to Friday. Some Kindergartens are full days, and others are every second day. You may need to find child care. Ask the school or school division office about the Kindergarten programs near you. Most Kindergarten programs include both a teacher and an early childhood educator.

Information about Kindergarten:

[https://www.edu.gov.mb.ca/k12/schools/docs/newcomer\\_parent\\_kindergarten.pdf](https://www.edu.gov.mb.ca/k12/schools/docs/newcomer_parent_kindergarten.pdf)

# Workers Rights

## International Mobility Program **Get to know your rights** while working in Canada

In Canada, the rights of all workers—including **temporary foreign workers**—are protected by law. If you are a temporary foreign worker, you have the same rights and workplace protections as Canadians and permanent residents.

### Your rights

#### Your employer must

- ✓ give you information about your rights
- ✓ give you a signed copy of your employment agreement before you apply for your work permit
- ✓ pay you for your work as stated in your employment agreement (including overtime work if it's included in your agreement)
- ✓ provide you with a workplace free of abuse, such as reprisals
- ✓ follow the employment and recruitment standards of the province or territory where you work
- ✓ help you access health care services if you are hurt or become sick at work

#### Your employment agreement

Before you apply for a work permit, your employer must give you a copy of your employment agreement. It must be in English or French—your chosen official language while in Canada. Both you and your employer must sign this agreement. The employment agreement must refer to the same occupation, wages and working conditions as in your job offer.

#### Access to health care services

You do not need your employer's permission to seek health care.

#### Your employer can't

- ✗ force you to do unsafe work or work that is not in your employment agreement
- ✗ force you to work if you are sick or hurt
- ✗ force you to work overtime if it's not in your employment agreement
- ✗ punish you for reporting mistreatment or unsafe work, or for cooperating with an inspection by the government
- ✗ take your passport or work permit away from you
- ✗ deport you from Canada or change your immigration status
- ✗ make you pay back recruitment fees they may have paid to hire you

# Money and Personal Finance

## Banks and Credit Unions

Banks and credit unions offer many financial services including:

- chequing and savings accounts;
- debit cards for accessing your accounts at an Automated Banking Machine (ABM) or Automated Teller Machine (ATM) and for interac point-of-sale purchases;
- 24-hour internet and telephone banking;
- credit cards and lines of credit;
- loans and mortgages; and
- investment products and financial planning.

Most banks and credit unions charge a fee each month for their services. There are also some banks that offer no-fee banking. Ask about banking fees before you open your account.

When you open an account, you need to show two pieces of identification. One must have your photo and signature. The other must show your address.

## Taxes

Everyone must pay tax. The Government of Canada uses taxes to pay for services such as health care, schools and highways.

Learn about the different types of taxes at the Ministry of Finance: [www.gov.mb.ca/finance/](http://www.gov.mb.ca/finance/)  
<https://www.gov.mb.ca/finance/taxation/>





# Money and Personal Finance

## Credit

Credit cards and loans are the most common types of credit. When you use a credit card, the bank or credit card company charges interest. When you borrow money, you must pay back your loans by making regular payments. It is important to understand how much and how often you need to pay before you take out the loan or credit.

You have to pay interest. Interest is the fee for borrowing the money. The longer it takes to pay back your debt, the more interest you will pay.

Your credit history is important. It shows your past loans, credit and payments. If you are responsible with your credit, it shows banks and other lenders that they can trust you to pay back your loan. Most people get a credit card to start building their credit history.

Talk to someone at your bank about credit card programs for newcomers.



More information about different types of credit and loans at Welcome to Canada: <https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/publication-welcome-canada-what-you-should-know.html>

More information at the Financial Consumer Agency of Canada: <https://www.canada.ca/en/financial-consumer-agency.html>

Learn more about financial literacy programs or how to build your assets: <http://seedwinnipeg.ca/programs>

# Money and Personal Finance

## Income Tax

Canadian residents pay income tax on income they receive from inside and outside Canada. You need to submit your tax return to show the government how much money you made and how much tax you paid each year. Here is some information about income tax:

- If you get a salary, your employer must take taxes and other amounts from it throughout the year.
- If you are self-employed, you may have to pay your taxes in several installments or a one-time payment.

You need to submit your Income Tax and Benefit Return each year. If you paid too much throughout the year, you will get money back. If you paid too little, you will have to pay more.



- File your taxes before April 30. If you miss the deadline, you need to pay a penalty and interest if you owe a tax payment to the government. (If you are self-employed, you have until June 15.) You must file your income tax based on the province or territory where you lived on Dec. 31 of each year.

- You can get the income tax forms you need online. Between February and May, you can also get the forms from Service Canada Centre or order them by phone at 1-855-330-3305. Federal and provincial/territorial income tax forms come in the same package in most provinces (except in Quebec).

- You need a Social Insurance Number (SIN) to file your taxes. You also need a SIN to qualify for tax benefits and other programs.

- If you are leaving Canada for a long time, tell the Canada Revenue Agency. You may need to file a tax return for that year.

# Money and Personal Finance

## Income Tax

You can get free help with your income tax return through the Community Volunteer Income Tax program.

More information:

<https://www.canada.ca/en/revenue-agency/services/tax/individuals/community-volunteer-income-tax-program.html>

More information about filing personal income tax at Canada Revenue Agency (CRA):

<https://www.canada.ca/en/services/taxes/income-tax/personal-income-tax.html>

## Tax Credits and Benefits

There are many income supports for Manitoba residents based on their income tax return. One example of this is the GST credit.

Two important credits include:

- Working Income Tax Benefit (WITB); and the
- Canadian Child Benefit (CBB).

The WITB and the CBB credits are based on your income. If you have a spouse or common law partner, they must also file an income tax return every year to get some tax credits and other benefits.

Important Note: It is important to file an income tax return even if you do not have income. More information: <https://www.canada.ca/en/revenue-agency.html>

<https://www.gov.mb.ca/finance/personal/pcredits.html>



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et Citoyenneté Canada

# Money and Personal Finance

## Personal Income Tax

The Canada Revenue Agency (CRA) collects federal individual income taxes. They also collect individual provincial income taxes for Manitobans. Residents of Canada must pay Canadian income taxes on their income. A resident is someone who lives in Canada for most of the year or has a home or family in Canada. CRA may also decide you are a resident if you own personal property or have social connections in Canada. If you stay in Canada for 183 days or more in a year, CRA may consider you to be a resident of Canada. In that case, you need to pay Canadian income taxes.

Learn more about personal income tax:

Manitoba Individual Income Tax

<https://www.gov.mb.ca/finance/personal/ptaxes.html#mb>

Federal Individual Income Tax

<https://www.gov.mb.ca/finance/personal/ptaxes.html#fed>

More information about residency for

Canadian income tax purposes:

Call 1-800-267-5177



## Property Tax

If you own property, you must pay a tax to your municipality. The municipal government decides the rate of this tax. The amount you owe is based on the value of your property. If you rent your home or business, you do not have to pay property tax, but the cost of the property influences your rental rate. In other words, you pay more rent when you rent a property with a higher value.

# Money and Personal Finance

## Sales Tax

There are two kinds of sales tax that you must pay on the things you buy and the services you use:

- Goods and Services Tax (GST) – You pay 5%; and the
- Provincial Sales Tax (PST) – You pay 7%.

In Manitoba, the total charge for GST and PST is 12% of the price. Manitoba residents with lower incomes get some of the GST back from the CRA. You must apply for the GST credit on your annual income tax return. The amount of your payment depends on your income level.

More information on the GST and PST:

<https://www.canada.ca/en/revenueagency/services/child-family-benefits/goods-services-tax-harmonized-sales-tax-gst-hst-credit.html>





# Consumer Awareness

## Phone and Internet Services

There are many phone and internet options in cities. It is important to research all the different options. You also need to understand all the details of a contract before you sign.

You can save money by:

- bundling (combining) your phone, internet and cable services;
- buying family plans for cellphone services;
- using a long distance and international calling card; and
- buying a cellphone and using prepaid calling cards.

If you do not have internet access at home, you can:

- use the free internet service at your local public library (with a library card); and/or
- go to coffeehouses and restaurants that offer free wireless access (also called WiFi hotspots).

If you need to find a telephone company in your area, search the Yellow Pages or the internet. You can get more information on the services that each company provides by calling, going to their website or visiting one of their stores. You can also purchase service by telephone, online and in person.



Learn more about phone services:

[www.planhub.ca/manitoba#/](http://www.planhub.ca/manitoba#/)

[www.comparemyrates.ca/cell-phone-plans/manitoba/](http://www.comparemyrates.ca/cell-phone-plans/manitoba/)

Learn more about internet services:

[www.findinternet.ca/en/winnipeg-manitoba](http://www.findinternet.ca/en/winnipeg-manitoba)

[www.comparemyrates.ca/internet-providers/mb/](http://www.comparemyrates.ca/internet-providers/mb/)

# Consumer Awareness

## Buying Food

You can buy food at:

- grocery stores and supermarkets;
- convenience or corner stores;
- small fruit and vegetable markets; and
- butchers and bakeries.

If you shop in convenience or corner stores, it can be hard to find fresh food. Food is also more expensive in these stores.

Important Note: Manitoba has local food banks where you can get free groceries if you cannot buy your own.

You can ask for a food hamper at Harvest Manitoba:

<https://www.harvestmanitoba.ca/need-food/need-food/>

Call 204-982-3671

Find a food bank near you:

<https://www.foodbankscanada.ca/utility-pages/find-a-food-bank.aspx>



## Tipping

Tipping is common if you received good service for something, such as meal at a restaurant or a taxi ride. Tipping is usually 10-15% of the bill. Most servers expect a tip, but it is optional.

# Consumer Awareness

## Consumer Protection

As a consumer, you are protected by the Consumer Protection Act. Consumer protection involves all Canadians. The government makes laws to protect consumers. Companies must follow the laws to protect customers and employees. You must also protect yourself.

More information about the Act:

[www.gov.mb.ca/cp/](http://www.gov.mb.ca/cp/)

[www.gov.mb.ca/consumerinfo/index.html](http://www.gov.mb.ca/consumerinfo/index.html)

Information about consumer protection at The Office of Consumer Affairs:

<http://www.ic.gc.ca/eic/site/oca-bc.nsf/eng/home>

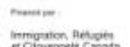
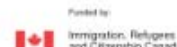
Information about consumer fraud at The Canadian Anti-Fraud Centre:

[www.gov.mb.ca/consumerinfo/initiatives/alerts-frauds-scams/news-releases-alerts-scams.html](http://www.gov.mb.ca/consumerinfo/initiatives/alerts-frauds-scams/news-releases-alerts-scams.html)

## Online Protection

Online banking and shopping increase your risk of identity theft. Your information can be stolen from the computer. Be careful when you use public computers in libraries and computer labs. Always log out of your email and websites. Do not save your passwords on public computers and delete your search history when you are done. Here are some more tips on how to protect yourself online:

- Do not respond to emails from people you do not know if they request your personal information.
- Do not click on links in messages from people that you do not know.
- Do not trust email messages that offer you a prize, award or quick ways to make money.
- Do not share your passwords. Make them difficult for someone to guess.
- Be cautious about buying things from websites such as eBay, Craigslist, and Kijiji.
- Do not transfer money to strangers.



# Consumer Awareness

## Identity Theft

Identity theft is when someone uses your personal information without your permission to commit a crime. Identity thieves may use your identity to steal your money or use your credit card to make purchases. They may also use your identity to commit other crimes in your name. It is very important to protect your information and documents, especially your:

- social insurance number (SIN);
- driver's licence number;
- health card number;
- credit card and banking information;
- bank card;
- birth certificate;
- passport; and
- visa and study permit.



**Important Note:** Carry your birth certificate, SIN or passport with you only if you need them for something. If you do not need them, leave them at home. There are many ways that thieves can steal your identity. They can take mail from your mailbox or steal your wallet, purse or bag. Thieves can also take papers and important documents from your home, car, locker or even your garbage and recycling bins.

Information on fraud and identity theft can be found at Industry Canada's Consumer Handbook: [https://www.priv.gc.ca/en/privacy-topics/identities/identity-theft/guide\\_idt/](https://www.priv.gc.ca/en/privacy-topics/identities/identity-theft/guide_idt/)

# Consumer Awareness

## Telephone or Text Scams

A telephone or text scam is when someone tries to trick you. You might receive a call or text message asking you to give money, property or other belongings. Often, scammers are aggressive. They might threaten you if you do not follow their instructions to give money or personal information such as your driver's licence, social insurance number (SIN), passport or health card number. Do not share this information.

Important Note: Government departments or agencies will not call, text, leave voicemails or email you to ask for money or personal information. They will not be aggressive or threaten you.

More information: [www.canada.ca/en/immigration-refugees-citizenship/services/protect-fraud/inter-net-email-telephone.html](http://www.canada.ca/en/immigration-refugees-citizenship/services/protect-fraud/inter-net-email-telephone.html)

## Prevention

If your identity was stolen, it can be very difficult to fix the problem. Your credit report may be ruined for many years. This makes it hard to get a cellphone account, credit card or a mortgage.

Learn about protecting your social insurance number:  
[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

[www.canada.ca/en/employment-social-development/programs/sin/protect.html](http://www.canada.ca/en/employment-social-development/programs/sin/protect.html)

More information on protecting your personal information:

<http://www.accessmanitoba.ca/faq-privacy.html>





# Consumer Awareness

## Credit Reports

Your credit report shows information about how responsible you are when you use your money. The most important part of your credit report is how well you pay your bills or debts. Your report will show your loan payments, credit cards, telephone and internet accounts and other bills. If you are late or skip a payment or a bill, you lose points and your credit score gets lower. When a bank sees this, they may not want to give you a loan or mortgage. If you always pay on time, you get more points and your credit report will look better.

More information at Consumer Protection Manitoba: <http://www.credit-reports.ca/credit-reports-manitoba/> <https://www.gov.mb.ca/cp/cpo/info/personalcredit.html>

Important Note: If you think somebody stole your identity, you can put a fraud alert on your credit report.

Here are two credit reporting agencies: Equifax: 1-800-465- 7166 and Trans Union: 1-877-525-3823.



# Communications and Media

## Making a Telephone Call

Most Canadian telephone numbers have 10 digits (for example, 123-456-7890). The first three digits are the area code. The next seven digits are the phone number. Each region in Canada has a different area code with three digits. Here is a basic description of how to make telephone calls.

### Local telephone calls

A local call is a call to a number in the same city or town. To make a local call in most regions of Canada, dial the 10 digit number (area code + number).

### Long-distance telephone calls (within Canada and the United States)

A long-distance call is a call to a number that is outside your city or town. If you make a call outside your geographical area, it is a long-distance call. This is true even if the number has the same area code as yours. To make a long-distance call to a number in Canada, dial 1 + area code + number. Check with your telephone service provider for the cost of long-distance calls.

### Long-distance telephone calls (international)

When you want to make an international call, you need to dial 011 (this is the “exit code”) + the country code + the area code + the number. You can find country codes and area codes for other countries in the first pages of the telephone book. You can also search the internet or dial “0” to ask the telephone operator to connect you. Check with your telephone service provider for the cost of international long-distance calls.

### Free calls (“toll-free”)

Any number that begins with 1-800, 1-866, 1-877 or 1-888 means that you will not pay for calling that number, even if it is long distance. Dial all the digits that you see (including the “1”).

# Communications and Media

## Automatic Answering Service

Many businesses and government departments have an automatic answering service. You will hear recorded instructions on how to get information or talk to the right person. The recording may ask you to select different options. Listen carefully. Sometimes you need to press a number on your telephone key pad. Sometimes you need to press the pound [#] or star [\*] key.

Many telephones (private, business and government) have answering machines. Sometimes this is called voicemail. You can leave a voicemail message if someone is not available to take your call. You will hear the telephone ring. Then, a recorded message will ask you to leave your name, number and a short message. Listen for a beeping sound. Then, speak slowly and clearly.

Here are some tips for leaving a clear message:

- Use a greeting and introduce yourself (Hello, my name is...).
- Give the reason for your call (I'm calling because...).
- Give your phone number (Please call me back at 204-222-3333).
- Say thank you and hang up.



## Public Telephones

There are public telephones in some public places in Canadian towns and cities. These days, they can be hard to find. You pay by using a calling card. You can buy calling cards at convenience stores. You can also use coins. Make sure you have at least a few dollars in coins in your pocket because you cannot use paper money to make phone calls. To use a public telephone, pick up the receiver and follow the instructions on the screen in front of you.

# Communications and Media

## Television and Radio

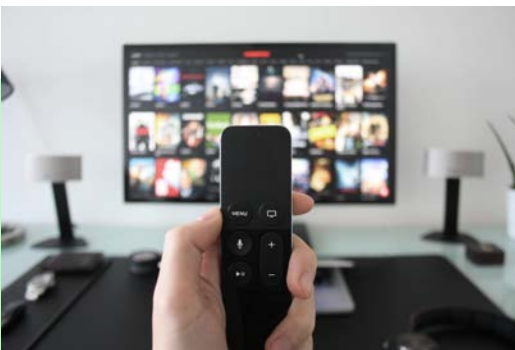
There are many private television and radio stations available in Canada. Some channels are for immigrant communities, so they broadcast in many different languages. The Canadian Broadcasting Corporation (CBC)/Société Radio-Canada is a national broadcaster. CBC's services are funded by Canadian tax payers and services are available in English and French.

To watch television at home in Canada, you have three main options:

- Use an antenna on top of your television. With this method, you will receive a small number of local channels for free. You need a digital converter box or a television with a digital tuner for the antenna to work.
- Sign up for cable or satellite television. You need to pay a monthly fee to a cable or satellite television provider. To learn about different plans or to purchase a plan, contact a cable or satellite television company. You can find information in the Yellow Pages or on the Internet.
- Use the internet to watch on your computer or smart phone. Many TV channels have free online video content (both live and recorded). It is also possible to buy and download television programs from online media stores.

To listen to the radio, you have two options:

- Buy a radio and tune into stations on the FM or AM frequencies.
- Listen to live radio online. Many radio stations broadcast for free over the internet. Learn more about specific radio stations at the Canadian



Communications Foundation:

[https://www.broadcasting-history.ca/listing\\_and\\_histories/radio](https://www.broadcasting-history.ca/listing_and_histories/radio)

# Communications and Media

## Newspapers and Magazines

There are some independent national newspapers in Canada. Every main city also has one or more local newspapers. Most newspapers have print and online versions.

Local newspapers are an excellent way to learn about issues and events in your city or town. You can buy newspapers at convenience stores and other locations. You can also pay to have them delivered to your home. In major Canadian cities, there are also newspapers and bulletins produced by immigrant communities. They provide members of these communities with news and information that matters to them. You can usually find these at stores that serve these communities.

Major print newspapers (with online versions) in Manitoba include:

- Winnipeg Free Press; and the
- Winnipeg Sun.

You can sometimes sign up for a free trial for newspapers like the Winnipeg Free Press. After the trial period ends, you need to pay for a subscription. You can also read some newspapers for free at a library near you.

You can also get Manitoba and Canada-wide news from these online publications:

- CBC News/Manitoba;
- CTV News/Manitoba/Winnipeg;
- Global News/Winnipeg;
- The National Post; and
- The Globe and Mail.



In Canada, there are periodical magazines that cover many different topics, such as news, current events, sports and hobbies. There are also specialized stores that have the best selection of national and international publications.



# Transportation and Driving

## Driving

If you have a driver's licence from your home country, it is good for 90 days after you arrive in Canada. After that, you need a Manitoba driver's licence.

You also have 90 days to change your registration from another province. Your licence plates and insurance must be registered in Manitoba.

See our Manitoba Driver's Licence Fact Sheets for more information about:

- new or unlicensed drivers
- moving from within Canada
- moving from another country

Information about getting your Driver's licence in Manitoba:  
<https://www.mpi.mb.ca/Pages/new-to-manitoba.aspx>

Find out which documents you need:  
<https://www.mpi.mb.ca>

Practice knowledge test questions:  
<https://tests.ca/manitoba/driving-practice-quiz/>



# Transportation and Driving

## Driving

The first step for driving or getting insurance in Manitoba is to register. You can do this at any Autopac agent or Manitoba Public Insurance (MPI) Service Centre. Find one that is close to you:

<https://www.mpi.mb.ca/Pages/StoreLocator.aspx>

You need proper identification to register as an Autopac customer. After you are registered as a customer:

- Book your knowledge test at an Autopac agent or Service Centre.
- After you pass your knowledge test and vision test, you can book your road test at <https://onlineservices.mpi.mb.ca/drivertesting/en/rt>

## Insurance

If you own a car, you must also buy auto insurance coverage. There are different types of car insurance plans. Some insurance plans cover only the cost of damages and injury to other people if you caused the accident. Other plans also cover the cost of injury to you and damage to your car.

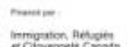
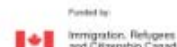
Every insurance plan is different. The cost of your car insurance depends on the insurance plan you choose. It also depends on other factors such as your age, driving experience, driving record and place of residence.

Find out more about auto insurance: <https://www.mpi.mb.ca/Pages/Insurance.aspx>

## Vehicle Registration

If you own or lease a vehicle to use on Manitoba roads, you must register it. This includes your car and off-road vehicles such as snowmobiles or all-terrain vehicles (ATV).

For information on registration, licence plates, vehicle inspections and buying or selling a vehicle, visit: <https://www.mpi.mb.ca/Pages/Registration.aspx>



# Manitoba Driver's Licence

Manitoba Public Insurance (MPI) is where you go for insurance, registration and licencing in Manitoba. If you are new to Manitoba, you should follow the steps listed on MPI's website to register and insure vehicles in Manitoba.

Manitoba Public Insurance: <https://www.mpi.mb.ca/Pages/new-to-manitoba-insurance.aspx>

To drive in Manitoba, you must have a valid Manitoba driver's licence and insurance. For the first 90 days after you arrive, you can use your licence from another province or country. After that, you must get a Manitoba licence.

If you are a new driver, you need to complete Manitoba's Graduated Driver Licensing (GDL) program. You must be at least 16 years of age to get a driver's licence in Manitoba. Or, you can be 15 ½ if you register in MPI's Driver Z Program.

Driver Z is a driver education program. You learn online, in a classroom and in a car. Driver Z gives you all the information you need to drive safely and with confidence.

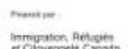
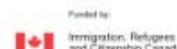
For more information about Driver Z: <https://www.mpi.mb.ca/Pages/driver-z.aspx>

Register for your Driver Z course through an Autopac agent or MPI Service Centre:  
<https://www.mpi.mb.ca/Pages/StoreLocator.aspx>

You need proper identification to register as an Autopac customer.

After you are registered as a customer:

- Book your knowledge test at an Autopac agent or Service Centre.
- After you pass your knowledge test and vision test and have your learner's licence for a minimum of nine months, you can book your road test at <https://onlineservices.mpi.mb.ca/drivertesting/en/rt>



# Manitoba Driver's Licence

## Manitoba Graduated License System

Graduated Driver Licensing (GDL) is a driving program for people of all ages. There are three stages to help new drivers learn to drive safely. This program gives you experience in all driving conditions.

For more information:

<http://digitalcollection.gov.mb.ca/awweb/pdfopener?smd=1&did=19304&md=1>



## Different Classes of Driver's Licence

There are six different classes of driver's licences. The most common licence is Class 5. If you want to drive a car, small truck or SUV, you need a Class 5 licence.

- Class 1 - semi-trailer trucks (you can drive all vehicles in Classes 2, 3, 4, and 5)
- Class 2 - buses (24 passengers) and school buses (36 passengers)
- Class 3 - trucks with more than two axles (not including a semi-trailer truck) or a combination of vehicles consisting of a truck with two axles (you can drive all vehicles in Classes 4 and 6)
- Class 4 - ambulances and other emergency vehicles; buses (10 and 24 passengers); school buses (10 and 36 passengers). You can drive all vehicles in Class 5.
- Class 5 - passenger car (other than Class 4 vehicles)
- Class 6 - motorcycles.

More information on different classes of driver's licence:

<https://www.mpi.mb.ca/Pages/types-of-licences.aspx>

# Manitoba Driver's Licence

## Licensed Drivers from Another Country

There are two ways to get a Manitoba licence if you already have a licence from another country. Some countries are reciprocal countries. Reciprocal countries have a special agreement with Manitoba where drivers in both countries can keep their right to drive.

Check this list to see if the country your licence is from is on the reciprocal list:

<https://www.mpi.mb.ca/Pages/new-to-manitoba.aspx>

- **Reciprocal country:** If you have licence from one of the countries on the reciprocal country list, it means you do not need to take a knowledge test or a road test. You can exchange the licence from that country for a Manitoba license.
- **Non-Reciprocal country:** If you have a licence from a country that is not on the reciprocal country list, you must take the knowledge test and the road test in Manitoba.

In both situations, you must apply and pay. Go to any MPI office near you. You must bring the right identification (ID) with you. For information on the documents you must bring:

<https://www.mpi.mb.ca/Pages/establishing-your-identity.aspx>

## Prepare for your Driving Test



To prepare for your driving test, first read the Manitoba Drivers Handbook.

You can buy it or read it online:

<https://apps.mpi.mb.ca/comms/drivershandbook/> Driving schools offer classroom instruction and practical driving lessons.

If you take a driving course, you may pay lower insurance rates. You can find a list of driving schools near you here:

<https://apps.mpi.mb.ca/drivingschools/Search.aspx?L=e>



# Emergency Services in Manitoba

## Life Threatening Emergencies

Dial 911 on your phone only for an emergency. This number connects you with police, ambulance and fire services. 911 calls are free. You can phone from a landline, a mobile phone or a public phone from anywhere in Canada.

Call 911 in the following situations:

- your health or safety is at risk;
- another person's health or safety is at risk;
- a life is in danger or there is a threat to people or property (for example, a fire);
- a crime is in progress;
- a crime already happened and the suspect may still be in the area or might return to the scene of the crime; and/or
- it looks like a crime is about to be committed or has just been committed.

## Tips for calling 911



- be calm and speak slowly and clearly;
- stay on the line until you are connected to an interpreter (if you requested an interpreter);
- tell them what type of service you need (police ambulance, fire, etc.);
- explain the situation;
- give your exact address including your postal code;
- give your name, address and telephone number;
- answer any other questions; and
- stay on the phone until the operator tells you to hang up.

# Emergency Services in Manitoba

## Ambulances

If you need an ambulance to take you to the hospital, your private insurance may cover all or some of the cost.

To learn more about Emergency Medical Services in Manitoba visit:

<https://www.gov.mb.ca/health/ems/> <https://www.winnipeg.ca/FPS/Billing/Ambulance%20Service%20Rates.pdf>

## Non-Life Threatening Emergencies

There are different ways to get help. Make sure that you know the different services that are available to you. This will help you decide quickly what to do when there is an emergency.

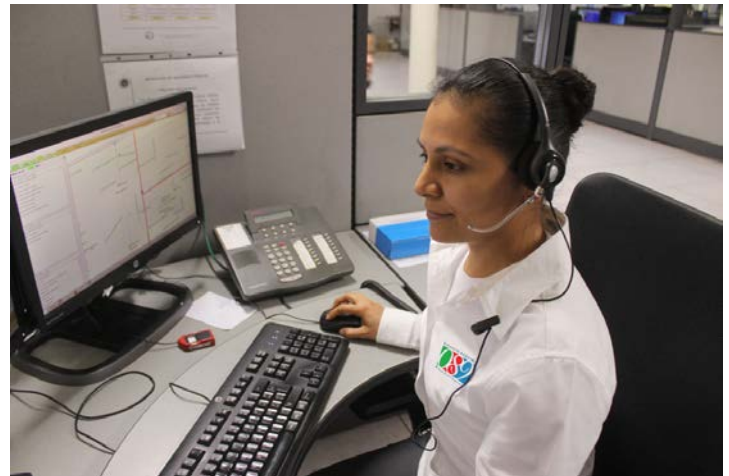
## Police

Police in Canada can be trusted. Their job is to make sure people feel safe. They use the law to take action and their job is to protect you. It is a crime to bribe, or offer money to a police officer.

A non-emergency can include a suspicious circumstance when something feels strange. It could also be a crime where the offender has already left and is not returning. You may be directed to go into a police service centre to make a report.

If you are reporting something to the police that is not an emergency, dial the police non-emergency telephone number: 204-986-6222.

<https://www.winnipeg.ca/police/>



# Emergency Services in Manitoba

## Getting Medical Attention

If you have a medical situation and need help right away, go to the nearest hospital emergency department or an urgent care centre. Hospitals are always open, but sometimes there are long wait times. <https://wrha.mb.ca/?s=urgent+care>

## Walk-In Clinic

At a walk-in clinic, you can get medical advice and care for minor injuries or illnesses if you do not have a regular family doctor. You can also go to your local community health centre for primary care and information.

<https://myrightcare.ca/>

## Family Doctor

Your family doctor is your first contact if you have an illness or injury. You can find a family doctor here: <https://www.gov.mb.ca/health/familydoctorfinder/>



## Health Links Manitoba

You may need general health advice from a registered nurse. Health Links Manitoba can help you. You can use this service for free anytime. You can ask for advice in French or English.

Call Health Links Manitoba: 1-888-315-9257

<https://www.gov.mb.ca/betterhealth/index.html>

# Emergency Services in Manitoba

## Emergency and Short-Term Housing

If you are in crisis or have nowhere else to sleep, you can access emergency and short-term housing. It is free and available any time you need it.

If you are homeless, were evicted or are in danger in your own home, you can go to an emergency shelter. Emergency shelters serve groups with specific needs. For example, there are shelters for men, women, families and youth.

If you are a victim of domestic violence, you can go to a shelter or safe house. They will provide you with a safe and secure place to sleep. They also offer counselling services to parents and children who need them.

More information on emergency and short term housing:

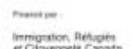
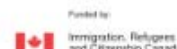
<https://endhomelessnesswinnipeg.ca/resources/>.

Important Note: If you are in danger, call 911 and go to a hostel or shelter immediately.

## Distress Helplines

Emergency helplines provide staff who will support, counsel and listen over the phone to anyone in need. This is a free service. Here is a list of helplines:

- For women: 1-877-977-0007 <https://www.gov.mb.ca/msw/fvpp/>
- For men: 1-877-977-0007 <https://www.endingviolencemanitoba.org/need-help/services-for-men/>
- For kids: 1-800-668-6868
- Mental health services crisis line: 1-877-435-7170 <http://clinic.mb.ca/crisis-support/>
- For anyone with questions or concerns about sexual orientation and gender identity: 1-888-530-6777



# Wellness

Wellness includes physical, mental and social wellbeing.

It means being free of illness and feeling good. It also means having connections with friends, family and your community. Here are some good habits to help you stay well.

## Sleep

Sleep helps you stay healthy and manage stress. If you do not sleep enough, you cannot think clearly. Adults need approximately eight hours of sleep; teens need eight to 10 hours and children need nine to 12 hours.

## Community Centres

Community centres have programs for all ages. Each centre offers different programs so you should look around at different programs. Community centres offer organized sports and other recreation, leisure, fitness, wellness, educational, cultural and social programs. You can also volunteer at a community centre to gain Canadian work experience and meet new people. The General Council of Winnipeg Community Centres (GCWCC) has a map so you can find programs near you: <https://www.gcwcc.mb.ca/community-centres-programs/>

## Healthy Diet and Exercise

Regular physical activity helps you stay healthy. A healthy diet also gives you energy and keeps you well. It is better to prepare your own food using fresh ingredients. Processed foods are foods and drinks that are full of salt, sugar or saturated fat. Eating too many processed foods leads to illness and disease. The government has a food guide to make sure Canadians plan meals and make healthy food choices.

Canada's Food Guide:  
<https://food-guide.canada.ca/en/>





# Wellness

## Alcohol, Tobacco and Drugs

Alcohol and tobacco are legal in Manitoba if you are 18 years old. Using alcohol and tobacco is not good for your health if you drink, smoke or chew too much. It can lead to physical, social and family problems.

Many non-prescription drugs are illegal in Canada. On Oct. 17, 2018, marijuana became legal in Canada. You must be over 19.

More information:

<https://www.gov.mb.ca/cannabis/index.html>

<https://www.gov.mb.ca/healthyschools/topics/substance.html>

**Important Note:** There are penalties for driving after you drink alcohol or use marijuana. It can affect your immigration status if you are a permanent or temporary resident.

More information:

<https://www.canada.ca/en/immigration-refugees-citizenship/news/notices/impaired-driving-cannabis-penalties-affect-immigration-status.html>



## Food Banks

Manitoba has food banks where people can get free groceries if they cannot buy their own. You can find a food bank in your area or ask for a food hamper at Harvest Manitoba.

More information:

<https://www.harvestmanitoba.ca/need-food/>

Call 204-982-3671

Find a food bank near you:

<https://www.foodbanksCanada.ca/Find-a-Food-Bank.aspx?po%20stalcode=Winnipeg>

# Wellness

## Food Safety

If you live in Manitoba and you want to prepare or sell food, you must register. You must also get a permit called a Food Handling Permit. Inspectors visit restaurants, caterers or other businesses that prepare food to see if they are following the laws. They check to see how you prepare and handle the food, what temperature you store the food, and how clean the preparation area is. They also make sure employees have good hygiene. There are standards to keep all Manitobans safe.

More information:

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



## Vaccines and Flu Shot

You can get a seasonal flu vaccine for free if you are over six months of age. If you have health issues that increase your risk of getting sick, it is important that you, your caregiver and any close contacts get the flu shot. You can get your free flu vaccine at a public health office, nursing station, doctor's office, pharmacy, ACCESS Centre, or the nearest immunization clinic. You should contact your health care provider first to make sure they have the vaccine. Your pharmacist can give you your immunization if you are seven years of age and older.

More information:

<https://www.gov.mb.ca/health/flu/where.html>

# Wellness

## Sexual and Reproductive Health

Sexual health is an important part of your wellness. To be sexually healthy, you need to:

- know your rights;
- be with your body;
- be comfortable with your sexuality;
- know how to control and experience your sexuality;
- protect yourself from infection and disease;
- protect yourself from violence, injury or fear; and
- make wise decisions based on facts.

There are many things that affect your sexuality. For example: your biology, relationships, experiences, sexual orientation, gender identity, culture, social norms, attitudes and communication.

More information:

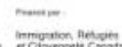
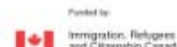
<https://www.gov.mb.ca/health/sexuality/information.html>

## Pregnancy

If you plan to become pregnant, it is important to take care of yourself. Parenting can be hard work so you need to be emotionally, physically and mentally healthy. In Manitoba, you can have prenatal care. Prenatal care is when your doctor cares for you and your baby during your pregnancy. You do not have to pay for this. It is part of Manitoba's medical system. You can choose to see a family doctor, obstetrician or midwife.

More information: [https://www.gov.mb.ca/healthychild/healthybaby/useful\\_info.html](https://www.gov.mb.ca/healthychild/healthybaby/useful_info.html)

<http://www.manitobaparentzone.ca/mobile/becoming-a-parent/before-pregnancy/prenatal-care.html>



# Community Participation

**There are many ways you can be involved in your community.**

## **Community Recreation Centres**

Community centres are public locations where people meet for social activities, recreation and fitness, and many other activities and programs. Most communities in Manitoba have a place where community groups can meet. Many centres also have skating rinks, swimming pools, gyms and sport fields. Programs for adults and children are offered at a low cost. Sometimes, they are even free.

Call 311 to find your local recreation centre.

## **Public Libraries**

Libraries are good place to get information. They are also a quiet place to read or study. Your local library may have programs, such as:

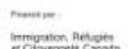
- English as a Second Language resources;
- Settlement workers who provide information homework clubs for students and reading clubs for children;
- Free public internet access; and
- Books, CDs, DVDs video games, newspapers and magazines in English and other languages.

To use the library, you need a library card. Your card is free. If you have a card, you can join programs and borrow books, DVDs and magazines. It also gives you online access so you can search for a specific book. If someone else has the book you want, you can request to be next in line. The library will call you when you can pick up your book.

To get a library card, you need:

- one piece of official identification (passport or driver's license);
- proof of your address such as a telephone, hydro or cable bill.

Find your local public library: [https://mb.countingopinions.com/memberlist\\_details.php](https://mb.countingopinions.com/memberlist_details.php)



# Community Participation

## Volunteering

Volunteering your time is a great way to meet other people and contribute to your community. Volunteering can also help you:

- improve your language skills;
- make friends;
- get Canadian work experience; and
- learn about Canadian culture.



If you are a newcomer youth, getting involved in your community can help you with your high school volunteering requirements. There are many organizations where you can volunteer, including: settlement agencies, community centres, schools, charitable organizations, hospitals and retirement homes.

Learn more about volunteering in your area:

Volunteer Canada:  
[www.volunteer.ca/](http://www.volunteer.ca/)

Manitoba Volunteer Centre Network:  
[www.volunteermanitoba.ca/](http://www.volunteermanitoba.ca/)

## Places of Worship

Canadians have the freedom to practice their religion (Charter of Rights and Freedoms). Manitoba is a secular society, but many Manitobans gather in churches, synagogues, mosques, temples and other places of worship. Ask your settlement worker or friends.

Ethnocultural Council of Manitoba:  
[www.ethnomanitoba.ca/communities-index/](http://www.ethnomanitoba.ca/communities-index/)

Yellow Pages:  
[www.yellowpages.ca](http://www.yellowpages.ca)



# Persons with Disabilities

If you are a person with a disability, you may need support with your everyday life activities. You may also need access to services. Disabilities can include challenges with:

- vision
- physical ability
- mental health
- intellect or development
- hearing
- speech or language
- learning
- environment

The Accessibility for Manitobans Act (AMA) sets standards so people with disabilities can participate fully in society. All businesses and organizations in Manitoba must meet accessibility standards in the areas of customer service, employment, information and communications, transportation and public spaces.

Learn about the AMA: <https://www.gov.mb.ca/dio/resources.html>

<http://www.accessibilitymb.ca/law.html>

[https://www.gov.mb.ca/dio/pdf/introducing\\_accessibility\\_for\\_manitobans\\_act.pdf](https://www.gov.mb.ca/dio/pdf/introducing_accessibility_for_manitobans_act.pdf)

Learn about Accessibility Standards: <http://www.accessibilitymb.ca/accessibility-standards.html>



For information about programs and services for people with disabilities:

<https://www.gov.mb.ca/fs/imd/index.html>

# Persons with Disabilities

## Manitoba Disability Support Program

The Manitoba Disability Support Program helps people with disabilities who have financial need or want to find a job.

More information: <https://www.gov.mb.ca/fs/imd/>

[www.manitobapossible.ca](http://www.manitobapossible.ca)

## Community Living Disability Services

Community Living Disability Services helps adults with intellectual disabilities in Manitoba to live good and satisfying lives in their communities.

More information:

<https://www.gov.mb.ca/fs/clds/index.html>

<https://www.gov.mb.ca/health/primarycare/access/index.html>

<https://wrha.mb.ca/locations-services/access-centres/>

<https://www.gov.mb.ca/health/homecare/guide.pdf>

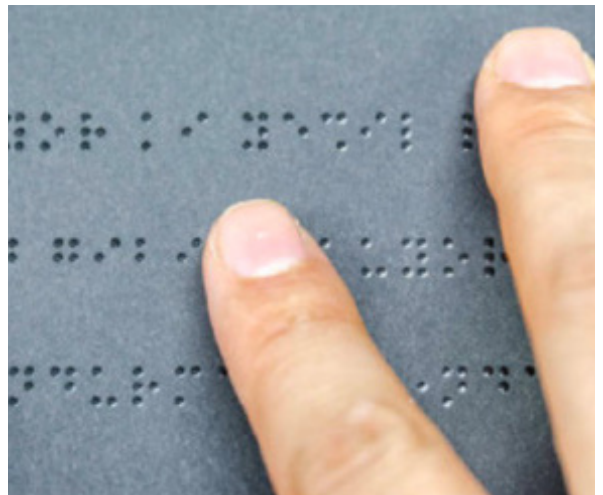
## Government Supports

There are many government programs for adults and children with disabilities.

These programs include registered savings accounts, tax credits and other types of financial assistance.

Information about support programs for people with disabilities:

[www.canadabenefits.gc.ca/](http://www.canadabenefits.gc.ca/)



# Diversity/Culture and Spirituality

## Media

The Canadian Broadcasting Corporation (CBC) is a national broadcaster. CBC's services are funded by Canadian taxpayers and services are available in English and French. CBC covers local and national news. It also offers cultural programming on TV, radio and online. Learn more at [www.cbc.ca](http://www.cbc.ca). Many television and radio stations broadcast in different languages.

U Multicultural is an ethnic media platform focused on the diverse communities of Canada. U Multicultural connects more than 15 different communities and organizations. Visit <https://u-channel.ca/>.

There are many newspapers published in Canada for different ethno-cultural groups. The National Ethnic Press and Media Council have a list of newspapers on their website at [www.nationalethnicpress.com](http://www.nationalethnicpress.com).

## Food

There are ethnic markets and major supermarkets that sell imported food products from all over the world. The best way you can learn about local markets and restaurants is through word of mouth. Talk to people in your community, at your place of worship and search online.

- All major supermarkets have foods you need for international cooking. Some supermarkets have 1-2 aisles with just international food products.
- To find a list of ethnic stores, visit the Yellow Pages: [www.yellowpages.ca](http://www.yellowpages.ca).
- You can use apps to guide you to ethnic grocery stores and restaurants in your community. Search the apps store on your smartphone.



# Diversity/Culture and Spirituality

Restaurant review websites also organize listings by cuisine type, including vegetarian.

Farmers' markets allow vendors to sell produce and other products throughout the year. You can find these markets in buildings, parking lots or parks on specific days.

Find a market in your area:

<https://www.directfarmmanitoba.ca/markets/>  
<https://www.gov.mb.ca/agriculture/local-food/index.html>

Learn when different fruits and vegetables are in season: <https://www.thespruceeats.com/manitoba-fruits-and-vegetables-2215530>



## Festivals and Cultural Centres

There are many museums, theatres and cultural centres in large and small communities across Manitoba.

Museums:

<https://www.museumsmanitoba.com/>

Film: Search online or in your local newspaper for a film festival in your community.

Theatre: <https://thetheatrelisting.ca/listings/manitoba-theatre-for-young-people/>

<https://royalmtc.ca/>

<https://www.tourismwinnipeg.com/things-to-do/performing-arts/>

# Diversity/Culture and Spirituality

Art: Search online for art centres or galleries in your community.

Music and Dance: Search online or in your local newspapers for a local event.

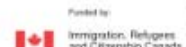
Canada Day: Celebrations are held across Manitoba on July 1.

National Indigenous Peoples Day: <https://www.canada.ca/en/canadian-heritage/campaigns/indigenous-peoples-day.html>

Francophone festivals: [https://heho.ca/en/ Festivals:](https://heho.ca/en/Festivals)  
[https://www.tourismwinnipeg.com/ festivals-and-events/annual-festivals-and-events](https://www.tourismwinnipeg.com/festivals-and-events/annual-festivals-and-events) <https://www.everfest.com/lists/ca-manitoba>

More information about things to do in Manitoba at Travel Manitoba:  
[www.travelmanitoba.com/things-to-do/](http://www.travelmanitoba.com/things-to-do/)

There are many cultural and multicultural festivals throughout the year in Manitoba. These include art, film, food, and music. Community centres and libraries have information about local festivals. You can hear about cultural events through local and ethno-cultural media.



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# Diversity/Culture and Spirituality

## Here are some examples of festivals in Manitoba:

Canada's National Ukrainian Festival <https://cnuf.ca/>

Exchange District Festivals <https://exchangedistrict.org/festivals/>

Dauphin's Country Fest <https://countryfest.ca/>

Festival du Voyageur <https://www.iexplore.com/articles/festival-du-voyageur>

Fire and Water Music Festival <https://firewater.ca/>

Folklorama Festival <https://www.folklorama.ca/>

Islendingadagurinn (Icelandic Fest) <https://www.icelandicfestival.com/>

Manito Ahbee Festival <https://www.manitoahbee.com/home>

Manitoba Stampede and Exhibition <https://manitobastampede.ca/>

Morden Apple and Corn Festival <https://cornandapple.com/>

Pride Winnipeg <https://pridewinnipeg.com/>

Red River Exhibition <https://www.redriverex.com/>

Winkler Harvest Festival and Exhibition  
<https://www.winklerharvestfestival.com/>

Winnipeg Folk Fest <https://www.winnipegfolkfestival.ca/>



# Diversity/Culture and Spirituality

## Spiritual

Manitoba is a secular society, but people of all faiths can worship as they choose. You can find churches, mosques, synagogues and temples in the local phone directory or by searching online.

### Mosques and Islamic Centres

<https://www.miaonline.org/mosques/>

### Synagogues

<https://www.jewishwinnipeg.org/directory?category=2>

### Hindu Temples

<http://www.hsmtemple.com/>

### Sikh Temples

[www.worldgurudwara.com](http://www.worldgurudwara.com)

<https://sikhsocietyofmanitoba.com/>

### Buddhist Centres

<http://www.buddhist.ca/>

[http://buddhist.ca/buddhism\\_religion\\_canada\\_links.html#manitoba](http://buddhist.ca/buddhism_religion_canada_links.html#manitoba)

### Anglican Churches

[www.anglican.ca](http://www.anglican.ca)

<http://anglicanonline.org/canada/Provinces/manitoba.html>

### Roman Catholic Churches

[www.catholiclinks.org](http://www.catholiclinks.org)

### Archdiocese of Winnipeg

[https://www.archwinnipeg.ca/parish\\_directory.php](https://www.archwinnipeg.ca/parish_directory.php)

### Archdiocese of St. Boniface

[https://www.archsaintboniface.ca/parish\\_directory.php](https://www.archsaintboniface.ca/parish_directory.php)

### Archdiocese of Keewatin Le Pas

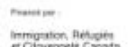
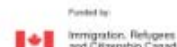
<https://archdioceseofkeewatinlepas.ca/wp/parish-mission-directory/>

### United Church of Canada

<http://locator.united-church.ca>

### Baptist Churches in Canada

<https://npreigion.org/manitoba-association/>



# 2SLGBTQ+ Community

2SLGBTQ+ stands for two-spirit, transgender, lesbian, gay, bisexual and queer. The [+] symbol allows you to self-identify as it makes sense to you. You have protection against discrimination based on gender identity. Here are some terms you might hear.

<b>Asexual</b>	person who does not experience sexual attraction
<b>Bisexual</b>	person who has a sexual and/or romantic attraction to more than one sex
<b>Cisgender</b>	person who identifies with the gender they were assigned at birth. Example, a person born with a penis and testicles who identifies as male.
<b>Gay</b>	guy or man who is sexually and/or romantically attracted to other guys
<b>Heterosexual</b>	person who is sexually and/or romantically attracted to people of the opposite gender
<b>Lesbian</b>	girl or woman who is sexually and/or romantically attracted to other girls or women
<b>Queer</b>	an inclusive, unifying term that includes all people who are gay, lesbian, bisexual, transgender, transsexual, two-spirit, intersexual, genderqueer and/or those whose sexual identity or activities put them outside the mainstream.
<b>Two-Spirit</b>	a person who walks between genders, or carries the gifts of both males and females, or who is gender unique (not specific to any gender) and/or to identify as 2SLGBTQ+.

# 2SLGBTQ+ Community

Here are some resources available in Manitoba:

## **Rainbow Resource Centre:**

<https://rainbowresourcecentre.org/>

Rainbow Resource Centre (RRC) offers counselling, education, and programming to the LGBT2SQ+ community. Services are for all ages. RRC also supports families, friends, and employers of LGBT2SQ+ individuals.

## **Out There Winnipeg:**

<https://www.outtherewinnipeg.ca/>

Out There Winnipeg (OTW) is a healthy, inclusive, accessible and safe space for adults in the 2SLGBTQ+ community and their allies. It is a sports and recreation group where you can meet, socialize, be active and have fun.

## **Sexuality Education Resource Centre:**

<https://serc.mb.ca/>

Sexuality Education Resource Centre (SERC) provides inclusive, non-judgmental education about sexuality. SERC believes that people have the right to accurate information about their choices.

## **Sunshine House:**

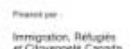
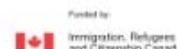
<https://www.sunshinehousewpg.org/>

Sunshine House is a space where people exploring gender and/or sexual identity can meet together for fun, skills building and recreation. Sunshine House is a drop-in centre. It focuses on harm reduction, health promotion and social inclusion.

## **New Pride Of Winnipeg:**

<https://rainbowresourcecentre.org/support/groups/new-pride-of-winnipeg>

Newcomers to Canada who identify as LGBTQ+ are invited to join this group for fun and friendship. New Pride of Winnipeg is a social support group which encourages you to enjoy making connections, practice your English, hang out at movie nights, and try food from all over the world. You can discuss what your identity means to you. You can also share the challenges, experiences, and joys of coming out. New Pride of Winnipeg helps you live authentically in this vibrant community.



# 2SLGBTQ+ Community

## Government Links:

<https://www.gov.mb.ca/stoptheviolence/lgbttq.html>

<https://guides.wpl.winnipeg.ca/LGBTQT/home>

## Learn more about your protected rights:

<http://www.manitobahumanrights.ca/v1/education-resources/resources/gender-identity.html>

<https://www.gov.mb.ca/fs/imd/hr.html>





# Indigenous Peoples

Indigenous peoples is a collective name for the first people in North America and their descendants. In Canada, 2.8% of the population is Indigenous.

There are three groups of Indigenous peoples that the Canadian Constitution recognizes.

- First Nation;
- Inuit; and
- Métis.

These are three distinct and diverse groups. They each have their own history, languages, cultural practices and spiritual beliefs.

## First Nations

In Canada, Indigenous and Northern Affairs Canada recognizes 630 First Nations communities. These communities have people from more than 50 Nations and you can hear over 50 different Indigenous languages. The Government of Canada recognizes more and more First Nations communities every year. For example, the government recognized Binche Whut'en as a First Nations community in British Columbia in March 2019.

## Inuit

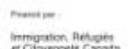
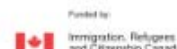
Inuit are the Indigenous peoples of the Arctic. The word Inuit means the people in the Inuit language of Inuktitut. The singular of Inuit is Inuk.

## Métis

In the 2011 National Household Survey, 418,380 Canadians self-identified as Métis. 75,345 of these were from Manitoba.

BC	AB	SK	MB	ON	QC	Atlantic	Territories
64,525	90,850	50,230	<b>75,345</b>	77,825	35,465	20,565	3,585

<https://www.rcaanc-irnac.gc.ca/eng/1100100013785/1529102490303>



# Indigenous Peoples

More than 1.67 million people in Canada identify themselves as Indigenous, according to the 2016 Census. In Canada, Indigenous peoples are:

- the fastest growing population – grew by 42.5% from 2006 to 2016
- the youngest population – about 44% were under the age of 25 in 2016

Manitoba is in the traditional territories of the Cree, Dakota, Dene, Ojibway, and Oji-Cree First Nations, as well as the Métis nation. Indigenous peoples live on reserves, in cities and in rural communities. A reserve is land that Indigenous peoples live on and use. Sometimes reserves are in small far-away communities and you can only go there by air year-round or by ice roads in the winter. Over 50% of Indigenous people in Canada live in cities. Winnipeg (the capital city of Manitoba) has the largest Indigenous population of any city in Canada.

Winnipeg is located on Treaty 1 territory. The government and Indigenous people signed a treaty. A treaty is an agreement about land. When you talk about your location, it is important to show respect and acknowledge that Indigenous people were in Canada first. You should know the treaty territory where you live, work and visit.

All Canadians, not just Indigenous people, have rights and responsibilities because of the treaties. If you try to understand the history of the relationship between Indigenous people and non-Indigenous people, it can help you to understand your own history and relationships.

Indigenous and Northern Relations:  
<https://www.gov.mb.ca/inr/index.html>

Treaty Relations Commission:  
<http://www.trcm.ca/>



# Caring for the Environment

All Manitobans must work together to keep Manitoba's land and water clean. Littering is when you leave any kind of trash on the ground. You cannot litter in the city or in the country. It is also littering if you throw trash in lakes and rivers.



More information about fines for littering:  
<https://www.gov.mb.ca/justice/tickets/pubs/brownbook.pdf>

## Household Waste

Different cities and towns manage household waste in different ways. Some local governments provide special bins for garbage, recycling and organic waste. Garbage is waste that cannot be recycled or composted. Sometimes you need to pay a fee for garbage collection. Most communities use a Blue Box for recycling paper, glass, plastic, aluminum and other materials. Recycled items are used to manufacture new products. Some communities collect organic waste separately from regular trash. They use a Green Bin for organic waste, such as fruit and vegetable scraps, meat and coffee grounds. Organic waste becomes compost. People use compost to improve soil in parks and farmlands. To get a Blue Box, or to find out if your area has a Green Bin program, contact your municipality.



## Apartments and Waste

If you live in an apartment, ask your superintendent how you can recycle. The Environment Protection Act says that you must recycle if you live in a residential building with six or more units. In some apartment communities, you can also participate in a composting program.

# Caring for the Environment

## Harmful Substances

Do not pour dangerous materials down the drain or put them in your regular garbage collection. Dangerous materials include: waste solvents, waste paint, waste lead acid batteries, waste pesticides, used motor oil, biomedical waste, etc. The Orange Drop program helps you safely throw out harmful waste such as paint, antifreeze and batteries.

Learn more at Manitoba Government:

[https://www.gov.mb.ca/sd/waste\\_management/hazardous\\_waste/index.html](https://www.gov.mb.ca/sd/waste_management/hazardous_waste/index.html)

Find a drop location near you:

<https://winnipeg.ca/waterandwaste/garbage/hhw.stm>

## Electronics

E-waste includes things like cameras, computers, monitors, telephones and televisions that no one wants or needs. You must recycle these things at a special depot. When you buy electronic products in Manitoba, you pay an environmental handling fee (EHF). EHF money covers the cost of recycling or rebuilding electronic products.

Find an electronics recycling depot in your area:

<https://www.recyclemyelectronics.ca/mb/>



## Province of Manitoba:

[https://www.manitoba.ca/sd/waste\\_management/index.html](https://www.manitoba.ca/sd/waste_management/index.html)

<https://winnipeg.ca/waterandwaste/garbage/hhw.stm>  
[www.gov.mb.ca/sd/wastewise/index.html](https://www.gov.mb.ca/sd/wastewise/index.html)

# Caring for the Environment

## Energy and Water Conservation

Producing electricity is harmful to the environment. Conserving energy also saves you money.

Here are just a few ways to save on energy:

- turn off unnecessary lights;
- use more natural light;
- take shorter showers;
- fix leaky faucets;
- unplug unused electronics;
- turn off the air conditioner when you are not home; and
- wash laundry in cold water.

Do not waste safe, clean drinking water. There are many ways to save water.

Learn more about saving water at Province of Manitoba:

<https://www.gov.mb.ca/sd/about/water-stewardship/index.html>

Learn more about energy conservation at Manitoba Hydro:

<https://www.hydro.mb.ca/programs/>

Natural Resources Canada's Office of Energy Efficiency:

<https://www.nrcan.gc.ca/energy-efficiency/10832>



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et Citoyenneté Canada



# Language Training

English and French are Canada's official languages.

Learning English or French is an important part of settling in Canada.

If you can speak at least one official language well, it will make things easier for you.

The federal and provincial governments fund language programs. School boards, colleges and community agencies use this government money to give you free English and French classes.

Colleges, universities and private language schools also offer language classes, but you must pay.

You can find different kinds of English and French classes in Manitoba. You might be confused by all the choices and short forms.



Type of Language Program	Short Form
English Literacy Development	ELD
English as an Additional Language English as a Second Language French as a Second Language	EAL ESL EFL
Language Instruction for Newcomers to Canada	LINC
Cours de langue pour les immigrants au Canada	CLIC
Occupation-specific Language Training	OSLT
Enhanced Language Training	ELT
Specialized Language Training	SLT
Refugee Employment Development Initiative	REDI

# Language Training

## Language Assessment

Before you can take a language program, you may need to have your language skills assessed. In some parts of Manitoba, you can choose to have either your English or French language skills assessed.

Ask your settlement counsellor where you can get an assessment. In Winnipeg, you can go to the Winnipeg English Language Assessment and Referral Centre (WELARC) for an assessment.

People just call this WELARC. More information at WELARC:

<https://www.welarc.net/>

Find an assessment centre near you:

[www.language.ca/](http://www.language.ca/)

## Language School for International Students

There are many different kinds of language schools available to international students in Manitoba.

More information: <https://www.edu.gov.mb.ca/ie/study/other/language.html>



## Language Instruction for Newcomers (LINC) Homestudy

You may not be able to attend classes the traditional way. You might have children or schedules which make it difficult for you. In that case, you can learn English from home.

Find LINC training near you:

<https://achev.ca/services/language/#distance-learning>

# Language Training

## Find a Class

If you would like to learn English, there are many options in each community in Manitoba.

Find a language class:

- [Winnipeg Map for Newcomers](#)
- [211](#)

Some organizations have lists to make it easy for you to find a language class.

- <https://www.welarc.net/language-classes>
- <https://mitt.ca/english-language-training>
- <https://www.edu.gov.mb.ca/ie/study/other/language.html>
- <https://www.gatewaywinnipeg.com/eal>
- <https://livelearn.ca/article/language-training/language-training-programs-in-manitoba/>
- <http://en.copian.ca/library/research/accc/immigrants/page14.htm>

Resources to study on your own:

- <https://www.immigratemanitoba.com/community-stakeholders/learner-resources/>