In any given year, one in five people in Canada experiences a mental health problem or illness... Mental Health Commission of Canada
**KEY TO GUIDE**

Throughout the guide, you will find graphics to assist you to better understand the services listed in the guide. The map below is color-coded based on the different areas of Winnipeg. Where applicable, service listings will include a corresponding color-coded graphic to show the area of the city where the service is located.

An additional set of graphics will highlight, where applicable, if a service is free, low cost or fee-based, and if an organization provides services on a drop-in basis.

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**WINNIPEG MENTAL HEALTH REGIONS MAP**

- St. James Assiniboia / Assiniboine South
- River East / Transcona
- St. Boniface / St. Vital
- Seven Oaks
- Downtown / Point Douglas
- Fort Garry / River Heights
- No Fixed Geographical Area

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**CRISIS RESPONSE CENTRE (CRC)**
The Crisis Response Centre is an exciting and innovative addition to the mental health service system in Winnipeg. It offers a unique combination of crisis response services within an environment that promotes healing and recovery. Winnipeg residents 18 years of age and over experiencing a mental health crisis now have streamlined access to mental health assessment, treatment and crisis intervention 24 hours a day, 7 days a week.

**Visit 817 Bannatyne Avenue.**
The Mobile Crisis Service is also available 24 hours a day, 7 days per week to provide on-site assistance with a mental health crisis. 204-940-1781

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**EMERGENCY SHELTER**

**MAIN STREET PROJECT**
- Open 24 hours Emergency shelter offers emergency, overnight shelter and short-term hostel accommodations for men and women. 204-982-8245 · 75 Martha Street
- SILDOAM MISSION - HANNAH'S PLACE EMERGENCY SHELTER
  - 300 Princess Street
  - Hours of operation 8:30 pm - 8:00 am · Intake daily at 9:00 pm.
- WILLOW PLACE - Willow Place is a Crisis Shelter for women and children who have experienced intimate partner violence. They offer a 24 hour crisis line, outreach and group counselling.
  - 204-615-0311
- IKWE-WIJIDJITWIN - Offers shelter, support and counselling to women who are suffering from emotional, physical or sexual abuse from their intimate partner.
  - 204-987-2780 or 1-800-362-3344
- THE SALVATION ARMY - Booth Centre
  - Provides short-term accommodations for men and women.
  - 204-946-9402 · 180 Henry Avenue
- THE SALVATION ARMY - SonRise Village - A family shelter.
  - 204-846-9471
- EMERGENCY SHELTER FOR MEN - During business hours call 204-415-6797 ext. 200. After business hours call: The Provincial Domestic Abuse Line at 1-877-977-0777. Emergency Shelter for Men and their children is accessible through the Men’s Resource Centre for men who are fleeing intimate partner domestic violence and/or abuse.

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**FINDING A DOCTOR**

If you or someone you know is experiencing a mental health problem, it is important to seek help early. It is a good idea to see a doctor to assess your overall health and to rule out any underlying physical illness. Be very specific and thorough about what you have been experiencing in order for the doctor to provide the best possible course of treatment.

If you do not have a Family Doctor, you can contact the Family Doctor Finder to help you and your family find a family doctor or nurse practitioner. To register by phone, call 204-786-7111 or toll-free: 1-866-690-8280 between 8:30 am and 4:30 pm Monday to Friday. www.gov.mb.ca/health/familydoctorfinder/

Your doctor may prescribe treatment or you may be referred to a psychiatrist or a general practitioner who has specialized training in psychiatry, or other mental health professional.

Other professionals who may be part of your treatment team include: psychiatric nurses, social workers, community mental health workers, occupational therapists or psychologists.

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**HELPFUL KEY GRAPHICS**

- **FREE**: Some, but not necessarily all, services are provided at no cost. Contact organization directly for details
- **SLIDING SCALE**: Some services are offered on a sliding scale fee schedule based on a person’s income and ability to pay. Contact organization directly for details
- **COST**: A fee will be charged for some services offered. Contact organization directly for details
- **DROP-IN**: Some services offered can be accessed on a drop-in basis. Contact organization directly for details

- There is an index on page 12 of this guide with common mental health system words and subjects. The daisy you see throughout the guide refers to the index terms.

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**CRISIS SERVICES**

**What is a Crisis?**
- A time of difficulty or change.
- A temporary inability to cope by your usual ways of problem solving.
- A feeling of being out of control.

**What can you do if this is happening to you or to someone you know?**

**Contact any of the Following**

These services require the consent of the person experiencing the crisis.

**WINNIPEG REGIONAL HEALTH AUTHORITY (WJHA), MOBILE CRISIS SERVICE **
  - 204-940-1781

**CRISIS STABILIZATION UNIT (WJHA)**
- Provides short-term intervention for adults experiencing mental health and/or psychosocial crisis.
  - 204-940-3633 · 755 Fortage Avenue

**YOUTH CRISIS STABILIZATION SYSTEM**
- 204-949-4777 or 1-988-383-2776

**WILLOW PLACE**
- 24 hour crisis line. Provides a safe and supportive environment for women and their children who are being abused by an intimate partner.
  - 204-615-0311

**MAIN STREET PROJECT**
- Provides 24 hour crisis services including shelter, detox and housing.
  - 204-982-8245 · 75 Martha Street

**WINNIPEG EMERGENCY SERVICES OPERATOR**
- 911

**Will connect your call to the appropriate Emergency Department who will then take details of your crisis situation.

**KLINIC**
- 24 hour crisis line offers counselling service and crisis/suicide intervention.
  - 204-786-0866 or 1-888-322-2019

**MANITOBA SUICIDE PREVENTION AND SUPPORT LINE**
- 1-877-435-7170 · reasontovive.ca

**KLINIC SEXUAL ASSAULT INTAKE LINE**
- Service can include up to 12 short term counselling sessions.
  - 204-786-9631

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**Hospitals / Emergency**

**HEALTH SCIENCES CENTRE**
- Adults: 204-787-3167
- Children: 204-787-4244

**GRACE GENERAL HOSPITAL**
- 204-837-6015

**ST. BONIFACE GENERAL HOSPITAL**
- 204-237-2270

**SEVEN OAKS GENERAL HOSPITAL**
- 204-632-3232

**CONCORDIA HOSPITAL**
- 204-661-7194

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Several hospitals have psychiatric nurses on duty in emergency for part of the day/evening. Inquire about specific schedules.
Family members and friends who have a good understanding of the illness, treatment, and resource options will be better equipped to be supportive.

Help for Families

Families can play a valuable role in supporting a family member with a mental health problem. Having a family member with a mental illness is stressful. In addition to coping with the practical issues of day-to-day living, families can experience tremendous guilt, fear, grief, anxiety, self-doubt and uncertainty. The person with the mental illness benefits most from support and encouragement. Family members and friends who have a good understanding of the illness and treatment options will be better equipped to be supportive. Each family member may react differently to the situation. The person dealing with a mental illness must always be treated with dignity and respect.

Here are a few tips for Families:

- **TIP** Find out about mental health resources in the community.
- **TIP** Keep a journal of notes about what has been happening, which can help you to see patterns, etc.
- **TIP** Make a list of questions you may want to ask the doctor.
- **TIP** Ask for information about the illness and the treatment.
- **TIP** Offer choices to the person such as “Will you go to the hospital with me or would you prefer (name a friend) go with you?”
- **TIP** Have a plan for dealing with crisis situations such as who to call, what services are available, and who can support the person and family through a crisis.
- **TIP** Make sure you are looking after yourself: maintain outside interests, gain support from others, seek counseling if necessary.

The following offer specialized services for families dealing with mental illness: Family Therapy is also provided by:

- **AURORA FAMILY THERAPY CENTRE**  
  204-786-9251
- **FAMILY DYNAMICS**  
  204-947-1401
- **THE COUPLES COUNSELING PROJECT**  
  204-474-6711 - Hours Monday and Tuesday 5 pm - 9 pm · 416 Selkirk Avenue · couples@umanitoba.ca
- **CENTRE RENAISSANCE**  
  204-256-6750
- **AULNEAU RENELMENT CENTRE**  
  204-987-7065
- **NEW DIRECTIONS PARENTING CENTRE**  
  A service to support families with small children, birth to 12 years of age. 204-786-7051 · 717 Portage Avenue

See also Counselling or Therapy list on page 8.

- **MACDONALD YOUTH SERVICES, FAMILY NAVIGATOR PROGRAM**: This program is designed to support families and young people age 13-24 to navigate Mental Health and Addictions services and supports in Manitoba 204-452-0551 (within Winnipeg) 1-844-452-0551 (outside Winnipeg) email: familynavigator@ymca.mb.ca

Education and Support Groups

- **MENTAL HEALTH EDUCATION FOR FAMILIES** A: Are you coping with a mental illness of a family member? Do you struggle with how to support your loved one? Do you want to know how to support yourself, as a family member? CMHA Manitoba and Winnipeg offers a 8 week course for families and friends. Call 204-982-6100 or visit www.winwpg.org.ca

  - **“NAME THAT FEELING SUPPORT GROUP”**  
    A: Children are taught an understanding of mental illness, which provides an opportunity for them to share emotionally and relationally with the group and facilitators. Contact the Manitoba Schizophrenia Society at 204-786-1616

- **MANITOBA SCHIZOPHRENIA SOCIETY FAMILY SUPPORT GROUP**  
  A: Peer led. Fourth Tuesday of every month from 7 pm – 9 pm. Contact the Manitoba Schizophrenia Society at 204-786-1616

- **STRENGTHENING FAMILIES TOGETHER**  
  A: A 4 session education program for family members and friends of individuals living with psychosis. Contact the Manitoba Schizophrenia Society at 204-786-1616

- **EIGHT STAGES OF HEALING**  
  A: A 10 week program for families and friends of someone with a mental illness and/or a co-occurring disorder. Contact the Manitoba Schizophrenia Society at 204-786-1616

- **FAMILY AND FRIENDS** is a support group sponsored by the Mood Disorders Association of Manitoba. It meets weekly on Wednesday evenings 7 pm – 9 pm at 100 – 4 Fort Street. 204-786-0987

- **MANITOBA FIRST EPISODE PSYCHOSIS FAMILY SUPPORT GROUP**  
  A: Families with young people who have experienced first episode psychosis meet monthly to share, learn, support each other and lobby. Contact Christine at 204-475-8381 or e-mail Maryam Decker at mdecker@gmail.com

  - **S.P.E.A.K. SUICIDE PREVENTION EDUCATION AWARENESS KNOWLEDGE**  
    A: Offers a monthly peer support group for adults bereaved by suicide. Please call 204-784-4064 to attend or visit website www.hnlinc.mb.ca for more information.

  - **AL-ANON ALEATEN**

The Al-anon Family Groups are a fellowship of relatives and friends of alcoholics who share their experience, strength, and hope in order to solve their common problems. Call 204-943-6051 or visit www.mwnra-aalan.org

Mental Health Housing Programs and Services in Winnipeg

- **CANADIAN MENTAL HEALTH ASSOCIATION MANITOBA AND WINNIPEG - REHABILITATION AND RECOVERY SERVICE**  
  204-982-6100

  - 600 Portage Avenue, Winnipeg MB P2G 0P5

  See Recovery and Empowerment section (page 4) for detailed description.

- **FRIENDS HOUSE INC.**  
  Provides affordable supportive housing for people with a history of psychiatric illness as well as housing for young, low-income families.

  - 204-953-1160 · 100 – 890 Sturgeon Road, Winnipeg MB

- **WRHA - RESIDENTIAL CARE FACILITIES**  
  Care provided, on a voluntary basis, in licensed and approved group homes for adults with a psychiatric diagnosis who have not been able to manage independently. Access to these facilities is through Community Mental Health Services. Offers 24 hour supervision. For inquiries, please call 204-299-3805.

- **SARA RIEL INC.**  
  Safe, stable and affordable housing for people with the goal of living independently and autonomously. 204-237-9263 · 66 Moore Avenue, Winnipeg MB

  - www.saranicelin.ca

- **SALVATION ARMY - THE HAVEN**  
  A residential licensed facility that provides supervised residential living for men 18-60 experiencing mental illness. 204-946-9404 · 72 Martha Street, Winnipeg MB

- **SENAEC SERVICES THROUGH SARA RIEL INC.**  
  24 hours, 7 days a week, safe house for adults with mental health problems. Provides respite care and peer support. Please ahead to ensure space and appropriateness of service. References required for first time guests. 204-231-0217. Services accessed through application submitted by Judy Klein-Taylor. 204-237-7165.

- **WINNIPEG RENTAL NETWORK**  
  www.winnipegrentnet.ca

Manitoba Housing owns and manages rental housing accommodations in many locations across Manitoba. Accommodations are available under the Social Housing Rental Program or the Affordable Housing Rental Program. Applicants must meet eligibility requirements and have incomes below the Program Income Limits for each program. Co-op housing is also available for people who cannot afford the housing charges. For a listing of co-ops see the phone book yellow pages under Housing Cooperatives and Rental.

- **PRIVATE MARKET** - This type of housing is not government operated. Rental units are owned and managed for profit by individuals and corporations. They must follow the regulations of the Residential Tenancies Act of Manitoba.

- **NEW LIFE MINISTRIES** - Affordable rental housing.

  - 204-775-4829

- **NEW JOURNEY HOUSING** - A resource centre for newcomer housing.

  New Journey Housing is a non-profit organization established to assist and train newcomers as they search for decent, affordable housing. 204-942-2238 · www.newjourneyhousing.com

Having a safe, comfortable and affordable place to live is a very important factor in our emotional well-being. Finding the right type of quality housing that fits your budget can be difficult. Here are some housing resources that may help.

**Co-op Housing** - Every member has a vote in how the co-op is run. There may be subsidies available for people who cannot afford the housing charges. For a listing of co-ops see the phone book yellow pages under Housing Cooperatives and Rental.

**Private Market** - This type of housing is not government operated. Rental units are owned and managed for profit by individuals and corporations. They must follow the regulations of the Residential Tenancies Act of Manitoba. For information about your rights and responsibilities as a tenant or assistance in dealing with your landlord, call the Residential Tenancies Branch (a provincial government agency that assists tenants and landlords). Call 204-945-2476 or 1-800-782-8403.
**Recovery and Empowerment**

Canadian Mental Health Association Manitoba and Winnipeg (CMHA)

Everything we do at CMHA is based on the belief that individuals with mental health and addictions issues can recover and create a quality life for themselves. Our comprehensive range of services includes:

- **Mental Health and Addictions Service Navigation** CMHA Recovery Navigation Specialist works with individuals to connect them with caregivers, families and natural supports to support recovery-oriented services and within the entire mental health and addictions systems.
- **Community Housing with Supports** A Housing First service that works with people who have experienced chronic or episodic homelessness to find and keep housing of their choosing in the community.
- **Employment with Supports** A short term program that provides the tools and information for the achievement of satisfying and successful employment. Participants looking to join or return to the workforce are supported through a rapid employment approach.
- **Recovery College Courses** Through the year, CMHA Manitoba and Winnipeg offers a variety of health and wellness related courses to all those with a desire to learn about and improve their mental health. Visit our website mbwpg.cmha.ca for course descriptions and to register.
- **Recovery Support Group** This recovery focused group meets every Thursday from 7 PM – 9 PM to discuss strategies to manage depression and anxiety. Drop-in anytime, no registration required. If you would like more information about our services please call 204-982-6100 or visit us online at mbwpg.cmha.ca.

**Artbeat Studio**

This community based, peer directed program provides social supports, working art studio/gallery space, and mentorship for individuals living with mental illness for the purpose of recovery and employment. This is a 6 month program focusing on the healing capacity of the creative process. 204-943-5194. 4th flr – 62 Albert Street, R3B 1E9 www.artbeatstudio.ca

**Upbeat Arts Works** This gallery/boutique sells paintings, handcrafted jewelry and other unique gifts. It is a social enterprise of Artbeat Studio and supports a mission to promote mental health awareness. Every item sold at the store represents an Artbeat alumni artist’s personal journey recovery and employment. 204-947-9577. U274A – Portage Place Shopping Centre www.artbeatstudio.ca

**Canadian Mental Health Association Manitoba and Winnipeg Rehabilitation and Recovery Service**

See the Recovery and Empowerment section below for detailed description. 204-982-6100. 930 Portage Avenue, R3G 0P8 mbwpg.cmha.ca/types-programs-services/rehabilitation-and-recovery/

**Clubhouse of Winnipeg Inc.**

Members work side-by-side with the staff during the ‘work ordered day’ to accomplish all the jobs necessary for the operation of the Clubhouse. This includes everything from cooking and maintenance to clerical and administrative duties and working in the Thrift Shop. Clubhouse now offers a fitness program 5 days a week. 204-783-9400. 172 Sherbrook Street, R3C 2B6

**Employment and Income Assistance/Marketability Program**

A specialized group of staff focused on working with EIA participants with disabilities who are interested in exploring employment. See an EIA Case Coordinator for more information. www.gov.mb.ca

**Employment and Income Assistance/Rewarding Volunteer Benefit** EIA participants in the Persons With Disabilities category with approved volunteer plans will be provided a monthly financial benefit to assist with the costs of volunteering. See an EIA Case Coordinator for more information. www.gov.mb.ca

**Mental Health Works Program**

www.mentalhealthworks.ca

**Opportunities for Employment/employment Services**

Offers a range of services for job seekers to prepare individuals for the labour market and connect them with employers who are actively recruiting. 204-925-3400. 3rd Floor – 294 Portage Avenue, R3C 0B9 www.ofe.ca

**SAIR Training and Employment Placement Services (STEPS)**

Steps2work assists people with disabilities, primarily those living with a physical disability, as well as those with other disabilities who have a mental health issue, to secure and maintain employment by providing a range of employment related services. 204-474-2303. 1 – 201 Scott Street. www.steps2work.ca

**B.S.C.O.P.E. Inc.**

Our membership focuses on individuals with mental health issues who feel able to or ready to return to work. Individuals may have been marginalized and unable to obtain or manage employment through regular channels. It is with this awareness that SSCOPE engages with our members. Our social enterprise business streams allow a member to ‘try out’ casual employment and choose hours that fit their comfort level. We operate two retail thrift stores; residential eWaste recycling; moving and deliveries; yard care; snow removal; garbage clean-ups, vending, to name a few. 204-987-6300. 1466 Arlington Street, R2X 1T8 www.sscope.org

**Sara Riel Inc. Employment Services/Work Placement Force**

The Employment Program delivers service through skill development, workshops, supported education, supported job search, marketing, work site support and counselling and referral services. 204-237-9283. 66 Moore Avenue, R2M 2C4 www.sararielinc.com

**Community Financial Counselling Service**

Provides assistance in budgeting, credit counselling and income tax services based on ability to pay. Provides information to people on their individual rights in dealing with income assistance and information on income assistance policies and procedures.

**Community Financial Counselling Service**

*Community Unemployed Help Centre*

204-942-6556. 501 – 275 Broadway. Provides information, assistance, advice, and representation to individuals dealing with the federal government’s Employment Insurance program and Manitoba’s Employment and Income Assistance program. Services are provided free of charge. www.cuhc.mb.ca

**Seed Winnipeg Inc.**

204-927-9935. www.seedwinnipeg.ca

Offers Money Management Training and a Saving Circle program to assist low income individuals and families reach financial goals.

**Mental Health Works Program**

www.mentalhealthworks.ca

**Employment and Income Employment and Income Assistance in Winnipeg**

Based on the needs assessment, this service provides financial assistance so that single parent families, persons with disabilities, individuals and families who are unemployed, are able to provide for their basic needs. Training and employment supports are provided to assist participants in achieving financial independence through employment.

Family Services and Consumer Affairs has decentralized services for income assistance clients with the exception of adult clients without children.

Services for persons with disabilities, and adult clients with children are provided with Community Area offices throughout Winnipeg. Each of the Community offices provides a full range of income assistance services at their location, ranging from intake to case management.

The offices are located as follows:

- **RIVER EAST / TRANScona**
  - Access River East: 204-938-5100 975 Henderson Highway
  - Access Transcona: 204-938-5565 845 Regent Avenue West
- **St. James Assiniboia / Assiniboine North**
  - 204-940-2040 280 Booth Avenue
- **River Heights / Fort Garry**
  - 204-938-5550
- **St. Boniface / St. Vital**
  - Access St. Boniface: 204-948-4290 3-170 Gault Street (English and French Service)
  - **Downtown East / West / Main Street**
  - Access Downtown: 204-940-8441 2nd floor, 640 Main Street
  - Downtown West: 204-940-8600 755 Portage Avenue
- **Point Douglas**
  - 204-948-4001 2A – 111 Pine Street
- **Seven Oaks / Inkster**
  - 204-938-5600 Unit 3 – 1050 Lalonde Avenue
  - Access NorWest: 204-938-5900 755 Keewatin Street

Services for non-disabled clients without children are provided in:

- **EIA CENTRALIZED SERVICES**
  - 204-948-4000 1-111 Pine Street
- **After Hours Emergencies**
  - 204-945-0183
- **www.gov.mb.ca/fs/assistance/eia.html**

**Community Financial Counselling Service**

**Gambling Addiction Program**

**Community Unemployed Help Centre**

204-942-6556. 501 – 275 Broadway. Provides information, assistance, advice, and representation to individuals dealing with the federal government’s Employment Insurance program and Manitoba’s Employment and Income Assistance program. Services are provided free of charge. www.cuhc.mb.ca

**Seed Winnipeg Inc.**

204-927-9935. www.seedwinnipeg.ca

Offers Money Management Training and a Saving Circle program to assist low income individuals and families reach financial goals.

**Mental Health Works Program**

www.mentalhealthworks.ca

**Employment and Income Employment and Income Assistance in Winnipeg**

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  - Access River East: 204-938-5100 975 Henderson Highway
  - Access Transcona: 204-938-5565 845 Regent Avenue West
- **St. James Assiniboia / Assiniboine North**
  - 204-940-2040 280 Booth Avenue
- **River Heights / Fort Garry**
  - 204-938-5550
- **St. Boniface / St. Vital**
  - Access St. Boniface: 204-948-4290 3-170 Gault Street (English and French Service)
  - **Downtown East / West / Main Street**
  - Access Downtown: 204-940-8441 2nd floor, 640 Main Street
  - Downtown West: 204-940-8600 755 Portage Avenue
- **Point Douglas**
  - 204-948-4001 2A – 111 Pine Street
- **Seven Oaks / Inkster**
  - 204-938-5600 Unit 3 – 1050 Lalonde Avenue
  - Access NorWest: 204-938-5900 755 Keewatin Street

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  - 204-945-0183
- **www.gov.mb.ca/fs/assistance/eia.html**

**Community Financial Counselling Service**

**Gambling Addiction Program**

**Community Unemployed Help Centre**

204-942-6556. 501 – 275 Broadway. Provides information, assistance, advice, and representation to individuals dealing with the federal government’s Employment Insurance program and Manitoba’s Employment and Income Assistance program. Services are provided free of charge. www.cuhc.mb.ca

**Seed Winnipeg Inc.**

204-927-9935. www.seedwinnipeg.ca

Offers Money Management Training and a Saving Circle program to assist low income individuals and families reach financial goals.
Community Mental Health Services at the Winnipeg Regional Health Authority

To access any of the following WRHA Community Mental Health Services for adults experiencing mental health problems, call 204-788-8530 CENTRAL INTAKE.

- Adult Community Mental Health Services
- Community Mental Health Program: Provides Clinical Case Management services and supports in the 12 community areas throughout Winnipeg.
- WRHA Mental Health Housing Services: Must be referred by a Community Mental Health Worker.
- Program of Assertive Community Treatment (PACT): Provides Specialized Treatment, Rehabilitation, and Support services using a multidisciplinary team approach.
- Co-occurring Disorders Initiative (CODI): Provides Clinical Consultation, Case Management, Delictal Behaviour Therapy, and Specialized Treatment Services.

Addictions

- Manitoba Addictions Helpline Call 1-855-662-6605 (toll-free), or visit www.MBAddictionhelpline.ca in person (Monday to Friday, 8:30 am - 4:30 pm) at River Point Centre - 146 Magnus Avenue
- Addictions Foundation of Manitoba: Residential and Community Treatment – Adults and Youth Prevention and Education programs, Gambling Programs – province wide 204-944-6200 1031 Portage Avenue www.afm.mb.ca
- Addictions Recovery Inc. Supportive housing for men recovering from addiction – 204-586-2500
- AL-ANON/ALATEEN CENTRAL SERVICES MANITOBA Self-help group for individuals who are concerned about a family member or a friend’s drinking 204-943-6051 107 – 2621 Portage Avenue
- Alcoholics Anonymous – Manitoba Members share their experience, strength and hope in recovering from alcoholism 204-942-0126 1056 Portage Avenue Toll free 1-877-942-0126
- Behavioural Health Foundation – Residential Treatment: 204-269-3430 35 Avenue de la Digue, St. Norbert
- COCANE Anonymous: 204-250-2062
- Esther House Second stage housing for women recovering from addiction – 204-582-4043
- Families Anonymous A support group for adults who are concerned about someone close to them who is using or abusing alcohol or drugs 204-237-0336
- Gamblers Anonymous: 204-582-4823
- TheLABEL Centre Counselling for women who have been sexually abused as children and have an addiction 204-783-5460 104 Rostyn Road
- Main Street Project Inc: detoxification centre (non-medical) Emergency shelter – 204-982-8345 75 Manitoba Street
- Narcotics Anonymous 204-981-1730
- Native Addictions Council of Manitoba: Point House Residential treatment and support, 294 Fort Street, Winnipeg
- North End Women’s Centre: Addictions program Operates transitional housing through the Addictions Continuing Recovery Program at Chris Telford Place and Betty Berg House. The housing is for women learning to live in recovery for up to one year. Intake for program and both houses is through Addictions manager at 204-927-2426 – 394 Selkirk Avenue
- Overeaters Anonymous www.oa.org
- Salvation Army Anchorage Program Residential Treatment – Adults 204-946-9401 190 Henry Avenue
- St. Raphael Wellness Centre (SRWC) SRWC is a not-for-profit community-based organization which offers pre- and post-treatment non-residential education and counselling programs for individuals and families affected by addiction.
- TAMARACK RECOVERY CENTRE Second stage addictions residential treatment – Adults 204-772-9636 60 Balmoral Street – Intakes 204-775-3546
- Youth Addictions Centralized Intake Service 1-877-710-3999 - province wide

What is Psychosis?

Psychosis...

- is a common medical condition affecting 3% of the population
- results from a disruption in brain functioning
- can radically alter a person’s thoughts, beliefs, perceptions and behaviour
- affects males and females equally

Treatment is most effective when it is started early. With proper treatment, most people recover fully from the first episode of psychosis. For many, the first episode is also the last. If you suspect psychosis, don’t ignore it!

The EARLY PSYCHOSIS PREVENTION AND INTERVENTION SERVICE (EPPIS), a program that serves residents of Winnipeg, is designed to support young people between 13 – 35 years of age who are displaying symptoms of psychosis for the first time. Individuals can be considered on a treatment plan with Psychiatrists and Mental Health Clinicians, which may include medication, group/family education sessions, and various support groups as well as individual and family counselling. EPPIS can be contacted at 204-940-8771 for further information.

Community Health Clinics

Community clinics offer a range of health services.

ACCESS DOWNTOWN 204-940-2319 640 Main Street
ACCESS NorWest 204-936-5900 785 Kildonan Street
ACCESS RIVER EAST 204-936-5000 975 Henderson Highway
ACCESS TRANScona 204-936-5555 845 Regent Avenue West
ACCESS Winnipeg West 204-940-2040 280 Booth Drive
WRHA POINT DOUGLAS COMMUNITY HEALTH CENTRE 204-940-2025 601 Atkins Street
HEALTH ACTION CENTRE 204-940-1626 640 Main Street
HOPE CENTRE HEALTH CARE INC. 204-589-8354 240 Powers Street
KLINIC COMMUNITY HEALTH CENTRE 204-764-4099 225 Graham Avenue
MOUNT CARMEL CLINIC 204-582-2311 886 Main Street
PRIMARY CARE CLINIC - WRHA 204-940-2020 100 Corydon Avenue
SAUL SAUL HEALTH CENTRE - SLOAM MISSION 204-943-0658 500 Princess Street
WOMEN’S CLINIC 204-947-1517 3rd Floor, 419 Graham Avenue
YOUVILLE CENTRE 204-255-4840 6 – 845 Dakota Street
ABORIGINAL HEALTH AND WELLNESS CENTRE 204-925-3700 215 – 181 Higgins Avenue
CENTRE DE SAINTE SAINT BONIFACE 204-340-1165 170 Guillet Street
How much do you know about mental illness? Here are some common myths and truths.

MYP: People with mental illness are violent and dangerous. **Truth:** As a group, mentally ill people are no more violent than other groups. In fact, they are more likely to be the victims of violence than to be violent themselves.

MYP: People with mental illness are poor and/or less intelligent. **Truth:** Many studies show that most mentally ill people have average or above-average intelligence. Mental illness, like physical illness, can affect anyone regardless of intelligence, social class or income level.

MYP: Mental illness is caused by a personal weakness. **Truth:** A mental illness is not a character flaw. It is an illness, and it has nothing to do with being weak or lacking self-power. Although people with mental illnesses can play a big part in their own recovery, they did not choose to become ill.

MYP: Mental illness is a single, rare disorder. **Truth:** Mental illness is not a single disease but a broad classification for many disorders. Anxiety, depression, schizophrenia, personality disorders, eating disorders and organic brain disorders affect millions of Canadians every year.

**Goldberg Depression Scale**

The Goldberg Depression Scale is an internationally known scale for screening for depression. This is just a screening tool and is not intended to diagnose depression. If a person rates high on this scale, a professional assessment can accurately diagnose whether or not the person has a clinical depressive disorder.

**Depression Scale**

(Score one point for each “Yes” if the symptom occurs most of the time over the past 2 – 4 weeks)

1. Have you had low energy?
2. Have you had loss of interests?
3. Have you lost confidence in yourself?
4. Have you felt hopeless?
5. Have you had difficulty concentrating?
6. Have you lost weight (due to poor appetite)?
7. Have you been waging early?
8. Have you felt slowed up?
9. Have you tended to feel worse in the mornings?

People with a score of two (2) have a 50 percent chance of having a mental health problem. With higher scores the probability rises sharply.

**Goldberg Anxiety Scale**

The Goldberg Anxiety Scale is an internationally known scale for screening for anxiety. This is just a screening tool and is not intended to diagnose anxiety. If a person rates high on this scale, a professional assessment can accurately diagnose whether or not the person has clinical anxiety.

**Anxiety Scale**

(Score one point for each “Yes” if the symptom occurs most of the time over the past 2 – 4 weeks)

1. Have you felt keyed up, on edge?
2. Have you been worrying a lot?
3. Have you been irritable?
4. Have you had difficulty relaxing? (If yes, to two of the above, go on to 5 – 9)
5. Have you been sleeping poorly?
6. Have you had headaches or neck aches?
7. Have you had any of the following: trembling, tingling, dizzy spells, sweating, urinary frequency, diarrhea?
8. Have you been worried about your health? (If yes, to two of the above, go on to 5 – 9)
9. Have you had difficulty falling asleep?

People with anxiety scores of five (5) have a 10 percent chance of having a mental health problem. With higher scores the probability rises sharply.

**Mental Health**

Our mental health is an ever-changing aspect of ourselves. Positive mental health is described as:

- emotional and psychological wellness
- positive self-concept, self-acceptance
- satisfying interpersonal relationships
- satisfaction in living
- feeling in control, taking personal responsibility for your actions and feelings
- ability to handle daily activities

**STRESS**

18 Tips for Dealing with Stress and Tension

Stress and tension are normal reactions to events that threaten us. Such threats can come from accidents, financial troubles and problems on the job or with family.

The way we deal with these pressures has a lot to do with our mental, emotional and physical health.

The following are suggestions to get you started on managing the stress in your life:

1. Recognize your symptoms of stress.
2. Look at your lifestyle and see what can be changed – in your work situation, your family situation, or your schedule.
3. Use relaxation techniques – Yoga, meditation, deep breathing, or massage.
4. Exercise – Physical activity is one of the most effective stress remedies around.
5. Time management – Do essential tasks and prioritize the others. Consider those who may be affected by your decisions, such as family and friends. Use a check list; you will receive satisfaction as you check off completed jobs.
6. Watch your diet – Alcohol, caffeine, sugar, fats and tobacco all put a strain on your body’s ability to cope with stress. A diet with a balance of fruits, vegetables, whole grains and foods high in protein but low in fat will help create optimum health. Contact your local Heart and Stroke Foundation for information about healthy eating.
7. Get enough rest and sleep.
8. Talk with others – Talk with friends, professional counsellors, support groups or relatives about what’s bothering you.
9. Help others – Volunteer work can be an effective and satisfying stress reducer.
10. Get away for awhile – Read a book, watch a movie, play a game, listen to music or go on vacation. Leave yourself some time that’s just for you.
11. Work off your anger – Get physically active, dig in the garden, start a project, or get your spring cleaning done.
12. Give in occasionally – Avoid quarrels whenever possible.
13. Tackle one thing at a time. Don’t do too much at once.
14. Don’t try to be perfect.
15. Ease up on criticism of others.
16. Don’t be too competitive.
The Mental Health Act is a provincial law that provides the legal framework by which individuals may be assessed and treated in a general hospital psychiatric unit, a psychiatric hospital or a health clinic. The intent of the Act is to balance an individual's need and right to treatment, the individual's civil rights not to be arbitrarily detained, and the need of society to prevent people from harming themselves or others when they are mentally ill. Here are the key points for consumers to know:

1. How are people admitted to a psychiatric facility?

   VOLUNTARY PATIENT
   A person may request admission as a voluntary patient, in which case, a doctor must agree that admission is indicated. The vast majority of patients who are admitted to a psychiatric unit in a hospital are admitted voluntarily.

   IN VOLUNTARY PATIENT
   Any doctor can make application for a psychiatric assessment based on his or her personal assessment that the individual is suffering from a mental disorder that likely will result in serious harm to themselves or another person, or will seriously deteriorate if not kept in a psychiatric facility.
   • A police officer may be requested through a warrant or their emergency powers to bring a person to a psychiatric facility for assessment.
   • A justice of the peace can issue a warrant to have a person taken to a psychiatric facility where the person refuses or lacks the capacity to agree to a voluntary admission.
   • A police officer who takes a person into custody for an involuntary medical examination must inform the person in writing:
     - that the person is being taken
     - the reason why they are being taken for an involuntary medical examination
     - that they have a right to call a lawyer.

2. Can a person be forced to accept medication against their will?

   If a person is considered to be mentally competent to decide on psychiatric treatment, they have the right to refuse or accept medication or treatment. An individual is considered competent to decide on psychiatric treatment if he or she has the ability to understand the nature of the illness for which treatment is proposed, the treatment recommended, and is able to appreciate the consequences of giving or withholding consent.

3. How can a person appeal decisions about their involuntary status or treatment in a psychiatric facility?

   Review Board applications are available at the nursing station in each psychiatric facility. A review board is an independent committee of 3 people who:
   • May review involuntary status, mental competency, failure to comply with a health directive, competency to manage property, extension or cancellation of a leave certificate.
   • May authorize treatment for a patient who is not mentally competent.
   • May authorize the withholding of access of a patient to his or her clinical file.
   • A Review Board hearing will take place within 21 days of the board receiving the application. A person is entitled to be represented at the hearing by a lawyer, advocate or person of their choice. A decision will be made within 2 - 3 days following the hearing.

4. Can an involuntary patient be discharged from a psychiatric facility?

   A Certificate of Leave is a written agreement between a patient and a doctor that may be issued for a period of six months allowing an involuntary patient (who meets certain criteria) to live outside the psychiatric facility.

   The certificate contains conditions specifying that the patient must report at specific times and places for treatment. Once the certificate is issued, that patient becomes voluntary. If the patient does not report for treatment as agreed, the doctor can request the police to return the patient to the psychiatric facility.

5. Does a person have a right to see their hospital file?

   Yes. A person can apply in writing to the medical officer in charge of the psychiatric facility to see and/or copy the clinical record. The person needs to give their name, address, date of birth and date(s) of hospitalization. The hospital can charge a fee for administration and copying. It is important to inform Medical Records if a person cannot afford the fee. Most facilities will adjust or waive the fee.

   Within 7 days of receiving a written request, the medical officer may either grant the request to see the file (which is usual), or may apply to the Review Board for permission to withhold all or part of the clinical file. If there is incorrect information in the file, a correction can be requested, or a statement of disagreement can be added to the record.

   The Review Board can order the medical officer to give access to the clinical file unless the board believes that this would likely cause:
   a) serious harm to a person's treatment or recovery OR
   b) serious physical or emotional harm to someone else.

6. If you need specific information regarding the Mental Health Act and your rights call:

   CANADIAN MENTAL HEALTH ASSOCIATION MANITOBA AND WINNIPEG
   • 204-982-6100 · 930 Portage Avenue
   • MENTAL HEALTH REVIEW BOARD
   • 204-945-6050 · 101 Portage Avenue
   • LEGAL AID MANITOBA
   • 204-985-6500 or 1-800-281-2960 · 1st Floor – 287 Broadway Avenue
   • OMBSUMAN MANITOBA
   • 204-982-9130 · 750 – 500 Portage Avenue

   COPIES OF THE MENTAL HEALTH ACT CAN BE OBTAINED FROM STATUTORY PUBLICATIONS:
   • 204-982-9130 · OR www.gov.mb.ca/health/act/act.html

   CANADIAN MENTAL HEALTH ASSOCIATION MANITOBA AND WINNIPEG
   • Rights Consultation. This service helps people with a mental illness to be heard in the way they want to be heard when there are problems with the services they are using.
   • 204-982-6100 · www.cmha.mb.ca

   COMMUNITY UNEMPLOYED HELP CENTRE
   • CUHC is primarily dedicated to providing information, advice and representation to unemployed workers in Manitoba experiencing Employment Insurance and Employment and Income Assistance problems.
   • 204-942-6556 · 275 – 501 Broadway · www.cuhc.mb.ca

   INDEPENDENT LIVING RESOURCE CENTRE
   • Provides advocacy, information and resources to all people with disabilities.
   • 204-947-0194 · 311A – 350 Portage Avenue · www.ifc.mb.ca

   INDEPENDENT TENANT ADVISOR - RESIDENTIAL TENANCIES
   • Provides information to all tenants representing themselves in residential tenancy matters and provides representation to qualified renters.
   • 204-881-1714 · 302 – 254 Edmonton Street · www.gov.mb.ca/cs/cpl/adv/tanautender.html

   LAW PHONE-IN AND LAWYER REFERRAL PROGRAM
   • This program provides legal information, not advice, on specific cases to callers at no charge. The program also refers individuals to lawyers with preferred areas of practice and to other legal agencies.
   • 204-943-2305 or 1-800-262-8800 · 501 – 294 Portage Avenue

   LEGAL HELP CENTRE
   • Aims to provide access to legal processes in Manitoba, provides workshops on legal topics, provides help accessing community services, and provides legal help from law students for those who qualify.
   • 204-258-3523 · 302 – 350 Portage Avenue (Second floor of Portage Place at the west end of the mall) · www.legalselpcentre.com

   MANITOBA HUMAN RIGHTS COMMISSION
   • Receives, investigates and attempts to resolve complaints of unlawful discrimination and harassment.
   • 204-945-3007 · www.manitobahumanrights.ca

   MENTAL HEALTH REVIEW BOARD
   • Under the Mental Health Act, patients have the right to appeal certain aspects of their admission or treatment in a psychiatric facility.
   • 204-945-6050

   OMBSUMAN MANITOBA
   • An office independent of government that receives inquiries and complaints from people who believe they have been treated unfairly by departments and agencies of the provincial government or by a municipal government; and those who have concerns about their requests for access to information, or about the privacy of their personal health information.
   • 204-982-9130 · www.gov.mb.ca/health/ombsman.html

   PERSONAL HEALTH INFORMATION ACT (PHIA)
   • To protect your right to privacy, PHIA sets rules for trustees when they collect, use, or share your personal health information. For more information on PHIA, contact Manitoba Health.
   • 204-788-6612 · www.gov.mb.ca/health/phia

   THE PROTECTION FOR PERSONS IN CARE OFFICE
   • This office receives and investigates reports of suspected abuse and neglect against adults receiving care in personal care homes, hospitals or any other designated health facilities.
   • 204-788-6336 or toll free 1-866-440-6336 · www.gov.mb.ca/health/protection/

   E-MAIL: protection@manitoba.gov.ca

   SOCIAL SERVICES APPEAL BOARD
   • The Social Services Appeal Board is an independent appeal board for decisions about certain Manitoba Government programs. Please check the website for more details.
   • 204-945-3003 or 204-945-3005 · www.gov.mb.ca/fs/socab/index.html

   WINNIPEG HOSPITALS HAVE PATIENT ADVOCATES OR PATIENT REPRESENTATIVES who can follow up on concerns around patient care. Call the hospital switchboard for contact number.

   FAIR PRACTICES OFFICE
   • If you feel you have not received fair treatment when dealing with Employment and Income Assistance and you have not been able to resolve the issue through the normal process, you can contact the Fair Practices Office.
   • 204-945-1047 or toll free 1-800-282-8069 ext. 1047

   A WOMAN’S PLACE – DOMESTIC VIOLENCE SUPPORT AND LEGAL SERVICES
   • Provides support, advocacy, and free legal consultations as well as representation to women exiting abusive relationships.
   • 204-940-1966 · 200 – 323 Portage Avenue.
In addition to medical treatment, professional counselling or therapy is often beneficial in the treatment of mental health problems or mental illnesses. Counselling may address one or more of the following issues:

- effective coping strategies for daily living
- relationships and family communication
- changing negative thought patterns
- dealing with loss and grief
- childhood issues of abuse, neglect or trauma
- crisis planning
- managing emotions in a healthy way
- problem-solving
- building self-awareness and self-esteem
- developing new skills
- Counselling can come from a number of perspectives and may be focused on particular issues. Examples of different perspectives may include feminist or faith-based approaches. Sometimes counselling is focused on a particular issue such as domestic abuse, past childhood abuse, or specifically for men. When choosing a counsellor or counselling organization, ask questions about the perspective and focus to make sure it fits with your values, beliefs, and needs.

Finding a Counsellor

- Ask your doctor for a referral to a qualified counsellor (a referral may be required by the counsellor or by your insurance plan to receive coverage).
- See the Yellow Pages under Counsellors.
- Your employer may have an Employee Assistance Program (EAP) that provides free confidential counselling or referral to counselling.
- Check if your private medical insurance plan covers professional counselling.

Contact any one of the agencies listed below.

KLINIC COMMUNITY DROP-IN COUNSELLING SERVICE
204-784-4067

In-person counselling is available at two locations in Winnipeg, 870 Portage Ave and 845 Regent Ave West. Call for more information or visit www.klinic.mb.ca and go to “counselling services.”

-MCM BALL KLINIC
228 Hamel Avenue 204-987-7090

-AURORA FAMILY THERAPY CENTRE
University of Winnipeg 204-786-9251

-CENTRE REnaissance CENTRE
845 Autumnwood Drive 204-256-6750

-CORNERSTONE COUNSELLING SERVICE
302 – 1200 Portage Avenue 204-663-0050

-EVOLVE (KLINIC COMMUNITY HEALTH CENTRE)
870 Portage Avenue 204-784-4228

-Specializes in domestic abuse issues.

-EYAA-KEEN HEALING CENTRE
547 Notre Dame Avenue 204-783-2976 or 1-877-423-4648

-Aboriginal Traditional based therapeutic trauma treatment and psychological rehabilitation - www.eyaa-keen.org

-FAMILY DYNAMICS
4th Floor, Portage Place 204-947-1401

-FOUR GARRY WOMEN’S RESOURCE CENTRE
1150 - A Waverley Street 204-477-1123

-Outreach location 104 – 3100 Pembina Highway.

-HOPE CENTRE HEALTH CARE
240 Powers Street 204-589-8354

-IMMIGRANT WOMEN’S COUNSELLING SERVICES, NOR’ WEST CO-OP
785 Kewatin Street 204-938-5900

-JEWISH CHILD & FAMILY SERVICE
C200 – 125 Doncaster Street 204-477-7430

-KLINIC COMMUNITY HEALTH CENTRE
204-784-4090 870 Portage Avenue

-TRAUMA COUNSELLING INTAKE
204-784-4059

24 HOUR CRISIS LINE 204-786-8868

-CORNELL STONE COUNSELING SERVICE
204-925-0300 94 McGregor Street

-MEN’S RESOURCE CENTRE
204-415-6787 or 1-855-972-6727 1157 Port Elisabeth

-MOUNT CARMEL CLINIC – Multicultural Wellness Program
204-589-9475 886 Main Street

-NORTH END WOMEN’S CENTRE
204-589-7347 294 Selkirk Avenue

-THRIVE COMMUNITY SUPPORT CIRCLE
Therapy and parenting resources
204-772-9901

-THRIVE RESOURCES CENTRE
115 – 505 Sargent Avenue

-Thrive Resource Centre - drop-in, workshops, and men’s therapy
204-775-9934 555 Spence Street

-www.thrivecommunitysupportcircle.com

-FLUR-ELLES
Services francophone families.
204-233-1735 400 rue des Moines

-PROVIDE WIDE TELEPHONE BEREAVEMENT SUPPORT
Hospice & Palliative Care Manitoba
Bereavement telephone support by trained volunteers
for more information, call 1-800-539-0295

-RAINBOW RESOURCE CENTRE
Issues related to sexual orientation and gender identity.
204-452-7500 170 Scott Street

-RECOVERY OF HOPE COUNSELLING
Centralized Intake Line 204-477-4673 or 1-866-493-6202

-102 – 900 Harrow Street East - 1055 Molson Street

-The REACT CENTRE
Recuperation education for addictions and complex trauma includes optional one-on-one counselling. Contact: info@reactcentre.ca

- THE LAUREL CENTRE
204-783-5460 104 Royal Road

-WOMEN’S HEALTH CLINIC
204-947-1517 3rd Floor, 419 Graham Avenue

-YOUTH COMMUNITY HEALTH CENTRE
204-255-4840 6 – 845 Dakota Street

Alternative or Complementary Therapies

If you consider alternative or complementary therapies, it is important to discuss these with your doctor so they can assess if the therapy will interfere with your medical treatment.

It may be helpful to ask the following questions when exploring alternative therapies:

- How does the treatment work?
- What is the cost of treatment?
- How frequent are treatments required?
- What training do practitioners receive and are they registered or licensed?
- What results may be expected?

-SOME ORGANIZATIONS YOU CAN CONTACT FOR MORE INFORMATION OR REFERRAL:
  - Manitoba Naturopathic Association
  - 204-947-0381
  - Massage Therapy Association of Manitoba
  - 204-927-7897 www.mtam.mb.ca
  - Reflexology Association of Canada
  - www.reflexologycanada.org
SOCIAL ACTIVITIES

Being part of interesting activities and having friends are important. They give us something to care about and add meaning to our lives. The following are some helpful hints in locating activities and finding out the information you need to decide if an activity or club is for you.

Getting Involved
After locating an activity or club you find interesting, there may still be certain information you want or need before making a decision. Often a phone number and/or contact person is listed. Possible questions you may want to ask are:

- Are there any costs involved in participating in the activity or group? Is membership required?
- When and where is the activity/event? Is it accessible by bus?
- What happens at the activity?
- Who attends the activity or club? (eg. men and women or a mix of both, age range of people who attend, how many people attend or are members)
- Are there any specific skills needed to attend or become a member?
- How are new people welcomed?

Sharing the Fun
Going to new places or meeting new people is not always easy and can be stressful. It may help to go with a friend or let the contact person know you are coming. They will often make a point of looking for you and perhaps introduce you to others. It takes time to meet others and feel comfortable in a new setting. Give yourself and the activity a chance. You may be pleasantly surprised!

Recreation
The City of Winnipeg Community Services Department provides a variety of recreation, leisure and sports programming throughout Winnipeg. People with a disability or special needs are encouraged to participate in regular programs. For these programs the Department may be able to offer support, such as a leisure attendant or consider a fee waiver if financial limitations prevent participation. For information, call 311.

Information on programs can be found at www.winnipeg.ca/leisure or a Leisure Guide can be picked up at various locations throughout the city.

CITY OF WINNIPEG ADAPTED SERVICES
Individuals of all ages with a special need are invited and encouraged to participate in all community programs offered within the Leisure Guide. Every effort will be made to modify programs to suit individual needs and ensure a positive recreation experience. For more program information call 311.

YMCA-YWCA OF WINNIPEG
301 Vaughan Street · 204-947-3044
A reduced membership may be available by going in person to the downtown branch and asking for a membership assistance appointment.

WELLNESS INSTITUTE AT THE SEVEN OAKS GENERAL HOSPITAL · 1075 Leila Avenue · 204-632-3900
www.wellnessinstitute.ca
Offers a variety of health and wellness programs.

CMHA WELLNESS WALKS
Studies have shown that regular walks in nature can relieve anxiety, depression, and improve overall health. Join CMHA Manitoba and Winnipeg Recovery Supports during the warm months for a relaxing nature walk and afternoon of socializing. For more information, please call 204-982-6100.

Skill Building
YMCA-YWCA Learning and Leisure Centre
This community based program is for adults who have experienced mental illness and require support to attain/maintain recovery and live satisfying lives. Services include a variety of skill building courses and workshops; social activity groups; a family education group; and the opportunity to use the YMCA-YWCA of Winnipeg health and fitness facilities. Intake is done continually throughout the year. Self-referrals are accepted as well as referrals from professionals. Individuals with co-occurring substance use or gambling disorders are welcome. Call 204-989-4194 for more information.

Community Therapy Services Inc.
SUPPORT AND CONSULTATION FOR INDEPENDENT LIVING
Occupational Therapists in this program work with adults recovering from serious mental illness who lack experience or have difficulty with independent living skills such as money management, meal preparation, household and community management, etc. Therapists complete functional assessments and assist individuals to gain independence through developing skills and/or accessing supports for improved success in community living. CTS therapists can also assist individuals with physical limitations to become more independent through identifying appropriate equipment, home adaptations, and other interventions. Call 204-949-0533 for more information or to access.

Get Better Together
A program for living better with chronic disease. Get Better Together is a free 6 week program to take control of your health and be better able to: manage pain, start an exercise program, eat well to live well, use medications effectively, deal with fatigue and frustration, increase your energy level, solve problems and meet personal goals, and talk to your doctor and make choices. Call 204-632-3927 to register. Visit www.wellnessinstitute.ca for more information.
Self-Help Organizations

The Winnipeg community offers a variety of self-help groups which provide the opportunity for consumers, family members and the general public to gather information, receive peer support, obtain counselling and find out about available resources. Other services offered may include advocacy, support groups, workshops, social opportunities and public education.

- ANXIETY DISORDERS ASSOCIATION OF MANITOBA  
  204-925-0600  -  4 Fort Street
- WHOLE ACTION RECOVERY PEER SUPPORT (WARPS)  
  For individuals affected by both chemical dependency and an emotional or psychiatric illness.  204-772-1037
- EATING DISORDERS ANONYMOUS  
  Call for information about meeting times and location.  204-990-8816
- SUPPORT FOR FAMILIES/FRIENDS  
  Offers Friends & Family workshops 2 a year as well as individual consultation sessions that include info on eating disorders, recommended strategies, and resources.  204-947-2422 ext 137.
- EMOTIONS ANONYMOUS  
  Please visit website for meeting times and locations: www.emotionsanonymous.org  204-269-6248
- INDEPENDENT LIVING RESOURCE CENTRE  
  Information and referral, peer support, individual advocacy, development of independent living skills, resource/service development and a resource library for people with all types of disabilities.  204-947-0194  -  311A – 393 Portage Avenue
- MANITOBA SCHIZOPHRENIA SOCIETY  
  Manitoba Schizophrenia Society offers peer support groups, a women's support group, a voice hearers support group, peer support for career professionals, and one on one consultation and education.  204-786-1616 or 1-800-263-5456
- MOOD DISORDERS ASSOCIATION OF MANITOBA  
  Available 7:00 pm - 11:00 pm daily · 100 – 4 Fort Street · www.miss.mb.ca  /  www.schizophrenia.ca
- OBSESSIVE COMPULSIVE DISORDER CENTRE MANITOBA INC. & HOARDING BEHAVIOUR  
  204-942-3331  -  100 – 4 Fort Street  -  E-mail: education@ocdm.anitoba.ca  /  www.ocdm.anitoba.ca
- OPERATIONAL STRESS INJURY SOCIAL SUPPORT (OSISS)  
  Offers community resource information and referral, education, and peer support to military members, veterans and their families who have been impacted by an operational stress injury (OSI) as a result of operational duties. Contact 204-831-3420  /  www.deerlodge.mb.ca/osis.html
- OVEREATERS ANONYMOUS  
  204-334-9008  /  www.oa.org
- POSTPARTUM DEPRESSION ASSOCIATION OF MANITOBA  
  204-942-3311  -  100 – 4 Fort Street  -  E-mail: education@ocdm.anitoba.ca  /  www.ocdm.anitoba.ca
- PROVINCIAL EATING DISORDER PREVENTION AND RECOVERY PROGRAM  
  Offers community based services to all genders ages 18 years or older who experience disordered eating or eating disorders, including compulsive or binge eating. Also provides educational workshops open to all genders ages 16 and up about body image, emotional eating, health, and self-esteem for clients, community members, families and service providers.  204-947-2422 ext 137.
- PUBLICATIONS  
  www.moodmag.com  -  www.mentalhealthrecovery.com
- RAINBOW RESOURCE CENTRE  
  This centre is a not-for-profit community organization that provides support, education, programming and resources to the gay, lesbian, bisexual, transgender, two-spirit, and queer communities of Manitoba and North Western Ontario.  204-474-0212  /  www.rainbowresourcecentre.org
- SENICA WARM LINE  
  Offers peer support, help with problem-solving and information about community resources to those who are struggling with mental health and life issues. Available 7:00 pm  -  11:00 pm daily  -  204-942-9276
- STOP.A.L.E.A.K. SUICIDE PREVENTION EDUCATION AWARENESS KNOWLEDGE  
  204-784-4064  -  242 – 393 Portage Avenue
- THE COMPASSIONATE FRIENDS  
  Resource library, support meetings, drop-in, newsletter, workshops, and telephone friends for bereaved parents.  204-787-4896  -  685 William Avenue  /  www.tcfwinnipeg.org

Mental Health Education Resource Centre (MHERC)

Operated by the Manitoba Schizophrenia Society

What is MHERC?

MHERC provides educational resources on mental health and mental illness to consumers and their families, caregivers, service providers, educators, and the general public. The MHERC resources are available for loan, free of charge, to all Manitobans.

MHERC services include:
- LENDING LIBRARY – MHERC has a comprehensive collection of resources, including books, videos, CDs, journals, magazines, newsletters and pamphlets.
- INFORMATION AND REFERRAL – MHERC staff are able to provide information on provincial mental health services, community presentations and workshops, and self-help organizations.
- PUBLIC-USE COMPUTERS – 2 on-site public-use computers are available for internet research and word processing. Printing service is also available.

WEBSITE – www.mherc.mb.ca

MHERC  
204-942-6568  
1-855-942-6568
100 – 4 Fort Street

Contact Community Information

INFORMATION AND REFERRAL SERVICE  
This service publishes a Community Resource Guide for Winnipeg and Manitoba which includes information on community programs, voluntary agencies and self-help groups. Callers can be referred to an appropriate agency by calling 204-287-8627 or 1-866-266-4636, Monday to Friday: 9:00 am - 4:30 pm  /  www.contactmb.org

Mental Health First Aid

Mental Health First Aid is a 12 hour course now being offered in Winnipeg. Mental Health First Aid is the help provided to a person developing a mental health problem or experiencing a mental health crisis. For more information on the program, visit the Mental Health First Aid Canada website at www.mhfa.ca. For information on local courses, visit mbwpcc.mh.ca

Additional Information

MANITOBA GOVERNMENT INQUIRY  
This service provides information and referral to provincial government services. 1-866-628-4882 or 204-945-3744  /  www.gov.mb.ca

HEALTH LINKS - INFO SANTE  
This 24 hour health information and referral assistance line is staffed by registered nurses. 1-888-315-9257

CMHA National has produced a series of information brochures on a variety of mental health topics. These brochures are available to individuals at CMHA Winnipeg Region at 930 Portage Avenue. (Organizations may purchase quantities of the brochures.) These brochures are available through: www.cmhca.ca

For Seniors

- A&C Support Services for Older Adults  
  204-956-6440
- Geriatric Mental Health Teams  
  Intakes: 204-982-9140  -  Fax: 204-982-9144
- Province Wide Seniors Abuse Line  
  1-888-696-7183
- Manitoba Government - Seniors and Health Aging Secretariat, 
  Seniors Information Line  
  204-945-6565 or toll free 1-800-665-6565  /  seniors@gov.mb.ca
Medication

Medication can be an effective part of a treatment plan for people with mental illnesses. It can control the acute (immediate) symptoms and prevent relapse of both schizophrenia and mood disorders. However, medication does not cure mental illness – only controls it. Medication has factors to consider such as side effects, time necessary to be effective and cost. For these reasons it may be necessary to try several different medications to find the drug or combination of drugs that is right for you. The dose may also need to be adjusted to make sure the drug is working most effectively.

The following information is meant as a general guide only. There are a wide variety of medications available for the treatment of mental health disorders. It is important to talk to your doctor, pharmacist, and other health care providers about all your medications – including the ones that you may be taking for other conditions. Try to go to the same pharmacist for all your prescriptions. If you experience side effects from any medication, or if you have a medication allergy, talk to both your doctor and pharmacist about it. Talk to your doctor before changing your dose or stopping your medication. Stopping medication suddenly may cause withdrawal effects which often resembles flu-like symptoms.

In Manitoba, your pharmacist is required to discuss with you, in an atmosphere of confidentiality and privacy, the following information about your prescription medication:

- The drug name
- What the drug does
- How and at what time the drug should be taken
- Importance of taking the drug as directed, regularly or when needed
- What to do if the dose is missed
- Common side effects
- Food, drink, other drugs or activities to avoid
- Special storage requirements

Remember that the use of alcohol with any medication is potentially dangerous. Smoking can also affect how the body metabolizes medications. If you smoke, let your doctor know if you plan on quitting.

The following are descriptions of general sub-categories of medications commonly used – many of these medications are used across a range of mental health disorders.

**Antipsychosis Medications**

Also known as neuroleptics, major tranquilizers, 1st generation antipsychotics (e.g. Halol), 2nd generation antipsychotics (e.g. olanzapine). These medications are used to treat acute psychotic episodes as well as reduce relapse of conditions such as schizophrenia and bipolar disorder. These medications are either taken by mouth or given as an intramuscular injection. These medications work best if taken around the same time every day.

**SIDE EFFECTS** include drowsiness, dizziness, dry mouth, movement problems and stiff muscles. Tardive Dyskinesia (TD) or involuntary movements may occur when they are used for longer periods of time. Managing side effects may be achieved by changing doses, changing medications, or taking medications for movement side effects, for example: benzotropine, procyclidine, and trihexyphenidyl.

**Antidepressants**

Antidepressants are used to treat and control depression. There are many different types of medications that are used as antidepressants. Each group have an effect on different chemicals (neurotransmitters) in the brain that affect mood. Some examples are:

- MAO Is (Monoamine Oxidase Inhibitors)
- SSRI’s (Selective Serotonin Reuptake Inhibitors)
- SNRI’s (Serotonin-Norepinephrine Reuptake Inhibitors)
- Dual-Action Antidepressants (affect 2 different neurotransmitters)
- Tricyclic Antidepressants

**SIDE EFFECTS** include dry mouth, blurred vision, difficulty urinating, constipation, decreased sex drive, and dizziness. These medications take several weeks to reach their full effect. Antidepressants work in the nervous system, some antidepressants are also used in other conditions such as pain.

**Mood Stabilizers**

These are used to treat people in the state of great excitement and emotional stress, for example acute mania. Lithium is the most common. Carbamazepine, valproic acid, topiramate, are also used as mood stabilizers because their action is in the nervous system. In some people, these drugs can have fewer side effects. These can take several weeks to work. Regular blood tests are needed for therapeutic effect. It is also important to drink adequate water, especially when taking Lithium.

**SIDE EFFECTS** include lethargy, trembling, nausea, diarrhea, frequent urination, and mental functioning problems.

**Anxiolytic Medications**

Also known as tranquilizers or sedatives, anxiolytics are prescribed as a means to reduce the distress of anxiety. Benzodiazepines are most commonly prescribed.

**SIDE EFFECTS** include sedation, lethargy, depression, difficulty concentrating, and memory problems. Dependency can occur if they are used for long periods of time.

**Herbal or Natural Remedies**

There are many herbal products that are promoted as natural alternatives to medication. There are also vitamins and supplements that may be taken as supportive nutrients and may help improve symptoms of mental illness.

If you are considering an herbal or natural remedy, tell your doctor and pharmacist that you are considering using the remedy. They will provide information, advise you whether it will be suitable for you or if it will interfere with other medication you are using.

Some commonly used herbal products are:

- SAMe (S-adenosyl-L-methionine)
- St. John’s wort (Hypericum perforatum)

Some commonly used vitamins and supplements are:

- Vitamin D (1000 – 2000 IU per day)
- Omega-3 (EPA)
- Vitamin B complex
Affects about 1% of people as a result of physical disease or anxiety disorders. Mental illnesses are health problems that affect the way we think about ourselves, relate to others, and interact with the world around us. They affect our thoughts, feelings, and behaviors. Mental illness can disrupt a person’s life or create challenges, but with the right supports, a person can get back on a path to recovery and wellness.

What Are Mental Illnesses?
Mental illnesses are health problems that affect the way we think about ourselves, relate to others, and interact with the world around us. They affect our thoughts, feelings, and behaviors. Mental illness can disrupt a person’s life or create challenges, but with the right supports, a person can get back on a path to recovery and wellness.

It’s important to understand that there are many different types of mental illness that affect people in different ways. Within each mental illness, people may have very different symptoms and challenges. Common symptoms are just one piece. Access to services can support loved ones, and the ability to participate in communities play a big part in the way people experience mental illnesses. Culture, background, and personal beliefs also shape the way people understand mental illnesses.

Some people don’t see the name of a diagnosis as an important part of their journey, while others prefer the medical terms to describe the illness. No matter how people talk about their experiences, they will likely need to use medical terms if they seek help in the health system. This is just how the system works right now—buts the system is changing.

DIFFERENT MENTAL ILLNESSES

Health professionals divide mental illnesses into several different groups based on signs or symptoms. Common groups of mental illnesses include:

- Anxiety Disorders
- Mood Disorders
- Eating Disorders
- Mood Disorders
- Eating Disorders

Anxiety disorders are all related to anxiety. They may include excessive and uncontrollable worry, strong fears around everyday things or situations, unwanted thoughts, panic attacks, or fears around a past scary situation. Anxiety disorders are the most common mental illnesses, and they can create barriers in people’s lives. Panic disorder and phobias are examples of anxiety disorders.

Mood disorders all affect a person’s mood—the way they feel. This can affect every part of a person’s life. When someone experiences a mood disorder, they may feel sad, hopeless, tired, or empty. At times, some people experience an unusually ‘high’ mood and feel powerful and energetic, but this can also create problems. Depression and bipolar disorders are examples of mood disorders.

Eating disorders are serious illnesses that are often a way to cope with difficult problems or regain a sense of control. Eating disorders may include seriously restricting how much food a person eats, binging, or purging food. Anorexia nervosa and bulimia nervosa are examples of eating disorders.

Psychotic Disorders
Psychosis is a health problem that affects how people understand what is real and what isn’t real. People may sense things that aren’t real or strongly believe things that can’t be real. Schizophrenia is one example of a psychotic disorder.

Personality Disorders
Personality disorders are patterns of thoughts, feelings, and behaviors that may last for a long time and create challenges in a person’s life. People who experience personality disorders may have difficulties developing healthy and satisfying relationships with others, managing their emotions well, avoiding harmful behavior, and working towards important life goals. Personality disorders can affect the way people understand and view themselves and others and cope with problems. Borderline personality disorder is an example of a personality disorder.

Childhood Disorders
This is a large group of mental illnesses that start to affect people when they are young, though some people are not diagnosed until they’re older. One example of a disorder in this group is attention-deficit/hyperactivity disorder (or ADHD), which affects a person’s ability to focus, complete tasks, plan or organize, or think through actions.

Dementia
‘Dementia’ refers to a group of symptoms. It can be caused by a disease that mainly affects nerve cells in the brain or can be associated with many other medical conditions. Dementia impacts a person’s memory, language abilities, concentration, organization skills, mood, and behaviors. Alzheimer’s disease is one type of dementia.

NOTE ON SUICIDE
Suicide, when someone ends their life on purpose, is not a mental illness itself. All who die by suicide experience a mental illness, however, suicide may be linked to many different mental illnesses. It’s important to talk about these factors.

Organic Brain Disorders

- affects 1% of people as a result of physical disease or injury to the brain
- disorders include Alzheimer’s disease, AIDS dementia complex (caused by damage to brain cells by the HIV virus), and damage from strokes and accidents.

These Organizations offer information and Support for Organic Brain Disorders:

- ALZHEIMER SOCIETY OF MANITOBA 204-943-6622 toll free 1-800-378-6699 www.alzheimer.mb.ca
- LEARNING DISABILITIES ASSOCIATION OF MANITOBA 204-274-1821 www.LDAManitoba.org
- MANITOBA BRAIN INJURY ASSOCIATION 204-975-3280 toll free 1-866-327-1998 www.mbia.mb.ca
- SOCIETY FOR MANITOBANS WITH DISABILITIES 204-975-3019 or TTY 204-975-3012
- STROKE RECOVERY ASSOCIATION OF MANITOBA 204-942-2880 www.strokerecovery.ca
- FAD’S LIFE JOURNEY INC. 204-772-1591
- INITIATIVES FOR JUST COMMUNITIES TOUCHSTONE F ASD PROGRAM 204-925-1928 Suite 302 – 1200 Portage Avenue
- MANITOBA FASD CENTRE 204-258-6600 www.fasdmanitoba.com

FREQUENTLY CALLED NUMBERS

CMHA Winnipeg Phone Line 204-982-6100
- Information and Referral
- Rights Consultant

WRHA Mobile Crisis Service 204-940-1781
TTY Deaf Access Line 204-779-8902

Crisis Response Centre – 817 Bannatyne Ave. 24-hour walk-in

Klinic Clinic Line 204-786-8866

Klinic Sexual Assault Line 204-786-8831

Manitoba Suicide Prevention & Support Line 204-1-877-435-7170

Seneca House 204-231-0217

Seneca Help Line (7 pm – 11 pm only) 204-942-9276

Mood Disorders Association of Manitoba 204-786-0987

Anxiety Disorders Association of Manitoba 204-925-0600

Manitoba Schizophrenia Society 204-786-1616

WRHA Community Mental Health Services 204-786-8330

Health Links 204-786-8200

Family Doctor Connection 204-786-7111

Addictions Foundation of Manitoba 204-944-6200

Employment & Income Assistance – Main Line 204-944-4000

- Employment & Income Assistance
- After Hours Emergencies 204-945-0183

Youth Crisis Stabilization System 204-949-4777 or 1-800-395-2775

WINNIPEG REGIONAL HEALTH AUTHORITY

Caring for the health and well-being of all people

This resource guide has been funded by the WINNIPEG REGIONAL HEALTH AUTHORITY www.wrha.mb.ca

Search WRHA Health Services Directory Online to find health services near you.

Every effort was taken to ensure information was accurate at time of printing. We apologize for any errors or omissions. Please report any changes to the Canadian Mental Health Association Manitoba and Winnipeg at 204-982-6100.

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R3G 0P9 Email: office@cmhawpg.mb.ca

For more information on mental health resources in Winnipeg: www.mwbpgj.cma.ca

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DISCLAIMER

This listing of services does not constitute an endorsement of those services by the Canadian Mental Health Association.

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