



Services and Supports for Refugee Claimants – Winnipeg

As Manitoba has seen an increase in the number of people who are arriving as refugee claimants to our province, we want to share information on available services. Most often, community members, friends and faith communities play the most significant role in supporting refugee claimants in the community, and this document may assist them in navigating services.

As program information changes frequently, please let us know at info@mansomanitoba.ca if you are aware of an error or omission in this guide.

This guide will briefly cover available services on the following themes:

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Government Programs and Services: Access to Benefits

Federal Government Programs	<u>Canada Child Tax Benefit</u>	<u>Goods and Services Tax Credit</u>	<u>Interim Federal Health Program</u>
Immigration Status – Refugee Claimant	Not eligible	Not eligible	Eligible

Manitoba Government Programs	<u>Employment and Income Assistance</u>	<u>Health Baby Prenatal Benefits</u>	<u>Manitoba Child Care Subsidies</u>	<u>Manitoba Housing</u>	<u>Manitoba Rent Assist</u>	<u>Healthy Baby Programs</u>
Immigration Status – Refugee Claimant	Eligible	Eligible	Eligible	Eligible	Not Eligible	Eligible

Temporary Housing, Reception and Paralegal Supports

Manitoba Interfaith Immigration Council (also known as **Welcome Place**) provides settlement supports to refugees and immigrants in Manitoba. The services available to asylum seekers include:

Support navigating Canada’s refugee protection system:

- Information on the process to claim refugee protection in Canada
- Assistance completing the formal stages to claim refugee protection (Basis of Claim, others)
- Assistance accessing and applying for Legal Aid services (legal representation)
- Information on work permit applications, access to immigration medical examinations, notary public services, and other services

Settlement supports:

- Assistance with short or long-term housing needs
- Orientation to living in Manitoba
- Information on and referrals to services including income assistance, health, housing, schools, employment, and other family or community supports
- Interpretation, translation, bank verification letters and other services

521 Bannatyne Avenue

Winnipeg, MB R3A 0E4

Phone: 204-977-1000

Hours: Monday to Friday: 8:30 am – 5:00 pm, Closed holidays

<http://miic.ca/>

Salvation Army Booth Centre is located in downtown Winnipeg, The Salvation Army Booth Centre is a homeless shelter with support services for individuals and families coping with homelessness, poverty, addictions and mental illness. Temporary shelter is also available for asylum seekers who have limited or no financial resources.

72 Martha Street

Winnipeg Manitoba

R3B 1A5

Phone: 204-946-9471

Email: Info@wpgboothcentre.ca

Legal Help

Legal Aid Manitoba

287 Broadway Avenue, Unit 100

Winnipeg, MB R3C 0R9

Phone: 204-985-8500

Hours: Mondays & Tuesdays: 12:30 pm – 4:00 pm; Wednesdays & Thursdays: 1:30 pm – 4:00 pm

Housing

Immigrant and Refugee Community Organization of Manitoba (IRCOM) has transitional housing that families (with dependent children) can move into (if space is available). Families living at IRCOM can access a wide range of services.

95 Ellen Street

Winnipeg, Manitoba, R3A 1S8

Phone: (204) 943-8765

Hours: Monday – Friday 9:00 am- 5:00 pm

www.ircom.ca

New Journey Housing is a resource centre which helps all newcomers, including refugee claimants, to find suitable housing. They also provide orientation and advocacy and host the Ready Tours in partnership with Kinbrace, which help those making a claim to prepare for the RHB hearing process.

200-305 Broadway Avenue

Winnipeg, MB R3C 3J7

Phone: 204-942-2238

Hours: Monday to Friday: 9:30 am – 5:00 pm

www.newjourneyhousing.com

Naomi House provides short term transitional housing to refugees and refugee claimants.

Contact info: director.nhouse@gmail.com

www.naomihouse.info

Marie Rose Place Inc. provides housing for immigrant, refugee and refugee claimant women. Rent is based on income and Employment and Income Assistance rates.

Contact information and application: <http://www.marieroseapartments.com/>

Office Hours: Monday, Wednesday and Friday 2:00pm - 6:00pm

207 Edmonton Street

Phone: 204-504-9444

Shelters

- **Siloam Mission:** 300 Princess St., 204-956-4344
- **Salvation Army:** 150 Henry St., 204-946-9402 [outreach van available](#)
- **Main Street Project:** 75 Martha St., 204-982-8245
- **WE24 – WestEnd 24/7:** 430 Langside St., 204-333-9681 [outreach van available](#)
- **Ndinawe:** 472 Selkirk Ave., 204-589-5545
- **MYS - Macdonald Youth Services:** 175 Mayfair Ave., 204-477-1804 (Winnipeg), 1-888-477-1804 (outside Winnipeg)
- **RaY - Resource Assistance for Youth:** 125 Sherbrooke St., 204-391-2209 [outreach van available](#)
- **WON - Winnipeg Outreach Network:** Melissa Stone 204-791-4925, [outreach van available](#)
- **Just a Warm Sleep** (warming centre): Augustine United Church, 109 Pulford Ave., 204-995-2944

City of Winnipeg

Taking a Bus - Winnipeg Transit

Public transportation in Winnipeg is provided by Winnipeg Transit.

Bus Fares as of January 1st, 2018

	Cash	Ticket
Adult	\$2.95	\$2.60
Senior	\$2.45	\$1.30
Youth	\$2.45	\$1.82

Peggo cards can be purchased for \$5.00 and loading fares onto your Peggo card can be done in three ways:

1. in person at one of Transit's retail sales agents
2. [online](#) – see details on our [How do I load my card page](#)
3. or on the phone with **311**.

Reduced fares may be loaded on your card. If you need to take more than one bus to reach your destination you **don't have to pay again**, your card will give you 90 minutes to catch the second bus. If you have questions, ask the driver of the bus.

Winnipeg Public Libraries

There are 20 branches of the public library. The main branch is:

Millennium Library (Downtown)

251 Donald Street

Hours: Monday- Thursday 10-9PM, Friday-Saturday 10-6PM, Sunday 1-5PM

Library Cards

1. MB Health card and a second document with an address on it - **Full access card**
2. Bank statement and/or something else with an address on it - **Limited access card**
3. IRCC documents and a document with an address on it - **Full access card**

Full access card - allowed full access to all services

Limited access card - allowed to take out two books and have access to computers and other services

Winnipeg Community Centres

Winnipeg Community Centres offer a number of programs and services that are accessible to refugee claimants. There are community centres in many locations around the city.

Cindy Klassen Recreation Complex (centrally located, close to downtown)

Address: 999 Sargent Avenue

Neighbourhood: West End

Email: Information | Facility / Maintenance Concerns
Schedules

Refugee claimants are eligible for the one-year free pass to City of Winnipeg community centres.
Information on free access to City of Winnipeg Recreation Centres

Settlement Services

Many settlement services are funded by Immigration, Refugees and Citizenship Canada, including formal language training, core settlement services and so on. Refugee claimants are **not** eligible for those services until they have had their hearing and receive a positive determination (and become a protected person in Canada).

Free EAL (English as an Additional Language) Conversation Circles & Informal Language Training

Refugee claimants are not eligible for full-time or part-time language classes funded by Immigration, Refugees and Citizenship Canada. However, many organizations or groups in the City of Winnipeg offer informal language training options, including conversation circles or informal classes. An up-to-date list is maintained on the MANSO website here: Informal Language Classes.

- Please note that conversation circles and informal language classes have varying levels of expertise in instruction, curriculum, and content.
- No referral from WELARC is required to attend these classes.
- Many informal language classes change times and dates regularly; always phone ahead to confirm details.
- Unless otherwise indicated, all organizations serve IRCC-ineligible clients (refugee claimants, Canadian citizens, temporary foreign workers, international students) as well as permanent residents.

If you know of a conversation circle or informal language program that is missing from this list (or want to update your information), please contact Teresa Burke at t.burke@mansomanitoba.ca.

People may also benefit from online resources listed here: Online Literacy Resources

Community-Based Organizations

Chai Immigrant Centre is a program for adults, aged 18+, designed to help newcomers adjust to life in Canada. English conversation and learning about life in Canada. Bus tickets available.

Unit 400-259 Portage Avenue (Entry Program)

Winnipeg

Phone: 204-415-2550

Email: admin@ccwpg.com

Hours: Friday evenings 6:30 pm -8:30 pm

Family Dynamics is a not for profit organization that provides support and counseling to building stronger families and communities. Refugee claimants needing assistance should inquire as to available services.

401-393 Portage Avenue (Portage Place) - Wheelchair Accessible

Winnipeg, MB R3B 3H6

Phone: 204-947-1401

Hours:

- 8:30 am – 4:30 pm Monday, Thursday and Friday
- 8:30 am – 8:30 pm Tuesday and Wednesday

Employment Services

Once a refugee claimant receives a work permit, they become eligible for the following provincially-funded employment services.

Immigrant Centre has employment services that can assist claimants with employment readiness and locating employment.

100 Adelaide street

Winnipeg, MB R3A 0A7

Phone: 204-943-9158

Hours: Monday, Wednesday, Friday & Saturday: 8:30 am -4:30 pm; Tuesday & Thursday: 8:30 am - 8:30 pm

<http://icmanitoba.com/>

Manitoba Start offers employment services primarily aimed at skilled workers including employment readiness and job matching.

271 Portage Avenue

Winnipeg, Manitoba

R3B 2A8

Phone: 204-944-8833

Hours: Monday–Thursday: 8:30 am–5:00 pm; Friday: 8:30 am–4:30 pm

<http://manitobastart.com/for-immigrants/prepare-for-employment/>

Pluri-elles offers employment services in French that can assist claimants with employment readiness and locating employment. In addition, they offer computer training and public access to computers.

420, rue Des Meurons, unité 114

Winnipeg (MB) R2H 2N9

Tél: 204-233-1735 ou 1-800-207-5874

www.pluri-elles.mb.ca

OFE, Opportunities for Employment offers help with resumes as well as access to Job Resource Area and other resources. Offering Refugee Employment Development Initiative programming.
3rd Floor, 294 Portage Avenue
Winnipeg, MB R3C 0B9
Phone: 204-925-3490
Hours: Monday – Friday: 8:00 am -4:00 pm
<http://www.ofe.ca>

Edge Skills Centre Inc. is a not for profit organization that provides employment and education services.
533 St. Anne's Road
Winnipeg, MB
R2M 3E8
Phone: 204-254-1618
Hours: Monday – Friday 8:30 am -4:30 pm

In-kind Donations

Canadian Muslim Women's Institute (located near to Welcome Place) has a wide range of donated items including clothing, household items and hygiene/personal care items. They also host a halal food bank, which can offer emergency food items.

61 Juno Street, Unit 401

Winnipeg, MB R3A 1T1

Phone: 204-943-8539

Hours: Monday to Friday: 9:00 am – 5:00 pm

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

Opportunities for Employment has work/business clothing

3rd Floor, 294 Portage Avenue

Winnipeg, MB R3C 0B9

Phone: 204-925-3490

Hours: Monday – Friday: 8:00 am – 4:00 pm

<http://www.ofe.ca/programs.asp>

Children and Youth Services

N.E.E.D.S. Inc. provides services for school aged children and youth ages 6-10. Services include Intro to the Canadian school system, after school programming, youth mentorship, employment training services

251A Notre Dame Avenue

Winnipeg, MB R3B 1N8

Phone: 204-940-2360

Hours: Monday – Thursday: 8:00 am – 9:00 pm; Friday 8:00 am – 6:00 pm

<http://needsinc.ca>

Peaceful Village provides youth (ages 12-21) academic, social and financial support for newcomers through various strategies.

201-357 Bannatyne Ave

Winnipeg, MB R3A 0E3

The Peaceful Village: 204-949-1858

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

Immigrant and Refugee Community Organization of Manitoba (IRCOM) offers children and youth programming to assist in successful integration.

95 Ellen Street

Winnipeg, Manitoba, Canada

R3A 1S8

Phone: (204) 943-8765

Hours: Monday – Friday 9:00 am – 5:00 pm

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

Health and Mental Health Supports

For medical concerns:

Access Downtown

640 Main Street
Winnipeg, MB R3B 1E2
Hours: Tuesdays & Wednesdays: 8:00 am – 3:00 pm

For medical emergencies: DIAL 9-1-1

For urgent mental health concerns:

WRHA Mental Health Crisis Response Centre

817 Bannatyne Avenue
Winnipeg, MB R3E 0W2
Hours: 24 hours, 7 days a week

Mount Carmel Clinic can provide psychosocial needs assessment, intervention and counseling support services including resource navigation and a narrative report of the therapeutic intervention if required by their legal representatives in support of their refugee claims

886 Main Street
Winnipeg, MB R2W 3P3
Phone: 204-589-9420
Hours; Monday, Wednesday and Friday: 8:45am -5:00 pm; Tuesday and Thursday: 8:45 am – 8:00 pm

Pluri-elles has counselors available to provide service in French.

420, rue Des Meurons, unité 114
Winnipeg (MB) R2H 2N9
Tél: 204-233-1735 ou 1-800-207-5874
www.pluri-elles.mb.ca

Society for Manitobans with Disabilities, Ethno Cultural Program provides services to adults and children with disabilities. SMD assists both individuals and families to understand the complex systems of supports so they are able to make independent, informed decisions on their own care and support, or that of a family member. Please contact Traicy Robertson, Program Supervisor, at trobertson@smd.mb.ca or [204-975-3121](tel:204-975-3121) for more information.

825 Sherbrook Street
Winnipeg, MB R3A 1M5
Phone: (204) 975-3010
Hours: Monday- Friday 8:00 am -4:00 pm

Rainbow Resource Centre has counsellors available to support members of Gay, Lesbian, Bisexual, Transgendered and Two-Spirited Communities and Allies.

170 Scott Street
Winnipeg, MB R3L 0L3
Phone: 204-474-0212
Hours: Monday – Thursday: 10:00 am – 5:00 pm; Friday 1:00pm – 5:00 pm
<http://www.rainbowresourcecentre.org/>

Panel Physicians in Winnipeg - Immigration Medical Examination

Name: Vijay Sodhi
Address: Southend Medical and walk in Clinic
CANADA,
Unit 30 -166 Meadowood Drive,
Manitoba
R2M 5G8
Telephone: (204) 654 2851
Spoken Languages: English, Hindi, Punjabi

Name: Abid Iqbal Malik
Address: Southend Medical and walk in Clinic
CANADA,
Unit 30 -166 Meadowood Drive,
Manitoba
R2M 5G8
Telephone: (204) 654 2851
Spoken Languages: English, Hindi, Punjabi

Name: Navneet Singh Rehsia
Address: Southend Medical and walk in Clinic
CANADA,
Unit 30 -166 Meadowood Drive,
Manitoba
R2M 5G8
Telephone: (204) 654-2851
Spoken Languages: English, Hindi, Punjabi

Name: Heather Frame
Address: Assiniboine Medical Clinic,
633 Lodge Avenue,
Manitoba
R3J 0S9
Telephone: + 204 (958) 6700
Spoken Languages: English

Name: Russell Albak
Address: Assiniboine Medical Clinic,
633 Lodge Avenue,
Manitoba
R3J 0S9
Telephone: + 204 (958) 6700
Spoken Languages: English

Name: Timothy ROSS
Address: 686 Pembina Hwy,
Manitoba
R3T 2G2
Telephone: 204 (202) 1223
Spoken Languages: English

Name: Martin Fogel
Address: Dr Martin L Fogel Medical Clinic,
407-400 Tache Ave,
Manitoba
R2H 3C3
Telephone: 204-783-7070
Spoken Languages: English, French, Spanish

Name: Annabel Vatheuer (Locum AHMAD
Suffia Nazneen, Klym Karen)
Address: Dr. A Vatheuer,
1020 Lorimer Blvd. Ste 403,
Manitoba
R3P 1C7
E-mail: rgameiro@shaw.ca
Telephone: 204-988-1590
Spoken Languages: English, Portuguese