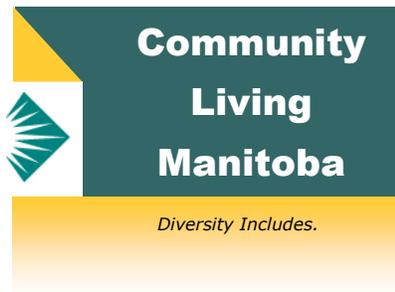


A Family Guide to Adult Services



Community Living
Manitoba



**Community Living Manitoba
A Family Guide to Adult Services**

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Community Living Manitoba has long recognized the need for families to have clear and concise information on available services. Guides such as A Family Guide to the Vulnerable Persons Act have been produced to help parents understand the complex systems that require navigation.

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A Family Guide to Adult Services

Part 1: Introduction

This **Family Guide to Adult Services** is for your family – a family that includes a son/daughter with an intellectual disability who is or will soon become an adult. It presents information on services that may be available to your son/daughter once he/she turns 18. The guide is written in plain language and lays out key issues that need to be addressed as people enter this new phase of their lives. The guide was written for Community Living Manitoba (CLM), a non-profit organization that serves people with intellectual disabilities who live in Manitoba. Some examples of the organization's work includes:

- Parent Leadership Development
- Promotion and Support of Human Rights Claim regarding Manitoba Developmental Centre
- Deinstitutionalization
- Status of Women Project – empowering 14 women with disabilities over 12 sessions
- Increasing accessibility of services and community for people with disabilities

This work is reflected in the values of the association. They are the foundation of Community Living Manitoba and are the framework for developing this guide.

- All members of the human family are full persons and cannot be reduced to words, labels, categories, definitions or genetic patterns
- All persons are unique and ineffable (too beautiful or perfect to be described in words)
- All persons are entitled to respect and dignity

- All persons have an inherent capacity for growth and expression
- All persons are entitled to equal access and opportunity and make decisions and choices, and when necessary, receive the support to do so
- All persons' lives are enriched through relationships and friendships

Across Manitoba, there are Associations for Community Living in each Region to support your son/daughter and family. They also work from these values.

Please refer to Appendix A for a list of the associations in your region/area.

Families using this guide can contact Community Living Manitoba if they need further information:

Community Living Manitoba
#6-120 Maryland St.
Winnipeg, MB R3G 1L1
Ph: 204-786-1607
Fax: 204-789-9850

email: aclmb@aclmb.ca

Please note that the term “intellectual disability” will be used in this guide. This is similar to other terms with which you may be familiar – “mental disability” or “developmental disability”. We are referring to persons who have cognitive challenges that affect some areas of their day-to-day living (e.g., language, self-care, learning, household tasks, etc.). There will also be references to your “son/daughter” or “family member” who is the adolescent or the adult with an intellectual disability in your family.

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This guide was written in several parts:

- **Part 2** provides an overview of the values and principles of the Vulnerable Persons Living with a Mental Disability Act (VPA) as this legislation frames the rights of your son/daughter as an adult.
- **Part 3** focuses on the resources to help you and your son/daughter move forward with special reference to your family, friends, helpers and advocates as supports.
- **Part 4** briefly scans the range of local community services including those from not-for-profit agencies that may be available to your son/daughter.
- **Part 5** lists specific provincial services which may be available to your family member. Not all the information on all the programs is here but the guide will help you know where to go or who to call to get the information!
- **Part 6** speaks to other Federal and Provincial resources and services to access in making sense of the maze of services.
- **Part 7** includes information on Resolution and Appeal Mechanisms. This area is important. Sometimes you or your son/daughter may encounter services and supports that may not adequately meet your needs. It is important to know what steps are appropriate to resolve any differences that may arise.
- **Part 8** reinforces some of the basic approaches in going forward.



Symbol Used in This Guide



Look for this symbol throughout this guide for suggestions and tips to help you along and make the transition to adult services easier. These suggestions and tips are from other young adults or family members who have already taken this step.



Part 2: The Transition into Adulthood

Adulthood (“turning the age of majority”) affects your son/daughter and your family both legally and socially. Your son/daughter is now his/her own person in the eyes of the law. People interact with adults differently than children. Once your son/daughter becomes an adult, people in the community, helpers or professionals should relate directly to him/her.

This reality is reinforced in provincial law – the Vulnerable Persons Living with a Mental Disability Act (VPA). Let’s review the key concepts (ideas) that lay the framework for this legislation. The VPA was written to proclaim (declare) to Manitobans the rights of adults – your son/daughter when he/she turns 18 – with a mental (intellectual) disability. Under the Act, “**mental disability**” means significantly impaired intellectual functioning existing concurrently with impaired adaptive behaviour and manifested prior to the age of 18 years. A “**vulnerable person**” is defined as an adult with a mental (intellectual) disability who needs assistance in key areas of his/her life: activities of daily living that may include learning, communication, and decision-making in household tasks, leisure, or work.

The VPA outlines some basic principles or beliefs that are the foundation of the Act. Below are the guiding principles of the Act written in plain language:

1. When Vulnerable Persons become adults at age 18, they are presumed to be able to make their own decisions. They make the decisions that affect their lives...

where they live, what they do, and whom they see.

2. Vulnerable Persons should be encouraged to make their own decisions – decisions that affect their lives and make sense for them. In every instance, vulnerable persons should be urged to make their own decisions.



Making an informed decision requires practice and support. Encourage your family member to make choices throughout their life to build the decision-making muscle.

3. Support networks, and friends and family of a Vulnerable Person should encourage the person to make decisions that make the Vulnerable Person more independent. This will strengthen their ability to make future decisions.
4. If a Vulnerable Person requires help in decision-making, friends and family should encourage the least restrictive choice to foster growth and learning. This means that the Act favours choices that expand options and experiences – inclusion over exclusion, involvement over isolation, and contribution rather than non-participation.

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Accept the fact that not everyone will understand or agree with your ideas or wishes. Your adult family member will learn and grow as they transition. There will be new people in their life and you will not be able to control everything.

5. If a Vulnerable Person cannot make a choice alone or make a choice even with the help of friends and family, then another person (called applicant) can apply to make the decision for the vulnerable person. After a full review of the situation, if there is no other way for the decision to be made by the person, the applicant can be appointed as the Substitute Decision Maker (SDM)¹. This appointment only happens if the person is unable to understand the choices and unable understand what the decision means. The SDM status is restricted to the decision that has to be made. For example, if the person requires help with budgeting, then the SDM status only applies to that area of decision-making.

In raising your son/daughter, foster independence and a strong sense of identity. Take steps to eliminate harm, to protect your son/daughter – to ensure his/her safety. However, there is a balance between safeguarding your family member and promoting

¹ The process regarding the application and appointment of a SDM is found in [A Family Guide to the Vulnerable Persons Act](#) published by Community Living Manitoba.

independence – risk-taking. Parents, who have a son/daughter with a disability, are naturally cautious. In their efforts to protect, parents try to reduce risk-taking. This can reduce the choices available to the person and, as well, reduce the experiences that lead to more independence. Therefore, the balance between protecting and appropriate risk-taking is an important one.

To make decisions, everyone needs information so that they can properly consider their options. People then make decisions that make sense for them. The choices made by your son/daughter will not always coincide with your choices. Did your parents always...

- Like the way you dressed?
- Like the friends you made?
- Approve of the dates you brought home?
- Agree with your choices?

Probably not! The same applies to the decisions of your son/daughter. So, unless the Vulnerable Person cannot make an independent decision, or cannot make a decision even with the help of a "support network" (e.g., friends and families), the decisions made are his/her own.



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With these principles in mind, the focus in transitioning to adulthood can touch the following areas:

- Links to Friends and Family
- Living Arrangements
- Learning and Working (education, employment, volunteering, transportation, etc.)
- Health & Safety (physical, emotional, spiritual, and mental well-being, etc.)
- Having Fun (leisure, sports, music, arts, recreation, etc.)



“Do your homework. Find out all the options.”



Part 3: Resources to Assist You

A Person's Own Skills and Resources

The most important resource for your son/daughter is his/her own talents, skills and knowledge. It is these skills that you and others nurture, so that when your son/daughter becomes an adult, he/she will be off to a good start by having some experience in independent thinking and making choices.



What are some of the skills and experiences that should be encouraged?

- **Self-direction** – the ability to set direction – to initiate activities, to be assertive, and to self-advocate
- **Health and Safety** – the ability to make healthy decisions (examples: medical, diet, illness) and self-protection (examples: can assess risk to self)
- **Functional academics** – basic reading, writing and mathematics are important to navigate the community
- **Leisure** – person is able to engage and plan events or activities for recreation or leisure
- **Work/Volunteer/Education** – person can engage in constructive activities towards self-growth and to benefit the community

Friends and Family

You, your family and friends are important because they are people who are committed to your son/daughter over time. Family and friends can be supportive and be advocates when you need them. You can call these people your son/daughter's **Support Network**.



When your son/daughter is 13-14 years old, your family should begin to think about the future. Your son/daughter should be encouraged to talk about his/her dreams. This leads to **person-**

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centered planning (planning that suits your family member) and includes:

- Having them share information about preferences, abilities and experiences;
- Having them identify their strengths and interests;
- Identifying their future aspirations for life after graduation from high school;
- Identifying the resources they require to meet or approximate those desires;
- Identifying the supports that are available at home, in the community and at school (if applicable) to prepare your son/daughter for these transitions. Ask your son/daughter who is or can be part of his/her Support Network.



“A ‘good life’ does not happen without some planning. Be prepared to put in the effort to help your family member achieve their dreams.”

Perhaps you know other families in similar situations. Maybe these people can share their experiences. If your family needs some more ideas or help with this process, you can contact the Community Living organization in your Region (**see Appendix A**). You can also connect with the helpers with whom you are already involved, or you can contact new resources.

Helpers

From birth to death, there can be many professionals and “helpers” involved with your family. Doctors, childcare workers, teachers and social workers provide information on services and how to apply

for and access these services in your community. The role of professional helpers is an important one as they can be supportive as well as advocate on your behalf. At the same time, they work within the rules (policies) of the programs or organizations for which they work. Sometimes, the helper-participant relationship is one where there can be conflicting roles. This can be hard because sometimes, the answers or decisions of helpers can be ones with which families don’t agree. In these times, sometimes families, friends or advocates may help.



Advocates

At one time or another, everyone needs an advocate. An advocate is someone who supports or promotes the interests of another – a person who pleads the cause of another. Anyone who promotes the interests of your son/daughter is an advocate. They can be friends, family, or helpers who support your son/daughter’s choices and can help him/her in reaching his/her goals. In many instances, you are your son/daughter’s biggest advocate. At

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the same time, many helpers or professionals who have worked with your family have helped advocate for other services or resources. They have been supportive in meeting new helpers or applying for new services. Use your advocates. They can help ease the way. Community Living Associations across Manitoba can be helpful. The agencies that provide services to your family can also be supportive as they see first-hand the needs of your son/daughter. See **Appendix A** for a listing of the Community Living Associations across Manitoba.

Planning, planning, and more planning

This guide does not present everything about all the services. However, the “how to” steps in applying for services and basic information will help to get you and your son/daughter started.

An important consideration when planning is to coordinate the services that your family member will be receiving. It's crucial to bring the different program helpers together to talk about how their services can best serve your son/daughter. Many times professional helpers will help coordinate other services for your son/daughter. However, there may be times when you need to request a meeting with everyone (a support network or systems meeting) to help avoid confusion and clarify if and how each program can help. Person-centered planning is very important when laying the foundation for the future.

The guide presents information on community-based services available either through not-for-profit organizations or through governmental agencies. Not

all services are presented, but the guide provides brief contact information to get you started.



If you don't feel comfortable with something, ask for it IN WRITING. If someone requests information from you, and you do not feel comfortable, ask for the request in writing. If someone tells you about policies or procedures that you are not familiar with, ask for a copy of the policies or procedures in writing. This will provide clarity and confirmation of requests or policy.

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Part 4: Local Community Services

Municipal Services

The city or town in which people live provides many of the services they use.

Recreation and Sports: Municipal governments can offer recreational and sport activities. An example of this in the City of Winnipeg would be the provision of many sport and leisure activities provided by the City, as outlined in “The Leisure Guide”. For more information, please refer to their website:

www.winnipeg.ca/cms/Leisure/pdfs/leisureguide.pdf

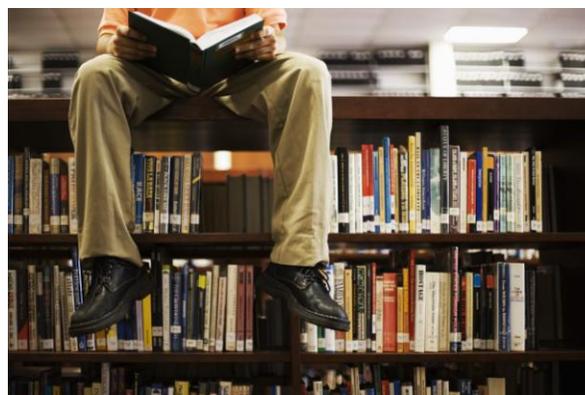
For people who require some assistance, the City of Winnipeg also offers attendant and ASL interpreter services. Usually these services are limited based on volunteer support. Other cities like Brandon and Thompson offer recreational opportunities. Check their websites at:

www.brandon.ca/living-here
(Click on “Recreation”)

www.thompson.ca/index.aspx?page=114



Libraries: Some municipalities offer library services for the public. Books, tapes, CDs and DVDs are some of the items that can be borrowed. The City of Winnipeg provides *Outreach Services*, which is available for people unable to come to the library location. This program is based on volunteer support and can be reached at 204-986-6475. In rural and northern areas, some cities offer regional library services. Connect with these cities: Dauphin (204-638-6410) and Brandon (204-727-6648) to learn more.



Transportation: Some municipalities offer public transportation systems either through buses or Handi-Transit vans/cabs for people with mobility issues. Brandon (204-729-2437) and the City of Winnipeg (204-986-5722) offer these Handi-Transit services, which require the person to register for the service and schedule rides. In addition to the actual transportation services, the City of Winnipeg assigns certain parking spaces in the downtown area for people with disabilities. These designated spaces allow better access to key buildings or services. These spaces require the driver to display his/her Handicapped Parking Permit from the Society for Manitobans with Disabilities (204-975-3250 or toll-free 800-836-5551).

Check with your municipality to see what services they offer.

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Not-for-Profit Service Organizations

Within communities across Manitoba, numerous not-for-profit organizations that provide services specifically for persons with intellectual disabilities. The services delivered can range from residential services, day programs, family supports and advocacy services. In rural and northern regions, the various Associations for Community Living (**see Appendix A**) can be the main service provider in that area. Organizations that can provide similar services or specialty services include:

Central Region:

ACL-Portage Branch (204-857-9242)
Gateway Residences (204-325-7304)
Rainbow Residences (204-745-6063)
Sprucedale Industries (204-637-2534)
P.K. Apartments Inc. (204-239-3095)

Eastman Region:

Envision [formerly ACL Steinbach] (204-326-7539)
ACL Beausejour (204-268-1803)
Dawson Trails (204-422-5015)
St. Malo (204-347-5418)

Interlake Region:

ACL Interlake (204-467-9169)
ACL Selkirk (204-785-0499),
Cornerstone Enterprises (204-642-5028)
Walske Residence (204-482-6851)

Northern Region:

Juniper Centre (204-677-2970)
Cambridge Residences (204-778-7582)
Norman Community Services (204-687-6890)
Haldisse Community Services (204-623-3178)

Parkland Region:

ACL Swan River (204-734-9114)
Parkland Residential and Vocational Services Inc. (204-638-8901)
Winnipegosis & District Residential Services (204-656-4833)
Shorecrest (204-767-2006)
Grandview Residential Services (204-546-2890)

Westman Region:

COR Enterprises (204-728-2932)
Touchwood Park Association Inc. (204-476-2223)
Prairie Partners (204-534-2956)
Family Visions Inc. (204-727-2409)
Southwest Community Options (204-528-5060)
Rollingdale Enterprises (204-328-6302)

Winnipeg:

L.I.F.E. (204-772-3557)
Continuity Care (204-779-1679)
Community Venture (204-957-5283)
Epic Opportunities [formerly Hope Centre] (204-982-4672)
L'Arche (204-237-0300)
Pulford Community Living Services (204-284-2255)
Simiril Inc. (204-788-4366)
Winnserv Inc. (204-783-8654)
Opportunities for Independence Inc. (204-957-5113)
FASD Life's Journey (204-772-1591)

For more information about services in your Region, you can contact your local Family Services & Labour office (**see Appendices B & C**).

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Part 5: Provincial Health & Social Services

The provincial services presented in this guide are outlined as follows:

Program name

- Every Program is identified by its proper title.

Description

- This section provides a summary of the program/services.

Who can apply for the services (Eligibility Criteria)?

- Programs and services usually have clear eligibility criteria. The criteria for programs can be set in legislation or policy. For example, the Employment and Income Assistance Program is set in legislation and the Provincial Special Needs Program is based in policy.

How do you get started (Where/How to Apply)?

- The programs listed in this Part will specify who to call and who can make this contact. In many cases, you can initiate contact with the adult programs, but understand that program staff will ask for permission to speak with the professionals known to your son/daughter so that they can further assess the need for the service involved. They usually require reports or assessments to strengthen the information they have already received.

- The important part of this initial referral/contact is the timing. Many of the programs listed have limited funding and it takes time for the program staff to request and/or secure funding for new referrals. The listing of the referral age is important so that you can discuss this with the professionals or helpers involved with your son/daughter.

Services that may be provided

- Services that may be provided are listed. In government services and programs, funding and resources are limited, so this is why the program staff asks for information specific to their program's eligibility criteria as well as needs of your son/daughter. This information helps determine the amount of support your son/daughter requires/needs. At times, there are more people applying for services and resources than there are resources. In these situations, resources are prioritized on **waitlists** based on certain criteria, such as the date of the application or the degree of urgency or need.

What happens if you are unhappy with or are refused service? (Complaint/Appeal Process)

- Appeal and complaint processes can be informal and formal. In many cases, you or your son/daughter should speak with the worker/helper involved to discuss the situation. It is at this level that many situations are resolved. If the decision or situation does not change, you can request to speak with the Supervisor or Program Manager. This process allows the program staff to hear your complaint

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and have the opportunity to work with you to resolve the matter.

- When there is no change regarding the decision, you can ask about formal appeal processes. Many provincial programs with regulations or legislation have processes in place for formal appeals. Please see each program area to learn about their appeal mechanisms. Other avenues to review complaints as well as raise concerns are listed in **Part 7**.



Community Living disABILITY Services

(Formerly Supported Living Program)

Description:

- Community Living disABILITY Services is a program for persons with an intellectual disability. A Community Services Worker (CSW) provides case management services through regions of the Community Service Delivery Division of the Department of Family Services & Labour (**See Appendices B & C**).

Who can apply for the services (Eligibility Criteria)?

- Eligibility for service can be determined prior to your son/daughter turning 18, but to receive service, your son/daughter must be an adult.
- Individuals must have an intellectual disability and require assistance to meet their basic needs. An intellectual disability is defined as significantly impaired intellectual functioning (IQ <70), existing with impaired adaptive behaviour and present prior to 18 years of age.

How do you get started (Where/How to Apply)?

- When your son/daughter is 14-15 years of age, and in school, you can speak with the Special Needs Resource Teacher or the School Division's Student Services Coordinator about a referral to the Community Living disABILITY Services. You can also speak to your Family Service Worker from Children's disABILITY Services (CDS)

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(formerly Children's Special Services (CSS)) about a referral to the Community Living disABILITY Services.

- If your family is not involved with the above-noted services, you may call the nearest Family Services & Labour office in your area of Winnipeg or your Region. Refer to **Appendices B & C** for the contact information for Family Services & Labour offices across the province.
- You will be asked to share/supply basic information and agree to an assessment regarding your son/daughter's cognitive ability, or agree for another service to release such information, such as a school or Children's disABILITY Services.
- Departmental staff confirms eligibility with the assistance of other professionals like doctors or school personnel from where your son/daughter is a student. Being deemed eligible for services does not guarantee the availability of resources (e.g., residential support). At age 18, your son/daughter may be placed on a wait list until resources are available. However, the assigned CSW would continue to provide case management services, including liaison as applicable with other programs such as the Employment and Income Assistance Counsellor, Home Care Program, etc.

Services that may be provided:

Support

- Residential (Examples can be community residences, licensed

homes, adult foster placements and independent living):

Some people live on their own in apartments, condos or homes. There are also situations where people remain with their family or with another family as in a Board and Room or adult care situation. There are also options that include a number of people living together receiving support. An example could be 2 to 3 people in a home with staff helping them or sharing an apartment. The CSW will be involved in planning for residential activities if your son/daughter requires funding from the Program.



- Day services and supported employment:

In Manitoba, under the Public Schools Act, students have the right to attend school until they receive a graduation diploma, or until the last school day of June in the calendar year in which they become 21 years of age. Many persons with intellectual disabilities remain in school until that time. In many situations, the person is then referred to a day program after high school. There are a variety of program options across the Province although some smaller communities

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may have less choice. Some of these options involve working with agencies towards employment, and/or becoming involved in volunteer work or leisure activities.



- Transportation related to day service activity:

In many situations, your son/daughter will require transportation to get to and from his/her day activity whether it is school, a day service or employment. In some areas or regions, people may be able to access and use public transportation in their community. Others may require special transportation due to mobility or supervision issues. The CSW will be involved in planning for transportation to day programs. Educational contacts would be involved if your son/daughter still attends school.

What happens if you are unhappy with or are refused service? (Complaint/Appeal Process)

In situations where your son/daughter is refused service or is unhappy with the service he/she receives, it is important for you or your family member to speak to the person providing the service (such as the CSW). If the situation persists, you can speak to the Social Services Supervisor (Winnipeg) or Program Manager (Rural and Northern Regions) regarding the issue. These are

informal steps, which in many cases can resolve situations between your son/daughter and the service provider.

The VPA also allows your son/daughter or you (if acting on his/her behalf) to ask for mediation regarding a decision about whether your son/daughter is a “vulnerable person” or concerning the individual plan or any other issue with support services for him/her. Mediation recommendations are not binding to the Department.

The formal appeal process for the Community Living disABILITY Services is through the Social Service Appeal Board (SSAB). This independent appeal body handles complaints from applicants (people) regarding:

- a decision about whether the person is a vulnerable person; or
- the individual plan; or
- any other issue with support services for the person.

Your son/daughter applies to the SSAB and a panel of people examines the appeal application. The SSAB decision cannot change decisions on budget (\$) or policy. Please see **Part 7** for more detailed information on the SSAB.



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Community Mental Health Services

Description:

- The delivery of a range of community based mental health services is the responsibility of the five **Regional Health Authorities (RHAs)** across Manitoba. **See Appendix D for the listing of RHAs.**
- While not every RHA has the same range of services, most RHAs deliver several core mental health services such as: Community Mental Health workers (for adults, children/youth, and older adults); crisis services; and housing, employment and leisure support programs.

Who can apply for a Community Mental Health worker (Eligibility Criteria)?

Each RHA has developed its own eligibility criteria and intake process. Intake contact numbers for each RHA can be accessed through the following link:

www.gov.mb.ca/healthyliving/mh/region.html

Common eligibility criteria across RHAs include:

- Services are for people who are experiencing mental health problems and illnesses that compromise their capacity to participate in major life activities such as family life, employment, education, community or social relations. Examples of such illnesses may include, Mood Disorders, Anxiety Disorders and Psychotic Disorders.

- Participation in the Community Mental Health Program is voluntary and requires the informed consent of the person.
- Services are usually for people 18 years of age or older who are residents in the area of their **Regional Health Authority (RHA)**.

How do you get started (Where/How to Apply)?

- Prior to your son/daughter's 17th birthday, he/she with family, caregivers, school, medical personnel, etc., need to discuss the need for community mental health support. If it is determined that your son/daughter requires support due to a mental health problem or illness, a referral is made to the Community Mental Health Program within the Regional Health Authority (RHA) where he/she lives.
- A Community Mental Health Program intake commences with the completion of an application form. The intake process varies by RHA so it is necessary to contact the appropriate RHA where your son/daughter/family resides to be certain of the exact referral process.
- Your son/daughter along with you or the referring worker must complete the application form. If required, Community Mental Health Program staff will assist with completing this form.
- Community Mental Health Program staff will determine eligibility and the level of urgency of the application. A person may be placed on a wait list if

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the application is deemed to be non-urgent.

- The referring worker may be requested to provide documentation to assist with assessment, for example, medical, psychiatric or psychological reports.

Services that may be provided:

Community Mental Health Program workers, provide clinical case management services to assist individuals with mental health problems and illnesses to achieve success in their living, learning, working, and social environments. Services may include:

- Assessment
- Service planning and navigation
- Short term counselling
- Crisis intervention
- Consultation and education

Mental Health Crisis Services

Many RHAs provide a variety of crisis services for individuals with mental health problems and illnesses. Services may include a mobile crisis unit, a team of mental health professionals, or providing crisis intervention services by telephone or in-person.

Crisis stabilization units may be available in your RHA, which provide short-term admission for mental health related crises.

Additional Mental Health Support Services

A variety of housing options, employment programs and leisure programs may be available in the RHA that you reside. It is

best to contact the RHA Intake for this information.

For a more detailed description of these and other mental health service options in Manitoba please go to:

www.gov.mb.ca/healthyliving/mh/system.html#core

What happens if you are unhappy with or are refused service? (Complaint/Appeal Process)

If your application to the Community Mental Health Program in your RHA has been deemed ineligible it is recommended that you:

- Speak to the Intake or Access Coordinator to discuss your concerns
- Contact the supervisor or program manager if you feel your concerns are still not being addressed



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Employment and Income Assistance (EIA)

Description:

The Employment and Income Assistance Program is the responsibility of the Department of Family Services & Labour. It is the program of last resort for people who require income assistance in order to meet basic personal and family needs. Under the service category of *Persons with Disabilities*, persons living with a disability may also qualify for additional benefits. These additional, or disability benefits, recognize the added costs associated when one is living with a disability.

Income assistance and disability benefits may be provided at the same time that other services are provided to persons living with a disability through the Community Living disABILITY Services, marketAbilities Program, Community Mental Health Services, the Provincial Special Needs Program, and the Home Care Program. There are also individuals living with a disability who do not qualify for these other programs, but who are eligible for income assistance and disability benefits.

Who can apply for the services (Eligibility Criteria)?

- The person is at least 18 years of age.
- The person's need is assessed based on the cost of basic necessities and the availability of other financial resources.
- The person lives off a First Nations Community (reserve). On reserve communities, income assistance is the responsibility of the local Band.

- In the case of disability benefits, the person has a disability that will last more than 90 days.



How to get started (Where/How to Apply)?

- When your son/daughter is one month away from his/her 18th birthday, contact should be made with your local Family Services & Labour office to make a referral and arrange an intake meeting. Your son/daughter may want your support in this intake appointment. Some parents also ask a helper (e.g., Community Service Worker) or advocate to accompany them and their son/daughter to the intake meeting.
- Your son/daughter may be asked to attend a Pre-Intake Orientation that explains the EIA program, reviews client rights and responsibilities, and advises what information is needed for intake.
- Employment and Income Assistance Program staff (Case Coordinator /Counsellor) identifies and indicates the kind of information that will be required to support eligibility. This may include medical documentation

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to confirm the disability, bank statements, personal identification, etc. It is the responsibility of your son/daughter or you (on his/her behalf) to acquire this information and to provide it to the Case Coordinator/Counsellor as quickly as possible.

- The Case Coordinator/Counsellor will determine eligibility for income assistance when your son/daughter or you provide the supporting information.
- Persons who are eligible for the *person living with a disability* category are not subject to employment expectations.
- In some cases, if appropriate, the Case Coordinator/Counsellor will make a referral to an employment program or to the market *Abilities* Program if this referral has not already been made.

Services that may be provided:

- Basic Needs such as food, personal allowance, clothing, household supplies.
- Shelter costs such as rent or Room & Board.
- Medical needs such as prescription drugs, dental & optical care or approved medical equipment/devices.
- Work related expenses such as transportation and tools
- Some disability allowances can include: Income Assistance for Persons with Disabilities (IAPD) – an automatic allowance of \$105 per month for persons living in the community; 24 passes per year for social trips for wheelchair users;

telephone allowance for medical reasons; and, monthly allowance for coin laundry. Further information is provided at your son/daughter's Intake appointment.

- **See Part 6 (Other Services & Resources) for information on the EIA Disability Trust.**

The EIA Policy Manual is available online at:

www.gov.mb.ca/fs/eimanual/index.html

Please note that policies and benefit levels can change so it is best to check with your EIA counsellor for specifics.



“Ask, ask and ask! There is no such thing as a ‘stupid question’. If you do not know what to do or where to turn, asking questions is the only way to learn. Keep asking until you get an answer.”

What happens if you are unhappy with or are refused service? (Complaint/Appeal Process)

Sometimes, your son/daughter may not be happy with the kind of service received. In these situations, it is important for your son/daughter to speak to the person providing the service (such as the EIA Counsellor) because many times, talking about the situation can help work out problems. If the situation persists, your son/daughter can speak to the Program Manager in Rural Regions or the Social Services Supervisor in Winnipeg. These are informal steps, which in many cases can resolve

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situations between your son/daughter and the service provider.

In addition to these steps, where assistance has been denied, discontinued, reduced or suspended, your son/daughter will receive a letter outlining the decision as well as the following paragraph:

"You have the right to appeal this decision to the Social Services Appeal Board within 30 days of receipt of this letter. As well, you may be represented at the appeal by legal counsel or another person of your choice. Should you wish to appeal, please contact:

*Social Services Appeal Board
7th Floor - 175 Hargrave St.
Winnipeg, Manitoba, R3C 4S6
Telephone 204-945-3003 /
800-282-8069*

If you have any questions or concerns regarding this decision or the appeal process, please contact your Employment and Income Assistance counsellor."

See **Part 7** for more detailed information on the Social Services Appeal Board (SSAB).

Home Care

Description:

The Home Care Program provides services to help people with medical, health problems or disabilities to remain independent for as long as possible, and

to avoid or delay the need for residency in long-term care facilities. The delivery of Home Care services is the responsibility of Regional Health Authorities (RHAs).

See **Appendix D** for a listing of the Regional Health Authorities across Manitoba. Please note that if your son/daughter is in a community residence (see Community Living disABILITY Services), the residential agency involved would usually take the lead in connecting with the RHA.

Who can apply for the services (Eligibility Criteria)?

To be eligible for the Home Care Program, a person:

- must be a Manitoba resident,
- must be registered with Manitoba Health,
- requires health services or assistance with activities of daily living,
- requires service to remain safely in his/her home, and
- requires more assistance than available from existing supports and community resources.

How to get started (Where/How to Apply):

When your son/daughter is 16 years of age, transition planning to the Home Care Program should begin with a referral to the applicable RHA. The referral process varies by RHA so it is necessary for the referring worker to contact the appropriate RHA where your son/daughter resides to be certain of the exact referral process.

The referral process includes provision of an informational/referral package (in

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Winnipeg, a Winnipeg Integrated Services Inter-program Referral Form is also completed) with a meeting or meetings with the referring worker, staff from the Home Care Program and your son/daughter and you (if appropriate). There should be discussion about potential services, the son/daughter's hopes and goals, and an opportunity to address questions or concerns.

Your son/daughter along with you or the referring worker (if required) completes the informational/referral package. The completed package with a current clinical assessment and a signed consent form are sent to the appropriate adult program within the Home Care Program such as:

- Home Care Coordination (Nursing, Community, and Specialty)
- Dialysis and Ostomy (provincial-basis handled by Winnipeg)
- Community Intravenous Therapy
- Self- and Family-Managed Care
- Specialty Services (Respiratory, Palliative)

If your son/daughter is eligible for the program, a Case Coordinator is assigned.

Services that May be Provided:

The Home Care Program can include:

- Nursing and Personal Care
- Counselling/Problem Solving
- Household Assistance
- Respite/Family Relief
- Occupation and Physiotherapy Assessment
- Coordination of internal and external services in the community
- Assessment for long term care (including the Adult Day Program,

Companion Care Program and Supportive Housing Program)

- After Hours Response Health information

What happens if you are unhappy with or are refused service? (Complaint/Appeal Process)

Sometimes, your son/daughter may not be happy with the kind of service received. In these situations, it is important for your son/daughter or you (on his/her behalf) to speak to the person providing the service (such as the Home Care Coordinator) because many times, talking about the situation can help work out problems. If the situation persists, your son/daughter can speak to the Home Care Program Manager. These are informal steps, which, in many cases, can resolve issues.

In addition to the informal route, your son/daughter may appeal some decisions to the Manitoba Health Appeal Board (MHAB) if:

- The request for Home Care was denied
- Your son/daughter disagrees with the level of service received
- Your son/daughter disagrees with the type of service received

Contact MHAB at 204-945-5408 or toll-free 866-744-3257 to request a Notice of Appeal form.

For more information go to:

www.gov.mb.ca/health/homecare/guide9.html

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Manitoba Housing - Social Housing

Description:

Manitoba Housing rents affordable and suitable housing to Manitobans in need. Manitoba Housing administers and manages approximately 13,100 rental-housing residences across the province and strives to provide quality housing at an affordable rent to individuals, seniors, and families.

Who can apply for the services (Eligibility Criteria)?

To be eligible for housing, a person:

- Must be a Canadian citizen, Landed Immigrant or Refugee;
- Must be 18 years of age or older;
- Must be able to cope independently in a self-contained unit; and
- Have gross income that does not exceed the Housing Income Limit Guidelines; and
- Have a good rental history including past and present landlord reference checks.

How do you get started (Where/How to Apply)?

Application forms are available from a Manitoba Housing office located in your community (**See Appendix E**). If your son/daughter would like to have an application mailed to him/her, please call: **204-945-4663 or toll-free 800-661-4663**.

Also, you can download the application form at:

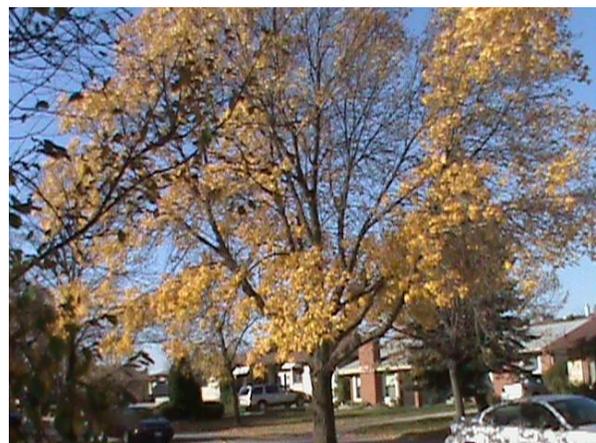
www.gov.mb.ca/housing/pubs/mha_application.pdf

If there is a medical concern directly related to tenancy (e.g., mobility or wheelchair access), it would be helpful if medical documentation was included with the application form.

Once your son/daughter's application has been submitted either in person or by mail to one of the Manitoba Housing offices, it will be assessed to determine if he/she is eligible for subsidized housing. The assessment includes a review of their financial situation, their current housing situation, and any special circumstances that may affect his/her application. Your son/daughter will be notified in writing about the status of his/her application. Eligible applicants are placed on the housing list and will stay on the list for one year.

The application form asks for the following information:

- Proof of Identity
- Proof of Permanent Resident Status
- Income documents
- Certified Copy of Income Tax forms
- Custody Documents (if applicable)
- Medical Documents (if applicable)



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Services that may be provided:

Manitoba Housing determines bedroom size based on the number of household members and their specific housing needs:

Number in household	type of unit
1 person	studio unit
2 persons	1 bedroom unit
Parent(s) with 1 child	2 bedroom unit
Parent(s) with son and daughter (where at least 1 child is 5 years or older)	3 bedroom unit

In Winnipeg, Tenant Service Coordinators (Manitoba Housing representatives) provide tenant relations support services to Manitoba Housing tenants. In rural communities, a Tenant Service Coordinator or Property Manager assist tenants in accessing assistance, information, and health or social services. They have a unique understanding of, and sensitivity to, the needs of tenants seeking assistance, information and services.



What happens if you are unhappy with or are refused service? (Complaint/Appeal Process)

You may appeal by contacting the office where you submitted your application and request an appeal form for the Administrative Review Committee.

marketAbilities Program (Formerly Vocational Rehabilitation Program)

Description:

The marketAbilities Program provides a variety of vocational related services and supports to assist Manitobans with disabilities to obtain and maintain employment. These services are provided by a network of service providers including staff from the Department of Family Services & Labour or through designated partner agencies. For those that wish to self-manage their vocational plan the program also offers a Self-Directed Option.

Who can apply for the services (Eligibility Criteria)?

- The person is living with a disability (intellectual, psychiatric, physical, vision, hearing or learning);
- The disability must be substantiated (confirmed) in writing by an appropriate licensed practitioner;
- The person is 16 years of age or older and a resident of Manitoba (living off a First Nation community - reserve);
- The person is a Canadian citizen or a person legally entitled to remain and work in Canada on a permanent basis, and has appropriate documents such as a Social Insurance Number or Landed Immigrant Status to substantiate this.
- The person has been assessed by a vocational counsellor (VC) as being able to enhance his/her ability as it pertains to employment; and
- The person must be willing to participate in a vocational program.

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Being deemed eligible for services does not guarantee the availability of funding for services. A person who is found eligible may be placed on a wait list until resources are available. During the interim, program staff would continue to provide vocationally focused case management services such as employment counselling and training. In Winnipeg, there may also be a wait list for case management and counselling services.



Once an individual is determined to be eligible for market *Abilities* Program services, a critical step is the development of an individualized vocational plan. This plan will identify a specific vocational goal and the steps and resources necessary to achieve that goal. Services are designed to meet each participant's interests, aptitudes, and vocational needs. In addition, Vocational Crisis supports and services may also be available to individuals who are employed but are at imminent risk of losing their employment due to disability related factors.

How do you get started (Where/How to Apply)?

- Prior to 16 years of age, you can request the School Division's Student Services Coordinator or designate to make a referral to the market *Abilities* Program. Students have the right to attend school until they receive a graduation diploma, or until the last school day of June in the calendar year in which they become 21 years of age. If your son/daughter remains in school until this time, a referral can be made then.
- Healthy Child Manitoba Office has developed a protocol that outlines the transition process for students with exceptional needs from school to community. This protocol can be accessed at:
www.gov.mb.ca/healthychild/publications/protocol_swsn.pdf
- There are different agencies that provide employment-focused services:

Family Services & Labour serves people with intellectual disabilities, learning disabilities, and psychiatric illnesses. **(See Appendices B & C)**

The Society for Manitobans with Disabilities (SMD) serves people with physical disabilities and deafness. They can be reached at 204-975-3010 or toll-free 866-282-8041.

The Canadian Paraplegic Association (CPA) serves people with spinal cord injuries. They can be reached at 204-786-4763 or toll-free 800-720-4933.

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The Canadian National Institute for the Blind (CNIB) serves people with visual disabilities. They can be reached at 204-774-5421 or toll-free 800-563-2642.

- The Vocational Counsellor (VC) determines eligibility with the assistance of school and medical personnel. The sharing of any information is with your son/daughter's/your permission. There has to be documentation to substantiate (confirm) your son/daughter's disability. Medical professionals or school officials usually submit this. Documentation may include assessments and reports such as psychological, psychiatric, and psychometric, etc. School personnel can assist by submitting your son/daughter's school reports and Individual Education Plan (IEP).

Services that may be provided:

- vocational assessment
- work training
- education and support services, including technical aids and devices
- vehicle modifications
- transportation
- interpreters
- tutoring
- job coaches

What happens if you are unhappy with or are refused service? (Complaint/Appeal Process)

In these situations, it is important for you or your son/daughter to speak to the person providing the service (such as the Vocational Counsellor) because many times, talking about the situation can help work out problems. If the situation is not

resolved, there are two appeal processes in place (1) to review program eligibility and/or (2) to review funding decisions:

- Decisions of basic eligibility can be appealed to the Social Services Appeal Board (SSAB), which is an independent appeal body. Your son/daughter has 30 days from the date of the decision to file an appeal. See **Part 7** for more information about the SSAB.
- Decisions denying funding can be appealed to an internal Administrative Review Committee. This committee consists of program and service delivery staff. This appeal must be made within 15 days following a decision to refuse funding. Your son/daughter or you (on his/her behalf) **can request an Administrative Review by contacting the Executive Director of the Service Delivery Support Branch at 204-945-1268.**



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Provincial Special Needs Program (PSNP)

Description:

The Provincial Special Needs Program is a provincial initiative supported by the Departments of Family Services & Labour, Justice, and Health. It provides intensive case management across a multi-system base for persons who have a substantiated mental health disorder (e.g., psychiatric disorder) and/or intellectual disability and who are in serious conflict with the law. Referrals can be made to this program only after eligibility has been denied in the Community Living disABILITY Services and/or Community Mental Health Services.

Who can apply for the service (Eligibility Criteria)?

- The person has a confirmed diagnosis that does not meet the eligibility requirements for the Community Living disABILITY Services or Community Mental Health Services.
- The person is willing to openly and voluntarily work with a non-mandated program.
- The person has a chronic and pervasive history of violent behaviour dangerous to the public (e.g., sexual assaults, random/indiscriminate physical assaults, car thefts or arson).
- The person has been assessed as a high risk to criminally re-offend, or the person poses extreme risk to self by way of lifestyle, self-harm or vulnerability.

How to get started (Where/How to apply)?

- When your family member is 15-16 years old, the referral process **must** begin with a referral to the Community Living disABILITY Services if your son/daughter has an intellectual disability and to Community Mental Health Services if your son/daughter has a mental illness. Your family member may be living with both an intellectual disability and mental illness. School personnel, the Children's disABILITY Services Worker or other helpers involved with your family, could help with the referral.
- Referrals to the Provincial Special Needs Program (Program Manager) should be made **no later** than six months prior to your son/daughter's 18th birthday and **no earlier** than one year prior to your son/daughter's 17th birthday.
- Normally, school personnel or other professional helpers send the referral package to the Program Manager. Letters or documentation from the Community Living disABILITY Services and Community Mental Health Services advising of ineligibility must be included in the referral package.
- Other external reports or assessments from other systems that have been involved with your son/daughter may be requested at which time your family would provide permission for their release.
- Admission into the program is determined at regular monthly

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meetings of the Provincial Special Needs Steering Committee. The Committee is made up of representatives from the three stakeholder Departments (i.e., Family Services & Labour, Justice, and Health). The Committee screens all referrals for eligibility, needs and risk.

- The Program Manager notifies the referring worker of the Steering Committee's discussions and decision. Determination of eligibility does not mean that your son/daughter is able to enter the program unless funding has also been approved.

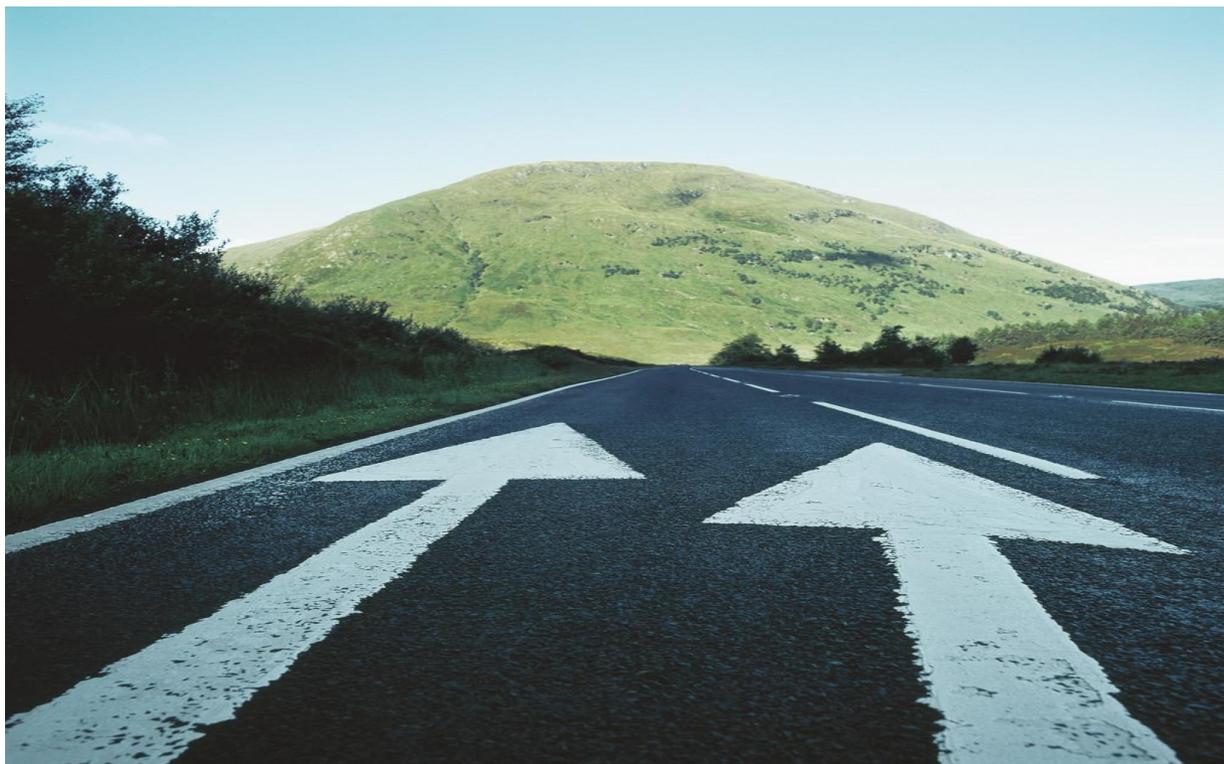
Services that may be provided:

- Case management services – support in coordination of services and resources
- Funding of support services (assistance with residential and vocational supports)

What happens if you are unhappy with or are refused service? (Complaint/Appeal Process)

Sometimes, your son/daughter may not be happy with the kind of service received. In these situations, it is important for your family member or you (on his/her behalf) to speak to the person providing the service because many times, talking about the situation can help work out problems.

If the situation still persists, your son/daughter or you (if applicable) can speak to the **Program Manager at 204-945-4514** or the **Director of Centralized Services & Resources at 204-945-4082** regarding the issue. These steps may help resolve the situation.



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Part 6: Other Services & Resources

Federal Services & Resources

The federal income tax system in Canada offers a number of important benefits and deductions for people with disabilities and their families. The Canada Revenue Agency (CRA) produces a guide called “Information Concerning People with Disabilities.” You can pick up this guide at your local CRA office or download it from the CRA website at www.cra-arc.gc.ca/disability

There are a number of important benefits, tax credits and deductions that can help reduce the amount of income tax your son/daughter pays. Some options include:

- Disability Supports Deduction
- Disability Amount (a non-refundable tax credit that reduces the amount of income tax that people with disabilities may be required to pay)
- Medical Expenses – a variety of expenses incurred by people with disabilities or their families are covered:
 - attendant care expenses
 - voice recognition software
 - food for special diets
 - sign language interpreters
 - payments for vehicle adaptations
 - special equipment
 - travel costs to access specialized medical care
- Amounts for caregivers
- Transfer of the Disability Amount from a dependent who has a disability

As the income tax system is always changing and can be complicated, **please contact CRA at 800-267-6999 for more information.**

Registered Disability Savings Plan (RDSP)

The Registered Disability Savings Plan (RDSP) helps Canadians with disabilities and their families save for the future. The lifetime contribution cannot exceed \$200,000. Canadian residents eligible for the RDSP and under the age of 60 can open and contribute to a RDSP. With written permission of the RDSP holder, others can make contributions to the RDSP and earnings accumulate tax-free until the money is taken out of the plan.



Canada Disability Savings Grant

The Government of Canada provides a matching grant up to \$3 for every \$1 paid into the RDSP depending on the beneficiary's family income. The federal government will deposit a maximum of \$3,500 each year to a lifetime limit of \$70,000. Grants are paid until December 31 of the year the beneficiary turns 49.

Canada Disability Savings Bond

The federal government will also pay a Canada Disability Savings Bond up to \$1,000 a year to low- or modest-income Canadians provided they have opened an RDSP. The bond lifetime limit is \$20,000.

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Money invested in a RDSP is not considered an asset when calculating Employment and Income Assistance benefits, Canada Pension Plan or Old Age Security benefits.

You can find the most recent information on the RDSP at:

www.disabilitysavings.gc.ca

or visit www.plan.ca



Provincial Services & Resources

Primary Caregiver Tax Credit

Manitoba's Primary Caregiver Tax Credit provides up to \$1,275 a year (\$1,020 prior to 2011) to people who act as primary caregivers for spouses, relatives, neighbours or friends who live at home in Manitoba. For this tax credit, people requiring care must be assessed at Level 2 or higher under the Manitoba Home Care Program guidelines. They are assessed based on the amount and type of care required for tasks like bathing, dressing, eating meals, mobility and receiving medical care. Level 1 requires minimal care in most cases and is not eligible.

To be eligible, the primary caregiver must be a resident of Manitoba on December 31, identified by the person receiving care (or their parent if the person receiving care is under 18) and must not be paid to provide care to this person. The tax credit will help cover caregiver expenses. This could include respite care, taking the client shopping, to medical appointments or on recreational outings.

There is a required three-month qualifying period. The qualifying period, once completed, is not required each following year. Generally, caregivers who start providing care by October 1 of the year before a tax year and continue care giving throughout the tax year can claim the full credit for the tax year. Otherwise, a partial claim is allowed for care giving during the portion of a tax year following the three-month qualifying period.

Caregivers may earn the credit for up to three care recipients at any given time. This means the maximum credit for a caregiver looking after three care recipients throughout a full year (after a three-month qualifying period for each care recipient) is \$3,825 (\$3,060 prior to 2011).

This credit is not income-tested, and is fully refundable. This means you can earn this credit even if you do not owe income taxes.

More information about the Primary Caregiver Tax Credit is available through:

Manitoba Government Inquiry:

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866-626-4862

Manitoba Health: 204-788-6646

For information on claiming this tax credit through the income tax system, contact the Manitoba Tax Assistance Office at 204-948-2115, toll-free 800-782-0771, or email TAO@gov.mb.ca.

EIA Disability Trust

In April 2003, the provincial government introduced the Disability Trust policy that allows people with disabilities to have up to \$100,000 in trust (lifetime limit) without affecting their Employment and Income Assistance (EIA) benefits. For those participants who have both an EIA Disability Trust and a RDSP, the combined contributions to these two trusts cannot exceed \$200,000 (April 2011).

There are various sources the funds can come from, including:

- proceeds from an estate (inheritance) or life insurance policy;
- compensation payments, except for loss of income;
- gifts from family, guardians or friends;
- proceeds from the sale of a home or land; or,
- investment growth from the trust.

Some of the disability-specific goods and services people may pay for include:

- technical equipment, such as upgraded hearing aids;
- extended homemaker services;
- increased rent, for disability reasons;

- the purchase of a primary residence or a vehicle, for disability reasons; or
- modifications to their primary home, workplace or vehicle.

It's important to speak to the EIA Counsellor for more information.



Discretionary Trust

A discretionary trust is a trust set up by a parent or other family member in his/her will. Also referred to as a “Henson Trust”, this trust allows an investment to be used in any way that improves the quality of life without restrictions. For example, this might make it possible for someone to live in a better home, have nicer furniture, take some vacations, participate in additional recreational/leisure or continuing education opportunities, etc.



There are some important things to note here:

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- There is no set limit on how much money can be put into this type of trust.
- This trust must be held in someone else's name and is not considered an asset of the individual.
- It does not negate or disallow someone's eligibility to receive EIA.
- Someone must be appointed to administer the trust.
- The investment is held in trust by one or more individual trustee(s) or a corporate trustee such as a trust company.
- How the money is spent is determined by the discretion of the trustee(s) not the beneficiary.

The wording of the trust needs to be reviewed by a lawyer and accountant/financial advisor who has experience and expertise in this area. Your local Community Living Association may be able to refer you to someone who can supply more specific information, depending on your questions or circumstances.

Institutions

Although this **Family Guide to Adult Services** focuses on community-based services, there are institutions existing within our communities providing services to Manitobans.

Definition of "institution":

An Institution is any structure or mechanism of social order and cooperation governing a set of individuals. It has a defined purpose and sense of permanence creating rules governing behaviour.

The main reason for their inclusion in this manual is that family members may

interact with them at some point in their lives. A second important reason is that many times when people engage with institutions, they are at their most vulnerable. "Patients" or "clients" may be physically or emotionally compromised or they may have been involuntarily detained. People who encounter these structures are required to comply with their rules and regulations.

There may be complaint or appeal mechanisms in place to ensure minimum standards of service. Despite this, because of the reasons cited above, families should become familiar with what service options are available to their family member and any avenues for sharing concerns about service.

The institutions briefly summarized are:

- Correctional Facilities
- Hospitals
- Manitoba Developmental Centre
- Selkirk Mental Health Centre

Correctional Institutions

Involvement with the justice system in Manitoba could involve engagement with police, courts, prosecutions/Legal Aid Manitoba, correctional facilities and probation services. Because this system is targeted to the general population, the unique needs of people with intellectual disabilities are not always known. It is important that your family member or you (on his/her behalf) communicate these needs.

In Manitoba, courts are divided into three main areas of responsibility: the Court of Appeal, the Court of Queen's Bench and

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Provincial Court. Manitoba Prosecution Services (i.e., the job of the Crown attorney) takes the lead in these courtrooms. The Corrections Division (Corrections) helps protect society by enforcing orders and sentences given by the courts. The division provides care and control of offenders with the goal of returning them to the community. Some of the correctional institutions in Manitoba are Stony Mountain Institution, the Headingley Correctional Centre, the Brandon Correctional Centre, the Women's Correctional Centre, and The Pas Correctional Centre.

Hospitals

Regional Health Authorities (RHAs) within each region of the province oversees the management and operation of hospitals. Most hospitals have patient advocates or complaint/appeal processes in place to help monitor service quality.

For more information regarding hospital services please refer to:

www.gov.mb.ca/health/rha/contact.html

www.gov.mb.ca/health/hospitals.html

In Winnipeg, the main tertiary hospitals are the Health Sciences Centre and the St. Boniface Hospital. The community hospitals are Concordia Hospital, Grace Hospital, Seven Oaks Hospital and the Victoria General Hospital.

Manitoba Developmental Centre (MDC)

The Manitoba Developmental Centre is a residential care facility for adults with an intellectual disability. The Centre provides care, supervision and

developmental programs for over 280 residents. The services provided are the Extended Care Program (care and services for residents with intensive, long-term care needs), the Geriatric Program (care and services for residents who experience age-related changes that affect daily living) and the Habilitation/Specialty Program (provides care and services for residents whose behaviours present a risk to themselves, to others, or to their environment).

Selkirk Mental Health Centre (SMHC)

The Selkirk Mental Health Centre (SMHC) is a 252-bed facility that provides long-term mental health inpatient treatment, acquired brain injury inpatient treatment and rehabilitation services to residents of Manitoba whose challenging needs cannot be met elsewhere in the provincial health care system. Services are provided through the Centre's Acute, Geriatric, Rehabilitation, Forensic and Acquired Brain Injury Programs.

In addition, SMHC provides short-term (acute) inpatient mental health services to Manitoba residents living in regions without locally available acute in-patient mental health facilities, as well as persons from the Territory of Nunavut.



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Part 7: Resolution and Appeal Mechanisms

The Social Services Appeal Board (SSAB)

The SSAB is an independent appeal body that handles complaints from persons regarding services including:

- Financial assistance (e.g., EIA – see **Part 5**)
- Child care subsidies
- Licensing of child care facilities and residential care facilities
- marketAbilities Program (see **Part 5**)
- Eligibility and individual plans for vulnerable persons living with an intellectual disability (e.g., **Community Living disABILITY Services – see Part 5**)

The purpose of the SSAB is to provide an informal but standardized appeal process for the program areas cited above. The appeal must be made within 30 days of the decision although in some cases, this time frame can be extended. The person who is appealing a decision has the right to have an advocate, friend or lawyer representing him/her.

To file an appeal, your son/daughter or you (on his/her behalf) can fill out a Notice of Appeal form or write a letter to the appeal board. Notice of Appeal forms are available at the Social Services Appeal Board office, and other department offices where appeals are made. If your family member wishes to appeal a decision but needs assistance to fill out the Notice of Appeal form, contact the appeal board office for assistance and speak with a staff

member. An appeal may be mailed, faxed, or dropped off in person to the appeal board office, at the following address:

Social Services Appeal Board
7th Floor - 175 Hargrave St.
Winnipeg, MB R3C 3R8
Phone: 204-945-3003 or 204-945-3005

See the “Social Services Appeal Board Policy and Procedure Manual” for more information:

www.gov.mb.ca/fs/ssab/pubs/policy_procedures_en.pdf



Stay the course. Use the system's 'chain of command' to work through challenges or difficulties.

The Provincial Ombudsman

The Provincial Ombudsman is an independent and non-partisan Officer of the Legislative Assembly who investigates policy or administrative complaints from anyone who feels they have been treated unfairly by the provincial government or a municipal government including the City of Winnipeg. Basically, the Ombudsman has the power to investigate, make recommendations and report publicly. The Ombudsman provides parties with an opportunity to be heard.

It is expected that you or your son/daughter will pursue informal and formal appeal processes before approaching the Ombudsman. The Ombudsman cannot order that any act, decision, recommendation or omission

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be varied or changed but the office may make a report to the Legislative Assembly or make a report public. In Winnipeg, call 204-982-9130 or toll-free 800-665-0531. In Brandon, call 204-571-5151 or toll-free 888-543-8230. Also, contact www.ombudsman.mb.ca for more information.



“One of the important lessons for me as an advocate for my daughter was to learn to “pick your fights”. Decide what is really important to fight for and what you can let go. That saved us!”

The Human Rights Commission

Manitoba supports The United Nations Declaration of Human Rights, which states that “All human beings are born free and equal in dignity and rights”, and recognizes and respects the value of all people. These rights are embedded in ***The Canadian Charter of Rights and Freedoms*** and ***The Manitoba Human Rights Code***, which protect individuals and groups from discrimination.

Discrimination under Manitoba’s *Code* is treating a person or group differently on the basis of a ***protected characteristic*** such as **ancestry, age** or **disability**. An example of this was a complaint submitted by a parent against the EIA program where the Board and Room rates for a relative were different than the Board and Room rate for a non-relative.

Your son/daughter or you (on his/her behalf) may file a complaint that alleges that another has contravened *The Human Rights Code* of Manitoba.

Complaints must generally be filed within six (6) months of the incident(s) that you are concerned about.

Contact the Manitoba Human Rights Commission at the following:

- Winnipeg: Phone: 204-945-3007
Fax: 204-945-1292
- Brandon: Phone: 204-726-6261
Fax: 204-726-6035
- The Pas: Phone: 204-627-8270
Fax: 204-623-5404 or
- www.gov.mb.ca/hrc

Going Political

There are many supports, services and resources available as well as appeal processes to follow when things don’t go the way we expect. Sometimes though, you may want to share your concerns and ideas with provincially elected officials – Members of the Legislative Assembly (MLA).

The MLA is an important person to know. They may voice concerns on behalf of constituents, represent viewpoints or intercede and assist in problem solving. They introduce and try to change legislation (policies-rules) to better services for Manitobans. An MLA is also a Member of an elected party caucus (e.g., New Democratic Party, Conservative Party, Liberal Party, etc.). The MLA can be involved in planning strategy in the legislature, supporting the caucus and its decisions, and developing expertise in given subject areas.

Constituents encountering problems dealing with government departments, agencies, etc. often contact their MLA for assistance. This can be in the form of writing a letter, meeting with the representative, organizing a petition etc.

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Much of an MLA's time is spent handling the individual problems of constituents, answering questions and concerns, and keeping on top of the prevailing opinion of the constituency.

If you or your son/daughter would like to contact your MLA, please refer to this link to find your MLA:

www.gov.mb.ca/legislature/members/constituency.html

Going Public

From time to time, we see or hear about people in the media (e.g., press, TV) who have taken actions to protest a situation or raise issues for everyone to see or hear about. Sometimes, these actions may result in a change in your son/daughter's situation. This document does not support or try to dissuade such actions as the people involved know how important the issue is and why this path was chosen.

There are some things to consider in this journey:

- Speak to supporters or advocates for their advice/suggestions
- Think about the potential cost of the journey (e.g., emotional, physical and financial)
- Think about who gains and who loses (i.e., in the end, who gains)
-



“Systems and policies change over time. The disability field has changed greatly in the past 20 years. Keep on top of what you need to know in order to provide appropriate support to your loved one.”

Part 8: Next Steps

This guide is a start to learning how to engage with the adult service system. It speaks to some of the challenges ahead for you and your son/daughter. It also outlines some of the services and resources that may be relevant (important) to your family member and it highlights the importance of seeking information and requesting services and support. It is important to know that appeal mechanisms are available and that asking questions is key to understanding how the system will work for your son/daughter.

Let's review these important ideas:

The four A's

- A Ask for Information**
- A Apply for Services**
- A Acquire Advocates**
- A Ask about Appeals**

Knowing the “adult” system is important. It is to your advantage to know and use the system's rules and regulations, as helpers must follow their own processes and procedures. Using your son/daughter's support network along the way is a learning experience, which strengthens your understanding of the “system” in accessing the resources your family member needs. Good luck!



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APPENDIX A: ASSOCIATIONS FOR COMMUNITY LIVING ACROSS MANITOBA

Area/Region	Address	Contact
ACL – Beausejour	917 Park Ave. Box 1015 Beausejour, MB R0E 0C0	Ph: 204-268-1803 Fax: 204-268-2879 email: aclbb@mts.net website: www.aclbb.com
CL – Brandon	PO Box 20154 South Brandon, MB R7A 6Y8	Ph: 204-724-2348 Fax: 204-726-5242 email: president@clbrandon.com website: www.clbrandon.com
ACL – Flin Flon	76 Channing Dr. Flin Flon, MB R8A 0S4	Ph: 204-687-7050 Fax: 204-687-7976 email: vtc@mts.net
ACL – Interlake	459 - 1st St. W Box 1222, Box 664 (Board) Stonewall, MB R0C 2Z0	Ph: 204-467-9169 Fax: 204-467-2743 email: aclint@mts.net website: www.communitylivinginterlake.ca
ACL – Portage	Box 773 Portage la Prairie, MB R1N 3C2	Ph: 204-243-2639 Cell: 204-871-2234 email: wesjeng@mts.net
ACL – Red River	Box 280 St. Malo, MB R0A 1T0	Ph: 204-347-5418 Fax: 204-347-5378 email: rrws@mts.net
CL – Selkirk	306 Jemima St. Selkirk, MB R1A 1X1	Ph: 204-482-5435 Fax: 204-785-8161 email: info@communitylivingselkirk.ca www.communitylivingselkirk.ca
enVision CL	84 Brandt St. Steinbach, MB R5G 0E1	Ph: 204-326-7539 Fax: 204-346-3639 email: info@envisioncl.com website: www.envisioncl.com
ACL – Swan River	Box 1282 Swan River, MB R0L 1Z0	Ph: 204-734-9114 Fax: 204-734-3704 email: aclswanriver@mts.net
ACL – Virden	Box 1957 Virden, MB R0M 2C0	Ph: 204-748-1444 Fax: 204-748-1737 email: aclvirden@mts.net
CL – Winnipeg	1 - 120 Maryland St. Winnipeg, MB R3G 1L1	Ph: 2*04-786-1414 Fax: 204-774-4402 email: acl@aclwpg.ca website: www.aclwpg.ca

To enquire about agencies that are not Community Living Manitoba branches please visit the Government of Manitoba web site <http://www.gov.mb.ca/fs/dsw/links.html>

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APPENDIX B: FAMILY SERVICES & LABOUR – WINNIPEG OFFICES

www.gov.mb.ca/fs/misc/loc/winnipeg.html

Location	Address	Phone	Fax
EIA Centralized Services	1 - 111 Rorie St. Winnipeg, MB R3B 3N1	204-948-4000	204-948-4048
Downtown East	ACCESS Downtown 2-640 Main St. Winnipeg, MB R3B 0L8	204-940-8441	204-940-8383
Downtown West	755 Portage Ave. Winnipeg, MB R3G0N2	204-940-8600	204-940-8481
Main Street Office	896 Main St. Winnipeg MB R2W 3P3	204-948-4306	204-948-4360
Point Douglas	2A - 111 Rorie St. Winnipeg, MB R3B 3N1	204-948-4001	204-948-1334
River East	ACCESS River East 975 Henderson Hwy. Winnipeg, MB R2K 4L7	204-938-5100	204-938-5229
Transcona	ACCESS Transcona 845 Regent Ave. W Winnipeg, MB R2C 3A9	204-938-5555	204-938-5296
River Heights / Fort Garry	6 - 677 Stafford St. Winnipeg, MB R3M 2X7	204-938-5500	204-938-5311
St. Boniface - Bilingual Service Centre	100 - 614 rue Des Meurons Winnipeg, MB R2H 2P9	204-945-8040 Toll-free: 866-267-6114	204-948-3282
St. Vital	128A Market Ave. Winnipeg, MB R3B 3N2	204-948-4196	204-948-4050
St. James-Assiniboia	2015 Portage Ave. Winnipeg, MB R3J 0K3	204-940-2040	204-940-2636
Assiniboine South	3401 Roblin Blvd. Winnipeg, MB R3R 0C6	204-940-1950	204-940-2457
Seven Oaks	Unit 3 - 1050 Leila Ave. Winnipeg, MB R2P 1W6	204-938-5600	204-938-5609
Inkster Office	128B Market Ave. Winnipeg, MB R3B 3N2	204-948-4056	204-948-4050

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APPENDIX C: FAMILY SERVICES & LABOUR – RURAL & NORTHERN OFFICES

www.gov.mb.ca/fs/misc/loc/ruralnorthern.html

Location	Address	Phone	Fax
<i>Central Region</i>			
Morden	63B Stephen St. Morden, MB R6M 1Z6	204-822-2861**	204-822-2879
Portage	25 Tupper St. N Portage la Prairie, MB R1N 3K1	204-239-3092** Toll-free: 866-513-2185	204-239-3198
Notre Dames de Lourdes	Centre Dom Benoit 51 Rodgers St. Notre Dame de Lourdes, MB R0G 1M0	204-248-7270 Toll-free: 866-267-6114	
<i>Eastman Region</i>			
Beausejour	20 - 1st St. S Beausejour, MB ROE OCO	204-268-6028** Toll-free: 866-576-8546	204-268-6222
Pine Falls	26 Pine St. Pine Falls, MB R0E 0C0	204-367-6120	204-367-6125
St. Pierre-Jolys	427 Rue Sabourin St. Pierre-Jolys, MB R0A 1V0	204-433-3340 Toll-free: 800-651-8217	204-433-3022
Steinbach	205-321/323 Main St. Steinbach, MB R5G 1Z2	Toll-free: 866-682-9782	204-326-9948
<i>Interlake Region</i>			
Selkirk	101-446 Main St. Selkirk, MB R1A 1V7	204-785-5106** Toll-free: 866-475-0215	204-785-5321
Gimli	120-6th Ave., Box 1290 Gimli, MB R0C 1B0	204-642-6051** Toll-free: 866-475-0215	204-642-4924
Stonewall	589-3rd Ave. S Stonewall, MB R0C 2Z0	204-467-4420** Toll-free: 866-475-0215	204-467-4431
<i>Northern Region</i>			
Thompson	Box 5 - 59 Elizabeth Dr. Thompson, MB R8N 1X4	204-677-6570** Toll-free: 866-677-6713	204-677-6517
Flin Flon	102 - 143 Main St. Flin Flon, MB R8A 1K2	204-687-1700** Toll-free: 866-443-2291	204-687-1708
The Pas	Box 2550 3rd St. & Ross Ave. The Pas, MB R9A 1M4	204-627-8230** Toll-free: 866-443-2291	204-623-5792
<i>Parkland Region</i>			
Dauphin	309-27 Second Ave. SW Dauphin, MB R7N 3E5	204-622-2035** Toll-free: 866-355-3494	204-638-3278
Swan River	201-4th Ave. S Swan River, MB R0L 1Z0	204-734-3491** Toll-free: 888-269-6498	204-734-5615
<i>Westman Region</i>			
Brandon	340-9th St. Brandon, MB R7A 6C2	204-726-6336** Toll-free: 866-726-6438	204-726-6539

**After hours (emergency calls only) – Toll-free: 866-559-6778

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APPENDIX D: REGIONAL HEALTH AUTHORITIES (RHAs)

www.gov.mb.ca/health/rha/contact.html

Manitoba now has five new RHAs**:

1. Northern RHA – the former NOR-MAN and Burntwood RHAs
2. Western RHA – the former Brandon, Assiniboine and Parkland RHAs
3. Southern RHA – the former RHA-Central Manitoba and South Eastman Health Authority
4. Interlake-Eastern RHA – the former Interlake RHA and North Eastman Health Authority
5. Winnipeg RHA - the Churchill and Winnipeg Regional Health Authorities have been merged

****Until the transition to the new RHA system is complete, use the previous RHA contact information.**

RHA	Address	Phone	Fax	Website
<i>Northern RHA</i>				
Burntwood	867 Thompson Dr. S Thompson, MB R8N 1Z4	204-677-5353	204-677-5366	www.brha.mb.ca
NOR-MAN	PO Box 130 84 Church St. Flin Flon, MB R8A 1M7	204-687-1300	204-687-6405	www.norman-rha.mb.ca
<i>Western RHA</i>				
Assiniboine	192-1st Ave. W Box 579 Souris, MB R0K 2C0	204-483-5000 Toll-free: 888-682-2253	204-483-5005	www.assiniboine-rha.ca
Brandon	150A - 7th St. Brandon, MB R7A 7M2	204-578-2300	204-578-2820	www.brandonrha.mb.ca
Parkland	625 Third St. SW Dauphin, MB R7N 1R7	204-638-2118 Toll-free: 800-259-7541	204-622-6232	www.prha.mb.ca
<i>Southern RHA</i>				
Central Manitoba	180 Centenaire Dr. Southport, MB R0H 1N0	204-428-2720 Toll-free: 800-742-6509	204-428-2779	www.rha-central.mb.ca
South Eastman	Box 470 La Broquerie, MB R0A 0W0	204-424-5880 Toll-free: 866-716-5633	204-424-5888	www.sehealth.mb.ca
<i>Interlake-Eastern RHA</i>				
Interlake	589 3rd Ave. S Stonewall, MB R0C 2Z0	204-467-4742 Toll-free: 888-488-2299	204-467-4750	www.irha.mb.ca
North Eastman	Box 339, 24 Aberdeen Ave. Pinawa, MB R0E 1L0	204-753-3101 Toll-free: 877-753-2012	204-753-2015	www.neha.mb.ca
<i>Winnipeg RHA</i>				
Churchill	Churchill Health Centre Churchill, MB R0B 0E0	204-675-8318	204-675-2243	www.churchillrha.com
Winnipeg	650 Main St. Winnipeg, MB R3B 1E2	204-926-7000	204-926-7007	www.wrha.mb.ca

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APPENDIX E: WINNIPEG & REGIONAL HOUSING OFFICES

www.gov.mb.ca/housing/housingoffice.html

Location	Address	Phone
Winnipeg	Main Floor - 185 Smith St. Winnipeg, MB R3C 3G4	204-945-4663 Toll-free: 800-661-4663 Fax: 204-948-2013 email: housing@gov.mb.ca
Altona	PO Box 1570, 67-2nd St. NE Altona, MB R0G 0B0	204-324-5308 Toll-free: 800-480-5554
Brandon	253-9th St. Brandon, MB R7A 6X1	204-726-6455 Toll-free: 800-651-8217
Churchill	Box 448, 31 Hudson Sq Churchill, MB R0B 0E0	204-675-8838
Dauphin	Room 120, 27-2nd Ave. SW Dauphin, MB R7N 3E5	204-622-2092 Toll Free: 866-950-9925
Gimli	PO Box 1680, 122-5th Ave. Gimli, MB R0C 1B0	204-642-6060 Toll-free: 888-642-6066
Notre Dame de Lourdes	(Located in the Mountain Region Bilingual Service Centre) 51-55 Rodgers St. Notre Dame, MB R0G 1M0	204-248-7270 Toll Free: 866-267-6114
Portage La Prairie	B18-25 Tupper St. N Portage la Prairie, MB R1N 3K1	204-239-3680 Toll-free: 866-440-4663
Roblin	PO Box 1028, 117-2nd Ave. NW Roblin, MB R0L 1P0	204-937-6474 Toll-free: 888-567-8125
Selkirk	102-235 Eaton Ave. Selkirk, MB R1A 0W7	204-785-5228 Toll-free: 800-441-5514
St. Pierre Jolys	(Located in the Red River Region Bilingual Service Centre) PO Box 98, 427 Sabourin St. St. Pierre Jolys, MB R0A 1V0	204-433-2578 Toll-free: 866-563-2362
Swan River	PO Box 250, 1-514 Main St. Swan River, MB R0L 1Z0	204-734-4297 Toll-free: 866-950-9924
Thompson	7B Gay St. Thompson, MB R8N 1X4	204-677-0611 Toll-free: 855-821-0141
The Pas	Provincial Building 3rd St. & Ross Ave. Box 2550 The Pas, MB R9A 1M4	204-627-8355 Toll-free: 800-778-4311