



A Guide to Living Safely at Home

How to find and access the health, social supports and services that you need to live safely and independently in your community.



Winnipeg Regional Health Authority Office régional de la santé de Winnipeg

TRADITIONAL TERRITORIES ACKNOWLEDGEMENT

The Winnipeg Health Region provides services to all nations on the traditional and ancestral lands of the Anishinaabeg, Ininiwak, Anishinewak, Dakota-Oyate, Dene, Inuit, and the national homeland of the Red River Métis. Treaties were created with the First Nations and include past, present, and future inhabitants, so we are all treaty people. Winnipeg Health Region serves those on Treaty 1 and Treaty 5 lands.

We acknowledge the five Dakota communities in Manitoba that are not signatories to any treaties with Canada. We acknowledge that Winnipeg takes its drinking water from Shoal Lake 40 First Nation. We acknowledge that the acts of colonization which are part of our history have caused deep, lasting harm, which continues today.

We commit ourselves, in a good way, to learning about truth and reconciliation, promote healing, and creating a better future for all.

La région sanitaire de Winnipeg offre des services à toutes les nations des terres traditionnelles et ancestrales des Anichinabeg, Ininiwak, Anishinewak, Dakota-Oyate, Dénés, Inuits, et de la terre natale de la nation métisse de la rivière Rouge. Les traités conclus avec les Premières Nations concernent les habitants du passé, du présent et de l'avenir, de sorte que nous sommes tous des personnes visées par un traité. La région sanitaire de Winnipeg offre ses services aux personnes qui habitent les territoires visés par les traités no 1 et no 5.

Nous reconnaissons les cinq communautés de la nation Dakota du Manitoba qui ne sont pas signataires d'un traité avec le Canada. Nous reconnaissons que Winnipeg s'approvisionne en eau potable auprès de la Première Nation Shoal Lake numéro 40. Nous reconnaissons que les actes de colonisation qui font partie de notre histoire ont causé des préjudices profonds et durables, qui continuent d'exercer un impact de nos jours.

Nous nous engageons, comme il convient, à en apprendre davantage sur la vérité et la réconciliation, à promouvoir la guérison et à créer un meilleur avenir pour nous tous.



Washrooms



Cell phones: *Silent or Vibrate*



Booklet: *Your Guide to Living Safely at Home*



Structure for today: Presentations, Q & A, Open House



Respectful Participation



Winnipeg Regional
Health Authority

Office régional de la
santé de Winnipeg

Client Relations

WRHA Client Relations works within the region to help our patients, clients and residents navigate their health-care journey. If you have questions, suggestions or concerns related to the health care services you are receiving, Winnipeg Health Regions Client Relations can help.

Telephone: 204-926-7825

Email: clientrelations@wrha.mb.ca

What's our goal for today?

To help you know how to find and access the health, social supports and services that you need to live safely and independently in your community.





By the end of this presentation, you should be able to:

- ✓ Find system navigators to connect you to community resources
- ✓ Reflect on specific questions related to your health and well-being
- ✓ Explore topics to discuss with your family or caregiver
- ✓ Locate resources you can use and share with others

System Navigators

Can guide people through the health care maze, connecting them with the right supports and resources and helping them gain access to available programs and services, including health therapies. Navigators provide a measure of familiarity and security for people who are looking for health and well-being information.

Source: Walkinshaw, E. (2011). Patient navigators becoming the norm in Canada. Canadian Medical Association Journal, 183(15).

Why are System Navigators important?

It can be hard to know where to go to find specific supports available in your area.

System navigators are there to help you find the programs and services that may vary by neighbourhood.

How will System Navigators help me?

Organizations dedicated to helping the general public find a wide range of programs, resources and services to meet their physical and mental health, social, and economic needs.

Who do they find resources for?

System Navigators find resources for people who are looking for supports and are uncertain where to go. This may include:

- Older adults or caregivers who are experiencing addictions or mental illness
- Those with a low or fixed income
- Newcomers
- Members of 2SLGBTQQIA+ community
- Those in circumstances of domestic abuse

Where do they find resources?

Community-based programs and public/private health care delivery.

Connection with formal health care services, support groups, community organizations, private services, volunteer services, etc.

The 6 Dimensions of Well-Being

Wellbeing is not just the absence of disease or illness. It's a complex combination of a person's physical, mental, emotional and social health factors. Wellbeing is strongly linked to happiness and life satisfaction. In short, wellbeing could be described as how you feel about yourself and your life.

Source: (Public Health Agency of Canada, 2008)



Health

Get answers to physical and mental health questions and finding the services that you need when you need them.



Home

Take care of your home, inside and out, renovations or learning about housing options.



Transport

Find transportation services in your area to meet your needs.



Finances

Learn about financial assistance options, tax services and programs to help you to afford the things that you need.



Social

Try a new activity or life-long hobbies. Participate or volunteer to build your social connections.



Equity & Inclusion

Find resources that that relate to your diverse and unique needs and experience.

It's important to remember:

- 1** Planning to maintain health and well-being means knowing how to find help when you need it.
- 2** Your needs may change over time.
- 3** Planning for living well and safely at home is a choice every person makes based on what feels right for them at the time.
- 4** Use constructive communication when talking to family members and loved ones.

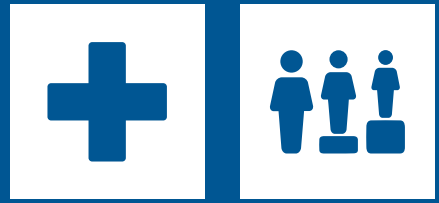


- I work with my doctor to manage any medical conditions and have my medications re-evaluated annually.
- I have regular appointments for physical, vision, dental and hearing check ups.
- I am as active as possible and have ways of getting exercise that I enjoy regularly.
- I have access to healthy food including fruit and vegetables and protein sources.
- If I had to, I know where to get help with activities of daily living such as bathing, dressing, cooking or cleaning.
- I know where to find mental health resources if I need it.
- I am able to balance my own needs with any caregiver responsibilities that I have.
- I have an Emergency Response Information Kit (ERIK).



Health System Navigators can help you find:

- Health care services
- How to find a doctor or access dental, vision, hearing resources
- Counselling, addictions and mental health resources
- Public and private home care options
- Fall prevention information and mobility devices
- Emergency Response Information Kit (E.R.I.K)
- Foot care
- Meal programs, delivery and grocery options



SYSTEM NAVIGATOR

Family Doctor Finder

To access many health care programs and services, you need a primary care provider. If you do not have one, staff will work with you to find a home clinic, which will then connect you to appropriate health services.

- Registration form required.

Phone: 1-866-690-8260 (Toll Free)

Website: forms.gov.mb.ca/family-doctor-finder/





Home

Health

Home

Transport

Finances

Social

Equity &
Inclusion

- I have thought about safety risks in my home and have taken steps to fix them
- If my mobility changes in the years ahead, I will still be able to get around my home, or will be able to modify it e.g. ramps, doorways
- If I am no longer able to stay in my current home, I know where to look for other housing options in my community

Home System Navigators can help you find:

- Home equipment options
- Home maintenance programs
- Home modification services
- Information about housing options
- Safety alert device information
- Yard maintenances services



SYSTEM NAVIGATOR

A & O Support Services for Older Adults

- Connect to community resources
- Specialize in safety and security, social engagement & counselling

Phone: 204-956-6440

Email: info@aosupportservices.ca

Website: aosupportservices.ca



A&O

Support Services for Older Adults



Transport

Health

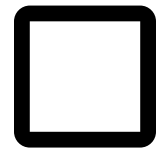
Home

Transport

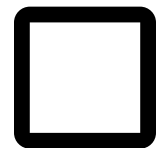
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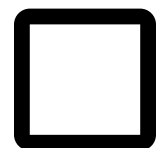
Equity &
Inclusion



I talk to my doctor and/or pharmacist about how my health and medications can impact my ability to drive



I am aware of delivery and/or online shopping services that I can use if I cannot drive



I have thought about how I would get around if I were unable to drive myself

Transport System Navigators can help you find:

- Delivery services
- Information about driving assessments
- Ride sharing services
- Transit options
- Volunteer drivers



SYSTEM NAVIGATOR

Seniors Resource Finders

Refers you to resources such as:

- E.R.I.K (emergency response information kit)
- Transportation options
- Yard & home maintenance
- Meal programs

Website: wrha.mb.ca/seniors-resource-finders/





Finances

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I have a financial plan

I will be able to maintain my standard of living in the future

I have a Power of Attorney, a Will and a Health Care directive

Finance System Navigators can help you find:

- Benefits programs
- Financial counselling
- Legal resources
- Tax services



SYSTEM NAVIGATOR

211 Manitoba

- Available 24/7 in 150 languages
- Home Health Care
- Income Tax Clinics
- Food & Clothing Services

Phone: 211

Email: 211mb@findhelp.ca

Website: mb.211.ca

Online Chat: available

LIFE CAN
BE HARD.



FINDING HELP
CAN BE **EASY.**

Dial **2•1•1** to find support for all of life's challenges.



Social

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Inclusion

I have family/friends that I can rely on who will be there if I need urgent help

I have social activities that make me feel fulfilled

I know where I can go to find social opportunities in my community

Social System Navigators can help you find:

- Clubs and programs to suit your interests
- In-home activities and socialization programs
- Seniors Centres
- Volunteer opportunities



SYSTEM NAVIGATOR

Canadian Mental Health Association (CMHA) Service Navigation Hub

- Referral service for mental health and addiction resources, including but not limited to CMHA programs

Phone: 204-775-6442

Email: hub@cmhawpg.mb.ca

Website: mbwpg.cmha.ca



Canadian Mental Health Association
Mental health for all



Equity & Inclusion

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Equity & Inclusion

- I have experienced harm or trauma from the medical system in the past because of my cultural, religious, ethnic or sexual identity
- I want specific spiritual or cultural practices honored and respected
- English is not my first language
- I identify as First Nations, Métis or Inuit
- I identify as a newcomer, immigrant or refugee
- I identify as 2SLGBTQ+



Equity & Inclusion System Navigators can help you find:

Indigenous Health provides:

- Language interpretation
- Resource coordination
- Discharge planning & coordination
- Advocacy
- Spiritual/cultural care
- Indigenous medical transportation coverage

A & O Support Services for Older Adults provides:

- Settlement Orientation workshops
- Formal and informal language classes
- Volunteer opportunities
- Language Buddies



SYSTEM NAVIGATOR

Supports for Indigenous Communities

The WRHA Indigenous Health Centralized Support team is available to help connect Indigenous older adults to various support services.

Ph: 1-877-940-8880 (Toll Free)

Email: Indigenoushealth@wrha.mb.ca

Website: wrha.mb.ca/indigenous-health/





SYSTEM NAVIGATOR

Supports for Newcomers

A & O Support Services for Older Adults provides settlement support and formal and informal English language classes for newcomers.

Ph: 204-956-6440

Email: info@aosupportservices.ca

Website: aosupportservices.ca



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GUIDE
WINNIPEG REGION



RESOURCES

What else is available?

- Relunched in the fall of 2023
- The guide lists a wide range of community, health, and government programs in place to assist older adults.

Website: mb.211.ca/wp-content/uploads/Winnipeg-Region-Seniors-Guide.pdf