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Regional Health Authority  
Central Manitoba Inc.

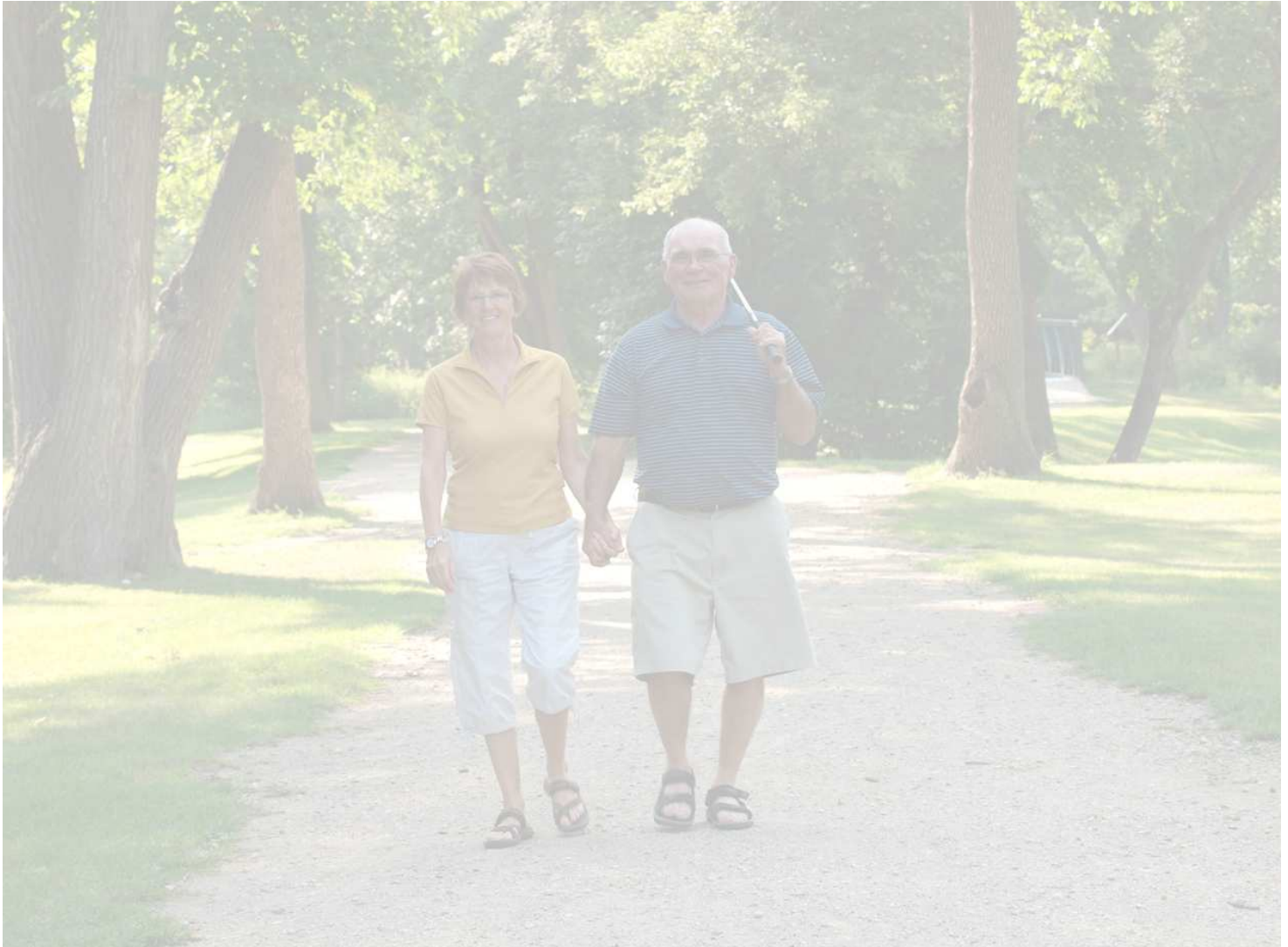


Office régional de la santé  
du Centre du Manitoba inc.

# CARMAN AND AREA

## SENIORS RESOURCE GUIDE





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# Introduction

**Health literacy *is a skill people need to have in order to find, understand and use facts to improve their health.***

The Carman and Area Seniors Resource Guide lists local resources in the community. The resource guide will be useful to the residents of this community to help locate assistance and supports relating to seniors health care needs. The guide includes names and telephone numbers of resources and also gives some additional information on health and the health care system. This information is intended to expand knowledge on health literacy in Carman and area communities.

Health literacy skills are necessary

- To discuss your health concerns
- To read, understand and act on health information
- To find answers to health issues
- To find your way around the health care system
- To maintain or improve health
- To be safe as a person and as a patient
- To use the right services when you need them

The aim of this resource booklet is to encourage and improve the health literacy skills of seniors. The ability to find your way around the health care system safely is most important if you are going to improve your health and safety in the community.

# What Makes YOU Healthy?

## Lots of things make you healthy:

- Do you have a paycheck?
- Do you belong to a social group?
- Do you read every day?
- Do you know where to turn for help in an emergency?
- Do you have a home?
- Do you have friends or groups to turn to when you're having a bad day?
- Do you volunteer?
- Do you live close to a hospital or other health services?

This list shows that it is not just the health services which make you healthy. The communities you live in and the people you come into contact with on a daily basis help to keep you healthy too.

# Carman and Area Seniors Resource Guide

## **COMMUNITY GROUPS**

There are many opportunities to be connected with men and women within the community, through volunteer opportunities and community groups. Being connected with others is an essential part of a healthy lifestyle.

### **Community Groups**

- Carman Area Foundation..... 828-3410
- Carman and Community Chamber of Commerce ... 750-3050
- Carman Kinsmen Club..... 745-6974
- Carman Kinettes..... 745-2740
- Carman United Way ..... 745-2861
- Dufferin Agricultural Society ..... 745-2226
- Golden Prairie Arts Council..... 745-6568
- Royal Canadian Legion ..... 745-2454
- Legion Ladies Auxiliary ..... 745-2666
- Carman Active Living Centre ..... 745-6611
- Carman Seniors Resource Council..... 745-6611
- Celebration of Life ..... 745-3861
- Community Pathways ..... 745-6283
- Town of Carman ..... 745-2443
- RM of Dufferin.....745-2301

## Museums

- Historical Society ..... 745-6674
- Museum – (in season) ..... 745-3597
- Heritage Advisory Committee ..... 745-2443

## Volunteer Opportunities

- Boyne Lodge Volunteer Program..... 745-6715
- Golden Prairie Arts Council..... 745-6568
- Meals on Wheels ..... 745-6715
- Palliative Care ..... 745-2021
- Seniors Resource Centre ..... 745-6611

## **CHURCHES**

### Carman

- Canadian Reformed (East) ..... 745-3934
- Canadian Reformed (West) ..... 745-6950
- Carman Mennonite ..... 745-3837
- Carman Pentecostal ..... 745-3787
- Carman United ..... 745-6835
- Church of Christ..... 745-6969
- Friends Community Church ..... 745-3737
- Grace St. John's ..... 745-3584
- Jehovah's Witnesses Kingdom Hall ..... 745-3763

- Our Lady of Mt. Carmel ..... 745-2204
- Carman Baptist Church ..... 362-0983

### **Elm Creek**

- Mennonite Brethren Church..... 436-2290
- United Church..... 436-2471

### **Fannystelle**

- Fannystelle Roman Catholic Church..... 736-2847

### **Graysville**

- Graysville Mennonite Church..... 828-3359

### **Roland**

- Roland United Church ..... 343-2010

### **Roseisle**

- Roseisle Gospel Hall ..... 828-3484
- Roseisle EMC Church ..... 828-3242
- Roseisle Pentecostal ..... 828-3421

## **EDUCATION AND LITERACY**

Carman and area seniors can enjoy a number of options for educational opportunities, with something to suit everyone from the arts to learning new computer skills to help you navigate the health care system more efficiently. A library membership and daily reading can improve your literacy skills.

- **Boyne Library ..... 745-3504**
- **Carman Active Living Centre ..... 745-2356**

The centre holds fun events, educational opportunities, health promotion activities for all seniors in the community to socialize.

- **Campus Manitoba ..... 745-2910**
- **Golden Prairie Arts Council ..... 745-6568**
- **Midland Adult Education ..... 745-2095**

## **EMERGENCY/CRISIS SUPPORTS**

- **Crisis Accommodation and Supports ..... 788-8687**

For adults with disabilities who are at risk or experiencing abuse and their needs cannot be met by other crisis lines

- **Genesis House**

Crisis shelter for men or women experiencing family violence

Winkler – Admin Line ..... 325-9957

Crisis Line ..... 325-9800

- **Karen Devine Safe House – Portage ..... 239-5332**

- **Portage Family Abuse Prevention Centre**

Portage la Prairie – Admin Line ..... 239-5234

Crisis Line ..... 239-5233

- **Women’s Shelters Crisis Line..... 1-877-977-0007**

For women who are experiencing abuse by a partner and are in need of emergency shelter.

- **Seniors Abuse Line .....Toll Free 1-888-896-7183**

## **FINANCIAL RESOURCES**

Financial and legal assistance is available from a variety of locations. If you need help from a professional to handle your arrangements when you do not have family or friends available, these resources could be of help.

- ***Federal Income Security Programs... Toll Free 1-800-277-9914***

Information regarding Old Age Security, Guaranteed Income Supplement, Spouse's Allowance or Canada Pension Plan contact:

Social Development Canada  
Income Security Programs  
Box 818, Station Main  
Winnipeg, MB R3C 2N4

- ***Uninsured Health Benefits .....Toll Free 1-800-665-8507***
- ***Veterans Affairs ..... 1-866-522-2122 (English)***  
***1-866-522-2022 (French)***

Veterans Affairs Canada offer programs that provide financial, health care and treatment benefits to qualifying veterans and their families.

- ***Legal Aid .....Toll Free 1-800-261-2960***

Assists individuals and groups who require the services of a lawyer and who do not have the means to obtain those services.

**Law Phone-in and Lawyer Referral Program.....Toll Free 1-800-262-8800**

Provides legal information over the phone on many types of legal problems and can refer you to a lawyer if necessary. The first half-hour of consultation is free of charge. “Shut-in” lawyers are prepared to visit ill, disabled or older clients in hospital or at home.

**Lawyers**

- Lee & Lee Law Office (Carman)..... 745-6751
- Smith Neufeld Jodoin (Carman)..... 745-2028
- Tom Mooney (Treherne) ..... 723-2777

**Public Trustee ..... (204) 945-2700**

Provides the following types of trustee services for seniors:

- Administering estates and making personal decisions for people who are not mentally capable
- Administering the estates of mentally competent people who have granted a Power of Attorney to the Public Trustee
- Administering the estates of people who have died in Manitoba who have no one else capable or willing to act as administrator

**Banking Services**

Access Credit Union

- Carman..... 745-2043
- Miami..... 435-2161

CIBC

- Carman..... 745-2018
- Miami..... 435-2468

Royal Bank of Canada

- Carman..... 745-2015

Toronto Dominion Bank

- Carman..... 745-2083

**HEALTH SERVICES**

It is always important to remember that “It’s Safe to Ask” your doctor, nurse or pharmacist the following questions:

1. What is my health problem?
2. What do I need to do?
3. Why do I need to do this?

You can pick up a **It’s Safe to Ask** pamphlet at any medical office. The pamphlet will help to remind you of these 3 key questions to ask your health care provider. Remember to jot down the responses to the questions as your health care provider tells you them. This is important for your safety as a patient in the health care system. It is helpful if you take the pamphlet with you when you also visit the hospital for medical reasons. Sharing this

information with health care providers helps to improve communication between you and the health care team.

**Boyne Lodge Personal Care Home ..... 745-6715**

- Adult Day/Evening Program
- Lifeline
- Respite Care

**Chiropractors (Carman)**

- Dr. Sean Shapiro ..... 745-3521
- Dr. John W. Hewett..... 745-6085

**Clinics**

When you visit your doctor or nurse, take along the pamphlet “It’s Safe to Ask”, along with your Medication Card. After all, “It’s Safe to Ask” about your medications.

- Carman Medical Group..... 745-2024
- Carman Community Health Centre.....745-3565
- Miami Medical Clinic..... 435-2073

**Dental (Carman)**

- Carman Dental Centre..... 745-2471
- Dr. G. W. Bendinger ..... 745-2201
- Dufferin Dental Centre ..... 745-3770

**Diabetes Education Program/ Dietician Services** ..... 745-2021

If you have concerns about living with diabetes or other nutrition and food questions, such as cooking and shopping for one or two people, the dietician can offer tips and advice.

**Eye Doctor/Clinic (Carman)**

- Dr. D. Holroyd ..... 745-2792

**Hospital**

- Carman Memorial Hospital ..... 745-2021

**Health Links/Info Santé** ..... **1-888-315-9257**

Free health advice 24 hours a day, 7 days a week from a registered nurse who will answer your questions, give advice and help connect you with community resources.

**Hearing**

- Beltone Hearing Aid Centre ..... 1-800-661-2653
- Hastings Hearing ..... 1-800-782-0078

(Technician is available at the Active Living Centre several days per month)

**Home Care**

The RHA Home Care Program helps people who need nursing care services and assistance with daily living activities to remain as independent as possible in their own homes. Some services offered include personal care, nursing care, household assistance,

respite, occupational therapy, equipment and supplies, referrals to other agencies, coordination of community services and assessments for long term care and speciality services.

- Carman..... 745-5579
- Fannystelle ..... 735-3193

**Lifeline**..... 1-888-722-5222

- Carman..... 745-6715

**Massage Therapy (Carman)**

- Jeanette LaPlante..... 828-3214
- Reflexology and Massage Therapy..... 745-2801
- Therapeutic Touch – Martha Krahn..... 745-2463

**Mental Health Services**

- Intake line .....Toll Free1-888-310-4593
- Crisis line – Portage la Prairie..... 857-6369  
Winkler..... 325-9700  
Toll Free..... 1-866-588-1697
- Domestic Violence Crisis Line ..... 1-877-977-0007
- Farm and Rural Stress Line ..... 1-866-367-3276
- Gambling Help Line ..... 1-800-463-1554

**Pharmacies**

Your pharmacist could be a useful resource if you need help to complete a Medication Card to include with your E.R.I.K. kit. Don't

forget to take the pamphlet “It’s Safe to Ask”, completed ahead of time, with any questions you may have about your medications.

- Carman Pharmacy Ltd..... 745-3791
- Pharmacare..... 1-800-297-8099
- Stevens Drug Store Ltd (Carman)..... 745-2781
- Westaway Pharmacy (Miami) ..... 435-2471

### **Physiotherapy (Carman)**

Pembina Valley Physiotherapy & Sports Injury Clinic..... 745-6335

### **Public Health Office**

Carman Public Health..... 745-2426

## **HOUSING**

If you or someone you are advocating for is considering moving to an Elderly Persons Housing or a Personal Care Home, there are a number of options available to explore in the area.

**Family Services and Housing ..... Toll Free 1-877-620-6122**

**Manitoba Housing..... Toll Free 1-866-440-4663**

### **Rental units in Carman:**

- Baliboyne Apt. – 255 Main St. South
- Boyne Towers – 120 4<sup>th</sup> Ave. SW

- Condo Style Rental Units – Corner 6<sup>th</sup> Ave. SE, and 1<sup>st</sup> Ave. SE
- Evergreen Place – 72 5<sup>th</sup> St. NW, Carman
- Fifth Ave. Apt. – 17 Fifth Ave. SW
- Fourplex Unit – 260 Main St. South
- Greenview Villa – 170 3<sup>rd</sup> St. SE
- Legion Lodge – 36 4<sup>th</sup> St. NW
- Meadowood Estates – 180 South Park Drive
- Parkview Manor – 159 1<sup>st</sup> Ave. NW, Carman
- Riverview Legion Apts. – 20 2<sup>nd</sup> St. SW

*For further information on Rental Units in Carman, contact Carman Seniors Resource Centre.....745-6611*

**Boyne Lodge Personal Care Home ..... 745-6715**

- Adult Day/Evening Program – Daily social support system
- Lifeline
- Respite Care

**Residential Tenancies Branch .....Toll Free 1-800-782-8403**

Deals with landlord and tenant relations and related problems, such as rent increases, allowable rent charges for units and general rent controls.

**MENTAL HEALTH AND COUNSELLING SERVICES**

**Associations**

- Addictions Foundation of Manitoba – Carman ..... 745-2810

- Alzheimer Society of Manitoba ..... 1-800-378-6699  
Winkler ..... 325-5634

Monthly Alzheimer education and support group for families/caregivers in Carman at the Active Living Centre. “Bringing caregivers together to talk about their experiences and offer support and advice to each other.”

- Anxiety Disorders Association of Manitoba ... 1-204-822-3999
- Arthritis Society..... 1-800-321-1433
- Canadian Cancer Society Manitoba Division 1-888-532-6982
- Canadian Diabetes Association ..... 1-800-226-8484
- Heart and Stroke Foundation of Manitoba .... 1-888-473-4636
- Huntington disease Resource Centre ..... 1-204-772-4617
- Lung Association, Manitoba ..... 1-888-566-5864
- Manitoba Farmers with Disabilities– Elm Creek..... 436-3181
- Manitoba Schizophrenia Society..... 1-204-362-3027
- Mood Disorder Association of Manitoba..... 1-204-324-6110
- The Multiple Sclerosis Society of Canada..... 1-800-268-7582
- Osteoporosis – Manitoba Chapter ..... 1-204-325-7487
- Parkinson Society Manitoba ..... 1-204-786-2637
- Society for Manitobans with Disabilities (Central Region)  
..... 1-800-269-5451
- South Central Cancer Resource Centre ..... 1-866-287-4730
- Stroke Recovery Association of Manitoba ..... 1-204-942-2880

### **Mental Health Services**

- Central RHA Mental Health Intake Line..... 1-888-310-4593

- North..... 239-3000
- South ..... 325-6570
- Central RHA Crisis line – Portage la Prairie ..... 857-6369
  - Winkler..... 325-9700
  - Toll Free..... 1-866-588-1697
- Domestic Violence Crisis Line ..... 1-877-977-0007
- Farm and Rural Stress Line ..... 1-866-367-3276
- Gambling Help Line ..... 1-800-463-1554

### **Self-Help Associations**

- Addictions Foundation of Manitoba Carman ..... 745-2810
- Anxiety Disorders Association of Manitoba ... 1-204-822-3999
- Manitoba Schizophrenia Society..... 1-204-362-3027
- Manitoba Suicide Line ..... 1-877-435-7170
- Mood Disorder Association of Manitoba..... 1-204-324-6110

### **Private Counselling Services**

- Central Plains Counselling..... 745-3262
- South Central Counselling Consultant ..... 745-3350

## **SOCIAL SUPPORTS**

**Carman Seniors Resource Council** .....745-6611

Carman Seniors Resource Council is available to assist seniors in Carman and the RM of Dufferin and surrounding communities of Elm Creek, Miami and Roland. A wide range of services are

available to enable seniors to live independently in their own homes or apartments. Services include:

- ***Annual Health Fair***

Various community organizations work together to plan the annual health fair in the fall. Free flu shots are provided by the Regional Health Authority nurses and a large number of displays are set up to provide information on resources available for seniors.

- ***Assistance with Forms***

Make an appointment for assistance with forms. There is no charge for basic forms. Assistance with income tax is available for a minimum fee.

- ***Congregate Meal Program ..... 745-3357***

Available for seniors, 60 years of age or older who are in need of a nutritious noon meal. Meals are at a minimal cost and are available in Carman, Elm Creek and Miami.

- ***Emergency Response Information Kits***

ERIK kits are available at the office. When completed, and placed on the fridge, these kits provide important medical information in case of emergency.

- ***Equipment Loan Programs***

Provide equipment for those recovering from an illness, injury or surgery. Equipment is available on a refundable deposit basis.

- ***Home Maintenance***

A list of housecleaners and home maintenance persons are available from our office. The senior pays the provider for the services required.

- ***Information and Referral***

Contact our office when you require information about services in our community.

- ***Supports to Seniors in Group Living***

Tenant companions are provided for Parkview/Evergreen and Boyne Towers to assist tenants with organized activities and instrumental activities of daily living.

- ***Transportation Services***

Available for seniors who have medical appointments out of town. The senior client pays a fee to cover the cost of fuel, use of vehicle and parking. The driver provides service from the client's home to the appointment location.

- ***Workshops***

The Resource office plans a variety of workshops relating to seniors issues such as the Mature Driver workshop and seniors safety.

### **Carman Community Service Groups**

- Carman Area Foundation..... 828-3410
- Carman Chamber of Commerce..... 745-6665
- Carman Kinsmen Club..... 745-6974
- Royal Canadian Legion ..... 745-2454
- Legion Ladies Auxiliary ..... 745-2666

### **Carman Palliative Care Program ..... 745-2021**

### **Canadian Red Cross.....Toll Free – 1-866-685-4250**

In cases of emergency or natural disaster, the Red Cross will provide clothing, bedding, food and short-term shelter to those needing help.

### **Handi-van**

- Carman Handi-van ..... 745-3477

### **RCMP Detachments ..... Emergency Call 9-1-1**

#### **Carman RCMP**

- Administration/General Enquiries ..... 745-6760
- Complaints and Emergencies ..... 745-6773

## Tips to Help Improve Your Health Literacy Skills

- Reading daily is the best way to improve your health literacy skills
- Ask questions
- Get information
- Ask healthcare providers three (3) questions
  - What is my health problem?
  - What do I need to do?
  - Why do I need to do it?

The saying “you can’t always believe what you read” certainly applies to health information. Canadians should look for information they can trust. Use the library and check the information with a healthcare provider.

More information on health literacy can be found on the websites listed below. Additional information about the “It’s Safe to Ask” initiative, as well as information in a variety of languages, is available on the Manitoba Institute for Patient Safety website: [www.safetoask.ca](http://www.safetoask.ca)

- The Canadian Council on Learning website: [www.ccl-cca.ca](http://www.ccl-cca.ca)

- The Canadian Patient Safety Institute website:

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

- The Canadian Public Health Association website: [www.cpha.ca](http://www.cpha.ca)