

The Culture of Well-being

GUIDE TO MENTAL HEALTH RESOURCES

For First Nations, Métis & Inuit people in Winnipeg.

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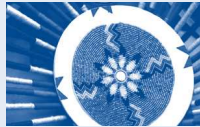
GUIDE TO MENTAL HEALTH RESOURCES

For First Nations, Métis & Inuit people in Winnipeg.



USING THIS GUIDE

The Winnipeg Regional Health Authority Aboriginal Health Programs in collaboration with the Regional Mental Health Program has put together this guide to assist First Nations, Métis, and Inuit peoples find mental health care information and services within Winnipeg. If someone is experiencing mental health problems or emotional health concerns, this guide will provide information on types of services available in Winnipeg and how to access the various services.



MENTAL HEALTH IN ABORIGINAL CULTURE

THE PEOPLE

The Aboriginal community is an important part of Manitoba's heritage and future. Over 15% of Manitoba's total population and 10% of Winnipeg's total population consider themselves First Nation, Métis or Inuit peoples (Statistics Canada, 2008). Winnipeg currently has the largest urban Aboriginal population of the major cities in Canada.

Although there is great diversity among the 64 First Nation communities within Manitoba in their usage of language (five First Nation languages are spoken: Ojibway, Cree, Oji-Cree, Dene and Dakota), ceremonies, religious beliefs, and community traditions, holistic wellness remains a priority among most groups in maintaining their cultural strength into the future.

EFFECTS OF COLONIZATION AND RESIDENTIAL SCHOOLS

Many issues facing the Aboriginal community today stem from the long history of colonization. First Nation families were deeply hurt by the government policy of sending their children away to residential school, which began in 1874 and continued until the last school was closed in 1996.

The purpose of residential schooling was to assimilate Aboriginal community children into mainstream Canadian society by disconnecting them from family and communities, cutting all ties with languages, customs, and beliefs. The separation of children from their families and traditional culture had a devastating and long-lasting effect on the Aboriginal community. Many young adults that came back after being in residential schools had been traumatized by the separation and some by physical, mental and sexual abuse they had been exposed to in the schools.

Generations of people did not learn their family and community values including their culture, languages, parenting practices, and ways of living on the land. Many people felt stuck between two worlds, not belonging to either, which resulted in identity confusion, high rates of suicide, depression and substance abuse. Other health concerns, such as poor housing and less access to nutrition have also affected the health of the Aboriginal community.

Many children were victims of abuse in the residential school system. As a result, the Government of Canada has developed the Indian Residential Schools (IRS) Resolution Health Support Program to begin work towards healing for those involved. Other efforts are being made to improve the health and well-being of the Aboriginal community. First Nations, Métis and Inuit peoples are coming together to share concerns, gather resources, find ways to improve health and well-being, and return to wholeness. The journey of healing from the past will come from within the Aboriginal culture, reconnection as a community and from sacred traditions.

INDIAN RESIDENTIAL SCHOOLS RESOLUTION HEALTH SUPPORT PROGRAM

The Indian Residential Schools Resolution Health Support Program provides emotional health and wellness support to former Indian Residential School students and their families, regardless of status and place of residence, who are eligible for the Common Experience Payment and /or resolving an IRS claim through the Alternative Dispute Resolution process. Independent Assessment process or litigation.

Eligible former students and their families may have access to:

- Professional Counselling
- Emotional Support provided by Resolution Health Support Workers
- Cultural Support provided by Elders
- Assistance with the cost of transportation

For more information on how to access these services contact: Manitoba Regional Office at **1-866-818-3505** located at 3rd Floor, 391 York Avenue, Winnipeg or visit: www.healthcanada.gc.ca/irs or www.irs-rqpi.gc.ca

Approval from Health Canada must be obtained before treatment begins. A crisis line is available to provide immediate emotional assistance and can be reached 24 hours a day, seven days a week: **1-866-925-4419**

MENTAL HEALTH ACROSS CULTURES

Being mentally healthy means feeling a sense of control over one's life, feeling able to make decisions, coping with life's challenges and participating in life in meaningful ways because there is balance in the social, physical, spiritual, economic and mental aspects of life. When people of any cultural background are feeling mentally healthy, they can feel good about themselves most of the time. Traditionally, Aboriginal cultural view of mental health and well being is a balance of the body, mind, emotions and spirit which is maintained through good relationships within oneself, with others, within the community and Creation.

MENTAL HEALTH PROBLEMS ARE COMMON

Mental health problems are common among people of all ages, cultures and backgrounds. There are a number of reasons why mental health may not be at its best. Living with problems such as poverty, discrimination, unemployment, violence or substance abuse can have a very negative effect on mental health. Life events such as the death of a loved one, being in an accident, losing housing or a job can also be a challenge and sometimes cause mental health problems.

WHAT IS MENTAL ILLNESS?

All people have times of feeling down or sad, have trouble concentrating, talk out loud to themselves, or have a thought in mind and can't get rid of it. These things are normal.

When a person is mentally ill, these kinds of feelings, thoughts and behaviors are extreme and get in the way of the person's ability to go about their day.

Many cultures do not use the words mental illness to describe when a person has emotional problems. Instead they may describe how a person has changed in mood, thoughts or behaviors, or changed in how he or she relates to others.

Examples of some possible changes or problems in behavior:

- Sleeping too much, or not able to sleep at all
- Not keeping clean and cared for
- Avoiding social contact and previously enjoyed activities
- Laughing or crying inappropriately
- Talking in ways that don't make sense
- Strange movements or behaviors (such as: talking out loud to no one; rigid or unusual body positions)
- Unable to control behavior (such as: can't stop walking back and forth; sudden violence; washing hands over and over)

Examples of some possible changes or problems in feelings or mood:

- Extreme feelings of "feeling great" and excitement
- Angry, scared or suspicious for no logical reason
- Extreme sadness or hopelessness, sometimes leading to thoughts or talk of suicide
- Sudden emotional changes and mood swings
- Unable to feel or express happiness or interest in anything

Examples of some severe changes or problems in thoughts and perceptions:

- Hearing, seeing, smelling things that aren't there
- Unrealistic or mistaken beliefs (such as: people are trying to kill you; a movie star is in love with you; you are God or a famous person)
- Having certain thoughts constantly and not being able to stop or change the thoughts
- Serious inability to concentrate or unable to connect thoughts together in a sensible way
- Constant and extreme worry or anxiety

If someone is experiencing these changes or problems, it is recommended that he or she have a physical assessment to rule out any underlying physical conditions that may have an effect on their mental well-being. A doctor or nurse with special training can determine what the problems are, by talking to the person and those close to them about any changes in thoughts, mood or behavior and any changes the person has experienced recently such as a job loss or the death of a loved one. It may take some time to make a diagnosis, but based on the information gathered a recommended treatment plan may include medication, counselling or therapy or self-care. Some people may choose to seek out other paths to healing such as through guidance from an Elder or spiritual caregiver. It is important to share traditional healing needs with health care providers.

LEARN MORE

The Mental Health Education Resource Centre of Manitoba is a public lending library of resources including books, print materials and videotapes on a wide range of topics on mental health and illness including depression, anxiety, eating disorders, substance use disorders and suicide prevention.

Phone: 204-953-2355
Toll free: 1-866-997-9918
www.mherc.mb.ca

For more information on mental health resources see the Mental Health Resource Guide for Winnipeg published by the Canadian Mental Health Association.

Phone: 204-982-6100 or go to their website to download a copy at www.cmhawpp.mb.ca

PATHWAYS TO HEALING

There may be many different reasons why a person experiences disharmony or imbalance. Pain, hurt, rejection, disappointment and loneliness may cause a person to experience mental health problems. For some people, working through these painful feelings and experiences is viewed as part of a necessary spiritual journey. There are many ways of healing disharmony or imbalance within the Aboriginal culture. Some people use ceremonies, guidance from Elders, wholesome nutrition, meaningful activity, and connection with family and the land as part of their pathways to healing process.



Worldview of mental health: Mental wellness is a lifelong journey to achieve wellness and balance of body, mind and spirit. Mental wellness includes self-esteem, personal dignity, cultural identity and connectedness in the presence of harmonious physical, emotional, mental and spiritual wellness. Mental wellness must be defined in terms of the values and beliefs of Aboriginal people. (First Nations and Inuit Health, Mental Wellness Framework, 2002).

PROMOTE AND PROTECT MENTAL HEALTH

Being mentally healthy involves accepting who we are and realizing that we have strengths as well as limitations. Dealing with problems effectively when they arise, taking responsibility for actions and setting realistic goals also helps to build personal and community resilience. Resilience is the ability to bounce back from life's challenges in a positive way. It means that when faced with challenges, hope can be maintained, positive coping strategies can be used, and even confidence is gained to deal with future challenges.

By doing everyday things to care for body, mind and spirit, personal mental health and resilience can be promoted. Eating well, getting regular exercise and getting adequate rest and sleep will not only keep the body healthy but the mind healthy as well. There are many simple and inexpensive ways to stay physically active. Walking is one of the best ways to keep active every day. Keeping well also involves maintaining good relationships with family or friends and feeling connected with the community. Some simple ways of

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staying connected could include things like volunteering at the local library, school or community centre, joining in activities or classes, or for others it might mean getting involved with a spiritual community. These kinds of activities give us a sense of purpose and meaning to life and can provide support when things aren't going so well.

ABORIGINAL HEALTH PROGRAMS

Aboriginal Health Programs – Health Services assist health-care staff to provide quality care for Aboriginal clients by offering the following services. These services are available to patients in hospitals and their families.

Aboriginal Patient Advocate:

Assists Aboriginal clients and their families to resolve client concerns and ensure a holistic healing approach.

Interpreters:

Translator services are available in Ojibway, Cree and Oji-Cree language dialects.

Regional Discharge Coordinator:

Works with the health care team to ensure a coordinated approach to discharge planning.

Spiritual and Cultural Program:

Coordinates support to clients and families to meet their spiritual needs within the hospital setting.

All Aboriginal Health Programs – Health Services are free of charge and provided upon request. All information will remain private and confidential.

To access Aboriginal Health Services please contact Central Intake at 1-877-940-8880.

CULTURE, SPIRITUALITY & TRADITIONAL HEALING

Traditional healing may be used to address both physical and mental health issues. Many traditional healing practices are used today by Elders and Traditional Healers/helpers and include the use of natural herbs, sacred ceremonies, song and dance, the vision quest, prayer, the sweat lodge, and the healing circle. Healing practices may include traditional teachings to assist people in gaining wisdom from their experiences and regaining their sense of balance and belonging. Healing ceremonies are individualized for each person after the healer assesses the person's needs and decides what traditional approach to use. A ceremony may be conducted, instructions given to the person, and the person may be assisted in their healing journey. For some, their beliefs and practices form an integral part of their being and is a way of life.

Traditional Practices

Some traditional practices include:

SMUDGING - a sacred ritual done to spiritually cleanse and be open and ready for positive healing energy. The smudge consists of one of the four sacred plants: tobacco, sweet grass, cedar and sage or a mixture of the plants.

SHARING/TALKING CIRCLES - a ceremony used by some people to discuss issues or share feelings in a safe climate of trust and cooperation. Equality and respect are encouraged and reinforced through the sharing circle.

SACRED ITEMS - many items may be used by traditional Aboriginal communities for ceremonies and healing gatherings.

TOBACCO OFFERING - tobacco holds a special significance and serves as a means of opening communication with the spirit world. It symbolizes honesty and respect.



Aboriginal Worldview

Aboriginal Worldview is a way of looking at the world in a holistic way that respects the inter connectedness of all things and forms of life. The Aboriginal Worldview honours this connection by respect and value of all these relationships. The circle symbolizes these connections by representing wholeness: the contributions of all of the many aspects of self, family and community, and the Mother Earth.



SACRED TEACHINGS - sacred teachings or values are taught to promote healthy living. There are a variety of teachings. Some include: wisdom, love, respect, bravery/courage, honesty, humility and truth. They are intended to help the community and environment live in harmony.

SPIRIT NAMES - names generally given in the language of the individual being named. The name describes an individual's character and often comes with some responsibility of serving the community. These names are special and much preparation is required prior to receiving them. Only some Elders have the gift of name giving.

SWEAT LODGE CEREMONY - this ceremony may vary in how it is conducted as well as in the teaching that explains its origin. It is generally conducted in sacred lodges, dome shaped structures often built from bent willow, for the purpose of prayer, cleansing and purifying body, mind and spirit.

Traditional Healers

Some traditional healers are:

SPIRITUALIST - focuses on the spiritual well-being of a person and acts on his or her behalf to recommend lifestyle changes to the individual or family and offerings to various kind spirits. This person often serves as a counsellor, mentor or teacher to individuals and families.

HERBALISTS - uses knowledge of traditional medicinal plants. Practice can be highly specialized in one area, such as remedies for specific ailments, or diverse for other types of illness.

DIAGNOSIS SPECIALIST OR SEER - communicates with spirits, the supernatural and the physical entities that assist in the diagnosis. Diagnostics are often the seers or communicators through ceremony who identify ailments, remedies or ceremonies required to restore good spiritual, emotional and physical health and well-being.

MEDICINE PEOPLE - engage in ritual, ceremonial activity and prayer. Medicine people may possess sacred items and the rights to rituals, songs and medicines that have been inherited from parents, grandparents, or that they earned through apprenticeship with a respected medicine man or woman. Depending on their nation, they are also conductors of community ceremonies. These individuals often sacrifice their daily lives to ritual, prayer and healing.

HEALER - heals in a variety of ways, such as a gift of touch or energy work. A healer can be ritualistic, but also may have an ability to use a variety of therapies to heal people spiritually, emotionally or physically.

MIDWIFE - has specialized traditional knowledge in prenatal care, childbirth and aftercare. The midwife may employ the use of massage, diets, medicines and ritual, prayers and counselling.

ELDER - is considered exceptionally wise in the ways of culture and the teachings of the Great Spirit. The Elder is recognized for wisdom, stability, humour and the ability to know what is appropriate in a particular situation. The community looks to Elders for guidance and sound judgment because Elders are caring and are known to share the fruits of their labours and experiences with others in the community. (Aboriginal Healing Foundation)

HELP WITH HEALING

It is important to get help early to move forward on a healing path. It is a good idea to visit a doctor to check overall health and rule out any other physical illness. Doctors need the details about mental and emotional changes being experienced so they can provide the best advice and treatment. Traditional healing needs should also be shared with health care providers. If possible, it is best to keep one family doctor so he or she gets to know one's complete health history.

To find a family doctor who is accepting new patients call Family Doctor Connections at 786-7111 or contact the College of Physicians and Surgeons of Manitoba at 774-4344 (www.cpsm.mb.ca).

Specialists such as a psychiatrist, psychologist or other mental health professional may be referred to for treatment of mental health concerns. Mental health professionals are trained to assess, diagnose and treat a full range of emotional and psychological problems. Other professionals who may be helpful include: psychiatric nurses, social workers, community mental health workers or occupational therapists. Some mental health care providers specialize in specific problems or age groups.

Comfort levels for sharing mental and emotional concerns differ for everyone. Health care providers understand this and will talk about things at a pace that is comfortable for each person. It is always okay to ask a health care provider questions.





DIRECTORY OF HELP



ABORIGINAL ORGANIZATIONS & COMMUNITY SUPPORTS

Many community agencies and Aboriginal organizations in Winnipeg offer services and supports to adults, children and families. Generally, there are no costs for these services but there may be a wait for some services. This section has been divided into four main areas for easier reference.

Aboriginal & Community Supports
Community Health Clinics
Mental Health Services
Self Help Organizations

Aboriginal & Community Supports

Abinotci Min-Ayawin
Room 215 – 181 Higgins Avenue,
Winnipeg, MB R3B 1H2
Phone: 925-3700
Fax: 925-3709
www.abcentre.org/health.html
Offers family and individuals support that encourages healthy living. Sharing circles, access to Elders, parenting programs, traditional healing, advocacy, child wellness assessment, and referrals to other community services are available.

Aboriginal Health and Wellness Centre of Winnipeg, Inc. (AHWC)

215 - 181 Higgins Avenue,
Winnipeg, MB R3B 1H2
Phone: 925-3700
www.abcentre.org/health.html

A community and culturally based Centre offering services and resources using traditional and Western models (traditional healers and elders are available).

Programs include:

- Abinotci Mino-Ayawin (Children's Healing)
- Head Start Program
- Wellness Centre
- Wellness Centre Traditional Services & Programs
- Women's Healing Program
- Men's Healing Program
- Stop FAS
- Indian Residential School Program

Andrews Street Family Centre

220 Andrews Street, Winnipeg
Phone: 589-1721

Drop-in centre; serves youth ages 6 to 17 years.

EAGLE Urban Transition Centre

501 - 286 Smith Street,
Winnipeg, MB, R3B 1H2
Phone: 954-3050

A First Nation agency that assists and advocates for First Nation people who have relocated to Winnipeg.

Eyaa-keen Centre Inc.

547 Notre Dame Avenue,
Winnipeg
Phone: 783-2976
Fax: 284-7292
Toll Free: 1-877-423-4648
www.eyaa-keen.org

Eyaa-keen Centre services focus on providing an integrated physical, emotional, mental and spiritual treatment, healing and development at the person's pace. Provides Aboriginal traditional, intensive, multi-disciplinary treatment for adult Aboriginal individuals, couples and groups, by offering treatment for trauma and major loss, group work, therapeutic training and individual support, all with a view to personal and community healing, change and development.

Ikwe-Widdjiitwin

P.O. Box 1056, Winnipeg
Phone: 987-2780
Fax: 987-2826
Toll Free: 1-800-362-3344

Ikwe-Widdjiitwin Inc. is a Crisis shelter that provides safe accommodation, supportive counselling and advocacy to abused Aboriginal women and their children, 24 hours a day.

Indian Family Centre

470 Selkirk Avenue, Winnipeg
Phone: 586-8393
Fax: 582-3131

The Indian Family Centre is a drop-in resource center that provides social and emotional support. The Centre operates in a spiritual context that combines both the Aboriginal traditional ways with a Christian perspective.

Ka Ni Kanichihk, Inc.

455 McDermot Avenue,
Winnipeg
Phone: 953-5820
Fax: 953-5824
www.kanikanichihk.ca

Provides Aboriginal identified programs and services that focus on wholeness and wellness and that build on the strengths and resilience of Aboriginal Peoples.

Kivalliq Inuit Services

310 Burnett Street, Winnipeg
Phone: 989-1021
Fax: 989-1025

Offers patient care coordination, appointment booking, discharge planning, travel arrangements and interpreter services to people registered with Nunavut Health.

Ma Mawi Wi Chi Itata Centre, Inc.

94 McGregor Street, Winnipeg
Phone: 925-0300
Fax: 946-5042
Toll Free: 1-888-962-6294
www.mamawi.com

Provides a variety of supports and programs including:

- Weekly Sweat Lodge ceremonies
- Women's Journey to Healing
- Emergency Services (referrals, counselling)
- Home Based Crisis Intervention Services

Native Women's Transition Centre

105 Aikins Street, Winnipeg
Phone: 989-8240
Fax: 586-1101

A shelter/home for Aboriginal women and their children. Offers support and healing services.

North End Women's Centre, Inc.

394 Selkirk Avenue, Winnipeg
Phone: 589-7347
Fax: 586-9476
www.newcinc.org

Provides a Parenting Program, Anger Management Program, Grief Program (to assist women who have suffered a loss) and Soul Survival Program (to assist those who have suffered abusive relationships).

Rainbow Resource Centre

170 Scott Street, Winnipeg
Phone: 474-0212
Info-Line: 284-5208
Fax: 478-1160
Email: info@rainbowresourcecentre.org
www.rainbowresourcecentre.org

The Rainbow Resource Centre is a community service organization for Manitoba's gay, lesbian, bisexual, transgendered and two-spirited communities. Provides peer counselling, referral, information and educational services.

Rossbrook House

658 Ross Avenue (at Sherbrook), Winnipeg
Phone: 949-4090
Fax: 949-4095
www.rossbrookhouse.ca

Drop-in centre for children and youth.

Wahbung Abinoonjiiag

225 Dufferin Avenue, Winnipeg
Phone: 925-4610
Fax: 582-9508
www.manitobacapc.org/wahbung_english.htm

Provides services to children and their families who have been exposed to family violence.

Community Health Clinics

The Winnipeg Regional Health Authority Community Health Clinics offer a range of health services including mental health services. Some clinics service their community area only and may have a wait list. Call for details.

Access River East

975 Henderson Highway,
Winnipeg
Phone: 938-5000

Aikins Street – Community Health Centre

601 Aikins Street, Winnipeg
Phone: 940-2025

Health Action Centre

425 Elgin Avenue, Winnipeg
Phone: 940-1626

Hope Centre Health Care Inc.

240 Powers Street, Winnipeg
Phone: 589-8354
Fax: 586-4260

Klinic Community Health Centre

870 Portage Avenue, Winnipeg
Phone: 784-4090

Mount Carmel Clinic

886 Main Street, Winnipeg
Phone: 582-2311

Nine Circles Community Health Service

705 Broadway Avenue,
Winnipeg
Phone: 940-6000
STI Line: 945-2437

Primary Care Community Health Centre

1001 Corydon Avenue,
Winnipeg
Phone: 940-2000

Women's Health Clinic

3rd Floor, 419 Graham Avenue,
Winnipeg
Phone: 947-1517
Fax: 944-0223

Yoville Centre

33 Marion Street, Winnipeg
Phone: 233-0262
Fax: 233-1520

Mental Health Services

Mental Health Services for Older Adults

The Geriatric Mental Health Team provides assessment and short term intervention to people over the age of 65 and who are experiencing mental health problems. Health care professionals, family members or the person themselves may call the Central Intake Line.

Phone: 982-0140
Fax: 982-0144

Mental Health Services for Youth

Centralized Intake for Child and Adolescent Mental Health Program is a service for parents, families, or caregivers seeking support and consultation for children or adolescents (age 3 to 18) experiencing emotional or behavioral concerns as well as symptoms of mental illness. The Intake Worker will help the caller to determine which service will best meet the needs of the situation.

Phone: 958-9660
Fax: 958-9626

Adult Community Mental Health Services

The Community Mental Health Program includes a range of services designed to help adults experiencing mental health problems.

The range of community mental health services include:
Crisis Services
Case Management and Rehabilitation Services
Specialized Treatment Services
Supported Housing Services

To access any of the above, call Central Intake. The Mental Health Central Intake Coordinator will assess the need of each caller and guide them to an appropriate resource.

Phone: 940-2655

Hospital Mental Health Services

Hospitals offer inpatient and outpatient mental health (psychiatric) services. Outpatient services may be individual appointments with a doctor or may involve attendance in group therapy.

If necessary, a psychiatrist may admit a client to the inpatient unit for more serious conditions and to monitor the person's progress with treatment more closely. Inpatients receive care from nurses, social workers, occupational therapists, and psychiatrists. Upon discharge from hospital, follow up services may also be provided.

Services available at:
The Intake Worker will help the caller to determine which service will best meet the needs of the situation.

Phone: 958-9660
Fax: 958-9626

ABORIGINAL TRADITIONAL WELLNESS CLINIC

The Aboriginal Traditional Wellness Clinic at the Health Sciences Centre provides people an opportunity to seek healing using a traditional healing approach. The clinic is open two days per month.
Registration: 940-2556.

Self-Help Organizations

A variety of self-help groups, based on people helping each other exist in the Winnipeg community. Services offered may include advocacy, supportive counselling, support groups, workshops, social opportunities, and public education.

Anxiety Disorders Association of Manitoba

100-4 Fort Street, Winnipeg
Phone: 925-0600
Fax: 925-0609
Toll free: 1-800-805-8885
www.adam.mb.ca



Eating Disorders Self-Help Program

100 - 4 Fort Street, Winnipeg
 Phone: 953-2358
 1-800-322-3019
www.manitoba.cmha.ca

Independent Living Resource Centre

311A-393 Portage Avenue,
 Portage Place Winnipeg
 Phone: 947-0194
 Fax: 943-6625
www.ilrc.mb.ca

Manitoba Schizophrenia Society

100 - 4 Fort Street, Winnipeg
 Phone: 786-1616
 Fax: 783-4898
 Toll free: 1-800-263-5545
www.mss.mb.ca

Mood Disorders Association of Manitoba

100 - 4 Fort Street, Winnipeg
 Phone: 786-0987
 Fax: 775-3497
 Toll free: 1-800-263-1440
www.depression.mb.ca

Obsessive Compulsive Disorder Centre Manitoba, Inc.

100 - 4 Fort Street, Winnipeg
 Phone: 942-3331
 Fax: 772-6706
www.ocdmanitoba.ca

Seneca House Inc

283 Provencher Street,
 Winnipeg
 Phone: 231-0217 (24 hours)
 Help Line: 942-9276
 Fax: 231-0231
 (Telephone peer support service available 7:00 PM to 11:00 PM seven days a week)
www.senecahouse.ca

Provides a place where adults with mental health problems can go if they are experiencing emotional difficulties. Provides a caring and supportive environment where people can learn to cope with their distress with the help of others who have experienced similar issues.

SPEAK (Suicide Prevention Education Awareness Knowledge)

100 - 4 Fort Street, Winnipeg
 Phone: 831-3610
 Fax: 944-8337
www.speak-out.ca



ADDICTION SERVICES

Alcohol, drugs and substances have negatively impacted the health and well being of many people including some Aboriginal people. An addiction can have devastating physical and emotional consequences not only for the person with the addiction, but also for families, friends and communities. There are a number of programs and services working to help people overcome addiction and find a new path in life.

Manitoba Health provides funding to addiction agencies and regional health authorities to provide a variety of addictions treatment services for youth and adults across Manitoba. For more information about addictions services and support, contact one of these agencies:

Addictions Foundation of Manitoba

1041 Portage Avenue, Winnipeg
 Phone: 944-6200
 Fax: 775-5261
 Toll free: 1-866-638-2561

Addictions Foundation of Manitoba Youth Community Based Services

200 Osborne Street, Winnipeg
 Phone: 944-6235
 Fax: 772-8077

Addictions Recovery Inc.

Phone: 584-2550

Behavioral Health Foundation Inc.

Phone: 269-3430

Esther House

Phone: 582-4043

Health Sciences Centre Addictions Unit

Phone: 787-3843
 787-3855
 787-3918
 opiate outpatient alcohol

Main Street Project

Phone: 982-8245

Salvation Army—Anchorage Program

Phone: 946-9453

Tamarack Rehab Inc.

Phone: 775-1328

The Laurel Centre

Phone: 783-5460

The Native Addictions Council of Manitoba

Phone: 586-8395

Youth Addictions—Centralized Intake

Toll free: 1-877-710-3999

A complete directory of adult and youth addiction agencies and services can be viewed at: www.manitoba.ca/health/mh/directory.

Addiction Self-Help Groups

Al-Anon/Alateen Central Services Manitoba

Phone: 943-6051

Alcoholics Anonymous Manitoba

Phone: 942-0126

Cocaine Anonymous

Phone: 936-0000

Families Anonymous

Phone: 237-0336

Gamblers Anonymous

Phone: 582-4823

Narcotics Anonymous

Phone: 981-1730

COUNSELLING SERVICES

The path to wellness may include medical treatment, professional counselling, or therapy. Counselling can address one or more of the following issues:

- Effective coping
- Strategies for daily living
- Relationships and family communication
- Changing negative thought patterns
- Dealing with losses and grief
- Dealing with the loss of a loved one to suicide
- Residential school trauma
- Historical trauma
- Intergenerational trauma
- Childhood issues of abuse, neglect and trauma
- Crisis planning
- Managing emotions in a healthy way
- Problem-solving
- Building self-awareness and self-esteem
- Developing new skills

Finding a Counsellor

There are a variety of ways to access counselling services:

Ask a doctor for a referral to a qualified counsellor (a referral may be required by the counsellor or by individual health insurance plans to receive coverage).

See the Yellow Pages under Counsellors or contact these professional organizations:

Psychological Association of Manitoba

162-2025 Corydon Avenue,
 Winnipeg
 Phone: 487-0784
 Fax: 489-8688
www.cpmc.mb.ca

Manitoba Institute of Registered Social Workers

200-2033 Portage Avenue,
 Winnipeg
 Phone: 888-9477
 Fax: 831-6359
www.maswmrsw.ca

College of Registered Psychiatric Nurses of Manitoba

1854 Portage Avenue, Winnipeg
 Phone: 888-4841
 Fax: 888-8638
www.crpnm.mb.ca

Here are some possible questions to ask the counselling service before a first appointment.

Do the counsellors have any experience or knowledge in counselling Aboriginal people?

What is the education, training, licensure and years in practice of the counsellors? (Double check credentials by contacting the provincial licensing body.)

What are the hours, fees, length of sessions and which insurance providers do the counsellors work with?

What is the treatment approach and philosophy?

Do the counsellors specialize in certain disorders or age groups?

Counselling services are also provided by the community agencies listed next. You will not need a referral from a doctor. There may be a fee or no cost for the counselling or there may be a wait list. It is best to call the agency and ask for information about their counselling service.

Aulneau Renewal Centre

228 Hamel Avenue, Winnipeg
 Phone: 987-7090
 Fax: 987-8880
www.members.shaw.ca/aulneau.renewal

Aurora Family Therapy Centre

University of Winnipeg,
 515 Portage Avenue, Winnipeg
 Phone: 786-9251
<http://aurora.uwinnipeg.ca>

Centre de Santé

D-1048 – 409 Tache Avenue (located in a wing of the St. Boniface General Hospital)
 Phone: 235-3910
www.centredesante.mb.ca

Centre Renaissance Centre

844 Autumnwood Drive,
 Winnipeg
 Phone: 256-6750
 Fax: 256-5504

Centre Youville Centre

33 Marion Street, Winnipeg
 Phone: 233-0262
 Fax: 233-1520
www.youville.ca

Cornerstone Counselling Services

302-1200 Portage Avenue,
 Winnipeg
 Phone: 663-0050
 Fax: 663-7754

The Parenting Centre

321 McDermot Avenue,
 Winnipeg
 Phone: 956-6560
 Fax: 943-4073
www.newdirections.mb.ca

The Men's Resource Centre

200-321 McDermot Avenue,
 Winnipeg
 Phone: 415-6797
www.mens-resource-centre.ca

Evolve (Klinic) Domestic Abuse Program

870 Portage Avenue, Winnipeg
 Phone: 784-4208
 24hr line: 786-8686
www.klinic.mb.ca/counsel-domestic.htm

The Family Centre of Winnipeg

401-393 Portage Avenue,
 Portage Place, Winnipeg
 Phone: 947-1401
 Fax: 947-2128
www.familycentre.mb.ca

Fort Garry Women's Resource Centre

1150 - A Waverley Street,
 Winnipeg
 Phone: 477-1123
 Fax: 475-9127
www.fgwrc.ca

Hope Centre Health Care

240 Powers Street, Winnipeg
 Phone: 589-8354
 Fax: 586-4260

Jewish Child & Family Service

C200-123 Doncaster Street,
 Winnipeg
 Phone: 477-7430
 Fax: 477-7450

Klinic Community Health Centre

870 Portage Avenue, Winnipeg
 Phone: 784-4090
 Fax: 772-7998

Counselling Intake:
 Phone: 784-4059
 Drop-in counselling service:
 Phone: 784-4067
 Crisis Line:
 Phone: 786-8686 (24-Hour)
 After Suicide Grief Group:
 Phone: 784-4200
www.klinic.mb.ca

Ma Mawi Wi Chi Itata Centre

94 McGregor Street, Winnipeg
 Phone: 925-0300
 Fax: 946-5042
www.mamawi.com

Mount Carmel Clinic

886 Main Street, Winnipeg
 Phone: 582-2311
 Fax: 582-6006
www.mountcarmel.ca

New Directions for Children, Youth, Adults and Families

400 - 491 Portage Avenue,
 Winnipeg
 Phone: 786-7051
 Fax: 774-6468
www.newdirections.mb.ca

North End Women's Center

394 Selkirk Avenue
 Phone: 589-7347
www.newcinc.org

Nor' West Co-op Community Health Centre

103-61 Tyndall Avenue,
 Winnipeg
 Phone: 940-2020
 Fax: 632-4666
www.norwesthealth.ca

Psychological Service Centre University of Manitoba

161 Dafoe Bldg, Winnipeg
 Phone: 474-9222
 Fax: 474-6297
www.umanitoba.ca/faculties/arts/psychology/psc

Recovery of Hope

Suite 300-309 Hargrave Street,
 Winnipeg
 Phone: 477-4673
 Fax: 453-7748

The Laurel Centre

104 Roslyn Road, Winnipeg
 Phone: 783-5640
 Fax: 774-2912

Women's Health Clinic

3rd Floor - 419 Graham Avenue,
 Winnipeg
 Phone: 947-1517
 Fax: 944-0223
www.womenshealthclinic.org



**FIRST NATION & INUIT HEALTH
NON-INSURED HEALTH BENEFITS PROGRAM**

First Nations people and Inuit can access insured health services like all Canadian citizens under the Canada Health Act. However, there are a number of health-related goods and services that are not insured by provinces and territories or other private insurance plans. To support First Nations people in reaching an overall health status that is comparable with other Canadians, Health Canada's Non-Insured Health Benefits (NIHB) program provides coverage for some of these when they are not insured elsewhere.

**Crisis Intervention and Mental Health
Counselling Benefits**

Registered Indians may be eligible for short-term crisis intervention mental health counselling. The Non-Insured Health Benefits Program may cover the costs of this counselling by a recognized professional mental health therapist when no other services are available. Call the Manitoba Region office for details.

NIHB Crisis Intervention Mental Health Counselling:
984-7899 or 984-7660

A referral from a medical doctor for crisis counselling is required. The NIHB office can provide the names of approved counsellors (providers). Visit www.hc-sc.gc.ca/fnihb-spni/nihb-ssna/index_e.html and go to Benefit Information.

CRISIS SERVICES

A person in crisis will feel overwhelmed, afraid or anxious, and won't know what to do about it. A person in crisis can feel out of control. Often an event such as a relationship break-up, job loss, injury, accident, family violence, bad news or the death of someone important has happened. Sometimes a crisis is caused by many other stresses that have been going on for a long time and the person can no longer deal with them. It is important to reach out for help right away.

There are health care providers in the community who are specially trained to help people who are in a crisis. They will listen. They will also help the person sort out choices, help with safety concerns and find other helpful services in the community.

Manitoba Suicide Line
1-877-435-7170 (24 hours)

**Crisis services for
children, teens or
young adults**

**Youth Emergency
Crisis Stabilization
System**

224 St. Mary's Road, Winnipeg
Phone: 949-4777 (24 hours)
Fax: 949-4776
www.mys.ca/programs/yeccs.html

**Ndinawemaaganag
Endaawaad Inc.**

"My Relatives Home"
Phone: 586-2588
Fax: 589-4086

Safe House for children ages 11-17 years

**Resource Assistance
for Youth (RaY)**

125 Sherbrook Street,
Winnipeg
Phone: 783-5617
Fax: 775-4988
Toll Free: 1-800-668-6663
(24 hours)
www.rayinc.ca

Offers emergency shelter, housing information, addictions support, advocacy, drop-in and referral services for 12 to 29-year-olds.

Kids Help Phone

Toll Free: 1-800-668-6868
(24 hours)
www.kidshelpphone.ca
Provides immediate, anonymous, and confidential support to kids. The line is staffed by trained professional counsellors 24 hours a day and 365 days a year.

**Crisis Services
for Adults**

Mobile Crisis Services

The Winnipeg Regional Health Authority Mobile Crisis Service is a multi-disciplinary team specializing in crisis intervention, mental health assessment, and short term follow-up for adults experiencing a mental health crisis. Offers 24-hour consultation and home visits. Individual, family members and service providers can call for assistance.

Phone: 940-1781 (24 hours)

Crisis

Stabilization Units

Winnipeg Regional Health Authority Crisis Stabilization Units provide short-term intervention for adults experiencing mental health and/or psychosocial crisis.

180 Henry Avenue, Winnipeg
Phone: 940-3633
110 St. Mary's Road, Winnipeg
Phone: 940-8374

**Klinik Community
Health Centre**

Crisis Line: 786-8686
(24 hours)
www.klinik.mb.ca

The crisis line is open to anyone who wishes to talk about a problem they are having.

Main Street Project

75 Martha Street, Winnipeg
Phone: 982-8245
Fax: 943-9474
www.mainstreetproject.ca

Provides 24 hour crisis services, including shelter, detox, housing & counselling.

Manitoba Suicide Line

Phone: 1-877-435-7170
(24 hours)

A crisis line for people who are thinking about suicide or dealing with a suicide loss.

**Osborne House
Crisis Shelter**

Phone: 942-7373
Crisis Line: 942-3052
<http://osbornehouse.shelternet.ca>

Provides shelter for women, with or without children, in crisis.

**Sexual Assault
Crisis Line**

Phone: 786-8631
Toll Free: 1-888-292-7565
(24 hours)

A crisis intervention line for victims of sexual assault.

**HOSPITAL
EMERGENCY
SERVICES**

Call 911 if someone is in immediate danger of harming themselves or others, or has already done so.

**Local Hospital
Emergency Departments**

Concordia Hospital
1095 Concordia Avenue,
Winnipeg
Phone: 661-7194 (Emergency)

Grace Hospital
300 Booth Drive, Winnipeg
Phone: 837-0157 (Emergency)

**Health Sciences
Centre
Adult Emergency**

820 Sherbrook Street, Winnipeg
Phone: 787-3167

Children's Emergency

840 Sherbrook Street, Winnipeg
Phone: 787-2306

**Misericordia Health
Centre – Urgent Care**

99 Cornish Avenue, Winnipeg
Phone: 788-8188
Treats non-emergency illnesses and injuries.

**Seven Oaks
General Hospital**

2300 McPhillips Street,
Winnipeg
Phone: 632-3232 (Emergency)

St. Boniface Hospital

409 Tache Avenue, Winnipeg
Phone: 237-2260 (Emergency)

**Victoria
General Hospital**

2340 Pembina Highway,
Winnipeg
Phone: 477-3148 (Emergency)

Several hospitals have psychiatric nurses on duty in the emergency departments for part of the day or evening. Call about schedules.

PERSONAL RIGHTS

Many resources and agencies may help people be more aware of personal rights and be able to help lodge a complaint or sort out a problem regarding personal rights.

**Canadian Mental
Health Association
Winnipeg Region**

Rights consultant
Phone: 982-6133

Children's Advocate

100 – 346 Portage Avenue,
Winnipeg
Phone: 988-7440
Fax: 988-7472
Toll free: 1-800-263-7146
www.childrensadvocate.mb.ca

The Office of the Children's Advocate is an independent office of the Manitoba Legislative Assembly. They represent the rights, interests and viewpoints of children and youth who are receiving, or should be receiving, services as prescribed under The Child and Family Services Act and The Adoption Act. The role of the Children's Advocate is to support children and young people who are involved, or should be involved, in the child and family services system.

**First Nations
DisABILITY
Association**

305B – 260 St. Mary Avenue,
Winnipeg
Phone: (204) 953-0310
Toll free: 1-866-370-9875

The First Nations DisABILITY Association of Manitoba develops and implements culturally appropriate, employment, education, peer support, advocacy and referral services for First Nations People (status/treaty) with disabilities, living in Winnipeg.

**Independent Living
Resource Centre**

311A – 393 Portage Avenue,
Winnipeg
Phone: 947-0194
Fax: 943-6625

Provides advocacy, information and resources to all people with disabilities.

**Manitoba Human
Rights Commission**

700 – 175 Hargrave Street,
Winnipeg
Phone: 945-3007
Fax: 945-1292

Receives, investigations and attempts to resolve complaints of unlawful discrimination.

**Mental Health
Review Board**

Phone: 788-6709

Under the Mental Health Act clients have the right to appeal certain aspects of their admission or treatment in a psychiatric facility.

**Mental Illness
Treatment and the Law**

www.gov.mb.ca/health/mh/act.html

The Mental Health Act is a provincial law that provides the legal framework by which individuals may be assessed and treated in a general hospital psychiatric unit, a psychiatric hospital or a mental health clinic. The Act aims to strike a balance between two sets of principles:

- The rights given to all citizens under The Canadian Charter of Rights and Freedoms.
- Society's obligation to provide care and treatment to those individuals who, at times, may not appreciate their need for treatment due to their mental illness.

Ombudsman

Phone: 982-9130

Receives inquiries and complaints under the Ombudsman Act from people who believe they have been treated unfairly by departments and agencies of the provincial government or by a municipal government.

**Personal Health
Information Act**

Phone: 788-6612

The Act sets out rules that all health information "trustees" must follow. Trustees are persons or organizations that keep records of your health information.

SPIRITUAL SUPPORT

Various organizations provide spiritual support services in the Winnipeg area. The following are some of the spiritual support resources:

Anishinabe Fellowship

415 Logan Avenue, Winnipeg
Phone: 942-8682
Fax: 957-5001

**Circle of Life
Thunderbird
House (Neeginan)**

715 Main Street
Phone: 940-4240
Fax: 940-4243
www.thunderbirdhouse.com

**First Nation
Worship Center**

265 Flora Avenue, Winnipeg
Phone: 781-5379 or 632-9126

**Flora House
(Presbyterian Inner City and
Native Ministries)**

739 Flora Avenue, Winnipeg
Phone: 586-5494

**Indian Family
Centre, Inc.**

470 Selkirk Avenue, Winnipeg
Phone: 586-8393 or 586-8394
Fax: 582-3131

**Kateri Tekakwitha
Parish (Catholic Church)**

794 Ellice Avenue, Winnipeg
Phone: 783-7215
Fax: 783-4851

**North end Community
Ministry (Stella Mission)**

470 Stella Avenue, Winnipeg
Phone: 586-8137
Fax: 586-8130

**Rupert's Land
Wechetowin Inc.**

135 Anderson Avenue, Winnipeg
Upstairs of Church Cathedral
Phone: 582-0130
Fax: 580-0932
Emergency: 803-4715

**St. Matthews
Community Ministry**

641 St. Matthews Avenue, Winnipeg
Phone: 774-3957

Union Gospel Mission

320 Princess Street, Winnipeg
Phone: 943-9904

TRADITIONAL HEALING

Aboriginal Traditional Wellness Clinic

The Health Sciences Centre runs an Aboriginal Traditional Wellness Clinic for patients of the hospital. The clinic runs two days per month and service is provided on a first come, first served basis (patients who urgently need the clinic's services may be given priority). Services include:

- Prayer
- Psychosocial and spiritual counselling
- Life-style counselling
- Liaison and access to community healing supports prior to discharge
- Individual and family ceremonies for healing and rites of passage
- Spiritual cleansing
- Traditional assessment
- Herbal remedy and treatment recommendations

To register Phone: 940-2556

Circle of Life Thunderbird House (Neeginan)

715 Main Street, Winnipeg
Phone: 940-4240
Resident Elder: 940-4248
www.thunderbirdhouse.com

Thunderbird House offers a range of activities and programs including ceremonies, teachings, workshops, seminars, weddings, and other community activities. It's a spiritual and community gathering place that highlights Aboriginal cultural values, traditions and history. Some evening cultural programs and activities take place.

WEBSITES

Aboriginal information

- Aboriginal Canada Portal
www.aboriginalcanada.gc.ca
- Indian and Northern Affairs Canada
www.aic-inac.gc.ca
- Aboriginal Healing Foundation
www.ahf.ca

Manitoba Aboriginal and Northern Affairs
www.gov.mb.ca/ana

Winnipeg Regional Health Authority
www.wrha.mb.ca

Information Centre on Aboriginal Health
www.icah.ca

Health information in Inuktitut
www.umanitoba.ca/libraries/units/health/aboriginal/inuktituk.html

Mental Health Information

Native Mental Health Association of Canada
www.nmhac.ca

Mental Health Education Resource Centre
www.mherc.mb.ca

Canadian Mental Health Association Winnipeg Region
www.cmhawpg.mb.ca

Mental Health Commission of Canada
www.mentalhealthcommission.ca

Canadian Association for Suicide Prevention
www.casp-acps.ca

Manitoba Suicide Line
www.suicideline.ca

Mental Health First Aid
www.mentalhealthfirstaid.ca

Physical Activity Information

Leisure Guide – Community Services
www.winnipeg.ca/cms/Leisure/default.stm

Wellness Institute at Seven Oaks General Hospital
www.wellnessinstitute.ca

YMCA-YWCA
www.ywinnipeg.ca

YMCA-YWCA Mental Health Services
www.ywinnipeg.ca/mentalhealth.html

Winnipeg in Motion – physical activity website
www.winnipeginmotion.ca



Nutrition Information

Province of Manitoba - Food and Nutrition
www.gov.mb.ca/health/nutrition/

Health Canada
www.hc-sc.gc.ca/fn-an/food-guide-aliment/fnim-pnim/index_e.html

Health Canada – Diabetes Information
www.hc-sc.gc.ca/dc-ma/diabete/index_e.html

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Every effort was made to ensure the information in this guide was accurate at time of printing. We apologize for any errors or omissions. For more copies of this guide, please call 940-1622.
Disponible en français.