



Winnipeg Introduction for Newcomers

Settlement and Orientation Workbook



About the Workbook

Welcome to Winnipeg, Manitoba. Canada is a proud, multicultural society, welcoming newcomers from all over the world. Manitoba has been welcoming immigrants for well over a century. Manitoba is a place where people of many cultures live together in harmony. There are over 200 languages spoken throughout the province.

Settling in a new country is an exciting time. This Winnipeg Introduction for Newcomers Settlement and Orientation Workbook will guide you.

What you will find in the workbook

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My First 4 Weeks Checklist

A checklist is a useful tool to keep track of tasks to be completed. At the end of this workbook you will find a checklist that has been carefully created for newcomers to Winnipeg, Manitoba targeting your first 4 weeks along with the priority tasks and timelines for your shorter settlement goals.

Fact Sheets

Are there topics you would like to learn more about? The Winnipeg Introduction for Newcomers Fact Sheets are individual one pager documents created with more details and resources on each topic.

Living in Canada Tool

Immigration, Refugees and Citizenship Canada has created an online tool that you can also use to create your settlement plan. Find the tool at [Living in Canada \(cic.gc.ca\)](https://cic.gc.ca)

Welcome to Canada Guide

Throughout this workbook, you will find many references to information you can find in the Welcome to Canada guide published by Immigration, Refugees and Citizenship Canada.

You can also read it online at [Publication – Welcome to Canada: What you should know - Canada.ca](https://www.canada.ca/en/immigration-refugees-citizenship/services/welcome-to-canada.html)

YOUR FIRST STEP
is to register through
Manitoba Start then
you will be connected
to other Settlement
Agencies in your area.

Acknowledgements

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- **Immigration, Refugees and Citizenship Canada**
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Finally, we would like to thank the newcomers who have decided to make Manitoba their home. Without their contribution, the completion of the project would not have been possible. **Welcome!**

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WELCOME TO WINNIPEG

This section introduces you to Canada, the province of Manitoba, and the city of Winnipeg.

You will learn about its geography, population, economy, languages and government.



Introduction to Canada

Canada is the second-largest country on earth. It covers an area of 10 million square kilometres (3.9 million square miles). Canada has many different landscapes, including mountains, forests, prairie grasslands and Arctic tundra.

Cities, Provinces and Regions

Canada has 10 provinces and 3 territories. Each province or territory has a capital city and belongs in a region.

10 million square kilometres

10 Provinces

3 Territories

Region	Province/Territory	Capital City
Atlantic Region	Newfoundland and Labrador Prince Edward Island Nova Scotia New Brunswick	St. John's Charlottetown Halifax Fredericton
Central Canada	Quebec Ontario	Québec City Toronto
Prairie Provinces	Manitoba Saskatchewan Alberta	Winnipeg Regina Edmonton
West Coast (Pacific Region)	British Columbia	Victoria
Northern Territories	Nunavut Northwest Territories Yukon Territory	Iqaluit Yellowknife Whitehorse



The capital city of Canada is **Ottawa**.
Ottawa is in the province of Ontario.



The four largest cities in Canada are

Toronto (Ontario)

Montreal (Quebec)

Vancouver (British Columbia)

Ottawa (Ontario)



Toronto



Montreal



Vancouver

Founding Peoples and Immigration

Canada has three founding peoples: Indigenous, French and British. Founding peoples are the groups of people who started first started developing Canada.

Indigenous peoples were the first people to live in Canada. They came long before the first European settlers. Today there are three groups of Indigenous peoples in Canada:

First Nations

Inuit

Métis

These are three distinct and diverse groups. They each have their own history, languages, cultural practices and spiritual beliefs.



Indigenous Elders pass their traditions and stories down from one generation to the next. Indigenous traditions often connect to nature. Learn more about Indigenous peoples and their history: <http://issbc.org/blog/welcome-to-our-homelands>

French settlers came to Canada in the 1600s and 1700s. English-speaking settlers came from England, Wales, Scotland and Ireland between the 1600s and 1900s.

Over the past 200 years, people from all over the world have immigrated to Canada. Today, about 20% of Canadians were born outside of Canada.

- More information about Canada's immigrant population statistics: <https://www12.statcan.gc.ca/census-recensement/2016/as-sa/fogs-spg/Facts-can-eng.cfm?Lang=Eng&GK=CAN&GC=01&TOPIC=7>

English and French are the two official languages of Canada. By law, the federal government must provide services throughout Canada in both English and French.

- More information on language rights: https://www.clo-ocol.gc.ca/en/language_rights/act



Introduction to Manitoba



The Cree and Assiniboin First Nations introduced European explorers, traders and settlers to the land, lakes and rivers. They also taught them the ancient names and stories about the region we now call Manitoba. The name Manitoba came from the Indigenous people who lived here and travelled on Lake Manitoba.

On Lake Manitoba, waves crash against the shore when the wind is strong. Indigenous peoples said that the sound of crashing waves was the Manitou, or Great Spirit in Ojibway, Manito-bau. The story lives on in the province's name – Manitoba, which means the god who speaks.

- For information on Manitoba's name: https://www.gov.mb.ca/chc/origin_name_manitoba.html

Indigenous Culture

Indigenous peoples is the name for the original people who lived in North America and their descendants. The three groups of Indigenous peoples in Canada are First Nations, Inuit and Métis.

Manitoba is in the traditional territories of the Cree, Dakota, Dene, Ojibway, and Oji-Cree First Nations, as well as the Métis nation.

Winnipeg (the capital city of Manitoba) has the largest Indigenous population of all the cities in Canada. Winnipeg is in Treaty 1 territory.

The government and Indigenous people signed a treaty. A treaty is an agreement about land. When you talk about your location, it is important to show respect and acknowledge that Indigenous people were in Canada first. You should know the treaty territory where you live, work and visit.

All Canadians, not just Indigenous people, have rights and responsibilities because of the treaties. If you understand the history of the relationship between Indigenous people and non-Indigenous people, it will help you better understand your own history and relationships.

- For more information on Indigenous culture in Manitoba: <https://www.immigratemanitoba.com/wp-content/uploads/2016/07/indigenousguide-web-version2b.pdf>

Population and Geography

More than 1.38 million people live in Manitoba.

Manitoba joined Canada in 1870. The capital city, Winnipeg, was established in 1873.

Manitoba is one of the Prairie Provinces. You can find Manitoba halfway between the Atlantic and the Pacific oceans. Nunavut territory is north of Manitoba. Hudson Bay is northeast. Ontario is east. Saskatchewan is west. The U.S. states of Minnesota and North Dakota are south.

Manitoba has more than 100,000 lakes and over 40% of the province is forest. There is also a lot of farmland.

- Information about exploring Manitoba at Travel Manitoba: <https://www.travelmanitoba.com/>
- Information about provincial parks in Manitoba: <https://www.gov.mb.ca/sd/parks/>



Economy

Manitoba is a wonderful place to live. It has good living conditions, a good economy, and many jobs. It is in a central location and has excellent airports, railway and roads which connect Manitoba to the rest of Canada, North America, and the world. Manitoba's economy has a great reputation in Canada and the rest of the world.

- More information about Manitoba's economy: <https://www.edu.gov.mb.ca/ie/manitoba/economy.html>

Languages

English is the most common language spoken in Manitoba and is the main language for business. English and French are Canada's two official languages. English is the most common language spoken in Winnipeg. In Old St. Boniface, the main language is French. Several shops and services have multilingual staff, meaning they can speak both English and French.

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More than 1.38 million people live in Manitoba.



Manitoba has more than 100,000 lakes.



Over 40% of the province is forest

WIN Winnipeg Introduction for Newcomers

Introduction to Winnipeg

In 1972, the City of Winnipeg was created by combining the following 13 municipalities, towns and cities:

- R. M. of Charleswood
- R. M. of North Kildonan
- Town of Tuxedo
- City of West Kildonan
- City of Transcona
- City of St. James-Assiniboia
- The Metropolitan Corporation of Greater Winnipeg
- R. M. of Fort Garry
- R. M. of Old Kildonan
- City of East Kildonan
- City of St. Vital
- City of St. Boniface
- City of Winnipeg

Some of these areas still have the same name they had in 1972. Below is a picture of the different wards of Winnipeg. A ward is another way to say “area” or “part” of the city.



Government

Canada is both a democracy and a constitutional monarchy. This means that Canada's head of state is the Queen or King and the Prime Minister is the head of the government.

There are two levels of government: federal and provincial/territorial.

The federal and provincial/territorial levels of government share all the main responsibilities. Canadians choose their federal and provincial/territorial representatives by voting.

The Queen or King is represented in Canada by the Governor General (for all of Canada) and 10 Lieutenant Governors (one for each province).

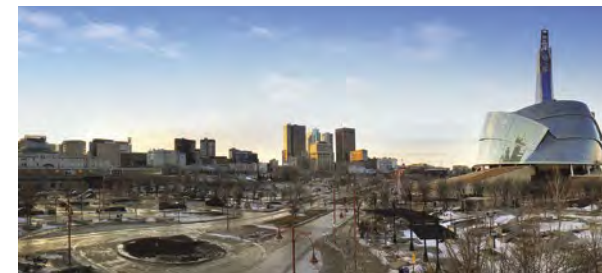
The Federal Government

The federal government deals with matters that affect all of Canada. Some examples are: national defense, foreign affairs, currency and banking, employment insurance, postal service and criminal law. The federal government is led by the Prime Minister. People who represent the federal government are called Members of Parliament. You will hear people call them MPs.

The Provincial/Territorial Governments

The provincial/territorial governments are responsible for issues that affect the province. Some examples are: health, education and transportation.

In Manitoba, the group of people who make government decisions are called the Legislative Assembly of Manitoba. People who represent the provincial government are called Members of the Legislative Assembly. You will hear people call them “MLAs.”



People sometimes call Winnipeg the “heart of the continent” because it is so close to the centre of Canada and North America.

The name Winnipeg comes from the Cree name Winnipee given to Lake Winnipeg. In the Cree language, win means “muddy” and nipee means “water.” You can find Lake Winnipeg 64 kilometres north of Winnipeg.

Today, Winnipeg is a modern city with excellent hotels, restaurants, and shopping. It also has a variety of recreational activities like swimming, golfing, fishing, skating and other outdoor activities.

Winnipeg has beautiful parks. Visitors to the Assiniboine Park will find a zoo, beautiful flower gardens and plenty of areas for rest and relaxation. Kildonan Park is another park in Winnipeg. People say it has the most beautiful trees in Winnipeg.

- For more information on Winnipeg's history: <https://winnipeg.ca/History/HistoricalProfile.stm>

Municipal Governments

Municipal governments are your local community or city government. They deal with local services such as garbage collection, city streets and recreational services. People who represent the municipal government are called councilors.

- Find out more about Canada's system of government: <https://www.canada.ca/en/government/system.html>
- Find out more about Manitoba's provincial government: Manitoba.ca <https://www.gov.mb.ca/>
- Find out more about how municipal governments work: <http://www.amm.mb.ca/>

Winnipeg started as a trading centre where Indigenous people traded furs. Today, Winnipeg is still a place for trade and other business. It is a vibrant city with exciting attractions for all.

- For more information on living in Winnipeg: <https://winnipeg.ca/interhom/guide/All/default.stm>

Current Population

Over 700,000 people live in Winnipeg.

Immigration helps Manitoba grow. Manitoba welcomes immigrants from all over the world. We celebrate the diversity of knowledge, skills, education and training, and the life histories new families bring to communities in Manitoba.

- Learn more about Winnipeg's population: <https://www.immigratemanitoba.com/manitoba-immigration-facts-report-2017/>

Tourism Winnipeg

Winnipeg was named the Cultural Capital of Canada in 2010. Different cultures and diversity makes Winnipeg a welcoming place to live.

- For more information: <https://www.tourismwinnipeg.com/plan-your-trip/about-winnipeg>

Recreation Programs

- Learn more at: <https://winnipeg.ca/interhom/guide/All/Recreation.stm>

Becoming a Canadian Citizen

You can start preparing to become a Canadian citizen as soon as you arrive in Canada.

- More information in Welcome to Canada: <https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/publication-welcome-canada-what-you-should-know.html>
- Free study guide for the citizenship test: <https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/discover-canada.html>

LIVING IN WINNIPEG



Weather

Manitoba has four seasons – summer, fall, winter and spring.

- **Summer** (June to September)
The weather is warm to hot.
- **Fall** (September to November)
The weather starts to get colder. Trees lose their leaves.
- **Winter** (December to March)
The weather is very cold. Snow covers the ground.
- **Spring** (March to June)
The weather starts to get warmer. Snow melts and rain falls.

- To check the weather in Winnipeg visit:
<https://www.theweathernetwork.com/ca/weather/manitoba/winnipeg>
<https://www.canada.ca/en/services/environment/weather/yourweather.html>

Dress for the Weather

You may be surprised by the cold and snow during your first Canadian winter. To survive the cold, be sure to buy a winter coat, boots, gloves and a hat to keep you warm. With the right clothing, you will be prepared to enjoy the beauty of a Canadian winter and your first snowfall.

It is important to prepare and learn about safety and staying warm. The Stay Warm Winter Guide has some great tips to keep you safe and warm.

- More information:
<https://canadianimmigrant.ca/settlement/weather/the-stay-warm-winter-guide-for-canadian-newcomers-part-1>

Have Fun in the Snow

In winter, the temperature drops. The snow piles up. But snow and cold weather is no reason to spend the winter inside doing nothing. There is a lot to see and do both inside and outside in winter. You can go for a walk in the park or go skating or sledding. Getting outside will help you and your family get through the long winter, spend time together and become a part of your community. Learn about the fun outdoor activities you can do in the guide.

- More information:
<https://canadianimmigrant.ca/settlement/weather/the-stay-warm-winter-guide-for-canadian-newcomers-part-2-have-fun-in-the-snow>

This section gives you information about daily life in Winnipeg including weather, housing, community programs, shopping, and transportation. You will also learn about your basic rights and how to get legal help. As you find and use these services, your new community will soon become the place you call home.

Stay Healthy

The short days, long nights and cold weather can make it hard to stay healthy in the winter. You might get sick with a cold or flu. There are some things you can do to help you and your family stay healthy.

- More information:
<https://canadianimmigrant.ca/settlement/weather/the-stay-warm-winter-guide-for-canadian-newcomers-part-3-keep-healthy-and-fit>

What is seasonal influenza?

Seasonal influenza (the flu) is a respiratory illness caused by a virus. A respiratory illness is an illness in the lungs, chest, sinuses, nose and throat.

You may hear people say they have a cold. But a cold is different than the flu. The flu is worse than a cold.

Common symptoms of the flu are:
– a high fever
– body aches
– feeling very tired
– a dry cough

You may also have a headache and feel cold even though you have a fever. You may have a sore throat and not feel hungry.

If your baby has the flu they may also have the same symptoms. Young children may also have an upset stomach, diarrhea and vomit.

A virus that affects just the stomach is called the “stomach flu.” This is different than the seasonal influenza.

You will feel this flu in your stomach and not in your lungs and nose. You will have pain in your stomach. You may also have diarrhea and vomiting.

The flu can also lead to more serious problems and you might have to go to the hospital.

You can get a vaccination to help protect yourself from getting the flu every fall.

What is COVID-19?

In Canada people started getting a new coronavirus (COVID-19) in January 2020. Like the flu, COVID-19 is a respiratory illness. There was no vaccine that protected people against COVID-19 at the time. Canadians have hope now that there is a vaccine. The government wants to help protect you from COVID-19 by giving everyone the vaccine before September 2021.

- More information about the vaccine:
<https://www.canada.ca/en/health-canada/services/drugs-health-products/covid19-industry/drugs-vaccines-treatments/vaccines.html>

Is COVID-19 different than the flu?

Symptoms of COVID-19 can be the same as the flu or worse. You may find it very hard to breathe. You might also have a fever, muscle and body aches and feel very weak and tired. You may not be able to taste or smell things. Other symptoms are a runny nose, an eye infection (pink eye) or a skin rash.

Like the flu, some people will only get a little bit sick, but others may get very sick. They may develop pneumonia, heart problems or kidney problems. They may have to go to the hospital. Some people die from COVID-19.

How do people give the flu and COVID-19 to other people?

Both the flu and COVID-19 can spread easily from person to person. You can pass it to someone by coughing, sneezing or sharing food or drinks. You can also get the flu or COVID-19 if you touch things that someone with the virus also touched.

People who have the flu or COVID-19 can spread it to others who may be standing close by (up to six feet/two metres away). You can spread the flu and COVID-19 even if you do not feel sick or have any symptoms. You can infect other people before you even know you are sick. You can also infect people after you have symptoms.

You must stay home if you have any flu or COVID-19 symptoms.

It is also important to cover your nose and mouth when you cough or sneeze. Wash your hands often with soap and warm water for at least 15 to 20 seconds. You can use an alcohol-based hand sanitizer if soap and water are not close by.

You must stay six feet/two metres away from other people when you are outside and wear a mask when you go inside public spaces. Try to limit how much time you spend with people who do not live in your home with you.

- More information:
<https://www.gov.mb.ca/health/flu/qanda.html>

Home and Family Safety in Winter

There are things you can do to keep yourself and your family stay safe and warm in any winter condition. Do you know what to do if your power and lights go out on a cold winter day? Read some tips to make sure you are prepared if this happens to you.

- More information:
<https://canadianimmigrant.ca/settlement/weather/the-stay-warm-winter-guide-for-canadian-newcomers-part-4-healthy-home-and-family>

Safety on the Roads in Winter

In the winter, roads can be covered in ice and snow. This can make driving a car very dangerous. Learn some tips that will keep you safe on the road.

- More information:
<https://canadianimmigrant.ca/settlement/weather/the-stay-warm-winter-guide-for-canadian-newcomers-part-5-safety-on-the-road>



Consumer Services

Getting a phone, using the internet and finding out where to buy food and clothes are important things to know when you first come to Canada.

Consumer Awareness

Manitoba has a variety of shops and services. Sometimes it is hard to understand what you are buying. The government wants to make sure you pay a fair price for the things you buy and the services you use. It also wants you to feel safe using these services.

- More information:
<https://www.gov.mb.ca/cp/>
<https://www.canada.ca/en/services/finance/consumer-affairs.html>

Phone and Internet Services

If you live in a big city, there are many options for phone and internet services. There are fewer options if you live in a rural area. Many companies offer to combine your phone (cell phone or landline), internet and cable services into one package. They call this a bundle. When you bundle your services, it saves you money. Family plans are also a good way of bundling your cell phone services and saving money. Long distance and international calling cards are also good options. Make sure you read and understand all contract details before you sign.

Public libraries in Manitoba offer free internet service with your library card. If you have a wireless laptop computer or a tablet like an iPad, you can go to places such as coffeehouses and restaurants that offer free wireless access. These are also called WI-FI hotspots. If you use the free WIFI at a café or restaurant, it is polite to buy something such as a cup of coffee.

- Learn about phone and internet services:
www.planhub.ca/manitoba/
www.comparemyrates.ca/cell-phone-plans/manitoba/
www.findinternet.ca/en/winnipeg-manitoba
or www.comparemyrates.ca/internet-providers/mb/

Postal Service

Canada Post is a national postal service. You can send and receive letters or packages from any post office in your area. You can also pay your bills online with e-post.

- More information about Canada Post:
<https://www.canadapost.ca/cpc/en/home.page#>

Buying Food

Grocery stores have fresh food and other grocery products. You can also buy food at smaller stores, sometimes called corner stores. Prices may be higher at the smaller stores. Your community may also have health food stores, butchers, and bakeries. Many regions have Farmer's Markets in the summer where you can buy fresh local fruit, vegetables and other products.

- More information:
<https://www.directfarmmanitoba.ca/markets/>

Tipping

Tipping is common if you received good service for something, such as meal at a restaurant or a taxi ride. Tipping is usually 10-15% of the bill. Most servers expect a tip, but it is optional. Tipping is a way to say thank you for good service.

Urgent Food Needs

If you do not have enough money to buy food, you can get free food at a local food bank. Speak to your settlement counsellor or visit Winnipeg Harvest.

- More information:
<https://www.harvestmanitoba.ca/>



Housing

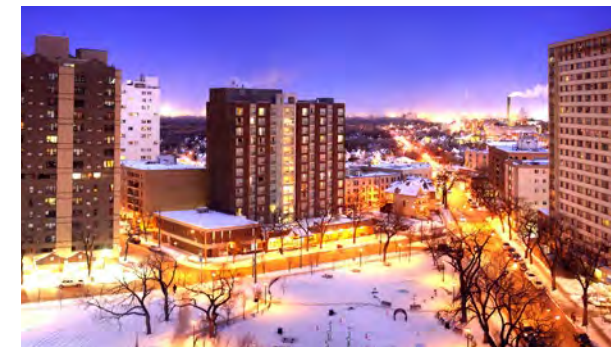
Temporary Housing

When you first arrive in Manitoba, you may need a temporary place to stay while you are looking for an apartment, condominium (condo), or house to rent or buy. A condo is a building where people own their unit or space instead of renting it.

Hostels cost less than hotel rooms. Hostels have private rooms or beds in a large room that you share with other people. You also share a bathroom and a kitchen.

To find a hostel or hotel:

- visit the Yellow Pages: <https://www.yellowpages.ca/>
- search the internet: use the words "hostel + Winnipeg" (or the community you want)
- buy a tourist guidebook that lists hotels and hostels



Types of Housing in Manitoba

You can choose from many different housing options:

- **Apartment:** You can rent a one, two, or three-bedroom apartment in a building or house. A bachelor apartment has a single room that is also the living area and the bedroom. All apartments have a kitchen and bathroom.
- **Rental room or rooming house:** This is a room in a large house. You have your own private bedroom, but you share a kitchen and a bathroom.
- **Condominium (condo):** Most condominiums are in tall buildings. Like an apartment building, there are many condos in the same building. If you are a condo owner, you must pay an extra monthly fee for maintenance.
- **Single detached house:** This is a house with a yard.
- **Semi-detached house:** Your house is attached to another house. A wall divides each house.
- **Townhouse:** Your house shares a wall on both sides with another house.

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Finding a comfortable, affordable place to call home is an important part of your settlement. You can choose from many different options.

Renting

The cost to rent a home is different in every area of the province. Rent costs more in bigger cities than in smaller cities or towns. There may also be a big difference in cost in different areas of a city. Try not to spend more than 30% of your income on housing costs. Housing costs are expenses that you must pay to live in the house or apartment, such as rent, heat, water, cable TV, phone and parking.

There are many ways to find an apartment or house to rent:

- Read your local newspaper in the Classifieds section.
- Walk around neighborhoods that you like and look for Apartment Available or For Rent signs on buildings.
- Ask friends, relatives and co-workers.
- Check bulletin boards in libraries, grocery stores and community centres.

- Visit: <https://www.viewit.ca/city/winnipeg.aspx> or <https://rentals.ca/>

Signing a Lease

A landlord is the person who manages the place you want to rent. Landlords may ask you to sign a lease. A lease is a legal contract.

Your lease should say:

- how long you will live there (usually you must agree to 12 months)
- the cost every month (your rent)
- what is included in your rent such as parking, cable, gas heat or electricity

Landlords usually ask you for a security deposit. A deposit means you pay your first month rent plus the cost of one more month. Your landlord will return this to you or use it for your last month of rent if you did not damage anything in the apartment. If you did cause damage, they will keep your security deposit to pay for repairs when you leave.





Paying Rent

Usually, you pay your rent on the first of every month. You can pay in different ways:

- Cash: You need to ask for a receipt for the full amount.
- Cheque: You write a future date on the cheque. This is called a post-dated cheque. Your landlord cannot cash your post-dated cheque until the date you wrote on the cheque. Your landlord may ask you for more than one post-dated cheque to cover your whole stay.
- Certified cheque: You can go to your bank and they will guarantee or certify your cheque. Your landlord may ask you to certify your rent for the first and last month on your lease.

Renting Rights and Responsibilities

The Residential Tenancies Act (RTA) is the law for housing in Manitoba. This law gives all the rules that you and your landlord must follow. It says how much your landlord can increase your rent. It also tells you how much notice you must give your landlord before you move out.

- Learn more about the RTA: <https://www.gov.mb.ca/cca/rtb/>
Call: 204-945-2476

Government Assisted Housing

If you cannot afford to pay your rent, there are programs called government assisted or subsidized housing. Subsidized housing means you pay your rent based on how much money you have. The wait time to get subsidized housing can be long. Sometimes you need to wait years. If you need more information about subsidized housing in your area, talk to your settlement counsellor.

- More information on housing: <https://www.gov.mb.ca/housing/>

Non-Profit Co-Op Housing

The people who live in co-op housing own and manage the co-op together.

Non-profit co-op housing rent is lower than average. The people who live in co-op housing must help manage and take care of their home together. There is usually a long wait for co-op housing. Sometimes you need to wait two to four years.

To find a list of non-profit housing co-ops in your area, do an internet search with the words "non-profit co-op housing + the name of the city or town."

- More information: <https://www.gov.mb.ca/housing/progs/coophousing.html>

Buying a Home

A lot of planning goes in to buying a house. It is a good idea to get as much information as you can. If this is the first time you are buying a house in Canada, read the guide by Canada Mortgage and Housing Corporation. It is for newcomers who are looking to buy a home.

- More about buying a home: <https://www.cmhc-schl.gc.ca/>

When you want to buy a home, you may need a mortgage. A mortgage is a money loan from a bank.

You need a good credit history to get a mortgage. As a newcomer, you may not have a credit history in Canada. Talk to someone at your local bank about how to start a credit history.

When you are ready to buy a house, you offer the amount of money you would like to pay. It is a good idea to include a condition that the house must pass a home inspection. You need to pay for a home inspection, but it protects you. A professional inspector looks for problems with the structure of the house. If the inspector finds any major problems, you can cancel or change your offer. This could save you a lot of money.

Post-Secondary Student Housing

Universities and colleges often have housing for their students. For more information, contact the housing department of the university or college you plan to attend.

University and college housing is sometimes available to non-students in the summer. This can be a cheap place to stay for newcomers and travelers.

Emergency Housing (Shelters)

Shelters are a place for people to stay for a few days. You can stay in a shelter if you are in danger, do not have a home, or must leave your home quickly and have no place to go.

- For phone numbers for local shelters: www.endhomelessnesswinnipeg.ca/resources/
Call: 311 (in Winnipeg only)

Housing for Seniors

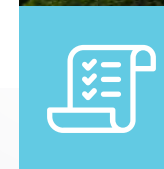
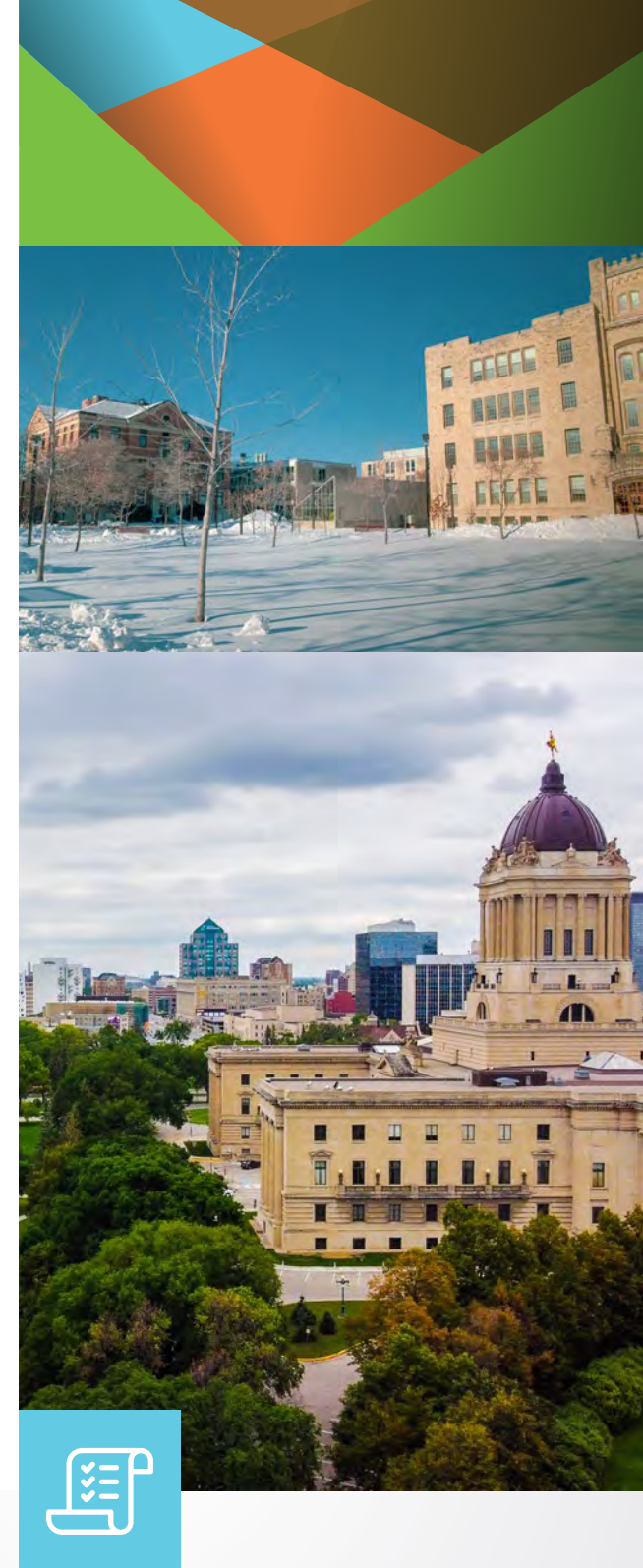
The government helps seniors by offering them low-cost housing.

- For private senior residences: <https://www.yellowpages.ca/>
- Information at Manitoba Seniors' Secretariat:
Call 204-945-6565 (in Winnipeg) or 1-800-665-6565 (outside Winnipeg)
- More information at the Seniors Information Line: <https://www.gov.mb.ca/seniors/>
Email: seniors@gov.mb.ca

The Manitoba Human Rights Code and Housing

Manitoba has a Human Rights Code. This is a law that protects you against unfair treatment. This law says that other people cannot treat you unfairly because of your race, place of origin, colour, citizenship, religion, age, sex, sexual orientation, record of offences, marital status, same-sex partnership status, family status or disability.

- Learn more about your rights: <http://www.manitobahumanrights.ca/v1/>



Community Participation

You will find many community activities and recreation programs in your local area. These can help you meet people, improve your language skills and have fun.



Community Recreation Centres

There are community programs and public recreation centres in Winnipeg and other communities in Manitoba. Community centres have space where community groups meet. You can also find skating arenas, swimming pools, gyms and sport fields.

Programs and facilities are free or low in cost.

You can get information about activities and programs in your community from your settlement counsellor. You can also call 311 or search the internet with the words “community recreation centre + name of your city or town.”

- More information about programs around Winnipeg:
<https://winnipeg.ca/cms/recreation/>

Public Libraries

At your local public library, you can borrow books, CDs, DVDs, magazines and newspapers in English and other languages. Most libraries also give free access to the internet.

Libraries host programs for adults and children, including reading and storytelling clubs, language classes for newcomers and readings by authors. Some libraries also have employment information and support.

- Learn more about your local public library:
<https://wpl.winnipeg.ca/library/>
https://mb.countingopinions.com/memberlist_details.php

To use the library, you must have a library card. You can get a library card after you show your identification. You need two things:

- one piece of official identification (passport or driver's licence)
- proof of your address (such as your telephone, hydro, or cable bill)

Places of Worship

Canadians have the freedom to practice their religion (Charter of Rights and Freedoms). Manitobans show their faith by gathering in churches, synagogues, mosque, temples, and other places of worship.

You can find a place of worship near you by asking your settlement counsellor. You can also call 311 or search the internet with the words “places of worship + name of your city or town.”

Volunteering

Volunteering is when you help other people, but do not receive money for your time and effort. It is an enjoyable way to meet people and get to know your community better.

Volunteering can help you get a job because:

- it gives you experience that you can use on your resume
- it helps you meet new people

You may need to get a police background check before you can volunteer.

You can find a place to volunteer by asking your settlement counsellor. You can also call 311.

- More information at Volunteer Manitoba:
<https://www.volunteermanitoba.ca/>

Transportation

Public Transportation

Large cities have public transit systems. Manitoba's public transportation uses a bus system. It is a cheap and easy way to travel around the city. You can buy monthly passes or tickets/tokens.

- More information: <https://winnipegtransit.com/en>

Etiquette on Public Transportation

Etiquette is the expected rules and customs for polite behaviour in public. For example, if the bus is full, it is polite to stand up and offer your seat to older adults or people with disabilities or children. You can learn more about etiquette for public transportation in the Welcome to Canada Guide.

- More information:
<https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/publication-welcome-canada-what-you-should-know.html>



Taxis

In most areas of Manitoba, you can get a taxi to pick you up and drive you to where you want to go.

Taxis can cost a lot of money, so make sure to ask your driver how much it will cost before you go. It is also important that you can clearly see the meter. The meter is the machine at the front of the taxi which shows the cost of the trip.

- Find a local taxi company in the Yellow Pages:
<https://www.yellowpages.ca/search/si/1/Taxis/Winnipeg+MB>

win.manitobastart.com

You need to know how to get from one place to another in the city or area you live.

Renting a Car

If you do not have a car, you can rent one. Read the rental contract carefully before signing. You must have a driver's licence and insurance coverage.

In larger cities like Winnipeg, you can join a car-sharing service. You can rent a car for a short period of time to go shopping or visit the doctor.

- You can find car rental companies and car sharing services in the Yellow Pages:
<https://www.yellowpages.ca/>

Getting your Driver's Licence

If you have a driver's licence from your home country, it is good for 90 days after you arrive in Canada. After that, you will need a Manitoba driver's licence. You may have to take a written test on Manitoba's traffic rules and take road tests.

You can use your driver's licence anytime you need to show someone official identification.

If you choose not to get a driver's licence but need official identification, you apply for the Manitoba Identification Card. To apply, you need to:

- show original identification (must show your legal name, date of birth and signature)
- complete an application form
- pay \$20.00

- More information:
<https://www.mpi.mb.ca/Pages/apply-for-id-card.aspx/>





New or Unlicensed Drivers

If you are new to driving, you need to take the Manitoba's Graduated Driver Licence (GDL) program. In this program, you will learn how to safely use a motor vehicle.

How do I register for the GDL program?

You must be at least 16 years of age to get a licence in Manitoba, or 15 ½ if you are registered in MPI's Driver Z Program. You need proper identification to register.

- Register through an Autopac agent or MPI Service Centre: <https://www.mpi.mb.ca/Pages/StoreLocator.aspx>

After you register:

- Book your knowledge test at an Autopac agent or Service Centre.

After you pass your knowledge test and vision test:

- You get your Learner's Licence and can start practicing.
- After 9 months, you can book your road test: <https://onlineservices.mpi.mb.ca/drivertesting/en/rt>

Important Note: You cannot have a driver's licence and a Manitoba identification card. You must choose one.

- Information on getting your Manitoba driver's licence: <https://www.mpi.mb.ca/Pages/new-to-manitoba.aspx/>

Driver Examination Centre

- To find your local driver examination center visit: <https://www.mpi.mb.ca/Pages/Home.aspx>

Driver's Handbook

- Read the rules of the road and prepare for your written test: https://apps.mpi.mb.ca/dr_quiz/StartDrivingQuiz.asp?L=e/

You can also buy a paper copy of the handbook at any driver examination center and at many retail stores.



Insurance

Every vehicle and driver must have insurance.

Insurance is your protection if you have a car accident. It is a form of financial protection, so you do not have to pay the full cost for any damage or injuries that happen to you or others.

Automobile insurance protects you in three ways:

- Personal injury coverage (protection for you; if you hurt yourself, lose your life or lose your income)
- All-perils collision coverage (protection against damage to your own vehicle because of an accident)
- Third-party liability coverage. This is protection if you are the person responsible for someone else's injuries, death or damage to their property.
- More information on car insurance: <https://www.mpi.mb.ca/Pages/insuring-your-vehicle.aspx>

Cycling

Cycling, or riding a bicycle, can be a good way to get around in your new community. You will find cycling paths around the city. Some cities have specific cycling lanes on the streets.

When you are on your bicycle, you are a vehicle. The rules you must follow are like the rules you follow to drive a car (Manitoba Highway Traffic Act). You must obey all the same traffic laws. Every cyclist under the age of 18 must wear an approved bicycle helmet – it's the law. The government believes so much in this safety rule that they stopped charging provincial sales tax on bike helmets for children and adults in 2013.

- More information: <https://mbcycling.ca/>
<https://www.mpi.mb.ca/Pages/cycling-101.aspx>
<https://www.gov.mb.ca/health/hep/bikesafety/index.html>

Legal Rights and Services

The Constitution of Canada has rules for the legal structure of the federal and provincial and territorial governments. The Canadian Charter of Rights and Freedoms is a part of the Constitution. It protects your rights. You have many rights as a Canadian, including:

- the right to equal legal protection with no discrimination because of your race, national or ethnic origin, colour, religion, sex, age, or mental or physical disability
- the freedom to express your beliefs and opinions
- the freedom to spend time with anyone you wish and gather with other people in a peaceful way
- the freedom to practice your religion
- the right to live anywhere in Canada
- the right to protection from being arrested if you did nothing wrong and the right to get a lawyer
- the right to receive services from the federal government in either English or French
- The Charter at the Federal <https://justice.gc.ca/>
<https://justice.gc.ca/eng/csj-sjc/rfc-dlc/ccrf-ccdl/>

The Manitoba Human Rights Code

The Manitoba Human Rights Code protects all Manitobans from unfair treatment in areas such as employment, housing and services.

It is illegal to discriminate against or harass a person based on their race, ancestry, place of origin, colour, ethnicity, sexual orientation,

record of offences, marital status, same-sex partnership status, family status or disability.

If you have been a victim of discrimination, you can make a claim to the Human Rights Commission.

- More information at Manitoba Human Rights Commission: <https://web2.gov.mb.ca/laws/statutes/ccsm/h175e.php>

The Age of Majority & the Age of Consent

In Manitoba, you are considered an adult if you are 18 years old or older.

The age of consent to sexual activity is 16 years.

All sexual activity without consent is a crime.

- More information about the age of consent: https://www.justice.gc.ca/eng/rp-pr/fl-f/child-enfant/2004_7/longdesc5.html

Finding a Lawyer

You can find a lawyer in many ways. Your settlement counsellor can help you find a lawyer. You can also:

- Look in the Yellow Pages or go to: <https://www.yellowpages.ca/>
- Go to the Law Society of Upper Canada: <https://lawsociety.mb.ca/for-the-public/finding-a-lawyer/>
- Call Legal Aid Manitoba. They give legal services to people with low incomes.

204-985-8500 or
1-800-261-2960

<https://www.legalaid.mb.ca/>

Caring for the Environment

Caring for the environment is important. You can show that you care for the environment by doing a few simple things. You should:

- throw your garbage away in a garbage bin
- recycle metal, glass, paper and plastic
- save energy by:
 - turning off lights when not in use
 - taking short showers
 - fixing your leaky faucet
 - unplugging electronics when you aren't using them
 - turning off your air conditioner when you are away
 - washing laundry in cold water

Do Not Litter!

Littering is when you throw any kind of trash on the road or the ground.

Most municipalities in Manitoba have laws against littering, so you can be fined. Police will stop your car if they see you littering on a highway.

Help keep Manitoba clean by putting your trash in a garbage can or taking it home with you.

Household Waste Recycling Program

Recycling is when you collect materials that you would normally throw away as trash. Those materials can become new products. Recycling is good for your community and the environment.

- Blue Box Program: You can use the recycling program in most parts of Manitoba. You can put glass, metal, plastic and paper waste into your blue box for curbside pickup by a garbage truck.
- Green Bin Program: Your area may have green bins for plant materials such as fruit and vegetable scraps, leaves or grass, coffee grounds, or meat and fish. The organic waste from plant materials becomes compost. People use compost to improve soil in parks and farmlands.

You need to put your recycling out in the morning on the same day you city or town picks up your garbage. This is called your collection day.



What is the collection day for garbage and recycling in my neighbourhood?

- You can call 311 or find your collection day here:
www.winnipeg.ca/waterandwaste/garbage/collectionday.stm

Where can I get a blue box or green bin?

You can contact your local municipality, call 311 or check the Yellow Pages.

- More information:
<https://winnipeg.ca/waterandwaste/recycle/default.stm>
<https://www.gov.mb.ca/mr/>
<https://www.gov.mb.ca/sd/wastewise/wastereduction/index.html>

Electronics Recycling Program

Waste electronics, or e-waste, include things like cameras, computers, monitors, telephones and televisions. They have dangerous materials inside them and should not be put in your garbage bin.

When you buy electronics in Manitoba, you pay a fee. The fee will help pay for recycling or making new products.

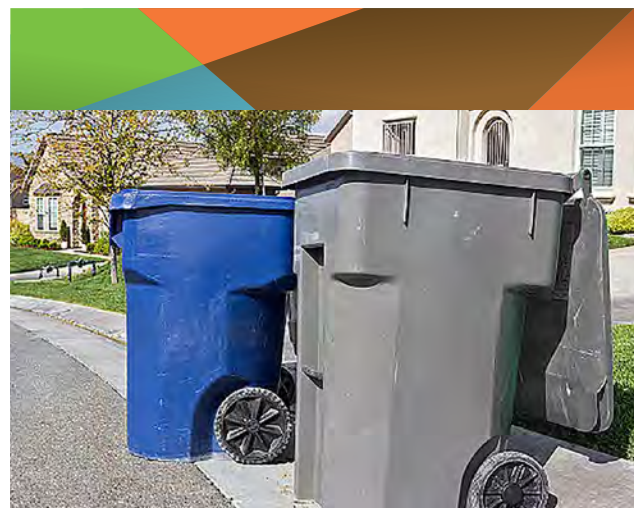
- Find an electronics recycling depot in your area:
<https://www.recyclemyelectronics.ca>

Conserving Energy

Conserving energy means using less energy. Producing electricity or gas is not good for the environment, so it is better if you use less of it. Conserving energy also saves you money.

- More information at Conservation and Climate Manitoba:
https://www.gov.mb.ca/sd/environment_and_biodiversity/energy/index.html

Natural Resources Canada's Office of Energy Efficiency:
<https://www.nrcan.gc.ca/energy-efficiency/10832>



HEALTH CARE

Manitoba Health Card

All Manitobans get health care through the Manitoba Health Insurance Plan (MHIP). This plan pays for basic medical services such as visits to a family doctor or hospital.

To get this health insurance plan, you must get a Manitoba Health Registration card. This is usually just called your health card. You must bring it with you every time you use a medical service.

Manitoba Health will not pay for everything. For example, it does not pay for dentists or drug prescriptions. You may be able to get extra health benefit plans from your job. These plans will sometimes pay for a part of the extra healthcare costs. You can also buy insurance on your own.

- More information at the Manitoba Ministry of Health:
<https://www.gov.mb.ca/health/mhsip/>

You should apply for your Manitoba health card as soon as you can.

When you register, you will need to:

- complete a Manitoba health registration form
- prove your identification with documents (photocopy of your passport and all other Citizenship and Immigration Canada documents for you and your family)
- More information:
<https://www.gov.mb.ca/health/mhsip/index.html>

To apply:

Registration and Client Services
Manitoba Health, Seniors and Active Living
300 Carlton Street
Winnipeg, Manitoba R3B 3M9

Business hours: Monday to Friday 8:30 to 16:30

- For more information:
<https://www.gov.mb.ca/health/mhsip/mbcard.html>
Call 204-786-7101 or 1-800-392-1207
Fax: 204-783-2171
TDD/TTY: 204-774-8618, TDD/TTY Relay
Service outside Winnipeg: 711 or 1-800-855-0511



Health Care for Refugees and Protected Person

While you are waiting for health care in Manitoba, you may be able to get health care through the Interim Federal Health Program (IFHP).

You may be able to receive health care services if you are:

- a protected person
- a refugee claimant who is not from a designated country of origin
- a refugee claimant from a designated country of origin who filed their claim before December 15, 2012

Refugee claimants and refugee claimants from designated countries of origin can get limited health care.

- For more information about the IFHP:
<https://www.canada.ca/en/immigration-refugees-citizenship/services/refugees/help-within-canada/health-care.html>

Medical Emergencies

If you are badly hurt or very sick, dial 911 on your telephone at any time of the day or night.

You will speak to an operator who will send an ambulance to your location. Paramedics are trained medical staff. They will arrive in the ambulance to give you medical help right away.

If you cannot explain the situation in English or French, 911 operators can get an interpreter to help you. They have interpreters for more than 170 languages.

- It costs money to use an ambulance.

You can learn about the fees here:

<https://www.winnipeg.ca/fps/Billing/Ambulance%20Service%20Rates.pdf>

911 and the ambulance are part of the Emergency Medical Services (EMS) that will help you before you get to a hospital.

The main EMS services are:

- 911
- medical care by paramedics
- transportation from one hospital to another
- land ambulance
- stretcher service
- air ambulance (helicopter)

You can also go to the nearest hospital emergency department. These are usually open 24 hours a day, 7 days a week. If you do not have Manitoba health care coverage, you have to pay.

- More information:

<https://www.gov.mb.ca/health/ems/index.html>

Finding a Family Doctor

Your family doctor helps to keep you and your family healthy. They are usually the first person you contact if you are sick or need medical advice. It can be difficult to find a family doctor in some parts of Manitoba.

You can talk to your settlement counsellor or ask family or friends about their family doctor.

- More information on finding a doctor near you:

<https://www.gov.mb.ca/health/familydoctorfinder/>

Vaccinations

Manitoba has a vaccination (or immunization) program to protect adults and children from various diseases. A vaccination is a needle that protects you from a disease.

If you or someone in your family had vaccinations before you came to Manitoba, bring your records with you. If you have not had any vaccinations, talk to your family doctor or community health center to learn about the vaccinations you need. You may have to show a vaccination record to your child's school.

- Learn more about Manitoba's vaccination program:

<https://www.gov.mb.ca/health/publichealth/cdc/div/schedules.html>

Medical Surveillance

Before arriving in Canada, you probably had a medical examination. After arriving in Canada, you must have another examination. The government calls this medical surveillance. Medical surveillance is to check that you are healthy.

You must contact the public health authority in your area within 30 days after you arrive in Manitoba. If you do not contact the health authority, you may have problems with your immigration process.

- Find a public health authority:

<https://www.gov.mb.ca/health/publichealth/offices.html>

You can also call the Family Doctor Connection line (Manitoba Health) for a list of doctors who will take new patients:

Winnipeg: 204-786-7111 or 1-866-690-8260 (outside Winnipeg)

TTY/TDD: 204-774-8618

1-800-855-0511 (Manitoba Relay Service)

- For more information on health services in Manitoba;

<https://www.gov.mb.ca/health/index.html>

Dentistry

Manitoba Health only pays for a dental service if you need to go to the hospital. This rule is the same for adults and children.

In Manitoba, children under age 17 do not receive free dental services. Dental services are things such as teeth cleaning, x-rays or getting teeth pulled. As an adult, some of your dental costs will be free or you will get a discount if you have benefits from the Employment and Income Assistance (EIA) program. Talk to your counsellor for more information.

- More information:

<https://www.manitobadentist.ca/find-a-professional.cfm>

Oral Health Care for Children

Your child may be able to get basic dental services from one of these programs:

- **Smile Plus Program:** The Winnipeg Regional Health Authority provides basic care to at-risk children in Winnipeg.
- **Healthy Smile Happy Child:** This program supports good oral health in the community.
- **Free First Visit Program:** The Manitoba Dental Association will give children under 36 months of age a free visit to the dentist.

- More information:

<https://www.cps.ca/en/documents/position/oral-health-care-for-children/>

Child Care

Manitoba supports young children and their families. You can find good quality, licensed, play-based early learning and child care (ELCC) programs in different communities in Manitoba. Caregivers in these programs will care for your children so you can go to work or school. There are many child care (daycare) options in Manitoba. You must sign up for these programs.

Licensed and Unlicensed Child Care

You can find two kinds of child care in Manitoba: **licensed** and **unlicensed**. Costs for both kinds of child care vary and different child care centres have different rules. Your child must attend some child care centres full-time. Other child care centres allow part-time and drop-in child care. Sometimes there are long waiting lists.

Licensed child care may be in a private home, a school, a community centre, church or another location.

All licensed child care facilities in Manitoba follow government rules. The provincial government inspects licensed childcare centres to make sure they are healthy and safe. The staff must also have the right training.

Register your child:

<https://onlinechildcareregistry.gov.mb.ca/occrweb>

Some child care is unlicensed. Someone can provide private home child care without a licence if they follow certain rules. They must not care for more than four children under the age of 12. They must not care for more than two children under the age of two. These numbers include their own



children. Private child care workers could be your friend, a family member, or someone in the community.

- More information:

https://www.gov.mb.ca/fs/childcare/families/guide_childcare/

Child-Care Subsidies

If you cannot afford to pay for childcare, you may be able to get a subsidy. A subsidy is a discount to help you pay your fees. The Child Care Subsidy Program can help with your fees for children 12 weeks to 12 years of age.

Learn more at the Department of Families:

https://www.gov.mb.ca/fs/childcare/families/childcare_subsidies.html

Early Learning and Child Care

Manitoba has another government program called Early Years Centres. Children up to the age of six can go to these centres to play and learn. A parent or guardian must come with the child. Early Years Centres also have services for parents. There is no fee to attend.

- Find a Manitoba Early Learning and Child Care Program

<https://www.gov.mb.ca/fs/childcare/>



Elder Care

Personal Care Services and Charges

Personal care services help you when you cannot live safely in your own home because of a disability or your health care needs. You can find these services in most communities in Manitoba. Personal care services can include:

- meals (including meals for special diets)
- help with daily activities (bathing, dressing and using the bathroom)
- nursing care
- some medical and surgical supplies
- prescription drugs that are eligible under the Manitoba's Personal Care Home program

- physiotherapy and occupational therapy (if the facility is approved to provide these services)
- laundry and linen services

The government pays for most of the cost. You pay the part that the government does not pay. The amount you pay depends on your income.

- More information:
<https://www.gov.mb.ca/health/pcs/index.html>
https://residents.gov.mb.ca/reference.html?filter_category=8&d=list/



Mental Health Care

Mental health problems are common. Some examples are mental stress, depression, and more severe disorders. Your mental health is important, just like your physical health and spiritual health.

Manitoba's mental health services give you information about good mental health. They also help you decide early if you have mental illness. They can help you learn to live with it.

Centre and other support organizations in your community.

Community hospitals and health centres have mental health services for people with mental health issues who are not staying in a hospital for their mental health issue. They can identify, provide medication and give you ideas on how to live with your mental health issue at home.

Sometimes you need to get treatment at a facility if you need more help. You can get psychiatric care in hospitals or community health centres operated by your RHA.

If you see a psychiatrist, your Manitoba health insurance covers the cost. If you need a psychiatrist, contact your RHA or ask your family doctor.

Community Mental Health Services

Community mental health services can evaluate your mental health and support you with counselling. You can get these services through your RHA and other groups. Psychologists or counsellors can help you develop useful life skills even if you have mental health challenges. Your Manitoba health insurance pays the cost for psychologists, social workers and counsellors if you use their services through a mental health organization, hospital or community health centre.

- If you need a psychologist, ask your family doctor or call: Psychological Association of Manitoba 204-487-0784
<https://www.cpmb.ca/>
- More information:
https://www.gov.mb.ca/betterhealth/health_services/mental_health_services.html

Regional Health Authority

Every region in Manitoba has a health authority. This is called a regional health authority or RHA. Your RHA offers mental health services. You can also find services at the Selkirk Mental Health



Family Relationships

It helps to have your family here when you first arrive in Manitoba. Federal and provincial laws protect all members of your family.



Marriage

Marriage is the foundation of family life for many people. Canada respects this relationship between two people. That is why in Canada, you can only be married to one person at a time. If you are married to someone in another country, you must get a divorce before you can marry another person in Canada.

Same-sex marriage is legal in Manitoba and across Canada. Manitoba accepts marriages from other countries where same-sex marriage is legal.

If you and your partner live together but are not married, you may be common-law partners. To be common-law partners, you must make a serious commitment to each other. Common-law partners are connected financially, socially, emotionally and physically. After three years of sharing a household and responsibilities, you are common-law partners. If you have a child together, you are common-law partners after one year together.

Divorce

You or your partner can apply for a divorce. Only a court can give you a divorce. You must give proof that your marriage is not working anymore.

What happens if my spouse back home divorces me?

Your divorce is legal in Manitoba if your spouse lives in another country and has not been in Canada for at least one year.

Spousal Abuse

Physical violence is never OK. It is against the law to be violent toward your spouse, common-law partner or any other family member.

This includes sexual activity that you do not want. Hitting or threatening to hurt or kill someone is also a crime. If you are guilty of violence against a family member, you could go to prison.

If you are in danger, call 911 immediately for help.

- More information:
<https://www.gov.mb.ca/justice/crown/victims/dvss.html>

The Role of Police in Canadian Society

You can trust the police. The police help to keep you safe in the community. They make sure that everyone follows Canada's laws.

You can always ask the police for help in any kind of situation, such as violence in the home, an accident, if you are hurt or there is a crime. If you are in danger, call 911 and ask for the police. They will come to your home right away.

The Family Violence Prevention Program is a 24-hour crisis hotline. It offers telephone counselling and referrals to supports and services in your community.

- If a family member abuses you, contact the Family Violence Prevention Program:

Call: 1-877-977-0007

<https://www.gov.mb.ca/msw/fvpp/>

Child Abuse and Neglect

Child abuse is when an adult is violent and cruel to a child. Neglect is when a parent does not give proper care or attention to their child.

Canadian law allows parents to use reasonable force to discipline their children. Reasonable force is very brief force that does not harm the child. You cannot use any objects or hit a child's the head. Canada has "Spanking Law" to allow this kind of discipline from loving parents or guardians.

Important Note: The topic of spanking, or punishing children with physical force, is a sensitive topic. Some people may get upset if they hear you give spankings.

Parents may not use physical force against children over 13 years of age.

It is illegal to touch your children sexually or to force them into marriage.

If you think a child is being abused, you must report it. If the child is in danger, the government may remove the child from the home.

- For more information about victims of domestic and sexual violence:
<https://www.gov.mb.ca/stoptheviolence/index.html>

MONEY & PERSONAL FINANCES

Money and Banking

Most people keep their money in financial institutions. Financial institutions include banks, credit unions or trust companies. They are safe, easy to use and the people who help you are usually friendly.

Most financial institutions are members of the Canadian Deposit Insurance Corporation. This means you have extra security. The government will insure (protect) up to \$100,000 of your money in case something happens.

Money

Canada's currency is the Canadian dollar. Paper money is printed in different colours for different amounts. You can learn about Canada's currency and how to exchange foreign money in the Welcome to Canada Guide (page 105).

- Welcome to Canada Guide: <https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/publication-welcome-canada-what-you-should-know.html>

Important Note: Do not send cash in the mail. Instead, use a cheque, money order or postal order. You can buy a money order at the bank and a postal order at a post office.

Bank Services

You can open a bank account even if you do not have a job or any money to put into it right away. Most banks offer the following services:

- chequing and saving accounts
- debit cards
- internet and telephone banking
- loans and credit cards
- investment products and planning
- financial advice

Banks are safe places to keep your money. There can be fees to pay for some services so you need to ask.

Be careful when you use your debit card or credit card. Do not share your personal access code (PIN) with other people. Make good choices to protect yourself and your money from people who want to trick you.

- More information: <https://www.canada.ca/en/services/finance/consumer-affairs.html>

Opening an Account

You should get information from different banks before you open your bank account. The fees you pay for services are different at each bank. Ask about no-fee bank accounts and services for newcomers. Many people have two bank accounts:

- **Chequing account:** Most employers pay your salary directly into your chequing account. You can use your chequing account to write cheques or pay for everyday things.
- **Savings account:** This account helps you save money because you can get a higher interest rate than a chequing account. A higher interest rate means that the longer your money stays in that account, the more money it grows.

This section is about important issues about money. You will find information on opening a bank account, obtaining credit and paying taxes. You will also learn about benefits and social assistance.

Most people use their savings account to save for something special. You can be charged fees for using it too often so leaving your money there can be a good idea. Ask your bank about fees.

To open an account at a bank, credit union or trust company, you need to show two pieces of identification, such as a passport and a Social Insurance Number (SIN) card. One piece of identification must have a photo of you. This is also called photo ID.

When you open a bank account, you will get a bank card. This is also called a debit card. You can use this card like cash at most stores, restaurants and other businesses. This card also helps you get into your account at bank machines called Automated Teller Machines or ATMs.



Getting Credit

Credit is when you borrow money. Credit cards and bank loans are two types of credit. When you borrow money, you must pay it back by making regular payments. Make sure you know the amount and when you need to pay.

When you get a bank loan or use a credit card, you must pay interest. Interest is money that the bank (lender) charges you. The interest rate is the percentage of the total amount you have borrowed. Loans and credit cards can have high interest rates. When you borrow money from a bank, always ask what the interest rate is. Interest rates change and different banks charge different interest rates.

- More information: <https://www.canada.ca/en/services/finance/debt.html>

Developing a Credit History

When you take out a loan or use a credit card, it is important to make your payments on time. If you agree to pay back a loan by a certain date, you should pay it back on time. Your credit history is everything you do with the money you borrow (credit).

If you want to apply for a credit card, loan or mortgage, the bank will look at your credit report. Your credit report will show your loan payments, credit cards, telephone and internet accounts and other bills. When they look at your credit report, the bank can see how responsible you are when you use your money.

If you are late or skip a payment or a bill, you lose points. If you always pay on time, you get more points and your credit report will look better.

It is important to build a credit history in Manitoba. You can start developing your credit history with a credit card.

Talk to your bank about credit card programs for newcomers. Make sure you read and understand the contract before you sign.

- More information about credit at the Financial Consumer Agency of Canada: <https://www.canada.ca/en/financial-consumer-agency.html>

Taxes

In Canada, you must pay federal, provincial and municipal (city) taxes. The government uses taxes to pay for programs such as education, health care, transportation, infrastructure and skills training.

Types of Tax

The most common types of tax are:

- income tax
- sales tax
- property tax
- business tax

Make sure you know what paperwork to keep throughout the year so you are ready to file your tax return at the end of the year.

- More information about the types of tax at the Ministry of Finance: <https://www.gov.mb.ca/finance/>

Income Tax

You must file your income tax return each year by April 30. You must tell the government how much money you made for that year. This includes money you made in another country.

You can get free help with your income tax return through the Community Volunteer Income Tax program.

- Visit the Canada Revenue Agency (CRA): <https://www.canada.ca/en/services/taxes/income-tax.html>

Goods and Services Tax (GST) Credit

When you buy something, you must pay two kinds of sales tax. One kind is called the Goods and Services Tax, or GST. You pay 5%.

If you have a low income, the Canadian Revenue Agency (CRA) gives you a tax credit. A tax credit is when the CRA gives all or part of this tax back to you.

You can apply for a tax credit by completing the GST Credit Application section on your income tax return form. You will receive a cheque if the CRA approves.

- More information: <https://www.canada.ca/en/revenue-agency/services/child-family-benefits/gsthstc-apply.html>

Canada Child Benefit

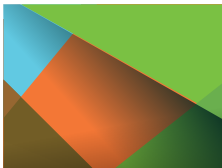
The Canadian government wants to help you with the cost of raising your child. The Canada Child Benefit (CCB) is one way they can help. If you have children under the age of 18, you may be able to receive the CCB.

They decide how much money you get after they see how much money you make and the number of children you have. If they approve, you will receive a monthly payment.

- More information at Canada Revenue Agency: <https://www.canada.ca/en/revenue-agency/services/child-family-benefits/canada-child-benefit-overview.html>



Benefits & Social Assistance



In Manitoba, the government helps people with lower incomes.



Employment and Income Assistance for Seniors

If you are 55 years of age and over, you may be able to participate in the 55 PLUS Program. This program helps seniors in Manitoba who have lower incomes.

The government uses the information on your income tax form from the year before to decide if you can receive payments. Your income decides how much money you will get. You will receive your payments by mail four times a year.

You can apply anytime. You must apply each year if you do not receive benefits through the Old Age Security Program.

- More information: <https://www.gov.mb.ca/fs/eia/55plus.html>

Employment Insurance (EI)

You may be able to apply for Employment Insurance (EI) benefits if you lose your job and it was not your fault. Some acceptable reasons are: a shortage of work, seasonal layoffs or mass layoffs.

To receive EI payments, you must work a certain number of hours in Canada in the 52 weeks before you stopped working.

You can learn more about applying for EI benefits by talking to your settlement counsellor or visiting Service Canada offices.

- More information: <https://www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html>

Canada Pension Plan (CPP)

When you work in Manitoba, the government takes a small amount of money from your pay cheque for the Canada Pension Plan (CPP). You can get this money back when you retire from working.

You can receive CPP if:

- you worked in Canada and made at least one payment to the CPP
- you are at least 65 years old
- you are between 60 and 64 years old and meet the requirements

- More information about CPP: <https://www.canada.ca/en/services/benefits/publicpensions/cpp.html>
<https://www.gov.mb.ca/fs/eia/>

Old Age Security Pension (OAS)

The OAS is another way the government supports seniors. Canadians receive this payment every month after the age of 65. You can only receive OAS if you lived in Canada for at least 10 years after you turned 18 years old.

- More information: <https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security.html>

Social Assistance (EIA)

The Employment and Income Assistance Program (EIA) gives you financial help if you have a very small income or no income.

EIA helps you pay for your housing costs in the Rent Assist Program. If you can work, EIA will support you to go back to work.

EIA has three main programs.

- EIA for single parents
- EIA for people with disabilities
- EIA for general assistance

- More information: <https://www.gov.mb.ca/fs/eia/>



EDUCATION & TRAINING

Elementary and Secondary Education

Your child can attend public school for free. Public schools are divided into two levels.

- Level 1** - Elementary School: Junior Kindergarten to grade 8
- Level 2** - Secondary School: Grades 9 to 12

Your child can also attend a private school where you will pay tuition. The Manitoba Ministry of Education inspects private schools.

Elementary and Secondary Schools

Most children begin elementary school in a Kindergarten class when they are four or five years old. Under Manitoba Law, children must start school the year they turn seven. They must attend school until the age of 18.

Secondary school starts at grade 9. It prepares students for post-secondary education (college, university and apprenticeships). They can also give students technical training to prepare them for work.

You must register your children at their local schools or school divisions. Children will usually attend a school close to where they live.

Manitoba Early Learning and Childcare Program

In Manitoba, your child can attend an Early Years Centres. Children up to the age of six can play and learn at the same time. A parent or guardian must attend with the child. These centres also provide many services for parents. There is no fee to attend Early Years Centres because the government pays.

- More information: <https://www.gov.mb.ca/fs/childcare/>
- Find a Manitoba Early Learning and Child Care Program: <https://www.gov.mb.ca/fs/childcare/>

This section gives you information about education and training from elementary to post-graduate studies. It also tells you about adult and continuing education and language training in Manitoba.



School Divisions

Each community in Manitoba has one or more school division. There are English and French language school divisions in the province. Manitoba has school divisions in five regions:

- Central
- Parkland/Westman
- Winnipeg
- Northern/Remote
- Southeast/Interlake

- More details: <https://www.edu.gov.mb.ca/k12/schools/schooldivmap.html>

- List of school divisions and districts
Manitoba Department of Education: <https://www.edu.gov.mb.ca/k12/schools/sb-contacts.html>



Enrolling Students

If you need to register your children in school for the first time, contact your local school division.

Someone will assess your child and decide their grade level. You can also discuss if they need more support, such as English or French language classes.

- More information:
<https://www.edu.gov.mb.ca/k12/schools/gts.html>
- Find a school:
https://web36.gov.mb.ca/school/school?action=top_page.

Language Instruction

English and French are the languages of instruction in Manitoba.

Your children may begin learning English for the first time when they attend elementary or secondary school. If they are new to English, there is support for them in school.

Every school has a French program. This is called the French Second Language Revitalization Program (FSLRP). FSLRP helps children and youth learn both of Canada's official languages.

You can choose from three different FSLR programs:

- **Core French** – Students study French as just one subject.
 - **Extended French** – Students study French as a subject and French is the language of instruction for at least one other subject. Extended French programs start in grade seven.
 - **French Immersion** – Students study French as a subject and French is the language of instruction for two or more other subjects. French immersion programs usually start in kindergarten.
- More information about FSLR Programs:
<https://www.edu.gov.mb.ca/languages/index.html>
<https://www.edu.gov.mb.ca/>

Important Note: Not all public schools offer French Immersion and Extended French programs. If you want to find a program in your area, contact your school division.

Heritage Language Programs

If you want your child to learn a different language, they can take a Heritage Language Program. Your child can take a language class before or after their regular school hours. Check with your local school or school division to find the language programs your area.

Kindergarten

Your child does not have to go to Kindergarten. You can decide. Children who are five years old on or before December 31 can go to Kindergarten for half of the day. Kindergarten is free and goes from September to June each year.

Children who are four years old on or before December 31 can go to a nursery school program for half of the day. This goes from September to June each year.

Schools sometimes offer special programs where your child can go to school early and stay at school later. These programs are called Before-and-After School Programs. Before-and-After School Programs are from 7:00 to 9:00 in the morning and from 3:30 to 6:00 in the afternoon. You need to pay for these programs.

- More information about Kindergarten:
<https://www.edu.gov.mb.ca/k12/childhood/parents/kindergarten.html>

Special Needs

If your child has behavioural, communication, intellectual or physical needs, schools can help. There are programs and people to support your child. This will help your child have a good and complete school experience.

- Learn about these programs at the Ministry of Education:
<https://www.edu.gov.mb.ca/k12/specedu/index.html>

Post-Secondary Education

Colleges

Manitoba's colleges prepare you to find jobs in fields such as technology, health, business, agriculture, hospitality and tourism. You can take a certificate or diploma program or an apprenticeship.

A college certificate usually takes one year. A college diploma usually takes two or three years of full-time study.

Universities

University students study in undergraduate programs (Bachelor's degree) and graduate programs (Master's and Ph.D. degrees). You can take programs in arts and sciences, as well as programs for professions such as education, medicine, law and engineering.

Important Note: Even if you did not graduate from a secondary school, you can apply as a mature student. A mature student must be 19 years of age or older. You must be a Canadian citizen or landed immigrant.

If you studied outside of Canada, universities will look at your academic documents to assess your education. You can find out more at the admissions office at each university.

- More information about Manitoba Colleges and Universities:
www.edu.gov.mb.ca/ald/index.html

Financial Help

Tuition fees for post-secondary education programs are different from place to place. Each program has a different fee.

It can be expensive to go to a college or university. There are programs to help you. Most students who need financial help use the Manitoba Student Assistance Program (MSAP). The federal government also gives loans through the Canada Student Loans program.

Students move into their post-secondary education or apprenticeship at either colleges or universities. If you are an internationally educated person and already have post-secondary credentials, you can also get a post-graduate certificate at a college or university.



Colleges and universities have their own scholarships and bursaries to help you with tuition costs. If you want more information, check university and college websites or call their financial aid office.

- Information about Manitoba Student Aid (MSA):
<https://www.edu.gov.mb.ca/msa/>.
- Information about the Canada Student Loans Program:
<https://www.canada.ca/en/services/benefits/education.html>

Apprenticeships

An apprenticeship is when you learn a skilled trade on the job while more experienced workers train and help you. Apprentices also attend a class to learn the skills they need. As an apprentice, you are an employee. You will earn a salary while learning your trade.

- More information at Ministry of Training, Colleges and Universities:
<https://www.gov.mb.ca/wd/apprenticeship/>

Registered Education Savings Plans (RESP)

You can save money for your child's college or university education. An RESP is a good way to put money away every month. You can open an RESP at a bank, credit union or mutual fund company. You do not have to pay taxes on this money until you use it.

- More information:
<https://www.canada.ca/en/services/benefits/education/education-savings/resp.html>
<http://digitalcollection.gov.mb.ca/awweb/pdfopener?smd=1&did=24554&md=1>



Continuing Education

You can take continuing education courses to develop new skills. You might be interested in gardening, photography, woodworking – and much more.

You can also take courses to help you with your work goals. You can take courses for accounting, project management or First Aid. Continuing education courses are a great learning experience and will help you meet people in your community.

You can also use continuing education to upgrade your reading, writing and math skills.

You can find information about continuing education courses on college, university and school board websites.

- School board: <https://www.mbschoolboards.ca/>
- Manitoba colleges and universities at the Ministry of Training, Colleges and Universities: https://www.edu.gov.mb.ca/ald/uni_coll.html
- Upgrade your skills: <https://www.edu.gov.mb.ca/all/index.html>



Getting a High School Diploma as an Adult

Even if you are 19 year of age or older, you can get a high school diploma. You can take a program for free. You can also take high school credit courses online at the Independent Learning Centre.

- More information: <https://www.edu.gov.mb.ca/k12/dl/iso/index.html>
https://www.edu.gov.mb.ca/k12/policy/mat_student.html

Language Training

Learning English or French is an important part of settling in Canada. Being able to speak one or both of Canada's official languages will help you in all areas of life.

Language Classes

Government funding allows school boards, colleges, and community agencies to offer you English and French language classes for free. Colleges, universities and private language schools also have language courses but you must pay.

You can find different kinds of English and French classes in Manitoba. You might be confused by all the choices and short forms.

Region	Short Form
English Literacy Development	ELD
English as an Additional Language English as a Second Language	EAL ESL
French as a Second Language	EFL
Language Instruction for Newcomers to Canada	LINC
Cours de langue pour les immigrants au Canada	CLIC
Occupation-specific Language Training	OSLT
Enhanced Language Training	ELT
Specialized Language Training	SLT
Refugee Employment Development Initiative	REDI



Language Assessment

Before you start your language program, someone will check your language skills so you can take the right class for your level. In some regions of Manitoba, you can choose to have either your English or French language skills assessed.

Your settlement counsellor can help you find an assessment centre in your area. In Winnipeg, you can go to the Winnipeg English Language Assessment and Referral Centre (WELARC) for an assessment. People just call this WELARC.

- More information at WELARC: <https://www.welarc.net/>
- Find an assessment centre near you: www.language.ca/

Locate Language Classes

You can find a language class in your area. You can go to a settlement agency near you. You can also visit <https://mb.211.ca/>.

- Some organizations have lists to make it easy for you to find a language class.
<https://www.welarc.net/language-classes>
<https://mitt.ca/english-language-training>
<https://www.edu.gov.mb.ca/ie/study/other/language.html>
<https://gatewaywinnipeg.com/newcomers-to-canada/>
<http://myenglishonline.ca/>
- Resources to study on your own:
<https://www.immigratemanitoba.com/community-stakeholders/learner-resources/>



WORKING & BUSINESS

This section will help you understand and get information about the Manitoba labour market. You will learn about getting ready to work in Manitoba, getting recognition for your international training and work experience, looking for a job effectively and starting your own business. It takes time and planning and find the job you want.



Preparing for Work

Social Insurance Number (SIN)

Before you can work in Canada, you must have a Social Insurance Number. You may also hear it called your SIN number. When you get a job, your employer will ask you for your SIN to complete the hiring process. You will also use this number to fill out your tax forms and apply for government services. You should keep your SIN private and protected.

- More information on applying for your SIN:
www.servicecanada.gc.ca/
<https://www.canada.ca/en/employment-social-development/services/sin.html>

Occupations in Manitoba

There are various occupations, professions and trades in Manitoba. Some of these are unregulated or self-regulated. Other occupations, professions and trades are regulated.

Unregulated or Self-Regulated Professions

You do not need a special licence or certificate for most professions and trades in Manitoba. A profession or trade that does not require a special licence or certificate is called unregulated.

Unregulated occupations include financial managers, economists, computer programmers, bookkeepers, systems analysts, general carpenters, cooks and more.

Sometimes, you do not need certification for an occupation, but you can get certification by taking training or getting your skills assessed. This is called a self-regulated occupation. An example of a self-regulated occupation is a human resource consultant.

Regulated Occupations

You must be registered or licensed by a regulatory body for some professions and trades in Manitoba. These are called regulated occupations. Regulated occupations include areas like social work, nursing, electrical trades and plumbing. If you want to work in a regulated occupation, you will need to find the regulatory body for that occupation in Manitoba.

- Find out more about what you need to do to get licensed or registered in Manitoba:
1-800-665-8332
- Learn more about regulated professions:
<http://www.immigratemanitoba.com/settle-in-manitoba/regulated-professions-and-trades/>
<http://www.immigratemanitoba.com/settle-in-manitoba/regulated-professions-and-trades/additional-occupations/>
<https://canadabusiness.ca/government/regulations/regulated-industries>

Internationally Educated Health Professionals (IEHP)

If you are an internationally educated health professional, go to the Manitoba Healthcare Providers Network website.

- Manitoba Healthcare Providers Network:
<http://www.mhpnetwork.ca/iehp.html>

You can also send an email with your questions to info@healthcareersmanitoba.ca.

Important Note: The University of Manitoba will open an Access Hub for Internationally Educated Health Professionals in September 2021. You can learn more here:
<https://news.umanitoba.ca/access-hub-foreign-trained-health-professionals/>

Foreign Education Credentials Assessment

The first thing you should do is find out if you need your foreign education credentials assessed. You must show all the documents from the country where you got your education.

For some self-regulated or unregulated occupations, you do not need to have your educational credentials assessed. In those cases, your employer will decide if you need to have an assessment.

If your occupation has specific educational requirements in Manitoba, you need a credentials assessment. They will compare your education and credentials with the same Canadian education and credentials. They will tell you if you need more training or education to get the licence or job you want in Manitoba.

- More information:
Canadian Information Centre for International Credentials:
<https://www.cicic.ca/1133/manitoba.canada>
Foreign Credentials Referral office:
<https://canalliance.org/en/>
Immigration:
<http://www.immigratemanitoba.com/settle-in-manitoba/credential-assessment/>

<https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/express-entry/documents/education-assessed.html>

Bridging Programs

Bridging programs give training and work experience to internationally trained workers. They can also help you get the licence you need to practice in your regulated profession.

Bridging programs are an excellent choice because they:

- help you get ready to work in your occupation
- provide training and skills upgrading
- help you find a job
- help you get your licence for your regulated profession
- give you opportunities in your field of work in Manitoba
- connect you to work placements, mentorships and networking

Your settlement counsellor can give you more information.

- More information about Bridging Programs:
<https://canadianimmigrant.ca/category/careers-and-education/post-secondary-education/bridging-programs/>
<http://www.immigratemanitoba.com/settle-in-manitoba/regulated-professions-and-trades/regulation-question-answer-guide/>



Looking for Work

Finding the job you want takes time and planning. Looking for a job in Manitoba may present new challenges. Resumes may look different than what you used in your country. Networking is an important part of the job search but may be difficult for you. Various agencies and supports are here to help you.

Job Search Supports

There are programs and websites to help newcomers learn about finding a job in Manitoba. You can start your search by talking to your settlement officer. You can also talk to someone at Manitoba Jobs and Skills Development Centre.

Call 204-945-0575 (Winnipeg) or 1-866-332-5077

Email: mjsd@gov.mb.ca

- Register for career development services for newcomers: www.manitobastart.com
- You can also visit some websites: https://www.jobbank.gc.ca/content_pieces-eng.do?cid=14639&lang=eng
<https://www.gov.mb.ca/jec/lmi/>
<https://www.gov.mb.ca/jec/lmi/pdfs/occupational-forecasts-2019-2025.pdf>
- Employment Manitoba: <https://www.gov.mb.ca/wd/ites/contact.html>
- Training and Employment Services: <https://www.gov.mb.ca/wd/ites/tes/>
<https://manitobacareerprospects.ca/>
- Working in Canada Guide: www.workingincanada.gc.ca/
- Tips for finding work: <https://livelearn.ca/article/employment/surefire-ways-of-finding-a-job-in-manitoba/>
- Database for jobs in Manitoba and across Canada: <https://www.jobbank.gc.ca/home>

Connecting to the Workforce

Volunteering can be a great way to connect to the Canadian workforce.

Volunteer Manitoba promotes and celebrates volunteers and volunteering across Manitoba. They have lots of experience after 40 years of connecting people to volunteer



opportunities. Volunteering is a wonderful way to connect with your community, try different jobs, share your interests with others and help change the world by giving your time and skills.

Volunteering is good for your health. It is also good for the people and communities you serve. Millions of Canadians volunteer.

Did You Know?

Manitoba has the second highest rate of volunteerism in Canada at 52%.

If you want to learn more about volunteering, call 211 and ask where to find the volunteer centre near you. You can also look online.

- Manitoba Volunteer Centre Network: www.volunteermanitoba.ca/
https://www.volunteermanitoba.ca/volunteer_opportunities.php

Applying for a Job

You need a resume and cover letter to apply for most jobs. You might also hear people call a resume a "curriculum vitae" or CV. A resume or CV is a list of your qualifications. Your qualifications are your education, work experience and anything else that makes you good for the job you want.

A cover letter is a one-page description where you say why you are good for the job.

An employer may not know how your skills from another country fit with the job you want. Your resume and cover letter must show how your earlier work experience will help the employer and fit into the job you want.

- More information (resumes, cover letters and job interviews): <https://manitobastart.com/>
<https://www.gov.mb.ca/>
www.workingincanada.gc.ca/
<https://www.jobbank.gc.ca/home>



Starting Your Own Business

Manitoba welcomes the diverse skills and experience newcomers bring to Manitoba. If you are new to Manitoba and want to start your own business, there are many options. One example is to start a business in agriculture.

Did You Know?

Manitoba produces about 10% percent of Canada's products in agriculture. The agricultural market includes:

- **Livestock:** This includes cattle, sheep, pigs and chickens.
- **Crops:** This includes canola, wheat, soybeans, flax, other grains, pulses and vegetables.

Manitoba also has skilled workers and lower costs. All of this makes Manitoba a great place to process food. Food processing is the largest manufacturing sub-industry in Manitoba.

Examples of processed food products in Manitoba are sausage, frozen French fries, hash browns, grain and oilseed products, milk, cheese, and vegetables. The need for food processing continues to grow, so if you are interested in starting a business in agriculture, Manitoba is a good choice for you. There are new investments in dairy, meat, potato and pea processing facilities across Manitoba.

Workplace Rights

Workplace Equality

The Manitoba Human Rights Code does not allow discrimination in the workplace. Your employer and co-workers must treat you in a safe and fair way. If you work or apply for a job in Manitoba, you cannot be treated unfairly or harassed because of your race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, age, sex, sexual orientation, record of offences, marital status, same-sex partnership status, family status or disability.

- More information at the Manitoba Human Rights Commission: www.manitobahumanrights.ca/
<https://web2.gov.mb.ca/laws/statutes/ccsm/h175e.php>



- More information: <https://www.gov.mb.ca/jec/mbadvantage/business.html>
<https://manitoba.ca/business/startingsmart/index.html>
 - More information at Ministry of Economic Development and Trade: <https://manitoba.ca/>
<https://www.gov.mb.ca/business/startingsmart/index.html>
 - In Manitoba, The Business Info Centre (BIC) at the World Trade Centre Winnipeg, is the place to start or grow a business: www.wtcwinnipeg.com/en/bic/
- The Government of Manitoba has small business enterprise centres where you can get information and services for starting, owning and running a small business.
- Find out more: <https://manitoba.ca/>
<http://www.wtcwinnipeg.com/en/bic/>
<https://www.gov.mb.ca/business/index.html>
<http://www.accessmanitoba.ca/>

The Government of Canada has also created a number of Canada business service centres where you can get information and help to start your own business.

- More information: Call 1-888-576-4444 or 1-877-484-9931 (Winnipeg)
<https://www.canada.ca/en/services/business.html>

The Manitoba Employment Standard Act

Workers in Manitoba have the right to a fair and safe workplace. The Manitoba Employment Standards Act (ESA) has minimum standards that employers and employees must follow.

Wages

Most employees in Manitoba must be paid a minimum wage. The general minimum wage in Manitoba is \$11.90 per hour. You can be paid more than this, but you cannot be paid less.

- Find the current minimum wage at Ministry of Labour: www.gov.mb.ca/
<https://www.gov.mb.ca/labour/standards/doc.minimum-wage.factsheet.html>

Hours of Work

Your employer cannot force you to work more than eight hours each day (40 hours per week). There are some exceptions. For example, you can work longer than 40 hours per week if you have a signed agreement with your employer. You also need the Manitoba Director of Employment Standards to agree.

Public (Stat) Holidays

There are eight public holidays each year in Manitoba. These are sometimes called stat holidays or stats. Most employers give you those days off with pay.

Manitoba’s Public or Stat Holidays	Month
New Year’s Day	January
Louis Riel Day	February
Good Friday	March or April
Victoria Day	May
Canada Day	July
Labour Day	September
Thanksgiving Day	October
Christmas Day	December



There are also optional holidays. Your employer can choose to give you those days off with pay or not.

Manitoba’s optional holidays are: Easter Sunday, Terry Fox Day, Remembrance Day, and Boxing Day.

- You can find a list of stat and optional holidays with dates here:
<https://canada-stat-holidays.com/manitoba-stat-holidays-2020/>

Vacation Time

If you are a full time employee, you get a minimum of two weeks of vacation time for every 12 months you work. Some employers choose not to give you paid vacation time. Instead, they pay your vacation on each pay cheque. This is called vacation pay.

You must get two weeks of vacation per year for the first four years of employment. After working somewhere for five years, you must get a minimum of 3 weeks of vacation. For each week of vacation, you get 2% of the money you earned in that year.

This means that if your employer gives you vacation pay on every cheque, you will get an extra 4% on each pay cheque for the first four years. After five years, you get at least 6%.

- More information:
<https://www.gov.mb.ca/labour/standards/doc.vacations.factsheet.html>

Receiving Your Pay

As an employee, you must be paid on a regular, recurring payday. Your employer must give you a statement that shows your wage, your vacation pay and all the deductions for that pay period.

Maternity and Paternity Leave

If you are a working parent, you can take a leave when you are expecting a baby or recently had a baby. A leave is time off from your job. Your leave is temporary and your employer does not pay you. You can apply for Employment Insurance (EI) for payment during your leave.

The Ministry of Labour’s Employment Standards Information Centre can tell you your rights and responsibilities under the Employment Standards Act. They have information in 23 languages.

Call: 1-800-821-4307

- You can talk to a federal government Labour Affairs Officer:
www.servicecanada.gc.ca/
- More information at the Ministry of Labour:
<https://www.gov.mb.ca/labour/standards/doc.maternity-leave.factsheet.html#q73>

Health and Safety

The Manitoba Workplace Safety and Health Act has standards to protect you and keep you safe at work. These standards are for all workplaces in Manitoba, with some exceptions.

Workplace Safety and health enforces The Workplace Safety and Health Act and it’s three associated regulations in order to ensure Manitoba’s workplaces are safe and healthy.

- More information at Ministry of Labour:
<https://www.gov.mb.ca/labour/safety/index.html>
<https://www.gov.mb.ca/labour/>
<https://www.gov.mb.ca/labour/safety/wshl.html>

If you want to report a safety concern at work, call the Workplace Safety and Health Contact Centre: 1-855-957-7233.



The Manitoba Workplace and Health Insurance Board

If something bad happens at work, Workers Compensation Board of Manitoba (WCB) protects you. WCB also protects your employer.

How does it work?

Your employer pays a fee to the WCB each year. This gives you and your employer no-fault workplace insurance. No-fault workplace insurance means that if something happens that your employer or you could not control or stop, you and your employer have protection. WCB has different services to help you and your employer.

How does WCB support employers?

WCB wants all workplaces to be safe and healthy. They work with your employer so accidents and disease do not happen at work.

How does WCB help employees?

If you get sick or hurt at work, you may be able to get a disability benefit. A disability benefit is tax-free money you get if you cannot work because you had an injury or got sick at work. WCB makes sure you receive good health care and they support you when you go back to work.

- More information: <https://www.wcb.mb.ca/>
- If you were injured at work: Call 1-855-954-4321 or 204-954-4321

Workplace Culture

Every workplace has a culture. Workplace culture is the environment at work. It is the way people do things. Workplace culture also changes from country to country.

In Canada, a good workplace culture means employees have good soft skills. Soft skills are your personal skills or behaviour. Some examples of soft skills are how you work with other people, listen or show empathy. Manitoba employers want your technical skills, but they also want you to have good soft skills.

You can learn about workplace culture and soft skills from your settlement counsellor or an employment expert. You can also take language training courses to help you understand Canadian workplace culture.

- This article is a good place to start:
<https://newcanadians.tv/adapting-to-the-canadian-workplace-culture/>



PEOPLE

Diversity and Inclusion

In Manitoba, you will find people with many cultural and religious backgrounds. There are people with different abilities and different sexual orientations. Manitoba welcomes diversity. Diversity means understanding that each person is different. People give their best to help each other and learn from each other. You will have many opportunities to get to know people who are different from you.

Manitoba wants to be an accessible and inclusive community – a place where everyone feels at home. A community is accessible when every person has an equal chance to take part in all areas of life. Inclusion means you connect with people who come from all backgrounds. Manitoba benefits from a wonderful mix of people.

Did You Know?

It is against the law to treat people unfairly. This is how the Manitoba Human Rights Code supports inclusion.

- Learn more at Manitoba Human Rights Commission: <http://manitobahumanrights.ca/>
- Learn how the Manitoba Public Service (MPS) is becoming a more inclusive workplace: <https://www.gov.mb.ca/govjobs/government/emplequity.html>

Gender Equality

In Canada, equality is a core value. You must treat women, men and non-binary with the same respect and opportunities.

Important Note: Cultural practices that demean or hurt women or girls are not allowed in Canada.



Cultural Community

You are welcome in Manitoba. We hope you feel at home. Manitoba is proud to be a community with many cultures. We celebrate diversity. We also celebrate the things we have in common as human beings.

Manitoba started with Indigenous people thousands of years ago. Manitoba became a province in 1870. Soon after that, immigrants from all around the world started to arrive. This means that many Manitobans or their grandparents were newcomers too. Maybe this is why other Canadians say Manitobans are friendly, welcoming and have great community spirit.

- Learn more: <https://www.edu.gov.mb.ca/ie/manitoba/culture.html>

Arts and culture plays an important role in Manitoba's economy. In 2017, it brought in billions of dollars and created jobs for thousands of Manitobans.

The Manitoba Arts Council gives money to professional arts groups. In 2015-2016, it gave millions of dollars for artists and arts organizations to run programs across Manitoba.

Ethnic and cultural groups host events and festivals each year. These events show the multicultural character of Manitoba by teaching us about different cultures and helping us gather and meet new people.

Here are some of the festivals and cultural events you will find in Manitoba.

Festivals

- **Folklorama:** This is a large multicultural festival for two weeks in August. Folklorama began in 1970 as a celebration of Manitoba's 100th birthday. There are more than 40 places around Winnipeg that you can visit. Each one has entertainment, cultural displays, warm hospitality and authentic food from that culture. Visit <https://folklorama.ca/>.
- **Francophone Festivals:** for a listing of French speaking festivals and other events visit <https://heho.ca/en/about-us/>
- **Indigenous Day Live:** <https://www.tourismwinnipeg.com/festivals-and-events/annual-festivals-and-events/display/listing/05498/indigenous-day-live/>
<https://www.indigenoudaylive.ca/>
- **Religious Festivals:** You can learn about religious festivals at your place of worship or from friends in your faith community.

Even within the same religion or spiritual tradition, there may be different interpretations about how to practice that religion.

- More information on festivals and events: <https://www.tourismwinnipeg.com/festivals-and-events/upcoming-events>

Food

- There are ethnic markets or specialty food stores that sell imported products from all over the world. Major supermarkets also have international food ingredients. Some supermarkets have one or two aisles just for international food.

- Find a list of specialty food stores: https://umanitoba.ca/research/international_centre/media/Specialty_Food_Stores.pdf

Restaurants

- Manitoba is the most multicultural province in Canada. Newcomers from more than 150 countries chose to live in Manitoba. You can find many restaurants which serve ethnic foods.

- More information: <https://livelearn.ca/article/living-in-manitoba/craving-for-your-native-dish-you-just-might-find-it-here/>

- Find a list of restaurants: <https://www.tourismwinnipeg.com/eat-and-drink/eat-and-drink/>

Museums

- <https://www.museumsmanitoba.com/en/find-a-museum-by-name>

Manitoba Theatre Company

- <https://royalmtc.ca/>

Art Galleries

- https://www.gallerieswest.ca/search/location/winnipeg/#letter_filter=all&ord=last_modified&page=1

Films, Music and Dance

- Search online or in your local newspaper.

Media

- A variety of international, national and community media outlets are active in Manitoba. You can get a free update within communities about the activities in the area
- More information: <https://livelearn.ca/article/living-in-manitoba/manitobas-media-outlets/>

Indigenous Peoples

Indigenous Peoples is a collective name for the original people in North America and their descendants. Language changes. You might sometimes hear the term Aboriginal Peoples, but this is not the best choice these days.

In Canada, 2.8% of the overall population is Indigenous. Indigenous people live in cities and rural communities. Some choose to live on reserves or in small remote communities that they can get to only by airplane or by ice roads in the winter.

The Canadian Constitution recognizes three groups of Indigenous peoples:

First Nations

Inuit

Métis

Each of these groups are different. They have their own history, languages, traditions, and spiritual beliefs. They are connected to a particular land which is their traditional territory.

First Nations: There are more than 630 First Nation communities in Canada, which represent more than 50 Nations and 50 Indigenous languages.

Metis: According to the 2011 National Household Survey, 418,380 Canadians self-identified as Métis.

Inuit: Inuit are the Indigenous peoples of the Arctic. The word Inuit means “the people” in the Inuit language of Inuktitut. The singular of Inuit is Inuk.

More than 1.67 million people in Canada identify themselves as an Indigenous person, according to the 2016 Census.

Indigenous peoples are:

- the fastest growing population in Canada and grew by 42.5% between 2006 and 2016
- the youngest population in Canada, 44% were under the age of 25 in 2016
- In Canada, INAC (Indigenous and Northern Affairs Canada) recognizes 619 First Nations. The most recent addition was Binche Whut'en in British Columbia, which was created in March 2019.
<https://www.rcaanc-cirnac.gc.ca/eng/1100100013785/1529102490303>
- For more information on Indigenous people, visit: <https://www.canada.ca/en/crown-indigenous-relations-northern-affairs.html>





Francophone Newcomers in Manitoba

Saint-Boniface is an area near downtown Winnipeg. It is the second largest French-speaking (Francophone) community outside of Quebec.

The Francophone community of Manitoba fought for a long time to have French language rights. The government, the business world and Canadian society value bilingualism.

Starting in 1999, Manitoba welcomed more and more French-speaking newcomers from all over the world. Among Francophone immigrants who arrived from 2006 to 2011:

- 85% live in Winnipeg
- 15% in rural regions

There are Francophone villages in the 15 bilingual municipalities in rural Manitoba: <https://ambm.ca/>

The Government of Manitoba offers services in both official languages in regions that are designated to be bilingual. Whenever it is possible, they offer French to all Francophones in Manitoba.

The Société de la francophonie manitobaine (<https://www.sfm.mb.ca/>) represents 46,000 Francophones, including 4,000 who are immigrants.

Réseau en immigration francophone du Manitoba (RIF MB) works with 25 organizations and institutions to help with strategies for Francophone immigration. <https://www.rifmb.ca/index.html?lang=fr>

Their goal is to support French-speaking newcomers as they settle and integrate into their communities in Manitoba.

Accueil francophone welcomes and helps French-speaking newcomers to Manitoba. Accueil francophone will welcome you and give you information in French about settlement and integration services. <http://accueilfrancophonemb.com/>.

2SLGBTQ+ Community

2SLGBTQ+ stands for Two-Spirit, Transgender, Lesbian, Gay, Bisexual and Queer. The [+] symbol allows you to self-identify as it makes sense to you. Here are resources available for the 2SLGBTQ+ community:

- **Rainbow Resource Centre:**
<https://rainbowresourcecentre.org/>

Rainbow Resource Centre (RRC) offers counselling, education, and programming to the LGBT2SQ+ community. Services are for all ages. RRC also supports families, friends, and employers of LGBT2SQ+ individuals.
- **Out There Winnipeg:**
<https://www.outtherewinnipeg.ca/>

Out There Winnipeg (OTW) is a healthy, inclusive, accessible and safe space for adults in the 2SLGBTQ+ community and their allies. It is a sports and recreation group where you can meet, socialize, be active and have fun.
- **Sexuality Education Resource Centre:**
<https://serc.mb.ca/>

Sexuality Education Resource Centre (SERC) provides inclusive, non-judgmental education about sexuality. SERC believes that people have the right to accurate information about their choices.

- **Sunshine House:**
<https://www.sunshinehousewpg.org/>

Sunshine House is a space where people exploring gender and/or sexual identity can meet together for fun, skills building and recreation. Sunshine House is a drop-in centre. It focuses on harm reduction, health promotion and social inclusion.
- **New Pride Of Winnipeg:**
<https://rainbowresourcecentre.org/support/groups/new-pride-of-winnipeg>

Newcomers to Canada who identify as LGBTQ+ are invited to join this group for fun and friendship. New Pride of Winnipeg is a social support group which encourages you to enjoy making connections, practice your English, hang out at movie nights, and try food from all over the world. You can discuss what your identity means to you. You can also share the challenges, experiences, and joys of coming out. New Pride of Winnipeg helps you live authentically in this vibrant community.

- Government Links:
<https://www.gov.mb.ca/stoptheviolence/lgbttq.html>
<https://guides.wpl.winnipeg.ca/LGBTQ/home/>



People with Disabilities

One in six people has a disability. This means disability affects 175,000 Manitobans.

As Manitobans get older, this number will get bigger. Manitoba wants to be a place where everyone can participate in the community. Businesses, organizations and communities are working to be more accessible and inclusive to people with disabilities.

- More information:
<http://www.barrierfreemb.com/disabilitiesinmb>

www.manitobapossible.ca

Disability

A disability is any condition that makes it more difficult for a person to do certain activities at home or in the world around them.

Some disabilities are visible to other people and some are not. A person can be born with a disability or have a disability because of an accident or illness. Some examples of disabilities are:

- physical, mental or learning disabilities
- hearing or vision disabilities
- epilepsy
- mental health disabilities and addictions
- environmental sensitivities
- other conditions

You can learn about people's personal experiences with disabilities in poems, essays and videos at the Manitoba Human Rights Commission:
www.manitobahumanrights.ca/

- Learn about the rights of people with disabilities under The Manitoba Human Rights Code:
<https://web2.gov.mb.ca/laws/statutes/ccsm/h175e.php>
www.manitobahumanrights.ca/
<http://www.manitobahumanrights.ca/v1/education-resources/resources/policies-pages/policies-i-4.html>

Accessibility Standards

The Accessibility for Manitobans Act (AMA) sets standards so people with disabilities can participate fully in society. Accessibility means things are “user-friendly,” or easy to get or use if you have a disability. AMA's standards describe what all businesses and organizations must do to make sure people with disabilities can participate fully in Manitoba society. The goal is to create an accessible Manitoba by 2023.

There are five accessibility standards:

- **Customer Service** – Organizations that provide goods and services must have a written plan to show how they will give customer service to people with disabilities. The plan could include things like allowing service animals and wheelchairs. They might also add support people or learn ways to communicate better.
 - **Employment** – Finding, hiring and supporting employees with disabilities must be accessible. For example, businesses must provide special equipment or working conditions.
 - **Information and Communication** – Information such as brochures, websites and educational materials must be easy to understand.
 - **Transportation** – Buses, taxis, specialized transport for people with disabilities, hospital shuttle buses, school buses and some ferries must have lifting devices, steps, grab bars, lighting, clear signs and more.
 - **Public Spaces** – Buildings and public spaces such as playgrounds, parking areas and picnic areas must be easy to access.
- Learn about the 2013 Accessibility for Manitobans Act (AMA):
<https://manitoba.ca/http://www.accessibilitymb.ca/law.html>
 - Learn about the accessibility standards:
<http://www.accessibilitymb.ca/accessibility-standards.html>
https://www.gov.mb.ca/dio/pdf/introducing_accessibility_for_manitobans_act.pdf

The Manitoba Disability Support Program helps people with disabilities that are in financial need.

- Learn more:
https://www.gov.mb.ca/fs/eia/eia_disability.html



SETTLEMENT AGENCIES

When you arrive in Manitoba, you can get help from a settlement agency. Settlement agencies are community organizations that help newcomers. Services are confidential. You do not have to pay and you can get support in many languages.

A settlement worker can give you information about different community and government services. You can ask about housing, health care, language training, how to find a job and much more. Settlement agencies have programs that can help you and your family connect to your new community.

The governments of Canada and Manitoba pay these organizations to help newcomers settle into their lives in Manitoba. Here are some ways to find services in your area.

Immigration, Refugees and Citizenship Canada

List of settlement agencies:

<https://www.cic.gc.ca/english/newcomers/services/index.asp>

Government of Manitoba

List of settlement agencies:

<http://www.immigratemanitoba.com/maps-directories-services/>

311

Dial 311 on your phone and ask for information about local services.

211 Manitoba

This is a free online location-based service to help all Manitobans find the programs and services in their communities. Go to: <https://mb.211.ca/>

YOUR FIRST STEP
is to register through
Manitoba Start then
you will be connected
to other Settlement
Agencies in your area.



USEFUL PHONE NUMBERS AND WEBSITES

911 – Emergency

Dial 911 on your phone for any emergency, any time. You can get help from the police, fire department or ask for an ambulance. The operator will ask you for your full address, including your postal code. Interpreters are available for 200 languages.

Important Note: 911 is for emergency services only.

311 – Services

Dial 311 on your phone to get information and referrals to community and social services in the Winnipeg area. This service is available 24 hours a day, 365 days a year in more than 150 languages. 311 is free and completely confidential.

Call: 1-877-311-4974 (4WPG)

■ <https://winnipeg.ca/interhom/311Online/contact311/default.stm>

211 Manitoba

This is a free online service to help all Manitobans find the right programs and services in their communities.

■ <https://mb.211.ca/>

Manitoba Provincial Nominee Information

Call: 204-945-2806

Email: immigratemanitoba@gov.mb.ca

■ <http://www.immigratemanitoba.com/>

Tourism Information

Travel Manitoba

Call: 1-800-665-0040

■ <https://www.travelmanitoba.com/>

Vital Statistics

If you need a birth, marriage or death certificate, contact Vital Statistics.

Call: 204-945-3701 or 1-866-949-9296 (outside Winnipeg)

Fax: 204-948-3128

Email: vitalstats@gov.mb.ca

■ <https://vitalstats.gov.mb.ca/index.html>

Employment Standards

Call: 204-945-3352 or 1-800-821-4307 (outside Winnipeg)

Fax: 204-948-3046

■ <https://www.gov.mb.ca/labour/standards/index.html>

Student Aid Inquiries

Call: 204-945-6321 or 1-800-204-1685 (outside Winnipeg)

Fax: 204-948-3421

■ <https://www.edu.gov.mb.ca/msa/index.html>

Child Care Online

Call: 204-945-0776 or 1-888-213-4754 (outside Winnipeg)

Fax: 204-948-2625

Email: cdcfacility@gov.mb.ca

■ https://www.gov.mb.ca/fs/childcare/centres_homeproviders/cco_login.html

Online Child Care Registry

Call: 204-945-4886

Fax: 204-948-2625

Email: cdcfacility@gov.mb.ca

Manitoba My New Home

Find information about newcomer settlement, language training and bridge training programs. Bridge training programs prepare you to work in your career or profession in Manitoba.

■ <https://www.immigratemanitoba.com/>

Immigration, Refugees and Citizenship Canada

■ <https://www.cic.gc.ca/>

Manitoba Government Inquiry

If you have a general inquiry, use the phone numbers in the link below. You can find urgent and toll-free phone numbers and numbers that people call the most. You can also search the online phone book to find other government contacts. Use the Residents Portal to search for programs and services.

■ <https://www.gov.mb.ca/contact>

Yellow Pages

You can find residential, business and government telephone numbers in the online Yellow Pages. You can also receive a print copy of the telephone directory in Manitoba. People usually call it The Phone Book. You can get the phone book for free if you call 1-800-268-5637.

■ <https://www.yellowpages.ca/locations/Manitoba/Manitoba+Provincial>

or

https://delivery.yip.ca/yp_optins/address

MY FIRST 4 WEEKS CHECKLIST

Consumer Services

- Arrange a phone number.
- Find a good place to use the internet.
- Explore grocery stores and food markets.

Housing

- Find housing that fits my budget.
- Plan for my housing-related costs.
- Understand my rights and obligations as a tenant (if renting).

Community Participation

- Find a community centre and library near me.
- Ask about community centre programs.
- Get a library card.

Transportation

- Practice riding the bus or calling a taxi.
- Apply for a Manitoba driver's licence.

Caring for the Environment

- Get a blue box from my municipality.
- Ask if there is green bin collection where I live.
- Research energy-efficiency options for my home.

Health Care

- Apply for my Manitoba health card.
- Find a family doctor.
- Buy health insurance for my first 3 months in Canada.
- Find the nearest hospital and walk-in clinic.

Child Care

- Register my child in the child care registry.
- Make plans for child care.

Inclusion

- Understand my rights and obligations under The Manitoba Human Rights Code.

Money and Personal Finances

- Research banking options and open a bank account.

Elementary and Secondary Education

- Decide which school(s) my children will attend.
- Gather my documents and register my kids for school.
- Plan how children will go to and from school.

Post-Secondary Education

- Find college or university application deadlines.
- Ask about the general admission requirements.
- Apply for any available funding support.

Continuing Education

- Learn about college, university or continuing education courses relevant to my interests or occupation.

Language Training

- Get a language assessment.
- Speak to a counsellor to learn about language training for my occupation.
- Register for a language program.

Preparing for Work

- Apply for a Social Insurance Number (SIN)
- Check if my occupation is regulated in Manitoba.
- Get my educational credentials evaluated.
- Find bridging programs that will help me with my career goals.

Looking for Work

- Speak with a settlement counsellor or employment counsellor about my job-search needs and next steps.
- Learn about workplace culture.
- Prepare a resume and cover letter.
- Meet people (network) and start a list of social contacts.
- Find a volunteer job or unpaid internship program in to get work experience.

Starting my own Business

- Contact a business centre to get information about starting my own business.

Cultural Community

- Find ethno-cultural events to attend

MY TOP 3 PRIORITY TASKS

TASK 1

Information Sources

Complete By

TASK 1

Information Sources

Complete By

TASK 1

Information Sources

Complete By

FACT SHEETS

I would like to learn more about:

Benefits and Social Assistance

Caring for the Environment

Child Care

Communication and Media

Community Participation

Consumer Awareness and Protection / Rights and Responsibilities

Diversity/Culture and Spirituality

Education

Elder Care and Safety

Emergency Services in Manitoba

Family Relationships

Indigenous Peoples

Francophone Newcomers

Health Care

Housing

Immigration

Language Training/English Classes

Legal Rights and Services

2SLGBTQ+ Community

Mental Health

Money and Personal Finances

Manitoba Driver's Licence

Persons with Disabilities

Post-Secondary/Continuing Education

Seniors

Settlement Services

Transportation

Wellness

Working in Manitoba

Youth

NOTES

NOTES

NOTES



Winnipeg Introduction for Newcomers

win.manitobastart.com



Manitoba Start

271 Portage Avenue, Winnipeg, Manitoba R3B 2A8

PHONE 204 944 8833

EMAIL frontdesk@manitobastart.com