

# Coping with COVID-19:

*A practical toolkit for  
Manitobans*



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## Introduction

The COVID-19 pandemic has transformed the world in which we live. We are all likely feeling a range of emotions such as fear, anxiety, anger, and sadness, which can affect how we feel and respond in daily life.

This toolkit was created to provide strategies and resources to help Manitobans effectively, and positively cope with the changes that COVID-19 has made in everyone's lives. The toolkit includes educational material, practical skills, local resources, and activities for living well during the pandemic.

While this toolkit is a resource to help you develop positive coping skills in the short- and long-term in response to the loss, grief, and other difficult emotions that have come with COVID-19; **if you are in an immediate crisis, call Manitoba Suicide Prevention Line toll-free (1-877-435-7170), Klinik Crisis Line toll-free (1-888-322-3019), or Crisis Response Centre (1-204-940-1781).** These lines are all open 24/7.

"We are all dealing with  
the collective loss of the  
world we once knew."  
-Brené Brown



## Emotions

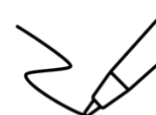
It is common to be experiencing many emotions as we try to navigate this new world. You may feel like you are on a never-ending rollercoaster of emotions as you watch the news, hear the updates, think about the losses, and what the future may hold. It is important to recognize these emotions and allow yourself to embrace what you are feeling.



With these challenging times bring feelings of anxiety, uncertainty, and grief. If you've felt any of these emotions in response to the pandemic, you are not alone. The following chart lists some common difficult emotions and how they can feel in your body. Take time to bring awareness to how you are feeling right now.

**Activity:** Circle the emotions and feelings that you have noticed in the last week. Feel and accept your emotions...there is no judgement!

## Difficult emotions and how they affect your body:



### ANGER



Muscles tightening



Teeth and jaw clenching



Feeling flush or hot



Wanting to hit or throw something

### FEAR



Breathlessness



Pounding heart



Feeling butterflies in your stomach



Wanting to run and hide

### SADNESS



Crying



Feeling exhausted



Difficulty swallowing



Feeling empty

### GUILT



Sweating



Difficulty sleeping



Stomachache



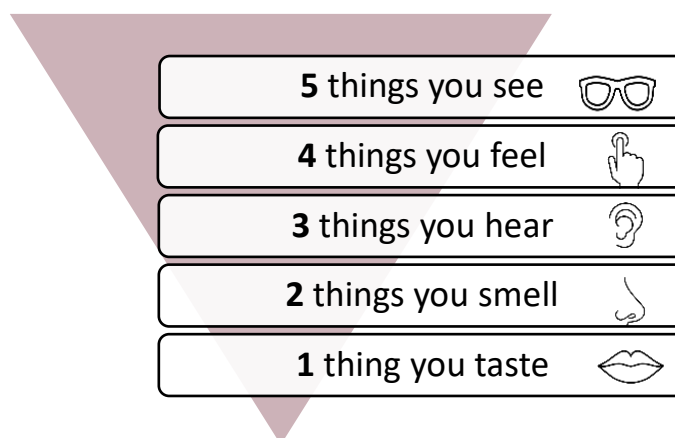
Feeling nervous, shaking

## Mindfulness


Mindfulness is paying attention to what is happening in the here and now, and bringing awareness to your body, thoughts, and feelings, without judgment<sup>1</sup>. Many people are experiencing higher levels of anxiety, fear, sadness, and guilt due to COVID-19. Mindfulness works to control stress, ease anxiety and depressive symptoms, improve relationships, control emotions, and decrease intense reactions to difficult situations<sup>2</sup>. Here are some mindfulness activities for you to try! Discontinue any exercises if you feel pain or discomfort and seek help from your provider for assistance with these exercises if needed.

### Mindfulness Activities

- 1. 5 Senses<sup>3</sup>:** Make a conscious effort to notice the present moment through each of your 5 senses. Right now, what are:



- 2. Mindfulness during everyday activities:** Pay attention to the 5 senses through activities you do every day. Examples include:




**Washing Hands**

Notice how the water feels on your hands. Is it warm or cold? Notice the smell of the soap.



**Enjoying Coffee/Tea**

Notice the feeling of the cup, the smells of the beverage, the taste on your lips.



**Walking**

Notice the sounds of nature. How does your body feel when moving? Notice all the views.

<sup>1</sup>Adapted from Linehan (2015).

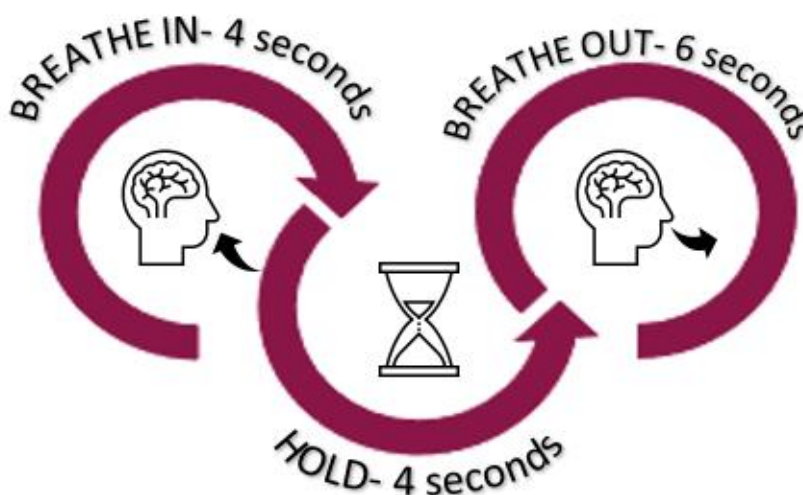
<sup>2</sup>Davis & Hayes (2011).

<sup>3</sup>Adapted from Therapist Aid (2017c).

### 3. Deep Breathing

Deep breathing is a relaxation exercise that involves breathing in and out, slowly and deeply. When experiencing anxiety, the body produces a stress response which results in higher heart rate, tense muscles, and shallow and rapid breathing. Deep breathing can promote relaxation, energy and alertness, and reduce feelings of anxiety, depression, confusion and anger<sup>1</sup>.

**How it works:** Use your finger to trace the curves. Breathe in for 4 seconds. Hold that breath for 4 seconds, then slowly release that breath for 6 seconds. Repeat 5 times when needed<sup>2</sup>.



### 4. Mindful Stretches<sup>3</sup>

Think about how each of your body parts feel as you try out these stretches<sup>3</sup>. Notice any sensations like pulling, tightness, discomfort, or pain. Stretch your body to the point where you can feel a slight sensation, but not to the point of pain. Hold each stretch for 15-30 seconds and complete daily. Check with your provider before starting any stretches.



<sup>1</sup>Zaccaro, Piarulli & Laurino (2018).

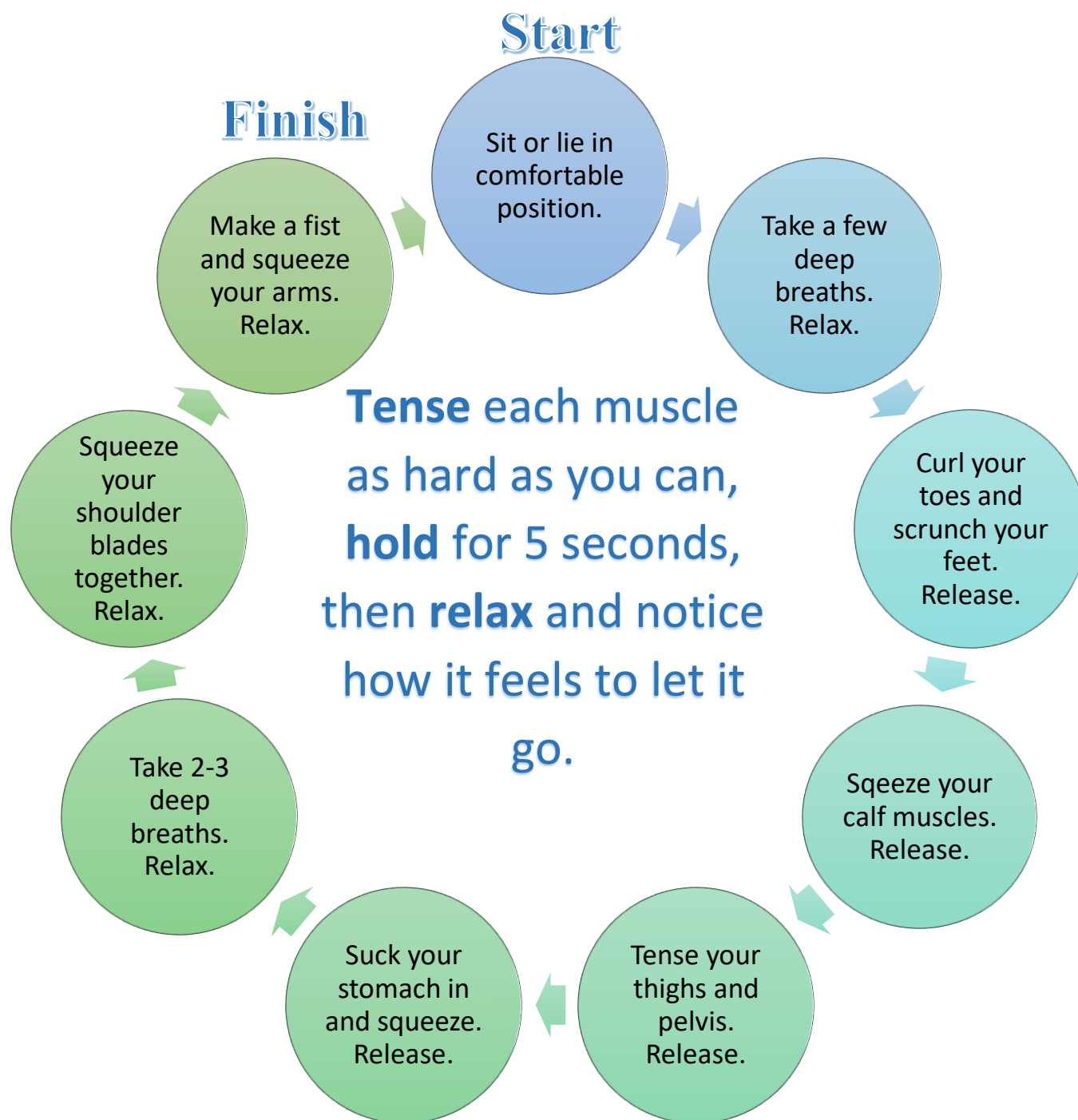
<sup>2</sup>Adapted from Therapist Aid (2017a).

<sup>3</sup>Images: <https://www.pinclipart.com>



## 5. Progressive Muscle Relaxation<sup>1,2</sup>

This activity can help you let go of built-up stress and anxiety by tensing, then releasing your muscles one at a time. With practice, you will notice when you feel tension in your muscles, and when you need to relax your muscles. Additionally, be mindful of any injuries or pain you are experiencing and pass over those body parts.



<sup>1</sup>Adapted from Therapist Aid (2017b).

<sup>2</sup>Adapted from Linehan (2015).

## Positive Communication

Since the beginning of the pandemic, many people have experienced feelings of anger, loneliness, isolation, and anxiety. Such emotions can make it difficult to communicate with others. The DEARMAN<sup>1</sup> is a tool that is used when interacting with those around you and a good strategy to express your needs. This is important for maintaining healthy relationships.

**D**

**Describe** the situation. Use only facts and avoid opinions. For example, "You told me you would call me back and you didn't".

**E**

Clearly **express** your feelings. Don't expect others to know how you feel. For example, "when you didn't call me back, I got worried something bad happened to you".

**A**

Be **assertive**. Say what you need to say. For example, "I feel hurt when you don't remember that I am waiting for your call".

**R**

**Reward** people who respond well, and say how this change will benefit you. For example, "if you call me back when you say you will, I would be so relieved".

**M**

Be **mindful**. Stick to the point of the conversation and avoid arguing. For example, don't say: "I guess this means our relationship is never going to work", instead say: "No that's not it, I would just appreciate if you would call me back when you say you will".

**A**

**Appear** confident. Consider your posture, tone of voice, eye contact and body language. Avoid saying things like, "I'm not sure".

**N**

Be open to **negotiation** and be willing to offer solutions to the problem. For example, "If you can't call back, texting me to tell me you're busy is ok with me".

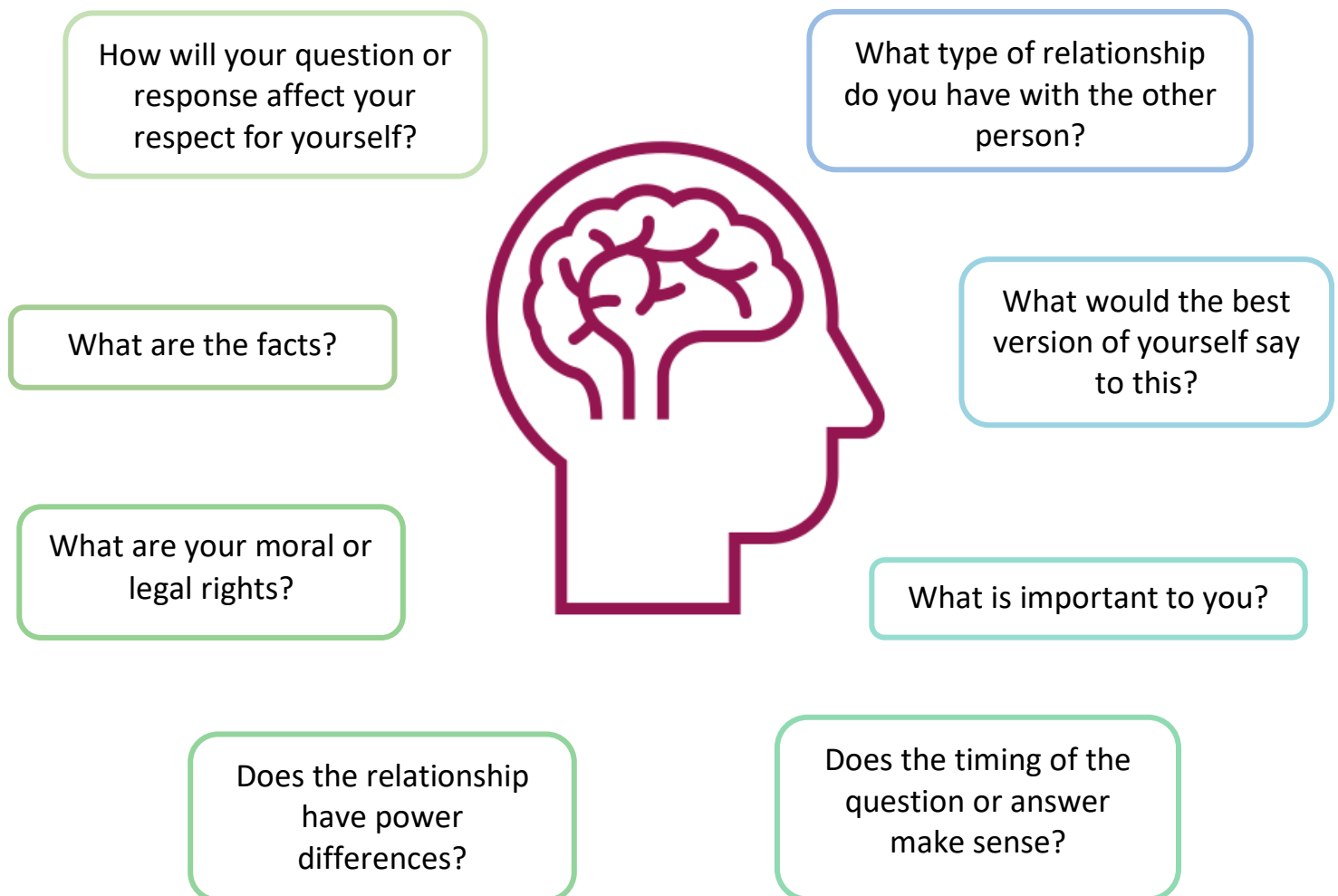
<sup>1</sup>Adapted from Linehan (2015).

## Healthy Boundaries for Requesting and Responding

When in an anxious or stressed state, it is important to remember that there are boundaries for what is or isn't appropriate to ask others. The same boundaries also apply when you are deciding whether to say "Yes" or "No" to what another is asking you. For example, you might call a friend or family member to ask for a ride, however, you would not ask your health care provider for the same request. Likewise, if a friend or family member asked you for a ride, you might say "Yes", whereas you might say "No" if it was a stranger.



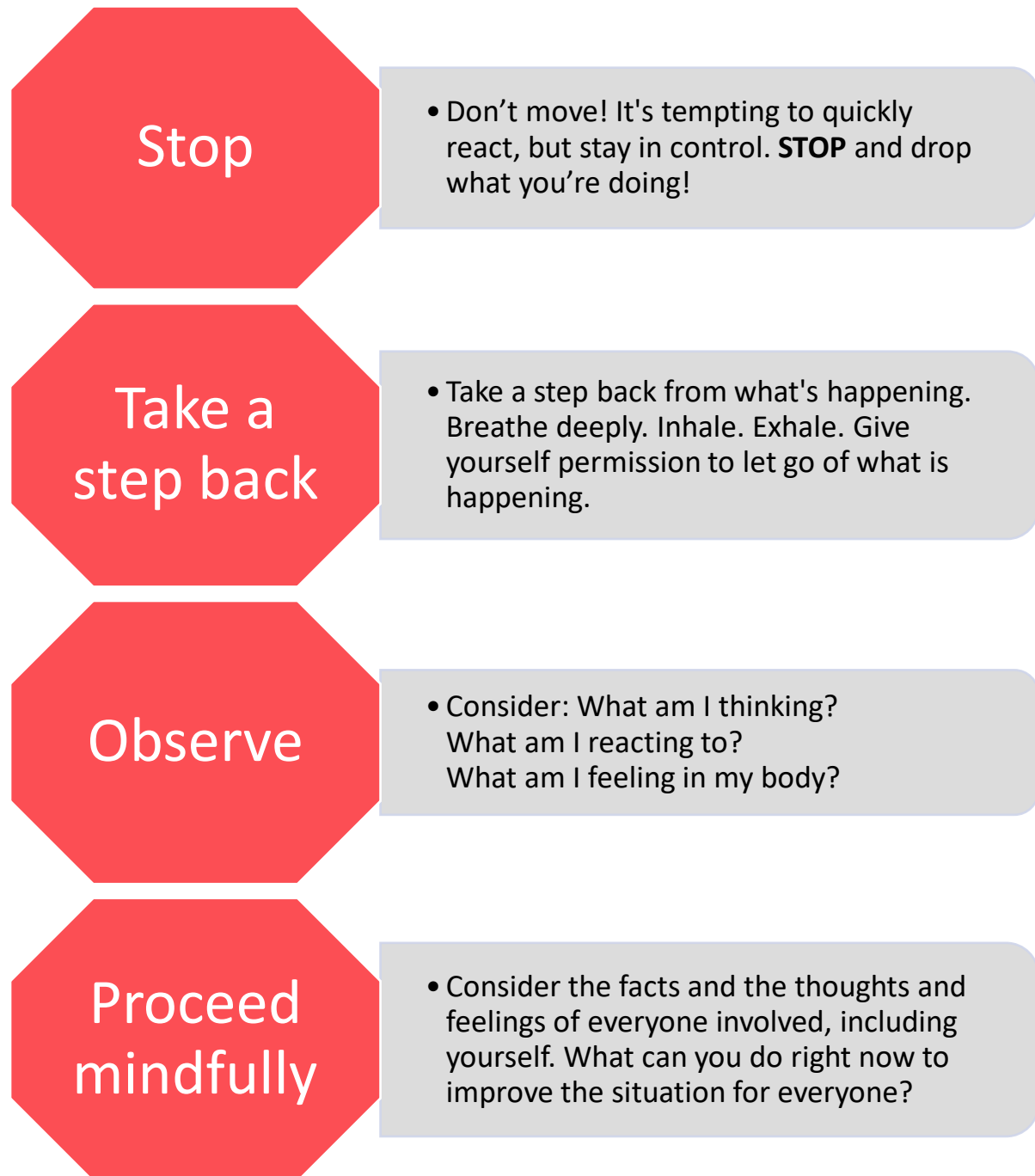
**When someone has asked something of you, or you are considering asking something of someone else, consider the following questions<sup>1</sup>:**



<sup>1</sup>Adapted from Linehan (2015).

## STOP Skill

The STOP skill<sup>1</sup> is used to bring awareness to the moment and **STOP** you from acting on your emotions. Instead, consider your thoughts, feelings, and the people involved when you're in a stressful situation. Here's what to do:



<sup>1</sup>Adapted from Linehan (2015).



## The Importance of Routine

As part of the human experience, our bodies thrive on routine. Having a routine is important for our physical and mental health<sup>1</sup>. With the changes that have come with COVID-19, it has been difficult to maintain a daily schedule. Many things are out of our control with COVID-19; however, having a routine is something that we can take control over to make things more certain.

Some tips for keeping a regular routine:



If possible, go to bed at the same time everyday. This will help your body maintain a schedule so it knows when to shut down for the day, and get going in the morning.



Get dressed and get ready for the day like you did pre-pandemic, even if you are staying/working at home.



Continue to connect regularly with others via phone, email, or virtual platform, or by saying a distanced "hello" to neighbours or people outside. Staying connected with others is more important than ever during these difficult times!



Limit your consumption of daily news and seek information from credible sources only.

<sup>1</sup>Robins (n.d.).

**Activity: What is your routine?**

Fill out this 7-day routine chart by writing down all the things you do in a day.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

Think about the balancing your activities and answer the questions below:

- What activities would you like to add into your routine?
- What activities would you like to reduce or remove from your routine?
- What activities are the most important to you? What activities are the least important?



## Goal Setting – making your goals SMART



In response to the pandemic, we may find ourselves coping in unhealthy ways. Goal setting can help to make positive changes in our lives (including healthy ways of coping) and help to figure out the steps needed to make those changes. The SMART method of goal setting works to help make goals more likely to achieve. Below are two examples of goals about practicing more mindfulness:



### Goal: Do more mindfulness

This goal does not give much information about what steps I would need to take to practise mindfulness, which makes my goal much harder to achieve because I won't know if I've achieved it!



**SMART Goal: Starting today, I will do a mindfulness meditation for 5 minutes/day on Mondays, Wednesdays, and Fridays every week, for one month, as measured by checkmarks on my calendar.**

This SMART goal is specific, realistic, can be measured, recorded, and has a time frame.

**Activity:** Think about a current coping behavior (for example: more substance use, watching a lot of TV, oversleeping) that you would like to change. Use the SMART goal setting worksheet below to make a plan on how you will change your behavior. Set 1 goal for this week, and 1 goal for the month.

<p><b>S</b></p> <p>Specific</p>	Define your goal – who, what, when, and where?
<p><b>M</b></p> <p>Measurable</p>	Can you track your progress and outcomes? How will you do this?
<p><b>A</b></p> <p>Achievable</p>	Is it possible for you to achieve?
<p><b>R</b></p> <p>Realistic</p>	Do you have the resources, time, and energy to complete the goal?
<p><b>T</b></p> <p>Timely</p>	What is the timeframe for completing the goal?

1

Goal 1: By 1 week, I will...

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Goal 2: By 1 month, I will...

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<sup>1</sup>Adapted from Storyboard That (n.d.).



## Self-Soothing Activities<sup>1</sup>

When experiencing a stressful situation, take some time to soothe your five senses. This will help you regulate and tolerate any distress you are experiencing. This list is not exclusive and activities that might be soothing to one person, may not be to the next. The important thing to remember is to do what feels soothing for you and use all five senses.



Try  
This!

### Sight

- Find a spot to sit and people-watch
- Look at the stars
- Observe nature: do you see birds, trees, sky, people?
- Watch the sunset

### Sound

- Listen to calming music or the sounds of nature
- Listen to your favorite song
- Play an instrument, or tap your feet
- Close your eyes and pay attention to what you can hear in your surroundings

### Smell

- Step outside or open a window and smell the fresh air
- Breathe in a strong scent, such as coffee or mint
- Take a walk in the park or nearby forest and breathe in the fresh smell of wood and nature
- Light your favourite scented candle

### Touch

- Pet an animal or a soft fabric
- Place a cold cloth on your forehead
- Put on comfy clothes or wrap up in a blanket
- Take a bath or shower

### Taste

- Have a warm drink (ie. tea, coffee)
- Eat your favorite dessert
- Chew gum
- Close your eyes while tasting your food, and eat one piece at a time

<sup>1</sup>Adapted from Linehan (2015).

## Guided Imagery

Guided imagery involves using your imagination to picture a relaxing scene or destination that brings you joy and happiness. Visualizations use the mind to encourage positive feelings associated with that place.

You may feel silly or strange when you first try this, but practice this skill for a week before deciding on its effectiveness. Studies have found that guided imagery exercises can reduce cognitive and emotional stress<sup>1</sup>.



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### Instructions<sup>2</sup>:

1. Sit or lie down in a comfortable position in a room that is quiet and relaxing.
2. Close your eyes. Imagine a place that is calming to you. This could be up on a mountain with the fresh breeze blowing, sitting in the warm sand on a beach, at the cabin with the rain coming down on the roof, or sipping coffee in a cozy cafe.
3. Begin to visualize your chosen scene. Feel the temperature, breathe in all the scents, and listen to the sounds. Try to involve all of your senses in this process. Taste, touch, smell, sound, and sight.
4. Allow yourself to get lost in this imagery and embrace all the positive feelings associated with it. Relax your body and mind. Block out everything else and enjoy the experience.
5. After 5 or 10 minutes, slowly start to move your body again. Gently open your eyes. You can adjust the timing for longer or shorter sessions.



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<sup>1</sup>Bigham, McDannel, Luciano, & Salgado-Lopez (2014).

<sup>2</sup>Adapted from <https://www.therapistaid.com/therapy-guide/relaxation-skills-guide>

Images from: Shutterstock.com.



## Sleep

Sleep is so important for overall health and well-being. It can be hard to stick to a consistent sleep schedule right now since our routines have changed. You may stay up too late, find it difficult to get out of bed in the morning, or sleep restlessly. Listed below are some practical tips to improve your sleep!<sup>1</sup>

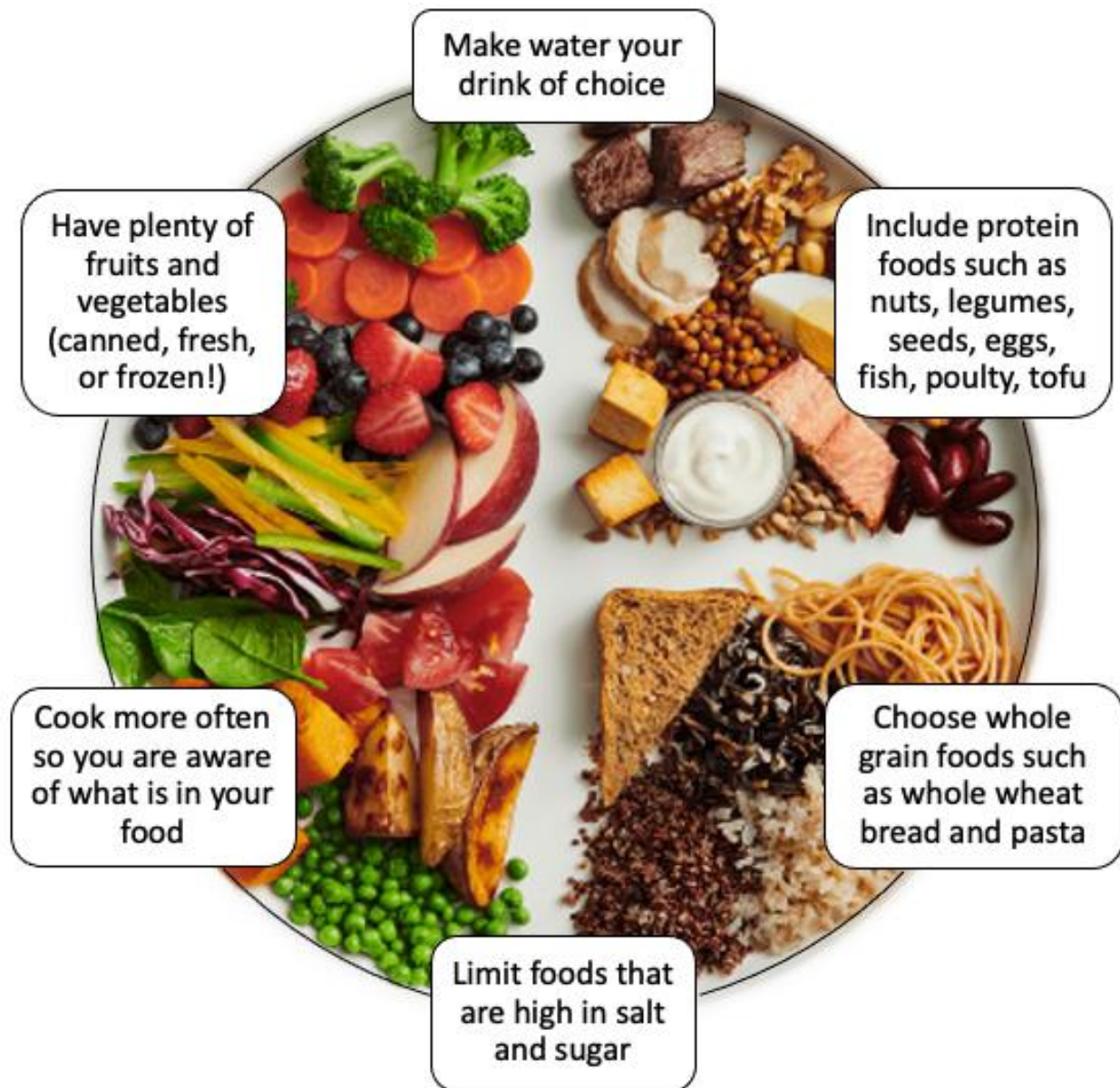
- ★ Set a schedule — try to set a regular sleep routine; aim to go to bed and wake up at the same time daily. Most people need 7-9 hours of sleep a night.
- ★ Avoid caffeine, alcohol, and nicotine — these substances can affect ability to fall or stay asleep.
- ★ Check your environment — ensure your room is a comfortable temperature, quiet and dark enough. Consider a fan, room darkening blinds or curtains, eye-mask, or ear plugs to suit your needs.
- ★ Don't force it — If you are having difficulty getting to sleep after 20 minutes, get up and do something calming such as read a book, meditate, or write in a journal.
- ★ Avoid late naps — napping during the day will affect your ability to sleep at night. If you need to nap, keep it short and earlier in the day.
- ★ Only use your bed for sleeping — avoid watching tv, reading, and hanging out in bed during the day.
- ★ Exercise — exercising regularly has been shown to improve sleep. However, avoid strenuous exercise before going to bed.



<sup>1</sup>Adapted from Therapist Aid (2016).  
Image from: Shutterstock.com.

## Nutrition

COVID-19 has created challenges to healthy eating. We can no longer sit down and enjoy a meal with family or friends and a reduced income might mean less healthy food choices. We might be hesitant to run to the grocery store when we want something, making access to food more difficult. Eating a well-balanced diet with nutritious and healthy foods is important for your mood, energy, and overall well-being. Canada's Food Guide recommends<sup>1</sup>:



<sup>1</sup>Adapted from Health Canada (2019).

## Recipes

Here are some quick and easy recipes – Cut out the recipe cards to keep handy!

### OATMEAL

#### Ingredients

½ cup quick oats OR 1-minute oats  
1 cup water  
\*Optional top with:  
1 tbsp. peanut butter  
1 tbsp. brown sugar  
Canned or frozen fruit of choice  
Splash of milk

#### Directions

Add oats and water to cereal bowl.

Microwave for 1 minute and 30 seconds. Check to see if cooked. Cook longer if using large flake oats.



### TUNA SALAD SANDWICH

#### Ingredients

1 can tuna  
2 tbsp. mayonnaise  
2 tbsp. diced onion  
Salt + pepper to taste  
2 slices bread  
\*Optional: add lettuce or cucumber

#### Directions

In a bowl, combine tuna, mayonnaise, onion, and salt and pepper.

Use a fork to mix together until evenly mixed.

Spread tuna salad onto bottom slice of bread, and place the other slice on top!



### VEGETABLE STIR-FRY

#### Ingredients

½ cup rice  
1 cup water  
1 can vegetables of choice (ex. corn, peas, carrots, green beans, mushrooms)  
2 tbsp. soy sauce  
\*Optional: 1 can meat of choice

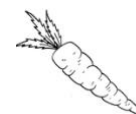
#### Directions

Combine rice and water in a bowl.

Microwave rice for 2-5 minutes (depending on type of rice), stir and cook more if needed.

Add canned vegetables (and optional meat) and microwave until warm.

Stir in soy sauce.



### BANANA OATMEAL MUFFINS<sup>1</sup>

#### Ingredients

2 eggs  
2 bananas  
2 cups oats  
1 tsp baking powder  
1 tbsp. butter (or margarine or oil)

\*Optional: 1 cup crushed nuts

#### Directions

Crack eggs into bowl, add bananas.

Mash bananas until larger clumps are broken down. Add oats and baking powder and stir until well-mixed.

Grease muffin tin with butter, then pour the mixture into muffin tin.

Bake at 375 degrees for 15-20 minutes or until golden brown.



<sup>1</sup> Adapted from Winnipeg Harvest (2019).

Images: <https://webstockreview.net/explore/outline-clipart-muffin/>; <http://clipart-library.com/picture-of-a-carrot.html>; <http://clipart-library.com/sandwich-cliparts.html>; <https://webstockreview.net/explore/cereal-clipart-oats/>



## Physical Activity

The Canadian 24-Hour Movement Guidelines<sup>1</sup> recommends the following:



- ♥ Participate in a variety of physical activities in different environments during all seasons!
- ♥ 150 minutes of moderate to intense aerobic activity per week.
- ♥ Examples: brisk walking, pickleball, dancing, cleaning your home, cycling, gardening, mowing the lawn, or anything that gets your heart pumping!
- ♥ Muscle strengthening activities at least 2 days/week  
Examples: lifting weights, resistance training, or lifting groceries, books, or household items.



- ♥ Limit long periods of sitting to less than 8 hours/day.
- ♥ Limit leisure screen time to less than 3 hours/day.
- ♥ Take breaks! Break up long periods of sitting as much as possible by standing and moving around. Even 1 minute every hour helps!



- ♥ In addition to above, older adults (65+) should incorporate balance activities which are essential in preventing falls. For example, you can try balancing on one leg for 5 seconds while holding a table surface, alternate legs. Once you feel stable, you can progress your practice by taking away less support such as one hand on table, one fingertip on table, no hands, or while brushing your teeth<sup>2</sup>. \*Use caution, you must be stable before trying more challenging exercises\*
- ♥ Other ways to prevent falls: removing clutter or throw rugs from the floor, wearing shoes that fit well, taking medications as directed, regular eye checkups, and managing overall health<sup>2</sup>.

<sup>1</sup>Canadian Society for Exercise Physiology (2020)

<sup>2</sup>Staying On Your Feet (2016)

Images: <https://creazilla.com/nodes/38676-woman-is-walking-for-exercise-clipart>

<https://www.xbox.com/en-NZ/apps/family-settings-app>

[https://www.123rf.com/clipart-vector/senior\\_exercise.html?sti=mul9rq5cehyawec8cl](https://www.123rf.com/clipart-vector/senior_exercise.html?sti=mul9rq5cehyawec8cl)

## Self-Care Word Search

Puzzles and games are not just for fun! Activities such as these keep your mind active and engaged. Think of these activities like a workout for your brain! Find and circle the words listed below<sup>1</sup>:



M	E	R	R	E	A	D	I	N	G	C	P	U	N	T
G	O	X	W	E	J	O	U	R	N	A	L	I	N	G
V	J	V	E	D	T	W	C	A	R	D	S	P	B	Q
G	O	M	I	R	A	W	A	L	K	J	A	D	U	R
P	D	Y	G	E	C	N	K	P	Y	C	L	X	I	M
A	V	O	H	U	F	I	C	C	G	L	E	L	L	T
I	O	G	T	F	P	Z	S	E	A	E	A	O	D	Y
N	Z	A	L	W	I	O	L	E	R	A	R	E	I	P
T	K	N	I	T	T	I	N	G	D	N	N	H	N	S
I	W	T	F	U	D	R	P	U	E	I	I	H	G	I
N	L	X	T	I	I	S	R	U	N	N	N	Z	K	N
G	M	G	I	M	U	S	I	C	I	G	G	F	O	G
C	Z	P	N	F	B	A	T	H	N	I	R	M	V	I
M	S	X	G	R	D	G	Y	T	G	F	T	A	C	N
M	E	D	I	T	A	T	I	O	N	C	E	T	P	G

GARDENING  
PAINTING  
EXERCISE  
BATH  
DANCE  
READING  
KNITTING

WEIGHTLIFTING  
MEDITATION  
CARDS  
BUILDING  
MUSIC  
SINGING

WALK  
LEARNING  
JOURNALING  
CLEANING  
YOGA  
MOVIE

<sup>1</sup>Created using: <https://tools/atozteacherstuff.com/word-search-maker/wordsearch.php>



## Gratitude

Gratitude is expressing appreciation for all the things in your life. It involves feeling thankful and grateful for the people and the world around you. Practising gratitude means accepting the negative aspects and learning to focus your attention on the things that matter to you. Having an attitude of gratitude can lead to improvements in mood, physical well-being and to greater happiness.

### Gratitude Journal

Each day, take time to write down three things that you are grateful for. You could make this a daily habit when you wake up or before you go to bed. For example, you might be grateful to have a roof over your head, to have good friends and family, to be healthy, to not have burned the toast this morning, to be reading a great book, etc. Nothing is too big or too small when it comes to being grateful. Celebrate the positive!

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_



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# Resources for Coping with COVID-19

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**Disclaimer:** Due to the ever-changing nature of the COVID-19 pandemic, these resources may change. Call ahead where possible to confirm that services are still being offered. This document was developed with one or more students on placement from the University's Rady Faculty of Health Sciences in accordance with their program requirements under the supervision of registered occupational therapists. The information provided in this document is intended to provide helpful information and is not intended to replace advice and guidance of a professional health care provider. All students involved in the creation of this document disclaim any liability in connection with the use of this document and of the information contained herein. This document is provided without warranty of any kind. Developed 2021.

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**\*\*EMERGENCY SUPPORT CRISIS LINES\*\***

Resource	Contact Information	Services Provided
<b>Klinic 24-hour Crisis Line</b>	1-888-322-3019 (toll-free)	If you are experiencing a crisis and need to talk to a crisis counsellor.
<b>Manitoba Suicide Prevention &amp; Support Line</b>	1-877-435-7170 (toll-free)	Call if you are having suicidal thoughts or feelings; concerned about a friend, family, or co-worker; or impacted by a suicide loss or suicide loss or attempt. Confidential, 24/7.
<b>Mental Health Crisis Response Centre (CRC)</b>	817 Bannatyne Ave. 204-788-8330 1-204-940-1781 (mobile service)	For people experiencing an immediate need for mental health services, the CRC is open 24/7. Provides phone assistance; can also meet with you either in your home or another safe place within Winnipeg.
<b>Manitoba Sexual Assault Crisis Line</b>	1-888-292-7565 (toll-free)	24/7 phone line that provides information and crisis intervention to sexual assault victims and those close to them.

**Health and Social Services**

Resource	Contact Information	Services Provided
<b>211 Manitoba</b>	Dial 2-1-1	Find programs and services in your community such as; social services, newcomer support, clothing, financial assistance programs, housing, food, health clinics, counselling services and other mental health resources.
<b>Health Links</b>	204-788-8200 OR 1-888-345-9257 (toll-free)	Health Link operations 24/7, 365 days a year, it offers medical advice and information. If you ever unsure of what to do in a medical situation, please call for a over-the-phone assessment. For anyone who is having cold or flu-like symptoms, call health links to determine if and where you should get tested for COVID-19. Call for free transportation service to a COVID-19 testing site.

**Addictions Support**

Resource	Contact Information	Services Provided
<b>Addictions Foundation of Manitoba</b>	Toll-free numbers: 1-855-662-6605  1-800-463-1554	Manitoba Addictions Helpline. Call to be connected with available services and resources.  24/7 Problem Gambling Helpline
<b>Rapid Access to Addictions Medicine</b>	<u>Crisis Response Centre (CRC) Clinic</u>	RAAM clinics are walk-in clinics for adults (18+), looking to get help with high-risk substance use and addiction.

<b>(RAAM)</b>	817 Bannatyne Ave. 204-940-2177  <u>River Point Centre</u> 146 Magnus Ave. 204-944-6209	CRC Clinic open Tuesdays, Wednesdays, and Fridays from 1-3pm.  River Point Centre Clinic open Mondays 1-3pm, and Thursdays 9:30-11:30am
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### **Emergency Food and Basic Needs**

<b>Resource</b>	<b>Contact Information</b>	<b>Services Provided</b>
<b>710 Aberdeen</b>	710 Aberdeen Ave. 204-557-6138	Bagged lunch available Monday, Thursday, and Friday at 11:30am.
<b>Agape Table</b>	364 Furby St. 204-783-6369	Bagged breakfast served Monday-Friday 7-11am.
<b>Andrews Street Family Centre</b>	220 Andrews St. 204-589-1721	Emergency food, diapers, and formula. Call Monday-Friday 10am-3pm for an appointment (MB Health Card required). Hot lunches served Monday-Friday at 12pm. Daily coffee Monday-Friday 10am-3pm.
<b>Crossways in Common</b>	222 Furby St. 204-774-2773	Bag lunches available for pick up Mon, Wed, Thurs, Fri at 12pm-3pm, while supplies last. Emergency food packages and basic need items available. Call for an appointment for pickup. (MB Health Card required)
<b>Elmwood Community Resource Centre (ECRC)</b>	545 Watt St. 431-275-2287	Basic needs and employment support line. Drop-in appointments available to book over the phone - Monday-Friday 9am-5pm.
<b>Lighthouse Mission</b>	669 Main St. 204-943-9669	Breakfast Monday-Thursday 9am Soup and Sandwich: Monday-Thursday 2pm Sandwiches: Fridays 1pm, Chili 6:30-8pm
<b>Main Street Project Food Bank and Essentials</b>	661 Main St. 204-982-8229	Free food market shopping Thursdays 10-11:30am. In order to register for food bank services, you must contact Winnipeg Harvest (204-982-3660) to sign up and call or drop in at 661 Main St.
<b>Ma Mawi Wi Itata Centre</b>	445 King St. 204-925-0330	Meal delivery: One emergency meal per family, baby supplies and basic needs for individuals and families. Must have a phone and will be called when food is dropped off.  Call Monday-Friday 8:30-4:30pm, deliveries made

		<p>between Monday-Saturday from 1-3pm.</p> <p>Family with children: eligible to receive food hamper weekly (estimated to last 2-3 days). Single adult: each adult in the house eligible to receive a lunch hamper weekly (each hamper includes 7 lunches)</p>
<b>Salvation Army</b>	<p>Weetamah 324 Logan Ave. 204-946-9490</p> <p>St.James/ Charleswood 825 School Rd. 204-889-9205</p>	<p>Call to make an appointment (bring MB health card). Option of access to food pantry or a Safeway voucher.</p> <p>Call to make an appointment (bring MB health card). Access to food pantry.</p>
<b>Siloam Mission</b>	300 Princess St. 204-956-4344	Bagged lunch at 12:30pm, and bagged supper at 6:30pm
<b>St. Matthews Maryland Community Ministry</b>	365 McGee St. 204-995-2944	Take out lunches, emergency food kits available Monday, Tuesday, Thursday, Friday 1:30-3pm
<b>Thrive Resource Centre</b>	555 Spence St. 204-775-9934	Basic needs food supplies, baby supplies, layettes, hygiene items, community resources, coffee/snacks. Open Monday-Friday 9am-4pm.
<b>West Broadway Community Services</b>	222 Furby St. 204-774-2773	Bag lunch, food kits Monday, Wednesday, Thursday, Friday at 12:30pm
<b>Winnipeg Harvest</b>	1085 Winnipeg Ave. 204-982-3660	<p>Food hampers once every 4 weeks (6 digit MB Health card needed). Free delivery for 55+ (Call 3-1-1). To set up service: 204-982-3660, appointments@winnipeg Harvest.org (Winnipeg) 1-800-970-5559 (Outside Winnipeg)</p>

### Financial Supports

Resource	Contact Information	Services Provided
<b>Community Financial Counselling</b>	1-888-573-2383	Free counselling on budgeting and managing finances (Monday-Friday, 9am-5pm).
<b>Employment and Income Assistance Call Centre</b>	204-948-2888 1-855-944-8111	Main office, client services in English and French (Monday-Friday, 7am-7pm). EIA has various offices across the city.

### Meal Delivery

Resource	Contact Information	Services Provided
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<b>Food for Thought Catering and Frozen Foods</b>	840 Erin St. 204-772-3663	Available for delivery: \$6-8/portion. Portions are frozen, low sodium, sugar, and fat. Vegetarian, vegan, dairy-free, and gluten-free meals are available.
<b>Harman's Meal Services</b>	857 Sargent Ave. 204-233-5005	Daily meal delivery throughout Winnipeg, including dietary, restricted, and specialty meals- \$8.50 each.
<b>Meals on Wheels</b>	172 Hargrave St. 204-956-7722	Delivery of hot dinners, bag lunches and frozen meals. Standard hot meal is \$6.00 and includes protein, starch, and vegetables. Other meal options are available at a higher cost. Contact Meals on Wheels Monday - Thursday 8:30am-4pm and Friday 8:30am-3pm
<b>Supper Central</b>	2355 McGillivray Blvd. 204-290-0909	All meals are ready to be assembled and cook and include all ingredients and instructions to make it. Specialty orders based on specific diets can be ordered over the phone. Delivered by courier Monday-Friday 11am-5pm for \$10. Meals can also be picked up at 400-2355 McGillivray Blvd. Contact Supper Central Monday & Tuesday: 10am-6pm, Wednesday-Friday: 10am-8pm, or Saturday-Sunday: 10am-5pm.

### Grocery stores that deliver:

<b>Grocery stores</b> Listed are the stores open early for seniors or have a delivery service.	Food Fare locations: <u>115 Maryland St.:</u> 204-772-1250 <u>839 Cavalier Dr:</u> 204-889-8892 <u>247 Lilac St.:</u> 204-475-6636 <u>905 Portage Ave.:</u> 204-987-8849 <u>2285 Portage Ave.:</u> 204-885-2381	<b><u>Winnipeg Food Fare</u></b> Delivery: available Monday-Friday – you can place order over the phone, or through email. Order in before 11am for same day delivery, <u>they take cash, debit or credit card over the phone.</u>  In store: Will be opening early to allow seniors to shop.
	204-768-9070 or 204-333-7828	<b><u>Diversity Food Services</u></b> Delivery of prepared meals and grocery items. Delivery is free with minimum order of \$35. Orders can be placed on website, by phone or by emailing <a href="mailto:diversity@uwinnipeg.ca">diversity@uwinnipeg.ca</a> . Place order Monday - Friday 10-5 p.m., same day delivery must be before 1:00pm.
	<u>Dakota family foods:</u> 204-255-	<b><u>Family Foods</u></b> \$9 fee for delivery available Monday-Saturday – phone

	6129 <u>Downtown Family foods:</u> 204-947-6645	orders in the afternoon before delivery day or online. IF order is over the phone, they will take payment at the door (cash, credit card or debit). Opening at 7 a.m. on Thursdays for seniors and people who are more vulnerable.
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### **Grocery stores that have specific hours for those who need assistance or consideration:**

<b><u>Red River Co-Op</u></b> Early openings for seniors, pregnant women, and those with compromised immune systems. Wednesdays & Fridays 7-8am
<b><u>Real Canadian Superstore</u></b> Early openings for seniors and people living with disabilities. Tuesdays and Fridays 6-7am.
<b><u>Safeway &amp; Sobeys</u></b> The first hour of operations at many of stores will be devoted to the most vulnerable. Call your local store to confirm.
<b><u>Stephen's No Frills</u></b> Open one-hour earlier Mondays, Wednesdays and Fridays (8am).

### **Mental Health Supports**

Resource	Contact Information	Services Provided
<b>Access NorWest Co-op Community Health</b>	Monday-Wednesday: 204-479-2426 Wednesday-Friday: 204-918-6186	Open from 9am-5pm for phone counselling sessions.
<b>ADAM (Anxiety Disorders Association of Manitoba)</b>	204-925-0040	Support line for people experiencing anxiety related to stressors of COVID-19. Monday-Friday 9am-9pm, Weekends 10am-4pm
<b>Aulneau Renewal Centre</b>	228 Hamel Ave. 204-987-7090	Via phone: Wellness checks, coping with anxiety, social isolation, or uneasiness with COVID-19 for 16+.
<b>Blue Cross Grief Counselling</b>	204-786-8880 1-800-590-5553 (toll-free)	Up to 3 counselling sessions available at no cost to Manitobans who have experienced a loss during COVID-19.
<b>Canadian Mental Health Association (CMHA)</b>	204-775-6442 204-982-6113 (peer-support line)	Support navigating adult mental health supports. Peer-support appointments via phone Mondays & Wednesdays.
<b>Caregiving with Confidence</b>	204-452-9491	Telephone support and support groups for those caring for a loved one.



<b>Domestic Violence Hotline Manitoba</b>	1-877-977-0007 TTY:1-888-987-2829	Provides assistance, support, and information to individuals who are victims of domestic violence.
<b>Elmwood Community Resource Centre</b>	204-982-1720 431-275-2290 (counselling warm line)	Counselling service available over the phone, online or via email support, call or email to book an appointment. Text or phone the warm line Monday-Friday 10am-6pm.
<b>Family Dynamics</b>	401-393 Portage Ave. (Portage Place Mall) 204-947-1401	Free if on EIA or low-income, and sliding scale phone counselling for individuals, families, couples.
<b>Jewish Child and Family Services</b>	123 Doncaster St. 204-477-7430 204-946-9510 (after hours emergency phone)	Children, youth, adult, and couples therapy offered via Zoom or over the phone. Monday, Wednesday, Thursday 9am-5pm; Tuesday 9am-8pm, Friday 9am-3:30pm.
<b>Klinik Community Health Centre (Counselling)</b>	167 Sherbrook St. 204-784-4090 1-888-322-3019 (toll-free)	Same day counselling appointments via phone. Call beginning at 9am.
<b>Klinik Community Health Centre (Trauma and Sexual Abuse Programs)</b>	167 Sherbrook St. 204-784-4059	Programs for women who've experienced sexual assault, women who have experienced domestic violence, men who behave abusively, and for individuals who have experienced childhood trauma. Call to find out more information about programming.
<b>Manitoba Government Mental Health Virtual Counselling</b>	1-844-218-2955	Every MB resident 16+ has access to up to two free counselling sessions via video chat or phone. Sessions offered in multiple languages.
<b>Men's Resource Centre</b>	115 Pulford Street 204-415-6797 1-855-672-6727 (toll free)	Free short- and long-term counselling for men 16+ who have experienced childhood sexual abuse. Available via phone, video chat, or email.
<b>Mood Disorders Association of Manitoba</b>	204-786-0987	Peer support line Monday-Friday 9am-9pm, Weekends 10am-4pm.
<b>Sara Riel Inc. (Seneca Warm Line)</b>	204-947-9276 or 204-231-0217	18+, phone only, available 24/7. For individuals looking to sort their thoughts and feelings with a peer who has experience with addictions and mental health challenges.

<b>Sara Riel Inc. (Employment Warm Line)</b>	204-237-9263 ext. 137	For individuals experiencing challenging financial time or in need of employment.
<b>Plurielles (French only)</b>	420 Des Meurons unit 114 204-233-1735	Free counselling for individuals, children, family, and virtual counselling.
<b>Rainbow Resource Centre</b>	204-474-0212	Single session and short-term free counselling via phone or Zoom to LGBT2SQ+ people and their partners, parents, or families.
<b>Youville Centre</b>	204-255-4840	Free counselling via phone for 14+. Call to set up an intake appointment. Monday, Wednesdays-Fridays 9am-5pm; Tuesday 9am-9pm.

### Women's Resources

Resource	Contact Information	Services Provided
<b>North End Women's Centre</b>	394 Selkirk Ave. 204-589-7347	Lunch on Mondays 12pm-1pm. Snacks, feminine hygiene, and baby supplies available upon request.
<b>North Point Douglas Women's Centre</b>	221 Austin St. N 204-947-0321	Food hamper pick up Tuesdays 11am-12pm. Emergency supplies only.
<b>Thrive Community Support Circle</b>	505 Sargent Ave. 204-772-9091	Free women's individual counselling via phone Monday to Friday 9am-4pm.
<b>Women's Health Clinic</b>	419 Graham Ave. 204-947-2422 ext. 204	Free counselling for women 13+, two-spirit, genderqueer, non-binary, and trans people.
<b>West Central Women's Resource Centre (WCWRC)</b>	640 Ellice Ave. 204-774-8975	<i>Meals:</i> Bagged meals to-go Monday, Wednesday, Friday at 12pm. Tuesday and Thursday at 5pm. Saturday at 10am. Until supplies last. <i>Drop-in services:</i> Washroom use, hygiene, harm reduction, and winter supplies at the door. <i>Additional supports over phone:</i> emergency housing, EIA, and gender-based violence support.
<b>A Women's Place at Norwest Coop</b>	204-940-6624	Support line for Women and Domestic Violence available Monday-Friday 9am-9pm.

**Meals for Seniors**

<b>Gwen Selter Creative Living Centre</b>	204-339-1701	City wide delivery of meals to seniors free of charge for anyone having difficulty preparing healthy meals.
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**Supports for Seniors**

<b>Resource</b>	<b>Contact Information</b>	<b>Services Provided</b>
<b>311 Manitoba</b>	Dial 3-1-1	Municipal programs and services such as grocery delivery, medication delivery, specialized social services, other well-being resources. Additionally, call 311 and indicate need support with food delivery for 55+ - will be connected with services provided through A & O Support Service for Older Adults.
<b>A &amp; O: Support Services for Older Adults</b>	200-280 Smith St. 204-956-6440	<p>Various resources and services, you can call directly or receive information through 3-1-1.</p> <p>Programs for ages 55+:</p> <p><u>Social Engagement:</u> CONNECT is a program for those who are socially isolated and would like to be connected with a volunteer over the phone for companionship. Seniors Without Walls is a program with group activities over the phone.</p> <p><u>Counselling Services:</u> Individual counselling and support groups.</p> <p><u>Safety and Security programs:</u> Older victim abuse, falls prevention, elder abuse prevention, hoarding education and support, safe suite program (for people needing to live away from their abuser). Senior Immigrant Settlement services: education for newcomers.</p>
<b>Geriatric Outreach Services</b>	Geriatric Mental Health and Geriatric Program Assessment Teams: 204-982-0140	Geriatric Outreach Services has a team of health professionals such as; Occupational Therapists, Physical Therapists, and Nurse Practitioners. They will send a someone to your home for an assessment and short-term intervention for people over 65+, you can self-refer.
<b>Healthy Aging Resource Team (HART)</b>	<u>River East Transcona:</u> 204-940-2114 <u>St. James/Assiniboia</u> <u>Assiniboine South:</u>	The Healthy Aging Resource Team is made up of two healthcare professionals in the area. They can help you find resources in your community, provide information about health services; and learn about healthy living.

	204- 940-3261 <u>Downtown/Point Douglas:</u> 204-940-8140	Anyone 55+ plus residing in the community area they serve is eligible for service, no referral necessary.
<b>Medical Transportation Hotline (55+)</b>	204-899-1696	Gwen Sector Creative Living Centre has a new medical accessible transportation program that will take you to and from your appointment city-wide for a flat rate of \$20.
<b>Seniors Abuse Support Line</b>	1-888-896-7183	24/7 support line for older adults who are experiencing abuse.
<b>Senior Resource Finders</b>	<u>St. James Assiniboia:</u> 204-987-8850 <u>Assiniboine South Area/River Heights:</u> 204-478-6169 <u>St. Vital/St Boniface:</u> 204-254-1010 <u>Transcona:</u> 204-222-9879 <u>River East:</u> 204-667-6812 <u>Seven Oaks:</u> 204-612-3888 <u>Keewatin/Inkster:</u> 204-774-3085 <u>Pt Douglas:</u> 204-792-2920 <u>E.Downtown:</u> 204-803-8329 <u>W.Downtown/Broadway:</u> 204-772-3533 <u>West and East St. Paul:</u> 204-336-4126 <u>Conseil des francophones:</u> 204-793-1054	All senior resource finders help link and refer adults 55+ to community supports, programs and services such as Emergency Response Information Kit (E.R.I.K) transportation, home and yard maintenance, networking and community outreach, meal programs and education.

**Websites**

Resource	Website
<b>Anxiety Canada</b>	Coping with COVID-19 and other anxiety resources. <a href="http://www.anxietycanada.com">www.anxietycanada.com</a>
<b>HelpNextDoorMB</b>	Website for Manitobans to request help if in need of assistance with various household tasks. <a href="http://www.HelpNextDoorMB.ca">www.HelpNextDoorMB.ca</a>
<b>Manitoba Government</b>	Official Manitoba Government information page for reliable updates on COVID-19, public health orders, restrictions, and guidance. <a href="https://www.gov.mb.ca/covid19/index.html">https://www.gov.mb.ca/covid19/index.html</a>
<b>Wellness Together Canada</b>	Connection to mental health and substance use support, resources, and counselling with a mental health professional. Free. Accessible 24/7. <a href="https://Ca.portal.gs">Ca.portal.gs</a>

**Free Apps** (available on the App Store [Apple] and Play Store [Android])

App Name	Description
<b>AbilitiCBT</b>	Therapy program available to Manitobans 16+ experiencing anxiety due to the pandemic. Program assesses your needs and includes consultation with professional therapist (phone or video chat).
<b>Calm in the Storm (Klinic)</b> (Apple only - Available for Android through browser)	Stress management tool that helps users understand stress and managing stress (using visual, audio and video of meditative practices). Users can track/monitor their stress symptoms to help with stress management.
<b>COVID Alert: Canada's COVID 19 Exposure Notification App</b>	This app is designed to let you know whether you have been exposed to COVID-19. For more information about how to install the app on your phone, go to <a href="https://canada.ca/coronavirus">canada.ca/coronavirus</a> .
<b>Insight Timer</b>	This app has thousands of guided meditations, mindfulness series, sleep stories, loving-kindness, leadership, focus and concentration, and more.
<b>Mindshift</b>	Designed to help individuals cope with anxiety: including challenging thinking, tools for relaxation and mindfulness (both in male and female voices) quick tips, anxiety symptom checker, and inspirational quotes.