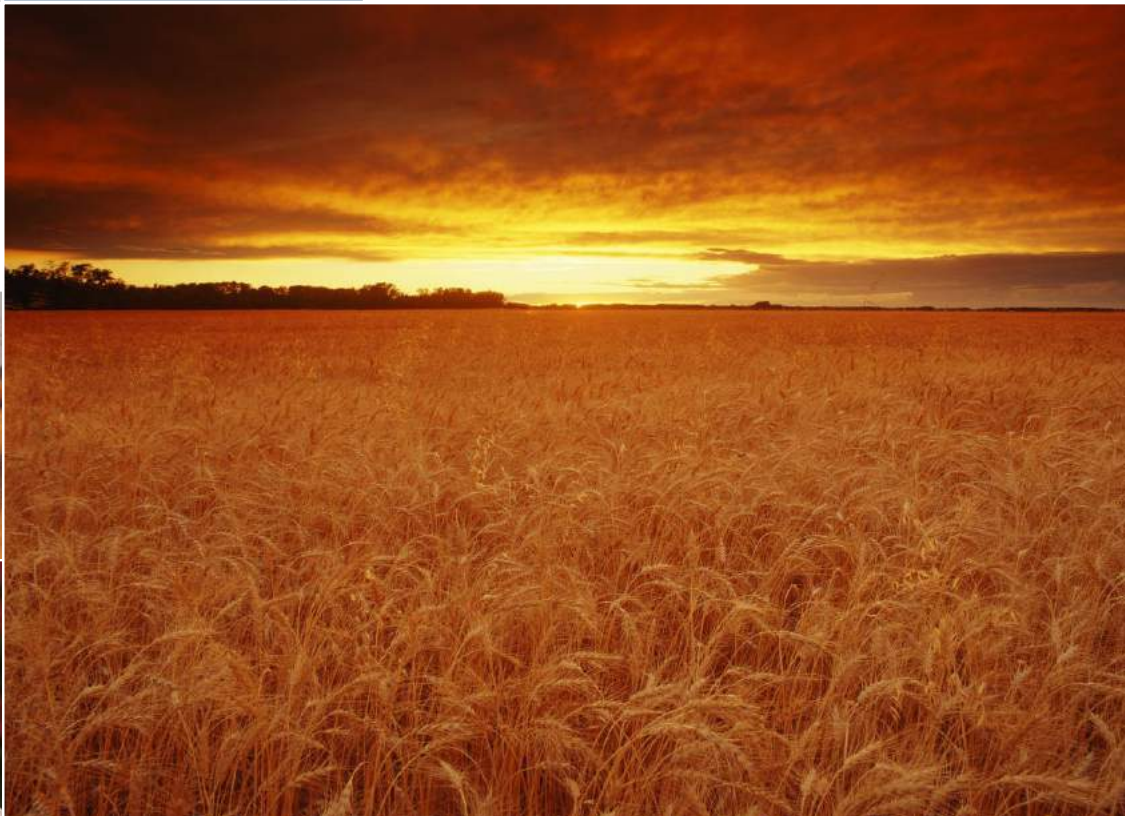




# Welcome to Eastman!

Orientation Guide for Newcomers



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# Eastman Immigrant Services (EIS)

Eastman Immigrant Services helps newcomers to settle in the Eastman region, making the change to a new community a positive experience, both for the newcomer and the receiving community.



Contact us at: **1-204-346-6609**  
D4 284 Reimer Ave, Steinbach, MB R5G 0R5  
Email: [info@eastmanis.com](mailto:info@eastmanis.com)  
[www.eastmanimmigrantservices.com](http://www.eastmanimmigrantservices.com)



East Imm Serv



# Eastman Immigrant Services (EIS)

Welcome to Eastern Manitoba (Eastman Region)

The staff at Eastman Immigrant Services (EIS) can help you to settle and become part of your new community.

Our services include:

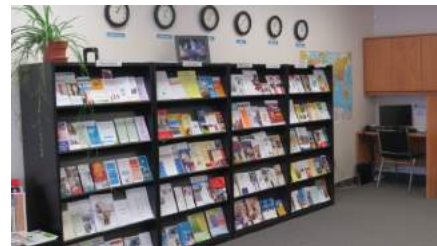
- Reception and Orientation
- Language Programs
- Special Events and Programs
- Resource Centre
- Access to computer and internet for employment and settlement purposes
- Employment Counseling and Career Coaching
- Volunteer opportunities

At EIS, we can help you in many areas:

- Help to complete documents
- School registration
- Registration for services such as Canada Child Tax Benefits and Manitoba Health.
- Employment services, for example: help with resume writing, job search, pre-employment counseling, and career recognition coaching.
- Regular programs and special events.
- Connecting you to community resources.

## DID YOU KNOW?

Steinbach is the third largest city in Manitoba?



# Documents and Identification

## Social Insurance Number (SIN)



A Social Insurance Number (SIN) is a 9-digit personal identification number issued by the Government of Canada (Service Canada), 321 Main Street, Steinbach. You need to have a SIN to work in Canada or to have access to government programs and benefits.

The SIN is a very important document, and should **not** be given out to anyone other than the following:

- An Employer
- Canada Revenue Agency
- Government Programs and Benefits
- Your bank

Eastman Immigrant Services will help you.

## Manitoba Health Card

A Manitoba Health Card gives you health care services for free. This card is available to all citizens, permanent residents of Manitoba as well as those with a work permit. You must carry this card with you at all times.

### Where can I apply for a card?

Eastman Immigrant Services will help you with the application. Or you can download the form from [www.gov.mb.ca/health/](http://www.gov.mb.ca/health/).

### Who needs a health card?

Each person over 18 years of age must apply for their own card. Children under 18 will be on the card of their parents.

REGISTRATION CARD  
CARTE D'IMMATRICULATION

REGISTRATION NO.  
N° D'IMMATRICULATION 000000

JOHN DOE  
123 ANYWHERE ST  
WINNIPEG MB R3B 3M9

VALID ONLY IF RESIDENT OF MANITOBA  
VALABLE SEULEMENT POUR LES RESIDENTS DU MANITOBA

REG. # 000000 Birthdate Coverage Date  
NAME(S)/NOM(S) #1/101/101 Sex Date de naissance Date de résidence  
000 000 000 M 01 01 66 01 01 66

ORGAN AND TISSUE DONOR CARD  
Consent under The Human Tissue Act C.C.S.M. c.H180

I consent to the use, after my death: (please check ✓)

any needed organs or parts of my body, or  
 the following specified organs or parts of my body, namely:

for the following purposes:

transplant and other therapeutic purposes;  
 medical education purposes;  
 medical research purposes.

Donor Signature

Co-signature of parent or guardian where donor is under 18 years of age.

MANITOBA TRANSPLANT PROGRAM (204) 787-1897

# Driving in Manitoba

## Driver's License

To drive legally in Manitoba, you must have a valid driver's license. You must get a Manitoba Driver's license within three months of your arrival.

### What is the "Graduated Drivers License"?

If you have never had a drivers license before you will have to pass three stages of license.

### How often do I renew the drivers license?

Your driver's license must be renewed every five years, but you still pay for your drivers license and insurance every year. There is not test for this.

### Insurance

Every vehicle driving on roads must be insured. Insurance rates vary by type of vehicle and the purpose of driving and can be purchased at your local Autopac Agent.

### What are 'merits'?

In Manitoba, you receive merit points for a good driving record, and you can lose merit points with a bad driving record. Your merits will change the amount you pay for vehicle insurance.

### Don't drink and drive

Don't drink alcohol and drive. If your blood alcohol level is over 0.5%, you are not allowed to drive for a few months.

### Buying a car

All used cars sold in Manitoba must have a valid safety inspection certificate. Before buying a car from a dealership, or from a private sale, ask about the inspection certificate. It is a good idea for newcomers to bring someone who knows about buying cars in Canada, so you get the best deal.



**Always have  
your drivers  
license with you  
when you are  
driving.**

**Learn about the  
traffic laws  
in Canada;  
they are different  
from your country.**

# Taxes

## GST and PST

In Manitoba, whenever you buy something, taxes will be added to the price.

GST (Goods and Service Tax) and PST (Provincial Sales Tax)

Grocery items are not taxed.

## Property Tax

If you own your home you will also pay property and school taxes. For more information contact your local Municipality.

I



In Canada the deadline for completing your Income Tax return is every April 30th.

## Income Tax

Residents of Canada pay taxes to all three levels of government: federal, provincial or territorial, and municipal. These taxes are used for government programs, like health care and education.

### Who should file income tax?

Every resident of Canada who has received a salary, or a pay cheque must submit an Income Tax Return to tell the government how much money you earned, and how much tax you paid. If you paid too much tax, you will get a refund. If you paid too little, you will have to pay more.

### Should you file, even if you did not work?

Yes. By filing Income Tax you may qualify for various government benefits, such as Child Tax Benefits, and GST (Goods & Service Tax) Credit, and other benefits. If you do not file, you will not get these benefits.

### GST Rebate

You may get a GST rebate. It depends on your income last year.

### How do you file Income Tax?

Visit the Canada Revenue Agency (CRA) website at [www.cra.gc.ca](http://www.cra.gc.ca), or you can talk with a qualified accountant for more information. Or ask for information at Eastman Immigrant Service.

### What happens if I do not file Income Tax?

If you owe taxes for the previous year and do not file by April 30, CRA will charge you a late-filing penalty, and you will not be eligible for government benefits.

### When is the filing due date?

The deadline for completing your tax return is every April 30th.



# Banking

Financial institutions, such as banks and credit unions are safe places to keep your money.

## With a bank account:

You can:

- cash or write a cheque
- build your credit history
- earn interest on your money
- borrow money

Telephone and Internet banking are also ways to do banking.

## Identification required to open a bank account

You will need to show two pieces of ID (identification document), such as

- A Canadian drivers licence
- Social Insurance Number (SIN)
- Manitoba Health Card
- Permanent Resident Card
- Valid foreign passport

## Three main types of accounts

### Chequing Account

With this account you can write cheques or use a bank card, and is good if you will use your account often. It can be used to deposit paychecks and pay bills.

### Savings Account

This account earns more interest. Withdrawals and deposits can be made at any time.

### Combination Account

This account can be used for both saving money and writing cheques.

For other accounts ask your financial institution.

## Important words to know for banking in Canada

### Automated Teller Machine (ATM)

A self-service bank machine where you can do basic banking. To use an ATM you need an ATM card and a PIN (Personal Identification Number).

### Cheque

A legal paper that you fill out with an amount of money to pay a person or business.

### Deposit

When you put money or a cheque into your bank account.

### Direct Deposit

You can get payment or make payments automatically from your bank account. For example, a regular paycheque from your employer can be directly deposited to your bank account.

### Withdrawal

When you take money out of your bank account.

### Non-Sufficient Fund (NSF) Fee

Money you will be charged (penalty) if you don't have enough money in your account to cover a withdrawal.

### Credit Rating

A credit rating is given to you by a bank or credit union. It says how safe they think it is to loan you money. Your credit rating is mostly based on whether you have paid your bills on time. Paying off a credit card is a good way to build your credit rating.

# Fraud and Scams

**NEVER** give out any information, such as your social insurance number, or bank account number over the phone, or in an email, unless you know the caller.

And **never** make a payment over the phone. Ask for an invoice first.



**Scam:** a dishonest way to make money by deceiving people.

**Fraud:** the crime of using dishonest methods to take something valuable from another person.

## Identity Theft

Identity theft is a crime. It is when someone uses another person's identification, such as their name, credit card number, driver's license, social insurance number or permanent resident card, without their permission to commit fraud or a crime.

## Immigration Websites

Some websites promise to help with immigration after you pay a service fee, but you may not get the service you paid for. If you are not sure if this is a true website, visit the staff at Eastman Immigration Service, or call the Canada Immigration free number 1 888 242 2100.

## Telemarketing

You may get a telephone call from people who are trying to sell you something, or who say they are from the government. They may, or may not be honest. The best way to protect yourself is to never give any personal or financial information to anyone over the telephone. If you are uncertain about the caller, hang up.

## "Phishing"(Email Fraud)

If you get an email asking you to give personal information, such as a credit card number, passwords, or your Social Insurance Number (SIN) or your bank account number, do not do it. They want to steal your money.

## Pyramid Schemes

This fraud is getting people to invest money, which will earn you more money only when you sign up new investors.

Pyramid schemes are illegal and criminal.

# Mail and Courier

## Canada Post

### How to receive mail:

Canada Post Corporation provides most postal services in Canada. You must register at a Post Office for a mailbox. When you register, bring along your home address and photo ID. Your mail will then be put in a mailbox on your street, or a mailbox at the Post Office.

### How to mail a letter:


Put the letter in an envelope.

All envelopes for letters **must have** a:

- Stamp
- Return address with postal code (your address)
- Mailing address with postal code (to whom you are sending the letter)



### Sample Letter

<i>Mr. James Bond 1957 Orient Express Istanbul, Turkey RUS 007</i>	← <input type="text" value="Your address"/>	<input type="text" value="Stamp"/> → 
Name		<i>M. Le Chiffre</i>
Address		<i>D4-284 Reimer</i>
City, Province, Country		<i>Steinbach, MB, Canada</i>
Postal Code		<i>R5G 0R5</i>
	<input type="text" value="Address of who you are sending the letter to"/>	

## Courier Services

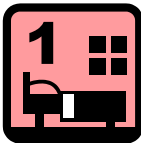
Courier Services are faster than Canada Post, but they usually cost more.

- UPS Unit 3—20 Brand Street (Victoria Plaza), Steinbach. Phone: 204 326 1998  
Or 1 800 742 5877, [www.ups.com](http://www.ups.com)
- Purolator 1 888 744 7123, [www.purolator.com](http://www.purolator.com)

# Housing

## Finding a place to live

- Do you want to live close to your work, school, downtown, church, or recreation activities?
- Do you want to live close to your relatives or friends?
- Do you want to rent or buy a home?
- How much rent or mortgage can you pay each month?



## Types of Housing in Canada

**Apartments**—A family home in a building or house. Most apartments have one, two or three bedrooms. A “Bachelor” unit (home) is one room with a kitchen area and bathroom.

**Rental Rooms**— A house where you can rent a room with a shared kitchen and bathroom.

**Condominium (Condos)** - An apartment or townhouse you buy. Tenants pay a monthly “condo fee” for maintenance and repairs.

**Semi-detached house (Duplex)** - a house with two separate homes.

**Townhouse**—a row of houses joined by a common wall, such as condominiums.

**Single family dwelling**—one house that you may rent or own.

**Mobile Homes (house trailer)** These homes can be moved and are often in a “trailer park.” They can be rented or owned.

# Housing

## **When you rent:**

When you agree to rent a home, you and your landlord sign a lease. This is a legal paper. It has the monthly rent, how long the lease is, and other information.

Do you know?

- Are utilities included in the rent?  
(gas, hydro, water, cable)
- Is there parking? What is the cost?
- Are pets allowed? What kind?
- When is rent due?

Fill out a condition report as soon as you move in. Check all the rooms and appliances with your landlord and write down problems or damages and ask for them to be fixed.

## **When you buy a home:**

When looking for a home to buy, you can look for “for sale” signs. You can also contact local real estate agents who can help you find a home.

You may need to have a credit rating before you can get a mortgage. A mortgage is a special loan to buy a home or land. “Credit rating” is explained on page 9.

After you find a home, make an “Offer to Purchase.” Negotiate to try and lower the cost of the house.

If your “Offer to Purchase” is accepted, you will need to hire a lawyer or notary to transfer the home into your name. You can ask your realtor if they can recommend someone.

For more information on housing, visit  
Canada Mortgage and Housing Corporation  
[www.cmhc.ca/newcomers/english/renting.html](http://www.cmhc.ca/newcomers/english/renting.html)



# Housing

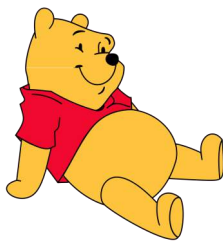
**If you have questions  
about the rights and  
responsibilities of  
tenants and landlords  
contact the**

**Residential Tenancies  
Branch  
[www.manitoba.ca/rtb](http://www.manitoba.ca/rtb)**

**Toll Free in Manitoba:  
1 800 782 8403**

## **DID YOU KNOW?**

The cartoon character  
Winnie-the-Pooh was named  
after the city of Winnipeg.



## **Important words to know about housing**

### **Tenant**

A person who rents from a landlord. Tenants may be responsible for upkeep of the inside and outside of the property, like mowing lawns etc. Check with the landlord.

### **Landlord**

The person who owns the building or apartment and rents it out to people.

### **Caretaker**

A person the landlord hires to take care of buildings or land, such as keeping it clean and doing repairs.

### **Rent**

Rent is the money a tenant pays to the landlord or caretaker every month.

### **Damage Deposit**

Money you pay the landlord before you move in. It pays for cleaning or repairs after you have moved out. The usual damage deposit is half a month's rent. You can get this back if there is no damage to your home.

### **Tenant or Property Insurance**

It is important to insure the contents of your rental unit or home. It costs money to buy insurance, but it costs even more to replace these things if they are damaged or stolen.

### **Mortgage**

A mortgage is a special loan you get from the bank or credit union to buy a home or property.

### **Real Estate Agent**

A real estate agent is a provincially licensed sales person who is familiar with the housing market. They will help you with the process of buying a house.

# Utilities and Services

## Gas and Hydro (Electricity)

When you move into a home, you may need to reconnect these services. A fee will be charged.

Some homes are heated with natural gas furnaces, others are heated by electricity. Manitoba Hydro will send you a monthly bill by mail, or email.

## Garbage Disposal

Garbage is picked up weekly. For the schedule, contact the City of Steinbach, or your local Rural Municipality (RM), or talk to your neighbours.

## Recycling

Recycling is available in blue boxes for items such as paper, cardboard, jars, cans and plastic milk jugs. The blue boxes are picked up weekly. For the schedule, contact City of Steinbach, or your Rural Municipality (RM), or talk to your neighbours.

## Water and Sewage

The water in a town or city is provided by the city and is safe to drink. To register for an account, contact City of Steinbach, or your Rural Municipality (RM).

In rural areas sewage is in a septic tank and a septic field. You can contact a local Septic Service agency to clean out the septic tank once a year.

## Pets and other Animals

**City/ Towns/ Villages:** you are allowed to have small pets such as dogs, cats. Each community has its own rules about the number of animals you can have. If you take your pet for a walk in public, they must be on a leash. Feces must be cleaned up by the owner.

**Rural:** Pets and domestic farm animals are allowed. Contact your local RM to find out what you can have in your area.



# Communications and Media

## Emergency phone number

If you need help  
from the police,  
fire department or  
ambulance  
call 9-1-1.

It must be an emergency



### DID YOU KNOW?

that Winnipeg was the first city in the world to develop the 911 emergency phone number.

## Telephone Service



All telephone numbers in Manitoba have 10 digits. The 3-digit area code plus the 7-digit phone number.

Local calls are free and charges for long distance calls will be included in your monthly telephone bill.

There are two main types of telephone services in Canada:

- **Fixed line telephones:** also called land lines or home phones. You can make local and long distance calls on the land line. This service is supplied by BellMTS. The installation fee will be included in your first monthly bill.
- **Cell Phones:** Cell phone services are available through BellMTS, Rogers and Telus and other smaller companies. Ask a cell provider about reception and extra costs if you live in rural Manitoba.

There are many different types of fixed, cell phone and internet plans available.

## Internet Services

The two main internet service providers are Shaw Cable and BellMTS. There are also wireless companies that offer high speed internet in rural areas, such as Wiband, Xplornet, Swift and others.

## Television (TV)

There are three options to watch TV in Canada

- Use an antenna on top of your TV and you will receive a small number of local channels for free.
- Sign up for cable or satellite for monthly fees.
- Watch TV on your computer through the internet.



# Health

In order to get free health care you must have a Manitoba (MB) Health Card. How do you get a health card? See page 6 of this book.

## Medical Clinics

Most people in Canada have a family doctor. Your family doctor can refer you to see a specialist. You must bring your MB health card to your appointment.

## Family Doctor

To find a family doctor, call toll free at 1-866-690-8260, or visit [www.gov.mb.ca/health/familydoctorfinder/](http://www.gov.mb.ca/health/familydoctorfinder/), or contact Southern Health (204 424 5880).

## Quick Care Clinic

Quick Care Clinic at the Steinbach Family Medical  
100-381 Stonebridge Crossing, Steinbach.  
Phone: 204 326 3401

Walk-in Clinic at Walmart, Hwy 12 N, Steinbach.  
Phone: 204 326 4555

## Public Health Nurse

They provide a services including immunizations for all ages, prenatal classes, home visitation and more.

## Medication

Some medication is by prescription and others not. Medication is not covered under Manitoba Health. If you have high prescription drug costs, ask your pharmacist about the Pharmacare program.

## Emergency

If you have a life-threatening situation, call 911.

## Ambulance

If you call an ambulance to go to the hospital, you will have to pay for it. It is NOT free.

## Hospitals in Southeastern Manitoba

Bethesda Regional Health Center  
316 Henry Street  
Steinbach, MB R5G 0P9  
Phone: 204 326 6411

Vita & District Health Centre  
217 1 Avenue  
Vita, MB R0A 0K0  
Phone: 204 425 3325

Ste Anne Hospital  
Ste Anne, MB R5H 1C3  
Phone: 204 422 8837


De Salaberry District Health Centre  
Centre Medico-Social  
354 Prefontaine Ave  
St. Pierre-Jolys R0A 1V0  
Phone: 204 433 7611

**For other clinics call  
Southern Health:  
Phone: 204 424 5880**



# Health

Go to your local clinic first, unless it is a serious emergency.

<b><u>Emergency</u></b>	Heart attack, major trauma, severe head injury, breathing problems, severe bleeding, unconsciousness, etc.	
<b><u>Urgent</u></b>	Head injury with consciousness, deep cut, chest pain, serious infection, high fever in children, etc.	
<b><u>Less Urgent</u></b>	Sprains/fractures, back pain, infection, migraines, etc.	
<b><u>Not Urgent</u></b>	Colds, minor cuts, sore throat, sinus problem, etc.	

If you are not sure whether or not you need to go to an emergency room, please visit a walk-in clinic, or contact:

**Health Links at 1 888 315 9257**

## Manitoba Health Coverage

Manitoba Health covers many medical services.

- *Physician services, surgery / anesthesia, X-ray and laboratory services,*
- *if ordered by a physician, some optometric and dental procedures (if medically necessary)*

Some services NOT covered by Manitoba Health.

- *Services that aren't medically necessary, private care, dental services,*
- *Forms required by third party, such as insurance, travel, driver licensing, sick notes and ambulance*

If you are unsure whether or not a service is covered, check with a physician.

It is a good idea to have extra insurance for services that are not covered by Manitoba Health, and especially when travelling outside of Manitoba. Check your local insurance agent for details.

# Child Care

## Canada Child Tax Benefit (CCTB)

The CCTB is a federal government program to help families with the cost of raising children under age 18. The monthly payment is made to the parents responsible for the child.

The monthly amount that you get depends on the family income from last year. This is why you must file income tax every year. Even if you did not work, you must file income tax.

If you do not file income tax, you will not receive Child Tax Benefits.

The application for CCTB is available at:  
Eastman Immigrant Services (EIS) or  
Online at [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)

## Manitoba Child Benefit (MCB)

MCB is a provincial government program that helps low income families who have children under 18. Like CCTB, the monthly payment depends the family income from last year.

To get MCB, you must be getting CCTB. Applications are available at EIS, and must be completed every year.

## Childcare Facilities

Childcare facilities are available throughout the Eastman Region. [www.gov.mb.ca/fs/childcare](http://www.gov.mb.ca/fs/childcare)

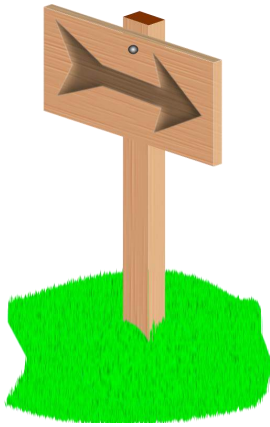
**Daycare:** a daytime childcare facility for children from infant to school-age. This is for a fee.



# Elementary & Secondary Education

## Important

**Children between the ages of 7 and 18 are required by law to attend school in Manitoba.**



## Plan Ahead

**Most jobs in Canada require a grade 12 education.**

**All College and University programs will require a grade 12 education.**

**Pre-school:** an education for children 3-5 years old. This is for a fee.

**Kindergarten:** a free education for children the year before grade 1, age 5.

**Public Schools:** Grades 1—12 are free for children in public schools.

**Private Schools:** private Schools have the same education as public school, but may also include religious training or other classes. Private schools are not free.

**Home Schools:** for information contact the Home Schooling office. Call 1 866 626 4862 or email: [homeschooling@gov.mb.ca](mailto:homeschooling@gov.mb.ca). website

## Aspects of school life

**Mixed classes:** in most schools, boys and girls learn together in the same classroom.

**Textbooks and school supplies:** textbooks are provided by the school. Parents are responsible to provide the school supplies, like pencils and paper.

**Report cards:** each school prepares report cards several times a year to inform parents about their child's progress.

**Field trips:** schools organize field trips outside the school for students to visit places that help their education, like museums etc.

**Bus pickup** is available for students who live too far to walk and need transportation to school. This is free at public schools.

**Extra Curricular/Sports teams:** there may be a fee. Check with the school administration.

# Post Secondary Education

## Post Secondary Education

Manitoba has options for post-secondary education.

- Universities
- Colleges
- Private vocational institutions
- Religious institutions
- Continuing education
- Distance education

## English as an Additional Language (EAL)

English classes are free for permanent residents. For more information on EAL providers in the Southeast region, contact Eastman Immigrant Services.

## Adult Learning Center

This program is for adults who want to complete the requirements for a high school (grade 12) diploma, or for adults who need certain courses as pre-requisites for university or college entry.

## Credential Assessment

Before you start to study in a post secondary institution in Canada, you may have to prove that your education in your home country is equivalent or similar to credentials in Canada.

Contact the university or college where you wish to attend and ask about admission requirements.

If you want to have your credentials assessed for your own information, consult a credential evaluation service provider. These agencies will charge a fee for their services. Visit [www.cicic.ca](http://www.cicic.ca).



## Part-time study

Many people choose to study part-time for financial reasons or to balance work and family commitments.

## Distance Education

Many people choose to study through distance education. This allows you to complete courses without having to attend classes in person.

# Employment

## Job Search Tips

To prepare for a job you need:

1. English language skills
2. a resume and cover letter
3. to look for job openings
4. to fill out an application from the company
5. to prepare for your interview
6. to contact our employment facilitator, 204 346 6609.

## Volunteering

Volunteering is an important part of giving back to our community.

Benefits of volunteering:

- practice speaking English
- develop friendships
- get Canadian work experience

Finding a job that matches your qualifications and interests is one of the biggest challenges of settlement. For many, the first job may not be very satisfying. It may take time to build your qualifications and gain Canadian experience before finding the job you really want.

## Regulated Occupations

Some jobs in Canada require that you have a special license before you begin to work. These are called “regulated occupations.” Some fields where regulated occupations are commonly found are:

- Health care
- Financial services
- Law and legal services
- Engineering
- Some skilled trades, such as electricians

## Occupation Recognition

Generally, the requirements for this licensing are:

- an assessment of your credentials and education
- examinations
- an evaluation of language skills
- supervised work experience
- paying the fees

## Unregulated Occupations

About 80 percent of the Canadian workforce is employed in non-regulated occupations. It is up to the employer, not the province, to decide on whether the qualifications you have earned outside Canada are equivalent to the qualifications you need for the job.

## Employment Standards Branch

This is a 24-hour information line and answers questions about employment issues (vacation, overtime, etc). [www.gov.mb.ca/labour/standards](http://www.gov.mb.ca/labour/standards).

Phone: 1-800-821-4307.

# Laws in Manitoba

## Police

The police in Canada keep people safe and enforce the law. If you are the victim of a crime, or if you see a crime, or know about criminal activities, contact the police.

If the police question, or arrest you, do not resist. Under Canadian law, you are presumed innocent until proven guilty.

## Can I give gifts to a Police Officer?

- It is a serious crime to try to bribe the police by offering money, gifts or services in exchange for special treatment.

## Family violence

It is against the law to abuse (hurt) one's spouse, common-law partner, boyfriend, girlfriend or other intimate partners, past or present. This abuse may be physical, sexual, emotional or psychological.

## Children

Every child in Manitoba under the age of 12 must be supervised at all times. You cannot leave them alone in the house or in the car.

## Child abuse and neglect

Parents must provide their children with the necessities of life and can be charged with a crime if they do not provide for them. This includes food, clothing and housing. It is illegal in Canada to (hit) abuse your children.

## Senior abuse

It is illegal to hurt or take advantage of elders, economically, physically or emotionally.

## The age of majority and consent

In Manitoba the age of majority (consent) is 18 years.

## Why do we need Laws?

The laws in Canada are to protect you from people who behave in a way that will negatively affect the safety and quality of your life.

People who violate (disobey) the law have committed a crime and will face consequences (punishment) of their negative behavior.



# Laws in Manitoba



## Alcohol (Beer, Liquor, Wine)

The legal age for drinking is 18. **It is illegal** to sell or serve alcohol to minors (under 18) in bars, restaurants or other public places. **It is illegal** to buy alcohol to give to minors.

Don't drink and drive! The police can ask you to take a breath test (Breathalyser). If your blood alcohol level is over .05% you will lose your license for a few months and your car will be towed.

## Smoking

Smoking is not allowed in most public areas, including hospitals, restaurants and bars. Minors (under age 18) cannot purchase tobacco or smoking products.

## Marriage

In Canada you can only be married to one person at a time. You cannot come to Canada with more than one spouse.

You cannot marry someone in Canada if you are already married. You can only remarry if you are legally divorced, or if your spouse has died.

It is illegal to force anyone into marriage in Canada.

It is a crime to marry Canadian citizens or permanent residents only to gain entry into Canada.

## Divorce

In Canada, only a court can give you a civil divorce. Either husband or wife may apply for a divorce, but you must have proof that your marriage has broken down and that the children are taken care of.

### DID YOU KNOW?

More than half the population of Manitoba lives in Winnipeg.



# Weather and Environment

## Winter

Manitoba winters can be very cold and sometimes unpredictable. Exposure to colder temperatures can be a health concern, so it is important to dress for weather conditions.

## Winter Activities

Winters in Manitoba can be harsh, but they can also be enjoyable if you wear warm clothes. There are many winter activities you can do, such as cross-country and downhill skiing, hockey, ice fishing, skating, tobogganing and snowmobiling, or you can use the time indoors to pursue a hobby, such as painting or cooking.

## Clothing

The most important winter clothing you will need is a warm winter coat or jacket. Coats with hoods and windproof layers are the warmest. You also need warm boots, hats, mittens and a scarf. Snow pants will keep you warm. Wearing layers of clothing will be warmer than one layer.

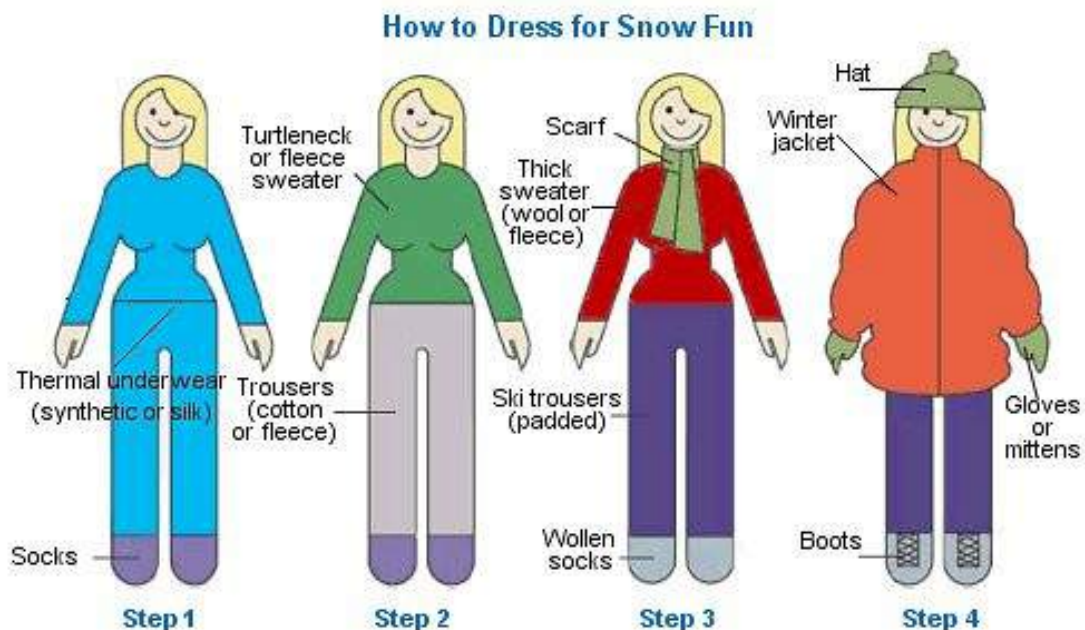
## Wind chill

Wind Chill is a combination of low temperatures and the wind. Your skin can freeze quickly when the wind chill factor is minus 20 degrees Celsius. Weather forecasters use the phrase “feels like” to let you know what the temperature is with the wind chill.

**Frostbite** happens quickly when your skin freezes.

You may lose feeling and there can be permanent damage to your skin.

**Hypothermia** is when your body loses heat faster than it can make heat. This is caused by being outside too long and not wearing enough warm clothes. Hypothermia can be life threatening.



# Weather and Environment

**If your car goes  
off the road  
stay with the car.**

**Do not try to  
walk for help.  
You could  
freeze to death.**



**Do not walk on frozen  
rivers in spring time.**



## Driving in Winter

Respect the winter driving conditions, and adjust your speed accordingly. Winter storms (blizzards) can cause zero visibility, so the best rule is to stay at home if you don't have to go out.

Driving Safety Tips:

- Slow down!
- Be careful on slippery sections and black ice.
- Leave lots of room between you and the vehicle in front of you.
- Do not use cruise control on slippery or snow covered roads.
- Have an emergency kit in your car at all times. Keep matches, food, first aid kit, a shovel, blankets and booster cables in your car in winter.
- Keep your cell phone fully charged.

## Spring

After a long winter, spring is an enjoyable time in Manitoba. But, there are also some problems in spring.

Flooding can be a problem in spring, because of melting snow and heavy rains. In a flood, have a battery operated radio available, as electrical power and furnaces must be turned off.

In the spring, ice is not safe to walk on. Do not walk on frozen rivers, lakes or ditches.

# Weather and Environment

## Summer

Summer can be very hot, with temperatures as high as 35 Celsius. It feels even hotter when the **Humidex** is high.

**Humidex** describes how hot the weather feels to a person by adding the heat and moisture.

Never leave children or pets inside a vehicle on a hot day, even if the window is open.

Thunderstorms and lightning are common in summer. Tornadoes are rare, but can happen, too. Go indoors and unplug all appliances. Stay away from trees and water.

Mosquitoes are frequent visitors to Manitoba. They live in grass, forests and wet areas. Some mosquitoes carry the West Nile Virus. Remove standing water on your property.

Use insect repellent to reduce the chance of insect bites.

## Fall

Fall or Autumn is a very colorful season, and a great time for outdoor sports. In late fall, rain and cooling temperatures can create slippery roads with patches of “black ice,” which you cannot see until it is too late. Be careful and drive slower.

## Emergency Preparedness Guide

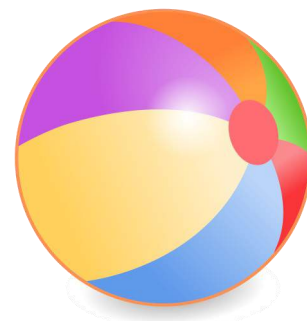
More information on dangerous conditions in all seasons can be found in the Citizens’ Emergency Quick Reference Guide, available at the EIS office.

## Summer Water Safety

A popular summer activity is to visit one of the many lakes in Manitoba.

Please be careful and follow all the safety rules to prevent drowning.

1. Stay close to your children and watch them at all times.
2. Never swim alone.
3. Don’t bring inflatable’s to the beach. The wind can blow them into the water where children tend to follow.
4. Don’t drink alcohol before or while swimming.



# Emergency Contact Numbers

**POLICE \* FIRE**

**AMBULANCE**

**POISON TREATMENT**

**911**

**Call 911 only in the case of an emergency!**

When you dial 911, you get an operator.

Please tell the operator:

Who you need- Police, Fire Department or Ambulance.

Location where the help is needed.

Describe the emergency.

If you dial 911 by mistake, tell the operator there is no emergency.

## Useful Numbers

Manitoba Hydro ..... 1-888-474-0707

Natural Gas .....1-800-465-3816

Family Crisis- Agape House (if you are not safe at home) 1-877-977-0007

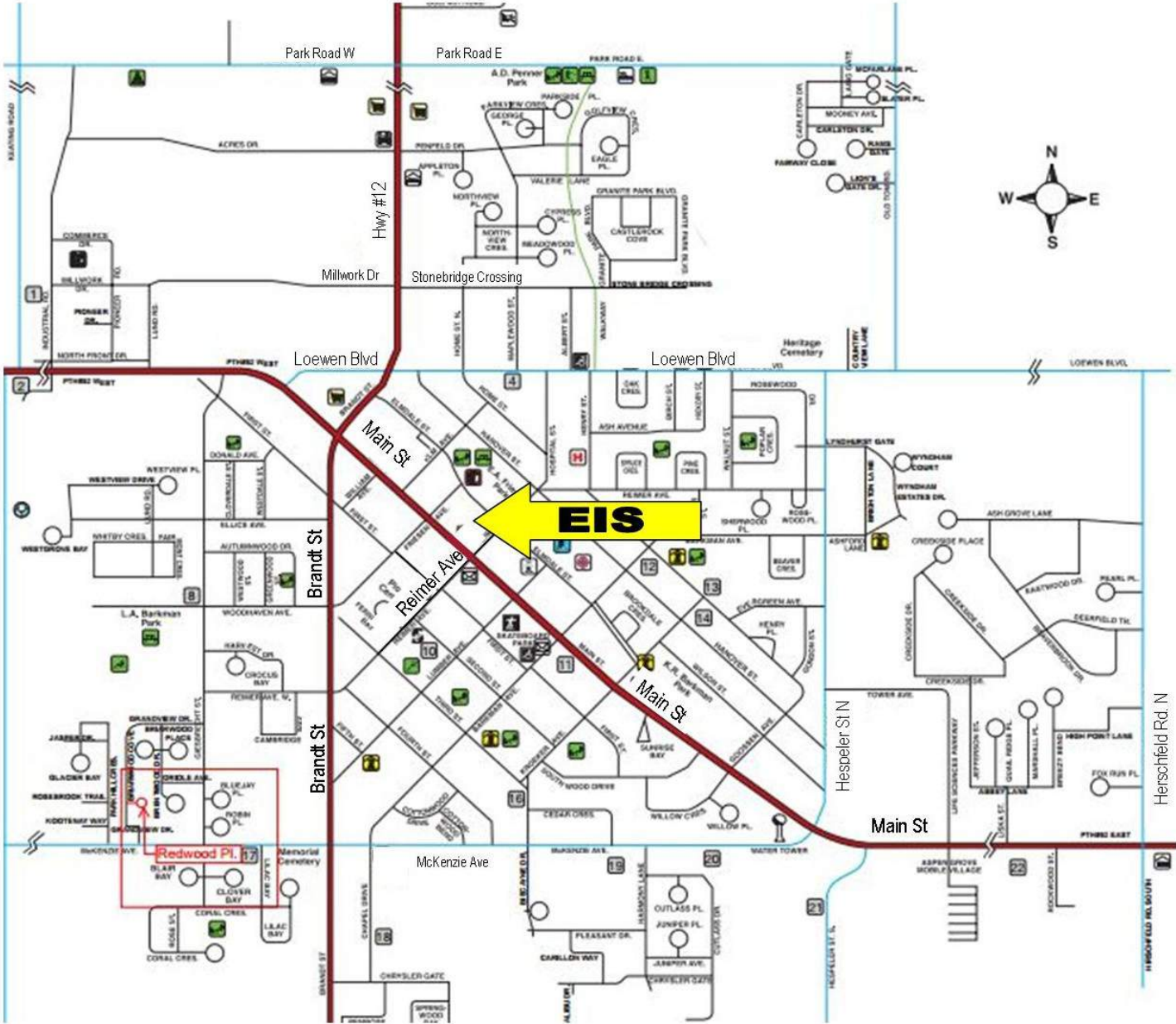
(Steinbach) 1-204-346-0028

Local Police \_\_\_\_\_

Nearest Hospital \_\_\_\_\_

Family Doctor \_\_\_\_\_

# Steinbach





**EASTMAN IMMIGRANT SERVICES**  
A Steinbach Chamber of Commerce Program

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