

Welcome to Manitoba!

Welcome Package for Ukrainian Arrivals

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Developed by the Ukrainian Refugee Task Force

Government of Manitoba

Return to Manitoba4Ukraine.ca to learn about
information for new arrivals.



Reception Services for Ukrainians

Whether staying with friends and family or in the provincial Temporary Accommodation Program, reading this **Welcome Package** and accessing the **Ukrainian Reception Centre** should be the first step for Ukrainians arriving in Manitoba.

The **Ukrainian Reception Centre** is designed specifically for Ukrainians. There, centralized services connect Ukrainians to critical documentation and information required immediately upon arrival, including receiving a Manitoba Health Card and Social Insurance Number.

Staff at the **Ukrainian Reception Centre** can answer questions and refer people to agencies specialized in working with newcomers. All services are free and available in English and Ukrainian. An [appointment](#) is required but **please only book once you arrive in Manitoba.**

This package provides the following bilingual information sheets:

- **Steps to Settle in Manitoba: Day 1-30 Guidelines**
- **Ukrainian Reception Centre – 1715 Wellington Avenue**
- **Map of the Reception Centre**
- **Resources for Living in the Community**

Steps to Settle in Manitoba: Day 1-30 Guidelines

These guidelines help you plan your first 30 days in Manitoba. It may take shorter or longer to complete each step and you may complete each step in an order that meets your individual needs. Whether you are staying in temporary accommodations or with friends or family, a needs assessment with [Manitoba Start](#) staff will connect you to settlement support workers who can help guide you through each step. Click each hyperlink to learn more about the services you need.

Day 1-7

- Locate temporary accommodation information at the Winnipeg Richardson International (maximum 30 days stay).
- Register for an [appointment](#) to receive **centralized reception services** including:
 - Manitoba Health Card from [Manitoba Health](#) for health coverage.
 - Social Insurance Number with [Service Canada](#) to enable you to work.
 - Navigate [health resources](#) in Winnipeg, in [Manitoba](#), or find a [family doctor](#).
 - Wellness and mental health support with [Mental Health Response Team](#).
 - Immigration information with [Manitoba Provincial Nominee Program](#).
 - Needs assessment and referral services with [Manitoba Start](#).
 - Meet with [Ukrainian Canadian Congress](#) and receive community information.
- Learn about health care rights, where to go for care, and financial benefits ([EN/UA](#)).
- Open an account with a bank or credit union ([EN/FR](#)) (open prior to finding housing).
- Apply for an [Open Work Permit](#), if you have not done so.
- Book an appointment for an [Immigration Medical Exam](#) (if applicable) or review the [list of panel physicians](#).
- Register for a subsidized [bus pass](#) (if eligible) with the City of Winnipeg.
- Apply online for the [federal income support](#).

Day 8-14

- Complete the [Immigration Medical Exam](#).
- Work with [New Journey Housing](#) to attend workshops and find permanent housing.
- Attend [career support services](#) with Manitoba Start or receive [referral](#) to an agency to begin employment search.
- Visit [Immigrant Centre](#) for settlement services to prepare for settling in the community.
- Contact [Welcome Place](#) (info@miic.ca) if you are interested in opportunities outside of Winnipeg.
- Access settlement services at [Immigrant Centre](#) for ongoing support prior to settling in your new community.
- Learn about [formal](#) or [informal language training](#) options.
- Exchange a Class 5 licence for a [Manitoba driver's licence](#) or call 204-985-7000 toll-free at 1-800-665-2410. Learn about identification requirements ([UA/RU](#)). [Book an appointment](#) with Manitoba Public Insurance, Monday to Friday 9am-4pm to meet in person at 125 King Edward Street East. To visit other MPI locations click [Find a Service](#).

SUPPORTING UKRAINE

Day 15-21

- Sign a lease for rental or other accommodation.
- Receive employment support with Manitoba Start or other employment service provider.

If you have children:

- Locate day care ([Manitoba Child Care Search](#) & [Alphabetical Child Care Listing](#)).
- Apply for child care subsidy. Phone 204-945-8195 or email cdcsubsidy@gov.mb.ca.
- [Enroll](#) children in school. For assistance, email N.E.E.D.S. Centre: info@needsinc.ca.

Day 22-30

- Move into alternate accommodations.
- Secure employment.
- Receive on-going settlement services in your new community.
- Access informal language training options or formal language training.
- If you haven't yet received federal income support, book an appointment with Employment and Income Assistance (EIA) by telephone at 204-945-5324 or email at TAP@gov.mb.ca.
- Apply for other financial benefits. View the summary of benefits and eligibility criteria [here](#), or click links for details.
 - [Canada Child Benefit](#)
 - [Canada Housing Benefit](#)
 - [Canada Manitoba Housing Benefit-Homelessness Stream](#) (must be receiving TAP/EIA)
 - [Climate Action Incentive Payment](#)
 - [Dental Benefit](#)
 - [GST credit and Climate Action Incentive](#)
 - [Prenatal Benefit](#)

Safety tips

- When you are visiting the city it is helpful to be mindful of your surroundings.
- The Winnipeg Police Service has created a safety tip sheet in [English](#) and [Ukrainian](#). Visit the WPS website for more information on [safety and crime prevention](#)
- Safety from abuse [call](#) 1-877,977-0007 or [text](#) 204-792-5302 or 204-805-6682. Learn about resources at [Manitoba4Ukraine.ca](#)

Finding Information for Ukrainians

- Visit [Manitoba4Ukraine.ca](#) for provincial support to Ukraine and services for Ukrainians.
- Review the Manitoba Start [Orientation Guide](#) in Ukrainian.
- [List of Resources for Ukrainians](#)
- Dial 2-1-1, 24/7 for assistance navigating newcomer resources and supports. Offers help in 150 languages including Ukrainian.



Ukrainian Reception Centre Information Sheet

Whether staying in temporary accommodations or with friends or family, the **Ukrainian Reception Centre** is the best place to access supports and services when you arrive in Manitoba.

Location: Best Western Plus, 1715 Wellington Avenue
Hours of Operation Monday – Friday 9:00 a.m. – 5:00 p.m.

The following services are available Monday, Wednesday and Friday. Hours of operation are subject to change. View the current schedule **and book an [appointment](#).**

- Apply for a Manitoba health card.** Ukrainians traveling to Manitoba under the federal [Canada-Ukraine Authorization for Emergency Travel \(CUAET\)](#) are eligible for health care coverage as of the date they arrive in Manitoba. You can receive this immediately at the Reception Centre. Going to a service centre may take a couple of weeks before you receive your health card.
- Apply for a Social Insurance Number.** To work in Canada or access government programs and benefits, you need a 9-digit number known as a Social Insurance Number (SIN). You can receive this immediately at the Reception Centre at any local [Service Canada Centre](#).
- Navigate the health system.** Visit with a health care professional to discuss scheduling a medical exam, obtaining prescription medication, health concerns, referral to a physician or to mental health supports.
- Mental Health Support.** Visit with a wellness and mental health representative to receive information, resources, and assessment. Private appointments available.

The following services are available Tuesday and Thursday. Hours of operation are subject to change. View the current schedule **and book an [appointment](#).**

- Complete a needs assessment and receive referral.** Manitoba Start provides registration, brief orientation and referrals to additional settlement supports that link people to language training with referral to Winnipeg English Language Assessment and Referral Centre (WELARC), the workforce and longer-term settlement needs. Appointments are approximately 1 hour.

Home office: 271 Portage Avenue

Phone: 204 944 8833



The following services are available off-site by appointment. View the current schedule and book an [appointment](#).

- Access settlement support.** Immigrant Centre staff will connect you to the resources you need to help you complete the Day 1-30 actions for faster transition to living in the community. Staff also provide group information sessions on select topics.

Home office: 100 Adelaide Street

Phone: 204-943-9158

- Help finding housing.** New Journey Housing works with newcomers to understand housing options in Manitoba and find appropriate permanent accommodations.

Home office: 305 Broadway

Phone: 204-942-2238

There are many other settlement services available throughout the province. People are encouraged to visit Manitoba Start for a referral to an agency who can support them when transitioning from temporary accommodations to their new home in the community.

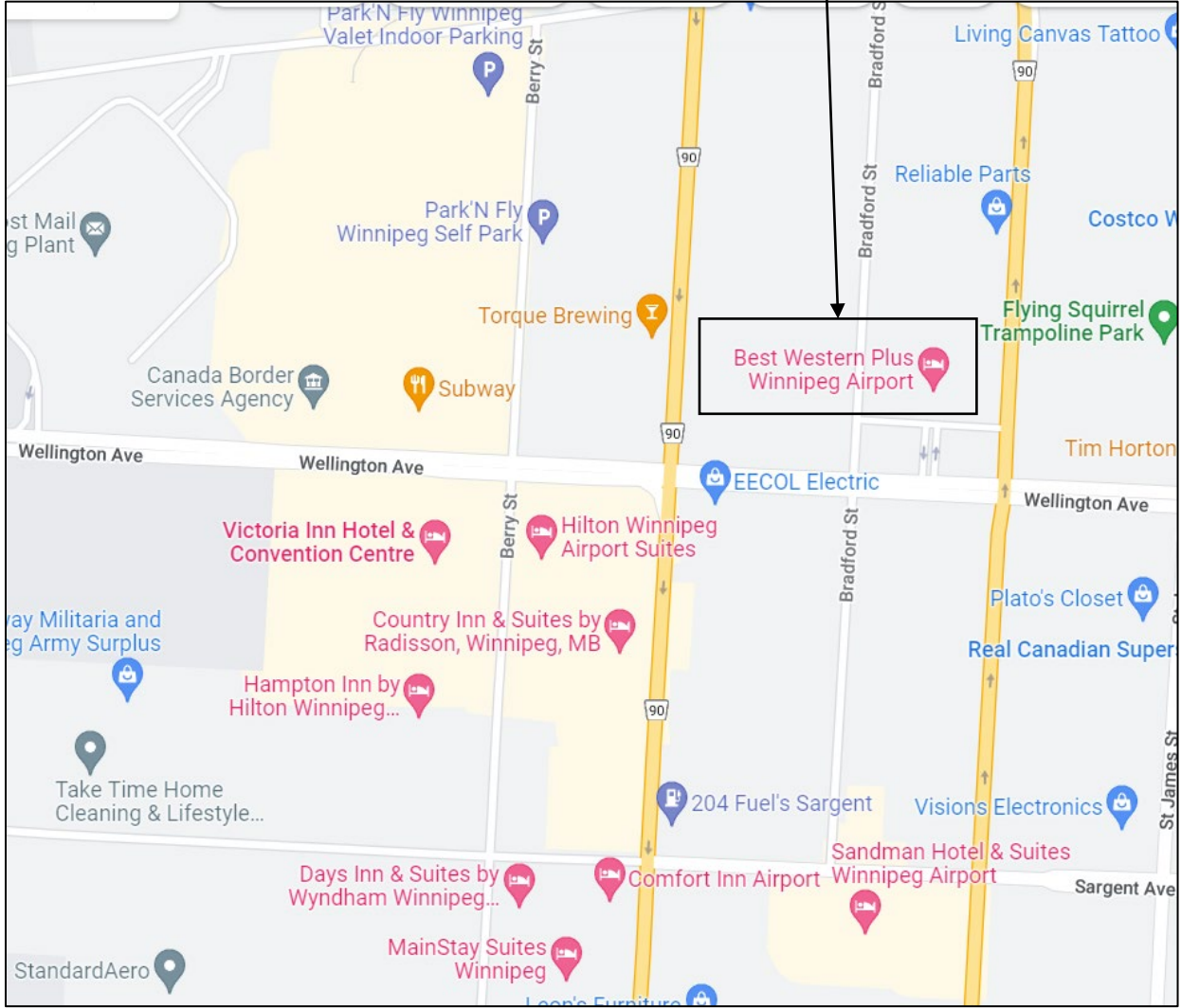
- Learn about immigration.** Immigration staff respond to questions about eligibility criteria and documents required for CUAET holders to apply to the Manitoba Provincial Nominee Program to obtain their permanent residency, as well as general questions about the immigration process.

- Receive information.** Additional resources are available including information on community resources and obtaining a bank account.

Language assistance for newcomers is available at the reception centre.

Ukrainian Reception Centre

Ukrainian Reception Centre
Best Western Hotel
1715 Wellington Avenue



There are many social services available in Winnipeg. You are welcome to contact service providers directly to learn more about their services (last page). You can also call [2-1-1](#) to connect you to resources to meet your needs. Services at [2-1-1](#) are available in 150 languages, including Ukrainian.

Housing

What are helpful website links to search for housing?

- Winnipeg Rent Net <https://www.winnipegrentnet.ca/search-listings.cfm>
- Kijiji <https://www.kijiji.ca/b-for-rent/winnipeg/c3034900111700192>
- Rent Board <https://www.rentboard.ca/>
- 4rent <https://4rent.ca/>
- Rent Seeker <https://www.rentseeker.ca/rentals/apartments/manitoba/winnipeg>
- Rentals <https://rentals.ca/>
- Zoeken <https://www.zoeken.ca/rent/homes/winnipeg+mb/all/>

Employment

How can I prepare for employment?

There are many career and employment services available to newcomers in Manitoba. **Manitoba Start** provides [Needs and Assets Assessment and Referral Services \(NAARS\)](#) to connect you to an agency to meet your employment needs. Some examples of newcomer employment service providers include:

- [Manitoba Start](#)
Provides [career services](#), coaching, networking, [job matching](#), work experience programs and more. Youth employment opportunities are available as well as referral to other programs.
- [Immigrant Centre](#)
Delivers employment workshops, one-on-one assistance, and free training including food handlers, CPR and Emergency First Aid
- [Opportunities for Employment](#)
Offers employment search support, meet with employers on or off-site
- [Success Skills Centre](#)
Offers one- on-one needs assessment and employment counselling, internships, courses, job openings site, and more

To attend a free employment related event, visit the [calendar](#) and scroll by month.

Where can I find job postings?

There are job sites you can search where employers have posted jobs for Ukrainians as well as all residents legally able to work. The list below does not represent all job postings available:

- [Work in Manitoba Jobs Portal](#)
- [Newcomer Employment Hub](#)
- [Manitoba Start Job postings](#)
- [Government of Canada – Jobs for Ukraine](#)
- [Government of Canada – Job Bank](#)
- [Ukraine Talent Initiative](#)

Settlement Information

Service Provider	Description	Contact
2-1-1 Manitoba	Assistance navigating newcomer resources and supports	Call 2-1-1
Provincial Government	Services and settlement information for Ukrainians	Manitoba4Ukraine.ca
Manitoba Start	Orientation guide in Ukrainian	win.manitobastart.com/e-learning/win-orientation-Ukrainian
	Referral to settlement offices	271 Portage Avenue Call 204-944-8833 https://manitobastart.com/
	Employment support	271 Portage Avenue Call 204-944-8833 https://manitobastart.com/
MANSO	Compilation of resources for Ukrainians	https://mansomanitoba.ca/list-of-resources-support-for-the-ukrainian-canadian-community/
New Journey Housing	Assists newcomers to find housing	305 Broadway Call 204-942-2238 https://newjourneyhousing.com/
Welcome Place	Help relocating to rural Manitoba	521 Bannatyne Avenue Email info@miic.ca

Basic Needs

Service Provider	Description	Contact
Federal Hotel Stay	Emergency temporary accommodations (14 days)	Email: odolinsky@icmanitoba.com
Health Links	Nurse responds to health questions	Call 204-774-6581
Mental Health Navigator	Connects people to appropriate services	Call 204-804-3626 (EN/UA/RU) or 431-489-1728 (EN)
Klinic	24/7 crisis and counselling support	Call 204-786-8686
2-1-1 Manitoba	Links people to resources: <ul style="list-style-type: none"> • Health needs • Youth resources • Financial information • Emergency shelter • Housing support • Food and clothing • Mental health and addictions • Children and parenting • Newcomer resources • Other 	Call 2-1-1 Web: https://mb.211.ca/ Email: 211mb@findhelp.ca
Ukrainian Canadian Congress	Free personal and home items, connects people to doctors and more	Call 204-942-9348