

# Resources

## **Automobile Protection Association**

2 Carleton Street, #1319  
Toronto, Ontario M5B 1J3  
Phone: (416) 204-1444  
Website: [www.apa.ca](http://www.apa.ca)  
Email: [apatoronto@apa.ca](mailto:apatoronto@apa.ca)

*-provides information for a fee on dealers' cost, secret warranties and service bulletins on automobiles*

## **Automotive Trades Association of Manitoba**

Winnipeg: (204) 475-3235  
Email: [ata@ilos.net](mailto:ata@ilos.net)

*-arbitrates disputes between dealership, body shop and repair shop members and consumers*

## **Better Business Bureau**

Winnipeg: (204) 989-9010  
Toll free: 1-800-385-3074  
Web: [www.bbbinquiries@bbbmanitoba.ca](http://www.bbbinquiries@bbbmanitoba.ca)  
Email: [bb1@mts.net](mailto:bb1@mts.net)

*-provides company reputation information, and handles consumers complaints*

## **Bilingual Service Centre**

Winnipeg: 945-6220  
Notre Dame De Lourdes: 248-7273  
St.Pierre Jolys: 433-2571  
*-provides wide range of government services*

## **Health Canada - Health Protection Branch**

Winnipeg: (204) 983-5490  
Web: [www.hc-sc.gc.ca/hecs-secc/cps/index.htm](http://www.hc-sc.gc.ca/hecs-secc/cps/index.htm)

*-provides information on product safety, and food and drug safety*

## **Industry Canada**

Winnipeg: 1-800-328-6189  
Web: [www.strategis.gc.ca](http://www.strategis.gc.ca)

*-provides a listing of the credit card interest rates*

## **Insurance Bureau of Canada**

Toll free: 1-800-377-6378  
Web: [www.IBC.ca](http://www.IBC.ca)  
*-offers a free booklet called Home Insurance Explained*

## **International Centre of Winnipeg**

Winnipeg: (204) 943-9158  
Web: [www.international-centre.ca](http://www.international-centre.ca)  
Email: [info@international-centre.ca](mailto:info@international-centre.ca)  
*-provides settlement information, counselling and referral, citizenship classes, employment and housing assistance for newcomers  
-24 hour emergency interpreter service (after hours: 943-7954)*

## **Cable Television Standards Council**

Toll free: 1-800-426-4170

Web: [www.ctsc.ca](http://www.ctsc.ca)

Email: [comments@ctsc.ca](mailto:comments@ctsc.ca)

*-resolves problems with cable companies*

## **Canada Deposit Insurance Corporation**

Toll free: 1-800-461-2342

Web: (English) [www.cdic.ca](http://www.cdic.ca) (French) [www.sadc.ca](http://www.sadc.ca)

Email [info@cdic.ca](mailto:info@cdic.ca)

*-protects the money you deposit into member financial institutions in case they go out of business*

## **Canada Mortgage and Housing Corporation**

Toll free: 1-800-668-2642

Web: [www.chmc-schl.gc.ca](http://www.chmc-schl.gc.ca)

*-offers information on buying and affording a house in Canada*

*-insures mortgage loans*

## **Canadian Automobile Association**

Winnipeg: (204) 262-6166

Web: [www.caamanitoba.com](http://www.caamanitoba.com)

*-provides information on the safety of child car restraints, and CAA Approved repair shops*

*-provides emergency roadside assistance and travel information to members only*

## **Jewish Child and Family Services**

Winnipeg: 477-7430

Web: [www.jewishwinnipeg.mb.ca](http://www.jewishwinnipeg.mb.ca)

Email: [jcfs@aspercampus.mb.ca](mailto:jcfs@aspercampus.mb.ca)

*-offers info to newcomers of Jewish ancestry*

## **Legal Aid Manitoba**

Winnipeg: 985-8500 or 1-800-261-2960

Brandon: 729-3484 or 1-800-876-7326

Dauphin: 622-7000 or 1-800-810-6977

The Pas & Thompson: 677-1211 or 1-800-665-0656

Web: [www.legalaid.mb.ca](http://www.legalaid.mb.ca)

*-provides legal assistance for those with a limited income*

## **Manitoba Government Inquiry**

Winnipeg: (204) 945-3744

Toll free: 1-800-282-8060

*-provides names, addresses and phone numbers of provincial and federal government offices*

## **Manitoba Housing Authority**

Winnipeg: 945-4663 Altona: 324-5308

Brandon: 726-6455 Churchill: 675-8838

Dauphin: 622-2092 Gimli: 642-6060

Portage la Prairie: 239-3680 Roblin: 937-8326

The Pas: 627-8355 Selkirk: 785-5228

St. Pierre Jolys: 433-2578

Swan River: 734-4297

Web: [www.gov.mb.ca/hsg](http://www.gov.mb.ca/hsg)

*-provides subsidized housing for those on a limited income*

## **Canadian Bankers Association**

Toll free: 1-800-263-0231

Web: [www.cba.ca](http://www.cba.ca)

Email: [inform@cba.ca](mailto:inform@cba.ca)

*-offers a free series of booklets ranging from money management to mortgages*

## **Canadian Marketing Association**

1 Concord Gate, Suite 607

Don Mills, Ontario M3C 3N6

Phone: (416) 391-2362

Web: [www.the-cma.org](http://www.the-cma.org)

*-call to remove your name from Canadian direct sellers list*

*-helps if you have a problem with a purchase you made by phone or mail*

## **Canadian Motor Vehicle Arbitration Plan (CAMVAP)**

Winnipeg: 989-9017

Toll free: 1-800-207-0685

Web: [www.camvap.ca](http://www.camvap.ca)

*-arbitrates disputes between consumers and automobile dealers*

## **Canadian Standards Association**

Toll free: 1-800-463-6727

Web: [www.csa.ca](http://www.csa.ca)

*-provides information on electrical product recalls and safety*

## **Manitoba Housing - Client Services**

Winnipeg: (204) 945-2197

Toll free: 1-877-587-6224

*-provides assistance for rental payments to low income renters age 55 or over. The programs are called Shelter Allowances for Elderly Renters and Shelter Allowances for Family Renters.*

## **Manitoba Human Rights Commission**

Winnipeg: 954-3007 or 1-888-884-8681

Brandon: 726-6261 or 1-800-201-2551

The Pas: 627-8270 or 1-800-676-7084

Web: [www.gov.mb.ca/hrc](http://www.gov.mb.ca/hrc)

Email: [hrc@gov.mb.ca](mailto:hrc@gov.mb.ca)

*-receives and investigates complaints of discrimination*

## **Manitoba Labour and Immigration and Multiculturalism Division**

Winnipeg: (204) 945-6300

Web: [www.immigratemanitoba.com](http://www.immigratemanitoba.com)

Email: [immigratemanitoba@gov.mb.ca](mailto:immigratemanitoba@gov.mb.ca)

*-gives information about orientation, credentials, settlement services, English as a Second Language (ESL) and the Provincial Nominee programs*

## **Manitoba Public Insurance Corporation**

Winnipeg: (204) 985-7000

Web: [www.mps.mb.ca](http://www.mps.mb.ca)

*-provides automobile registration and insurance*

## **Canadian Toy Testing Council**

1973 Baseline Rd.

Ottawa, Ontario K2C-0C7

Phone: (613)228-3155

Web: [www.toy-testing.org](http://www.toy-testing.org)

Email: [cttc@cyberus.ca](mailto:cttc@cyberus.ca)

*-rates toys for children and writes the Annual Toy Report*

## **Citizenship and Immigration Canada**

Toll free: 1-888-242-2100

Web: [www.cic.gc.ca](http://www.cic.gc.ca)

*-provides information on citizenship and immigration*

## **City Hall Information Service**

Winnipeg: (204) 986-2171

*-provides names and phone numbers of City of Winnipeg departments*

## **Community Financial Counselling Services**

Winnipeg: (204) 989-1900

*-helps with income tax, budgeting, managing debts, and bankruptcy*

## **Community Legal Education Assoc. (CLEA)**

Winnipeg: 943-2383

Toll free: 1-800-262-8800

Web: [www.acjnet.org/white/clea](http://www.acjnet.org/white/clea)

Email: [info@communitylegal.mb.ca](mailto:info@communitylegal.mb.ca)

*-free legal information and lawyer referral program*

## **Manitoba Safety Council**

Winnipeg: (204) 949-1085

Toll free: 1-800-661-3321

Web: [www.mb.safety.org](http://www.mb.safety.org)

Email: [mwaite@mbsafety.org](mailto:mwaite@mbsafety.org)

*-gives safety information on workplace and household practises and accident prevention*

## **Medication Information Line for the Elderly**

Winnipeg: (204) 474-6493

Email: [mile-resource@umanitoba.ca](mailto:mile-resource@umanitoba.ca)

*-provides information on prescription drugs*

## **Office of the Ombudsman**

Winnipeg: (204) 982-9130

Toll free: 1-800-665-0531

Web: [www.ombudsman.mb.ca](http://www.ombudsman.mb.ca)

Email: [ombudsma@ombudsman.mb.ca](mailto:ombudsma@ombudsman.mb.ca)

*-deals with complaints against provincial government departments and offices*

## **Ombudsman for Banking Services and Investments**

Toll free: 1-888-451-4519

Web: [www.bankingombudsman.com](http://www.bankingombudsman.com)

*-investigates complaints against banks and trust companies*

## **Poison Information Centre**

Winnipeg: (204) 787-2591

*-provides advice over the phone in cases of possible poisoning*

## **Competition Bureau of Canada**

Toll free: 1-800-348-5358

Web: [www.cb-bc.gc.ca](http://www.cb-bc.gc.ca)

Email: [compbureau@cb-bc.gc.ca](mailto:compbureau@cb-bc.gc.ca)

*-deals with complaints of misleading advertising and deceptive marketing practices*

## **Consumers' Association of Canada (Manitoba)**

Winnipeg: (204) 452-2572

Toll free: 1-888-596-0900

Web: [www.consumermanitoba.ca](http://www.consumermanitoba.ca)

Email: [cacmb@mts.net](mailto:cacmb@mts.net)

*-provides consumer information and product comparison, and referral to other agencies*

## **Consumers' Bureau of Manitoba**

Winnipeg: (204) 945-3800

Toll free: 1-800-782-0067

Web: [www.gov.mb.ca/finance/cca/consumb/](http://www.gov.mb.ca/finance/cca/consumb/)

Email: [consumersbureau@cca.gov.mb.ca](mailto:consumersbureau@cca.gov.mb.ca)

*-advises on problems with a refund or exchange, warranty, direct seller, or a contract and other problems with companies*

## **Contact Community Information**

Winnipeg: (204) 287-8827

Toll free: 1-866-266-4636

Web: [www.contactmb.ca](http://www.contactmb.ca)

Email: [projectvcw@mts.net](mailto:projectvcw@mts.net)

*-gives names, addresses and phone numbers of community organizations within Manitoba*

## **Deposit Guarantee Corporation**

Winnipeg: (204) 942-8480

*-protects the deposits in Manitoba's credit unions*

## **Project Phonebusters**

Toll free: 1-888-495-8501

Email: [pdr@gov.mb.ca](mailto:pdr@gov.mb.ca)

*-investigates complaints of possible scams*

## **Property Registry**

### **Manitoba Consumer & Corporate Affairs**

Winnipeg: (204) 945-3123

Web: <https://direct.gov.mb.ca>

*-gives information to consumers about liens on automobiles and property*

## **Residential Tenancies Branch**

Winnipeg: 945-2476 or 1-800-782-8403

Brandon: 726-6230 or 1-800-656-8481

Thompson: 677-6496 or 1-800-229-0639

Web: [www.gov.mb.ca/finance/cca/rtb](http://www.gov.mb.ca/finance/cca/rtb)

Email: [rtb@gov.mb.ca](mailto:rtb@gov.mb.ca)

*-provides information on the responsibilities of landlords and tenants. Helps landlords and tenants solve problems*

## **South Central Settlement and Employment Services**

Winkler, MB (204) 325-4059

E-mail: [scses@mts.net](mailto:scses@mts.net)

*-offers information for newcomers in the South Central region of Manitoba*

## **Steinbach and District Immigrant Settlement Program**

Steinbach: (204) 326-6609

E-mail: [sisp@mts.net](mailto:sisp@mts.net)

*-offers information to newcomers in the Steinbach and Southeast Manitoba area*

## **Driver and Vehicle Licensing**

Winnipeg: 945-6850

Brandon: 726-6263

Dauphin: 622-2060

Portage la Prairie: 239-3220

Thompson: 677-6591

Web: [www.mpi.mb.ca](http://www.mpi.mb.ca)

*-provides driver's licences and registration for vehicles*

## **Equifax**

Toll free: 1-800-465-7166

Web: [www.equifax.com](http://www.equifax.com)

*-provides information on personal and commercial credit rating history*

## **Financial Institutions Registry**

### **Manitoba Finance**

Winnipeg: 945-4466

Web:

English: [www.gov.mb.ca/cca/firb](http://www.gov.mb.ca/cca/firb)

French: [www.gov.mb.ca/finance/cca/firb/index.fr.html](http://www.gov.mb.ca/finance/cca/firb/index.fr.html)

*-investigates complaints against credit unions*

## **Health Canada**

### **Product Safety Division**

Winnipeg: (204) 983-5490

Web: [www.hc.cs.gc.ca](http://www.hc.cs.gc.ca)

*-provides information on the safety of products such as cookware and children products*

## **Transport Canada**

(613) 990-2309

Web: [www.tc.gc.ca](http://www.tc.gc.ca)

*-gives information on child safety, vehicle recalls, transport of dangerous goods and climate change*

## **Welcome Place**

Winnipeg: 977-1000

Web: [www.miic.ca](http://www.miic.ca)

E-mail: [sysadmin@miic.ca](mailto:sysadmin@miic.ca)

*-offers information to refugees in Manitoba*

## **Westman ESL and Settlement Services**

Brandon: 727-6031

E-mail: [wesls@mts.net](mailto:wesls@mts.net)

*-provides settlement and employment support for new immigrants and coordinates ESL classes in the Westman area*

## **Winnipeg Real Estate Board**

Winnipeg: (204) 786-8854

Web: [www.wreb.mb.ca](http://www.wreb.mb.ca)

Email: [info@wreb.ca](mailto:info@wreb.ca)

*-publishes the Real Estate News  
-operates the Realty Watch Home Security Inspection Program*