

Emergency Services In Manitoba



Life-Threatening Emergencies

Dial 911 on your phone only for an emergency. This number connects you with police, ambulance and fire services. 911 calls are free. You can phone from a landline, a mobile phone or a public phone from anywhere in Canada.

Call 911 in the following situations:

- your health or safety is at risk
- another person's health or safety is at risk
- a life is in danger or there is a threat to people or property (for example, a fire)
- a crime is in progress
- a crime already happened and the suspect may still be in the area or might return to the scene of the crime
- it looks like a crime is about to be committed or has just been committed

Tips for calling 911:

- be calm and speak slowly and clearly
- stay on the line until you are connected to an interpreter (if you requested an interpreter)
- tell them what type of service you need (police ambulance, fire,)
- explain the situation
- give your exact address including your postal code
- give your name, address and telephone number
- answer any other questions
- stay on the phone until the operator tells you to hang up

- More information about 911 Manitoba:
<https://winnipeg.ca/ourstories/2019/190415.stm>

Ambulance

If you need an ambulance to take you to the hospital, your private insurance may cover all or some of the cost.

- To learn more about Emergency Medical Services in Manitoba visit:
<https://www.gov.mb.ca/health/ems/>
<https://www.winnipeg.ca/FPS/Billing/Ambulance%20Service%20Rates.pdf>

Non-Life Threatening Emergencies

There are different ways to get help. Make sure that you know the different services that are available to you. This will help you decide quickly what to do when there is an emergency.

Police

Police in Canada can be trusted. Their job is to make sure people feel safe. They use the law to take action and their job is to protect you. It is a crime to bribe, or offer money to a police officer.

A non-emergency can include a suspicious circumstance when something feels strange. It could also be a crime where the offender has already left and is not returning. You may be directed to go into a police service centre to make a report.

- If you are reporting something to the police that is not an emergency, dial the police non-emergency telephone number:
204-986-6222.

<https://www.winnipeg.ca/police/>



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Getting Medical Attention

If you have a medical situation and need help right away, go to the nearest hospital emergency department or an urgent care center. Hospitals are always open, but sometimes you must wait for a long wait time.

■ <https://wrha.mb.ca/?s=urgent+care>

Walk-In Clinic

At a walk-in clinic, you can get medical advice and care for minor injuries or illnesses if you do not have a regular family doctor. You can also go to your local community health center for primary care and information.

■ <https://myrightcare.ca/>

Family Doctor

Your family doctor is your first contact if you have an illness or injury.

■ You can find a family doctor here:
<https://www.gov.mb.ca/health/familydoctorfinder/>

Health Links Manitoba

You may need general health advice from a registered nurse. Health Links Manitoba can help you. You can use this service for free anytime. You can ask for advice in French or English.

■ Call Health Links Manitoba: 1-888-315-9257
<https://www.gov.mb.ca/betterhealth/index.html>

Emergency and Short-Term Housing

If you are in crisis or have nowhere else to sleep, you can access emergency and short-term housing. It is free and available any time you need it.

If you are homeless, were evicted or are in danger in your own home, you can go to an emergency shelter. Emergency shelters serve groups with specific needs. For example, there are shelters for men, women, families and youth.

If you are a victim of domestic violence, you can go to a shelter or safe house. They will provide you with a safe and secure place to sleep. They also offer counselling services to parents and children who need them.

More information on emergency and short term housing:
<https://endhomelessnesswinnipeg.ca/resources/>

Important Note: If you are in danger, call 911 and go to a hostel or shelter immediately.

Distress Helplines

Emergency helplines provide staff who will support, counsel and listen over the phone to anyone in need. This is a free service.

Here is a list of helplines:

- For women: 1-877-977-0007
<https://www.gov.mb.ca/msw/fvpp/>
- For men: 1-877-977-0007
<https://www.endingviolencemanitoba.org/need-help/services-for-men/>
- For kids: 1-800-668-6868
- Mental health services crisis line: 1-877-435-7170
<http://clinic.mb.ca/crisis-support/>
- For anyone with questions or concerns about sexual orientation and gender identity:
1-888-530-6777
- <https://pflagcanada.ca/>
(Parents, Families and Friends of Lesbians and Gays (PFLAG) Canada)
- Learn more about emergency lines in Manitoba:
<https://mb.211.ca/quick-reference-guide-helplines/>