

# Housing

## Know Your Rights – Legal Information Handbook

The CNIB logo is located in the bottom right corner. It consists of the letters "CNIB" in a bold, white, sans-serif font, set against a black, irregular, brushstroke-like background.

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## Disclaimer

This content is provided as general information and is not legal advice. If you need advice about a specific legal issue, contact a lawyer.

## Acknowledgements

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To learn more about the Know Your Rights project, please visit us at [cnib.ca/KnowYourRights](http://cnib.ca/KnowYourRights).

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# My Legal Rights

## Q: What legal rights do I have when it comes to housing in Manitoba?

A: Under Manitoba laws, people with disabilities have important legal rights when it comes to housing. Manitoba's [Human Rights Code](#) prohibits discrimination in housing. This means that housing providers cannot discriminate against you, or refuse to rent to you, because of your disability. For example, a no-pets policy will not apply to a service animal, such as a guide dog, and you cannot be denied accommodation because you have a service animal.

For almost all types of housing in Manitoba:

- You have the right to **equal treatment** in housing where you live, or want to live, **without discrimination** because of your disability. Your right to equal treatment applies to:
  - the process of looking for housing,
  - the rules and procedures related to your housing,
  - the general enjoyment and use of your unit and premises,
  - the maintenance and repairs of your unit and premises, and
  - the services and facilities related to your housing.
- You have the right to receive **accommodations** for your disability from housing providers, up to the point of **undue hardship**.
  - Housing providers must provide you with accommodations in a way that respects your dignity, meets your individual needs and promotes your integration and full participation in the community.
  - This right applies to your private living space and to communal areas shared by all residents, such as laundry rooms, foyers, elevators, pools, and outdoor spaces.
- You have the right to be free from **harassment** by your housing provider, their representatives, or any occupants of the building.

## Duty to Accommodate and Undue Hardship

A housing provider's "**duty to accommodate**" means that they are legally required to make the premises, facilities, or services accessible, or to provide proper amenities. A housing provider must reasonably accommodate the needs of a tenant who has a disability.

The duty to accommodate has a limit. This limit is known as "**undue hardship**." **Undue hardship** is a legal term. It means that if a housing provider can show that it would be too difficult to provide a certain accommodation, they are not obligated to arrange for it.

It is important to note that it is not enough for a housing provider to **simply claim** undue hardship. A housing provider **must show clear evidence** of undue hardship. Such evidence can relate to the following factors:

1. The cost of the accommodation is so high that it would significantly interfere with the housing provider's ability to operate.
2. The accommodation would create health or safety risks for others.
3. Unsuccessful attempts to provide accommodations in the past.
4. The type and size of the premises.

Even if a housing provider shows that a certain type of accommodation will result in undue hardship, they still have a legal duty to provide you with the **next best** accommodation.

## Housing and Service Animals

If you rely on a service animal, such as a guide dog, you cannot be denied housing on that basis, even if your landlord has a "no pet" policy. You also cannot be forced to pay a pet damage deposit for your service animal.

While you may need to provide proof to your landlord that your service animal has completed a training or certification program, you are not required to provide your landlord with any medical information about your disability.

## Ending a Tenancy

Renters are allowed to end their tenancies under certain circumstances, including

- If your disability deteriorates to the point where your rental unit or the residential complex is no longer accessible.
- If you are accepted into a personal care home or residential care facility.
- If you are no longer capable of living independently.

In these circumstances, you must still give your landlord advance notice of at least one rental period, and in some cases, you may need to provide a note from your doctor.

## **Personal Care Homes**

Residents of personal care homes in Manitoba can find additional information about their rights and responsibilities under the [Personal Care Homes Standards Regulation](#), which establishes the following:

- The ability for Manitoba Health to license and monitor all personal care homes in the province.
- Eligibility for admission to a personal care home.
- The right for residents to participate in their own care.
- The right for residents to be safe from mistreatment and abuse.
- Minimum standards to ensure safe and appropriate care for residents.
- Operators of personal care home are required to develop a **Residents' Bill of Rights** for the home, in consultation with the residents. Every Bill of Rights must, at a minimum, reflect the following principles:
  - Residents are to be treated with courtesy and respect, and in a way that promotes their dignity.
  - Residents are to be sheltered, fed, dressed, groomed, and cared for in a manner consistent with their needs.
  - Residents or their legal representatives have the right to give or refuse consent to treatment.

- Residents are encouraged to exercise their freedom of choice whenever possible, including freedom of religion, culture and language; communication and visitation with friends and family; choice of recreational activities; keeping personal items; and selection of clothing.
- Residents are to be afforded reasonable privacy while being treated and cared for.
- Residents are to be provided with a safe and clean environment.
- Residents may communicate and meet with their legal representative as often as necessary, and in private.
- For concerns related to abuse in hospitals or personal care homes, contact the [Protections for Persons in Care Office](#).

## **Q: Where do my legal rights come from?**

**A:** In Manitoba, your legal rights with respect to housing come primarily from the following provincial laws:

- Manitoba's [Human Rights Code](#)
  - Applies to all services, benefits, and programs available to the public. This includes the lease, rental, sale, and purchase of real estate and rental properties.
  - Prohibits discrimination based on physical or mental disability or related circumstances (such as using a service animal).
  - Requires reasonable accommodations to be made for people with disabilities.
- Manitoba's [Residential Tenancies Act](#)
  - Sets out the rules for rental properties and residential complexes.
  - Sets out the rights and obligations of landlords and tenants.
- The [Accessibility for Manitobans Act](#)
  - The [Accessibility for Manitobans Act](#) requires the government of Manitoba to create [Accessibility Standards](#) that focus on five key areas of daily living. The



[Accessibility Standards](#) set out detailed minimum accessibility requirements in the following contexts:

- Customer Service
  - Employment
  - Information and Communications
  - Design of Public Spaces
  - Transportation
- The [Accessibility for Manitobans Act](#) applies to most organizations in Manitoba, and requires that a person or organization providing housing services must prevent and remove barriers that hinder persons with disabilities from accessing housing. Barriers may be physical or architectural, but they may also be technological, related to a policy, or attitudinal.
- Manitoba's [Cooperatives Act](#)
    - States that membership in a housing co-op cannot be restricted in a way that is inconsistent with human rights laws.
    - You cannot be denied membership in a housing co-op because of a disability.
  - Manitoba's [Building and Mobile Homes Act](#)
    - Governs the construction and renovation of buildings, and outlines accessibility requirements for buildings.
  - Manitoba's [Condominium Act](#)
    - Sets out the rules for the development, buying, selling, ownership and operation of condominiums in Manitoba.
  - The [Personal Care Home Standards Regulation](#)
    - If you reside in a personal care home, the **Personal Care Home Standards Regulation** establishes a minimum set of standards to ensure safe and appropriate care to residents.

## **Q: Are there any housing arrangements where these laws don't apply?**

**A:** The [Human Rights Code](#) **does not apply** to a boarding/rooming situation, in a private residence. It also does not apply to renting a duplex unit if the owner is the occupant of the other duplex unit.

Residential premises that have only one or two dwelling units are also not required to follow the accessibility standards set out in the [Accessibility for Manitobans Act](#).

## **Q: Who must comply with Manitoba's housing laws?**

**A:** Manitoba's housing laws apply to anyone who supplies or receives housing services. This includes:

- Tenants
- Landlords, including individual and corporate landlords
- Representatives of landlords, such as real estate agents and building managers
- Condominium corporations and cooperative housing corporations and their boards of directors.
- The Manitoba government and its agencies.

## **Q: What can I do to enforce my legal rights?**

**A:** If you feel you have been unfairly discriminated against by a housing provider, there are steps you can take to challenge the discrimination.

In general, you should try to resolve your concerns by speaking with the people who are directly involved in an informal and collaborative way

For more resources on self-advocacy, please visit the **Self-Advocacy** section of the [Know Your Rights website](#).

If your concerns cannot be addressed through collaborative discussions, you should consider consulting with a lawyer who specializes in human rights or housing issues to see if any of the following options are appropriate:

- A complaint to the [Residential Tenancies Branch](#)
- A complaint to the applicable municipality department and their by-law enforcement units
- Engaging in mediation or arbitration, if you reside in a condominium unit.

A **mediator** is a neutral person (someone who will not take sides), who meets with the people involved and helps them come to an agreement that all parties can live with.

An **adjudicator** is a third party who makes the decision about how the dispute should be resolved.

- For concerns regarding discrimination, you may wish to file a complaint with the [Manitoba Human Rights Commission](#).
- A claim before a Manitoba Court of Justice.

## Living in a Personal Care Home

There are [125 licensed personal care homes](#) in Manitoba. Each personal care home **must** meet a minimum set of standards to ensure safe and appropriate care to residents. These standards are set out in the [Personal Care Home Standards Regulation](#).

Under this legislation, Manitoba Health licenses and monitors all personal care homes in Manitoba. Facilities are reviewed regularly, and any problems or concerns found during a review must be corrected within a specified time.

A regular standards review is conducted at each personal care home at least once, every two years. In addition to these regular standards reviews, unannounced reviews are completed at approximately 20 percent of personal care homes each year. In 2020, Manitoba Health also conducted modified reviews at all 125 sites to consider care and resident safety in light of COVID-19.

Personal care homes are directly accountable to the **regional health authority** where they are located. The applicable regional health authority is required to establish a written policy for dealing with complaints made by residents about the home's care, services, or environment, for every personal care home in its jurisdiction. An outline of how to file a complaint must be placed in a prominent and easily accessible location in every personal care home.

So, a good starting place may be the complaints process established by the personal care home.

Additionally, if you reside in a **personal care home**, you may contact

- The [Protections for Persons in Care Office](#) to report neglect or abuse.
- The [Manitoba Ombudsman](#), if you believe a law has been broken related to your care.

If this is not successful, then you may wish to contact the [Manitoba Human Rights Commission](#).

## Common Scenarios

Even though there are laws to protect you from discrimination, people with disabilities still face barriers to being treated equally when it comes to housing.

This section describes barriers that are commonly experienced and suggests practical next steps. Keep in mind that, in most situations, you should try to resolve your concerns by speaking directly with the people involved in an informal and collaborative way.

### Looking for Housing

**Q: When working with a real estate agent, I was prevented from viewing homes that the agent believed would be inaccessible to me. What can I do?**

**A:** Manitoba's [Human Rights Code](#) prohibits discrimination with respect to leasing, renting, or purchasing real estate. Real estate agents are service providers, and have the same obligations under the [Human Rights Code](#) as all other service providers; and must provide service to persons with disabilities in the same manner they would provide services to the general public. They are prohibited from treating a person differently because they have a disability and must reasonably accommodate the needs of a person with disabilities, to the point of undue hardship.

You may consider the following options:

- Speaking directly with the agent to resolve the issue. You may wish to specifically advise the agent that you do not need them to assess whether a home would be accessible to you or not; or, that you would like to engage in more dialogue with them regarding the issue of accessibility and selecting a home.
- Agents are required to work under a licensed broker. You may wish to contact the agent's broker to discuss the issue. You can locate your agent's broker by searching your agent's name on the [Manitoba Securities Commission's website](#).
- If the issue is not resolved, consider speaking with a lawyer about some of the options that might be available to you, such as:
  - Filing a complaint directly with the [Manitoba Securities Commission](#), and/or

- Filing a complaint with the [Manitoba Human Rights Commission](#).

**Q: I'm trying to complete a housing application form, but it is not in an accessible format. What can I do?**

**A:** Housing providers should develop an application process that does not unreasonably exclude individuals or groups based on disability.

You have the right to request the form in an accessible format from the housing provider, as an accommodation for your disability. By disclosing your disability and making a request for accommodation, you trigger the housing provider's legal duty to accommodate you up to the point of undue hardship.

If you do not want to disclose your disability to the housing provider before you apply for the unit, you can ask a friend, support person, or intervenor to request the form for you. You may reach out to CNIB for assistance with this.

**Q: Am I required to disclose my sight loss to a potential landlord?**

**A:** You are not legally required to share any information with your prospective landlord about your sight loss. However, if you require some accommodations for your disability, you will need to provide them with enough information to understand the accommodations you require.

Your housing provider has the right to obtain information from you about your disability so they can provide an appropriate accommodation. If the housing provider asks for medical documentation about your disability, you should only provide the information that is necessary to explain your need for accommodation. You are not required to tell your housing provider your exact diagnosis; and you are not required to give information to your housing provider that is not related to your need for accommodations.

If your prospective landlord asks you questions about your sight loss and then denies your housing application because of your answers; or, if after reviewing the information you provided them, they refuse to rent to you, this could be discrimination.

You should consider consulting with a lawyer who specializes in human rights or housing issues to discuss your options, such as a complaint to the [Manitoba Human Rights Commission](#).

**Q: I believe that my housing application was denied because of my sight loss. What can I do?**

**A:** Sometimes there are clear signs that you are being discriminated against when looking for housing. For example:

- When a housing provider asks intrusive and inappropriate questions,
- When a housing provider makes statements that are offensive or based on false stereotypes, or
- When a housing provider says they cannot rent a unit to you because of your sight loss.

When the signs of discrimination are not as clear, it can be harder to prove that you were discriminated against.

Before deciding what to do, it's important to understand how the law applies to your specific situation, even if the signs of discrimination are not obvious. You should consider consulting with a lawyer who specializes in human rights or housing issues to discuss your options, such as a complaint to the [Manitoba Human Rights Commission](#). A complaint may lead to a settlement of the matter or may lead to a formal investigation.

**Q: What if I was denied housing because I have a guide dog?**

**A:** Manitoba's [Human Rights Code](#) prohibits discrimination with respect to leasing, renting, or purchasing residential or commercial properties. Landlords must not treat a person differently because they have a disability and use a service animal. They must reasonably accommodate the needs of a person with disabilities, to the point of undue hardship.

Discrimination in housing against persons who use service animals typically involves not renting to a person wholly, or in part, because they use a service animal. For example, a person can establish that their animal clearly provides assistance to them with certain disability-related needs, and is not merely a pet, but the landlord refuses to allow them to rent.

A landlord is entitled to ask whether or not the animal is trained to provide assistance to the person with a disability, and to ask for information to identify or clarify the disability-related need; however, a landlord should be cautious not to ask for information or require a person to substantiate the need to rely on the animal, if it is obvious.

While it may be appropriate for a landlord to ask for information to substantiate that the animal is required because of a disability, it is **not** appropriate to ask for information about the person's diagnosis; and it is **not** appropriate to ask that the animal demonstrate its ability to perform the tasks for which it is trained.

Housing providers, including landlords and condominium associations, are not permitted to enforce a "No Pets" policy against residents who use service animals; and, the [Residential Tenancies Act](#) prohibits a landlord from requiring a tenant who relies on a service animal to pay a pet damage deposit in respect of that animal.

It is important to keep in mind that Manitoba's [Human Rights Code](#) **does not** apply to a boarding/rooming situation in a private residence, and it **does not** apply to renting a duplex unit if the owner is the occupant of the other duplex unit.

If your concerns cannot be addressed through collaborative discussions, you should consider consulting with a lawyer who specializes in human rights or housing issues to see if any of the following options are appropriate:

- A complaint to the [Residential Tenancies Branch](#)
- For concerns regarding discrimination, you may wish to file a complaint with the [Manitoba Human Rights Commission](#).

## Getting Accommodations

**Q: I'd like to make changes to my residence to accommodate my sight loss. Is my housing provider required to make these accommodations?**

**A:** Housing providers have a legal duty to provide you with reasonable accommodations for your disability, to the point of undue hardship.

Your housing provider has the right to obtain information from you about your disability so they can provide an appropriate accommodation. If the housing provider asks for medical documentation about your disability, you should provide only the information that is necessary to explain your need for accommodation. You are not required to tell your housing provider your exact diagnosis;



and you are not required to give information to your housing provider that is not related to your need for accommodations.

It's important to remember that selecting an appropriate accommodation is a collaborative process. As a tenant requesting an accommodation, you have a legal duty to collaborate with your housing provider to help them select an appropriate accommodation.

If your concerns cannot be addressed through collaborative discussions, you should consider consulting with a lawyer who specializes in human rights or housing issues to see if any of the following options are appropriate:

- A complaint to the [Residential Tenancies Branch](#)
- For concerns regarding discrimination, you may wish to file a complaint with the [Manitoba Human Rights Commission](#).

**Q: The amenities/facilities in the building that I live in (e.g., laundry, etc.) are not accessible to people with sight loss. What can I do?**

**A:** You are entitled to an equal level of access to common areas that are generally available to all residents. You might begin by bringing your concern to the attention of your landlord or building management. Housing providers have a legal duty to provide you with reasonable accommodations for your disability, to the point of undue hardship. So, when you advise them of your concern, their duty to accommodate is triggered. You may be able to work together with the housing provider to come up with a reasonable solution that ensures you are able to access your home's amenities and facilities.

If your concerns cannot be addressed through collaborative discussions, you should consider consulting with a lawyer who specializes in human rights or housing issues to discuss the options that might be available to you, such as filing a complaint with the [Manitoba Human Rights Commission](#).

**Q: Do I have to pay for my housing-related accommodations?**

**A:** Your housing provider cannot make you pay for reasonable accommodations for your disability. It is your housing provider's duty to accommodate you to the point of undue hardship and your housing provider is responsible for paying the costs of these disability-related accommodations.

**Q: My housing provider communicates important information about the building (such as fire alarm testing, repairs, or temporary water shut-off) in an inaccessible format. For example, using posters in common areas or by distributing printed flyers. What can I do?**

**A:** You may wish to speak with your housing provider about receiving these communications in an accessible format. You can provide the housing provider with examples of how they may do so, including email, accessible .pdf, or Microsoft Word documents.

If the housing provider resists your request, consider advising them that you are asking for the information to be provided to you in accessible format, as an accommodation. Your housing provider has a legal duty to provide you with reasonable accommodations for your disability, to the point of undue hardship.

If your concerns remain unaddressed, you should consider consulting with a lawyer who specializes in human rights or housing issues to see if any of the following options are appropriate:

- A complaint to the [Residential Tenancies Branch](#)
- For concerns regarding discrimination, you may wish to file a complaint with the [Manitoba Human Rights Commission](#).

**Q: My housing provider says that my requested accommodations conflict with another law or policy. For example, a policy in a Condominium's by-laws. Does this mean that the accommodations can't be made?**

**A:** If you are told that your requested accommodation conflicts with another law or policy, it's important to keep in mind that, in almost all cases, Manitoba's [Human Rights Code](#) takes precedence over other laws and policies. Unless another Manitoba law specifically states that the

Human Rights Code **does not apply**, the Human Rights Code will take priority. It is important to note that condominium by-laws **must** be in line with the Human Rights Code.

In the rare case that another law affects your housing provider's ability to accommodate you as requested, your housing provider still has a legal duty to provide the next best reasonable accommodation.

If such a conflict arises, you should consider consulting with a lawyer who specializes in human rights or housing issues to see if any of the following options are appropriate:

- A complaint to the [Residential Tenancies Branch](#)
- For concerns regarding discrimination, you may wish to file a complaint with the [Manitoba Human Rights Commission](#).

**Q: I've been told by my building management that guests with guide dogs are not permitted to bring their dogs into my building when visiting me. What can I do?**

**A:** Manitoba's [Human Rights Code](#) prohibits discrimination and harassment on the basis of a person's disability. Discrimination may be directed towards one individual, or it may be through a policy or practice that seems neutral, but has a negative effect on certain people, such as people who use service animals.

In Manitoba, a person with a service animal has the right to enter any place where the public or guests are generally allowed. In this case, the building management's policy that guests with guide dogs are not permitted to bring their dogs into the building, results in discrimination that is directed toward people who use service animals.

You may wish to bring this to the building management's attention. If the building management does not change the policy, consider consulting with a lawyer who specializes in human rights or housing issues to see if any of the following options are appropriate:

- A complaint to the [Residential Tenancies Branch](#)
- For concerns regarding discrimination, you may wish to file a complaint with the [Manitoba Human Rights Commission](#).

**Q: My guide dog is getting older and will be retiring from its status as a “guide dog”. I’m planning to have my guide dog continue to live with me during retirement, but I live in a building with a “No Pets” policy. What can I do?**

**A:** Working service animals are exempt from “No Pets” policies, but it is unclear how this applies to retired service animals. Manitoba’s [Human Rights Code](#) defines a service animal as “an animal that has been trained to provide assistance to a person with a disability.”

Under this definition, an animal that is no longer working but has undergone training to help with a disability may still be considered a service animal.

However, your building may have legitimate concerns about allowing your retired service animal to continue living with you. For example, if you will be receiving a further guide dog that will live with you, in addition to your retired guide dog.

You may wish to contact CNIB to develop an advocacy strategy to continue living with your retired guide dog, in your current home. You may also wish to consult with a lawyer who specializes in human rights or housing issues, and/or contact the [Manitoba Human Rights Commission](#) to understand more about your legal rights and obligations.

## **Resources**

### **Legal Resources**

[Manitoba Human Rights Commission](#)

The **Manitoba Human Rights Commission** is an independent office of the government of Manitoba that is responsible for receiving and investigating complaints of discrimination to determine if the [Human Rights Code](#) has been contravened.

For information on **filing a complaint** with the Commission, the Commission's website provides direction on [how to start the process](#) and a [Guide to Filing a Complaint](#).

The Commission also educates the public about human rights through seminars and workshops; and, prepares and distributes [Guidelines](#) and [Fact Sheets](#) to assist the public in understanding the [Code](#).

### **[The Law Society of Manitoba](#)**

The **Law Society of Manitoba** oversees the legal profession in Manitoba. The Law Society is the only body that is authorized to determine who may become a lawyer in the province, and is responsible for [responding to complaints about lawyers](#). The Law Society also has a [Lawyer Lookup tool](#) that enables the public to search for lawyers.

### **[Infojustice](#)**

**Infojustice** is a legal information centre committed to promoting access to justice in French. By providing information, support and referral services, Infojustice helps French-speaking individuals understand and respond to the various legal situations they face in their everyday lives.

Infojustice provides the following services:

- consultations via telephone and email, or in person if appropriate,
- courthouse or tribunal accompaniment,
- referrals to relevant organizations and resources, and
- referrals to French-speaking lawyers.

For contact information, [visit the Infojustice website](#).

## **Community Legal Education Association**

The **Community Legal Education Association (CLEA)** is a not-for-profit organization that provides legal information and education to Manitobans. CLEA develops programs and resources to help individuals better understand Manitoba's legal system, and how to resolve their legal issues.

CLEA can help members of the public by providing general legal information, suggesting resources, and telling people about different options for obtaining legal advice.

CLEA also operates the [Law Phone-In and Lawyer Referrals Program](#). Through this program, individuals can receive:

- legal information and advice,
- referrals to law-related agencies, and
- referrals to lawyers, when appropriate.

The Law Phone-In and Lawyer Referral Program allows Manitobans to call or email with legal questions, and staff lawyers will attempt to provide information, or connect them to a lawyer who can.

If you are referred to a lawyer through this program, your first consultation, up to half an hour will be free. This service is free and available to **all** Manitobans.

## **Legal Aid Manitoba**

**Legal Aid Manitoba** provides legal services to low-income Manitobans. To qualify for services from Legal Aid Manitoba:

- You must meet their [financial eligibility criteria](#); and
- Your case must have merit. To learn more about how Legal Aid Manitoba determines whether a case has merit, please refer to their [qualification criteria](#).

## **Public Interest Law Centre**

The **Public Interest Law Centre (PILC)** is an independent office of Legal Aid Manitoba. PILC represents clients at all levels of the court system; and, before boards, administrative tribunals and legislative committees.

PILC selects cases on the basis of social significance, legal merit and the availability of resources. Applications for public interest law cases will only be approved if:

- Funding is available to pursue the matter throughout the proceedings.
- There is a reasonable likelihood of success.
- The matter will impact a systemic issue in the law or will impact a segment of the population of Manitoba.
- Clients meet Legal Aid Manitoba's financial eligibility criteria.

### **The University of Manitoba Community Law Centre**

The **University of Manitoba Community Law Centre** primarily handles [summary conviction criminal offences](#), but may also assist with Highway Traffic Act offences, small claims cases involving consumer problems, and Manitoba Public Insurance disputes.

### **Legal Help Centre**

The **Legal Help Centre (LHC)** provides legal information and assists self-represented litigants with certain non-urgent legal matters. LHC operates the following clinics:

- Drop-In Clinics
- Family Law Clinics
- Consumer Protection Clinics

To qualify:

- You must not be eligible for Legal Aid
- You must not already have a lawyer assisting you

- You must meet LHC's [financial eligibility guidelines](#)

## **Accessibility for Manitobans Act Website**

The **Accessibility for Manitobans Act website** offers a helpful overview of the Accessibility for Manitoba Act and Accessibility Standards.

## **Manitoba Courts**

The **Manitoba Courts** website provides general information about how Courts in Manitoba operate, and what to expect if you are attending Court. There is also a helpful resource on attending Court as a [self-represented person](#).

## **Manitoba Law Reform Commission**

The **Manitoba Law Reform Commission** is an independent law reform agency. Its role is to improve, modernize and reform the law and administration of justice in Manitoba.

Projects of law reform are initiated in response to the public, the legal profession, and Manitoba's Minister of Justice and Attorney General. The Commission carries out research and consultation and makes formal recommendations for law reform to the Minister of Justice and Attorney General.

[Publications](#) produced by the Commission, and Information about the Commission's [current projects](#), are available online.

## **Essential Non-Legal Resources**

### **The Residential Tenancies Branch**

The **Residential Tenancies Branch** ("RTB") helps landlords and tenants by providing them with information on matters such as rent, repairs, and deposits; and mediates disputes between landlords and tenants.



The RTB also investigates problems and holds hearings to make decisions and issue orders on certain matters.

The RTB is available to answer questions and receive complaints and can be [contacted via telephone, fax, email, or in person](#).

## **Protection for Persons in Care Office**

The **Protection for Persons in Care Office (“PPCO”)** of Manitoba Health is created by the [Protection for Persons in Care Act](#). The Act requires the prompt reporting of abuse and neglect with respect to any adult being cared for by a hospital or personal care home. Anyone who has a reasonable basis to believe abuse or neglect has occurred, or is likely to occur, must report these concerns as soon as possible.

The **PPCO** receives and investigates reports of suspected patient or resident abuse and neglect.

Facilities are required to report suspected abuse or neglect in writing to the PPCO. The public can report suspected abuse and neglect in any manner, including by calling the PPCO’s confidential toll-free line at 1-866-440-6366 (outside Winnipeg) or 204-788-6366 in Winnipeg.

If you’re not sure whether a situation needs to be reported, call the PPCO for assistance.

## **The Manitoba Ombudsman**

The **Manitoba Ombudsman** is an independent office of the Legislative Assembly of Manitoba. The Ombudsman conducts independent, impartial and non-partisan investigations of complaints regarding the following issues:

- access to information and privacy matters,
- the fairness of government actions or decisions, and
- serious “wrongdoings” by the government.

Complaints may be related to any act, decision, recommendation, or omission relating to a matter of administration by any department or agency of the provincial or a municipal government.

For information on filing a complaint with the Manitoba Ombudsman, please refer to the information and [guidelines](#) outlined on the [Ombudsman's website](#).

## **Manitoba 211**

Manitoba 211 is a free, confidential service that operates 24 hours a day, seven days a week. It exists to connect individuals to government, health and social services that are available across Manitoba. The service helps Manitobans who are looking to find the right community or social resource, but do not know where to start.

In addition to searching on the 211 Manitoba website, there are various ways for people to [contact](#) Manitoba 211, including calling 2-1-1 to talk with trained professionals to help identify the services that they need.

Services are grouped together into the following categories:

- [Emergency Resources](#)
- [Covid-19 Information](#)
- Food and Clothing
- Housing and Homelessness
- Health
- Mental Health
- Employment
- Newcomers
- Children and Parenting
- Youth

## **CNIB Programs**

We're here to help – contact CNIB for more programs, support, and resources. Some ways we can assist include:

- **[CNIB Virtual Programs](#)**
  - CNIB offers a range of free virtual programs for children, youth, adults and families.
  - You can access a list of CNIB's virtual program offerings on **[CNIB's website](#)**.
  - You can access a list and schedule of CNIB Manitoba's program offerings on **[CNIB Manitoba's website](#)**.
- **[Technology Training](#)**
  - Join CNIB tech leads from across the country for programming that highlights the suite of programs, apps, products and services that will help empower you to achieve your personal and professional goals.
- **[Virtual Vision Mate](#)**
  - The Virtual Vision Mate program exists to address the feelings of isolation that many people with sight loss experience. Through the Virtual Vision Mate program, people who are blind or partially sighted are connected with sighted volunteers to engage in virtual, weekly conversation.
- **[CNIB SmartLife](#)**
  - CNIB SmartLife is an interactive retail experience that gives people with disabilities hands-on access to the latest breakthroughs in assistive technologies, as well as tried-and-true favourites.
  - SmartLife's goal is not necessarily to sell products but is to give customers the skills and confidence they need to make the most out of assistive tools that can help them lead better lives.
- **[CNIB Advocacy Team](#)**
  - The CNIB Advocacy Team can assist participants with advocating for themselves and understanding their rights. You can contact us at **[advocacy@cnib.ca](mailto:advocacy@cnib.ca)** if you have questions.
- **[CNIB Guide Dogs](#)**

- CNIB Guide Dogs can assist guide dog handlers with advocating for themselves and understanding their rights. This program also provides public education to organizations to provide knowledge about the rights of guide dog users.

## **Vision Loss Rehabilitation Canada**

**Vision Loss Rehabilitation Canada (“VLRC”)** is a not-for-profit national healthcare organization and the leading provider of rehabilitation therapy and healthcare services for individuals with vision loss. VLRC’s services are tailored to the unique needs and goals of each person they assist. Specifically, VLRC certified specialists provide a range of services that help individuals with vision loss lead more independent, active lives.

Contact information for VLRC’s Manitoba offices is available in the [\*\*“Locations” section of the VLRC website\*\*](#).

## **Wayfinding**

Wayfinding refers to technological tools that assist people who are blind, partially sighted or Deafblind with navigation and orientation. Such tools include:

- [\*\*BlindSquare\*\*](#): a GPS-app developed for people with sight loss that describes the environment and announces points of interest and street intersections.
- [\*\*Key 2 Access\*\*](#): a pedestrian mobility app that allows users to wirelessly request crossing at intersections without having to locate the button on the pole. It also allows users to wirelessly open doors and obtain information about indoor spaces.
- [\*\*Access Now\*\*](#): a map application that shares accessibility information for locations based on users' feedback.
- [\*\*Be My Eyes\*\*](#): a volunteer-based app that connects people with sight loss to sighted volunteers, who can assist with tasks such as checking expiry dates, distinguishing colors, reading instructions or navigating new surroundings.
- The [\*\*American Foundation for the Blind\*\*](#), which provides an overview of some of the apps that are available to assist consumers with reading items such as product labels and menus.

**cnib.ca | info@cnib.ca | 1-800-563-2642**