

211 Manitoba Frontline Report | Oct 15, 2020 – Oct 14, 2021

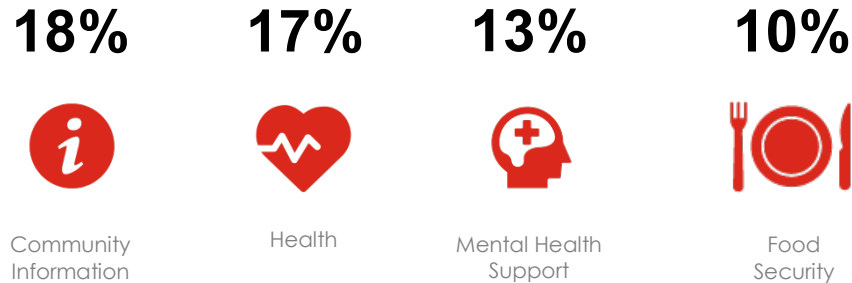


Connections



* Data updated Oct 10, 2021

Top 4 Needs Identified by Service Users



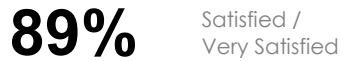
Caller Story

► Caregivers are often so busy that they don't take time to look after themselves. It's hard to prioritize their own needs and to find the right services and supports. A woman called 211 explaining that she was looking after her aging parents and was finding it hard to cope. She was struggling to pay her bills and had questions about getting paid as a primary caregiver for her parents. She was overwhelmed and stressed about the situation, and didn't know where to start.

A 211 Service Navigator listened to the caller's concerns and validated her experience as a caregiver doing her best in a difficult situation. The Navigator worked with the caller to identify priority issues where she needed support. They identified options for rental assistance and utility programs for her immediate needs and then looked at financial support options. At the end of the call they spoke about the caller's own wellness and together they considered mental health and support options to help her feel less overwhelmed.

With a bit of support, we can find ways to help caregivers continue to provide support while ensuring their own needs are met.

Service Quality Indicators



Service Navigator Reflections

- Emergency Food
- COVID-19 Restrictions
- Crisis Intervention
- Transportation Assistance
- Counselling Services
- Vaccine Information / Eligibility

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