

## Settlement Services

### Newcomers Welcome Centre:

John Pritchard School, 1490 Henderson Hwy.

**Phone:** 204.669.9412

**Email:** [retis@retsd.mb.ca](mailto:retis@retsd.mb.ca)

**Settlement Team:** Ramona, Maryna, Oleksandra

- Help to connect with community programs and services
- Help to access adult EAL classes
- Help with forms and documents
- Basic computer help
- Call the settlement office to make an appointment to meet with the settlement workers
- Drop-in services are not available at this time



Funded by:

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Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

## The RETIS Team

The Newcomers Welcome Centre, located in John Pritchard School, is open for visits with a settlement worker. All office visits are by appointment only at this time. Drop-in visits are currently not available. To make an appointment to meet with a RETIS settlement worker, text or phone the settlement workers directly for help or to ask questions.



**Ramona Lukaschuk**  
[rlukaschuk@retsd.mb.ca](mailto:rlukaschuk@retsd.mb.ca)  
204.792.6701



**Maryna Prystaiko**  
[mprystaiko@retsd.mb.ca](mailto:mprystaiko@retsd.mb.ca)  
204.918.6411



**Oleksandra Solomenko**  
[osolomenko@retsd.mb.ca](mailto:osolomenko@retsd.mb.ca)  
204.599.1547

## Your River East Transcona School Division Trustees

### Ward 1

Colleen Carswell (board chair)  
204.222.1486  
[ccarswell@retsd.mb.ca](mailto:ccarswell@retsd.mb.ca)

Sheri Irwin  
204.223.5079  
[sirwin@retsd.mb.ca](mailto:sirwin@retsd.mb.ca)

### Ward 2

Rod Giesbrecht  
204.661.5984  
[rgiesbrecht@retsd.mb.ca](mailto:rgiesbrecht@retsd.mb.ca)

Sheri Hanson  
204.915.7313  
[shanson2@retsd.mb.ca](mailto:shanson2@retsd.mb.ca)

### Ward 3

Brianne Goertzen  
204.955.6782  
[bgoertzen@retsd.mb.ca](mailto:bgoertzen@retsd.mb.ca)

Keith Morrison  
204.795.3357  
[kmorrison@retsd.mb.ca](mailto:kmorrison@retsd.mb.ca)

### Ward 4

Susan Olynik (board vice-chair)  
204.661.6440  
[solynik@retsd.mb.ca](mailto:solynik@retsd.mb.ca)

Brenda Bage  
204.221.2951  
[bbage@retsd.mb.ca](mailto:bbage@retsd.mb.ca)

### Ward 5

Shannon Hiebert  
204.771.8435  
[shiebert@retsd.mb.ca](mailto:shiebert@retsd.mb.ca)

For more information about the Board of Trustees, visit: [www.retsd.mb.ca](http://www.retsd.mb.ca) > Your RETSD > Board of Trustees  
Scroll down to *What it means to be a trustee* to watch an informative video

## Important Dates

- **Friday March 1**—Kindergarten registration begins
- **Sunday March 10**—Daylight Saving time starts
- **March 15**—Coordinated Day No school for children, no adult EAL classes
- **Spring break**—no classes March 25 to March 29
- **Monday April 1**—schools classes for children and adult EAL classes resume after spring break.



## Kindergarten Registration

If your child is five years old on or before December 31, they are eligible to be registered for kindergarten. Kindergarten registration began on March 1, 2024, at all early years schools in the River East Transcona School Division. RETIS settlement workers can help you to register your children for school. Phone or email the settlement workers for help.

## Day Light Saving Time

Day Light Saving Time begins on Sunday March 10, 2024. Clocks turn forward one hour at 2 a.m., which means you will have one hour less sleep that night. Make sure to adjust your clocks and watches before you go to sleep on Saturday night. Most computers, smartphones, and other technology will change automatically. The twice-a-year clock change can also be a good reminder to do other things like checking the batteries in your home smoke alarms and carbon monoxide alarms.



## RETIS Adult EAL Classes

If you have any questions about the RETIS Adult EAL program or would like some more information about attending adult EAL classes, please contact the program co-ordinator Breanne Fryza by phone at 204-667-6793, ext. 3042, or by email at [bfryza@retsd.mb.ca](mailto:bfryza@retsd.mb.ca)





## RETIS Adult English Conversation Group

The RETIS Adult English conversation group meets Thursday afternoons at the Transcona Library. Each week the group practises English together by exploring a new topic of interest. Adult English conversation classes are a fun and relaxed way to meet new people and to learn more about our community and Canadian culture. There are several conversation groups meeting in different communities in Winnipeg. If you would like more information about adult English conversation groups, contact a RETIS settlement worker. Many thanks to the Transcona Library for the use of the beautiful space to hold the conversation classes.



## Taxes 2024

Government taxes are an important source of income that pays for services we all need such as healthcare, roads, schools, and much more. The Canada Revenue Agency (CRA) collects federal income taxes and provincial income taxes for Manitobans.

The deadline to file taxes is April 30 each year. If you miss the deadline you will need to pay a penalty and interest if you owe tax money to the government. If you are self-employed, you have until June 15, 2024, to file your tax return.

Residents of Canada must pay Canadian income taxes on their income. A resident is defined as a person who lives in Canada most of the year. Information can be found online to help you to learn more about who is considered a resident of Canada and about Manitoba individual income tax.

## Community Volunteer Income Tax Program–CVITP

You can get free help through the Community Volunteer Income Tax Program–CVITP if you have a modest income and a simple tax situation. Some organizations offer services in different languages such as Arabic, Ukrainian, Yoruba, Amharic, French, and other languages.

Access River East and Access Transcona both offer free volunteer income tax drop off and preparation services. Both Access River East and Access Transcona require that you fill out a drop-off registration form to register for the free income tax services. You can visit Access Transcona or Access River East to get the forms, or email [Stacy Boone](mailto:Stacy.Boone@wrha.mb.ca) [sboone@wrha.mb.ca](mailto:sboone@wrha.mb.ca) to get the form. A RETIS settlement worker can also email you the form. Contact us at [RETIS@retsd.mb.ca](mailto:RETIS@retsd.mb.ca)

A RETIS Settlement Worker can help you with information about where volunteer tax preparation sites are located and what languages services are available in. You can also look online at: [www.canada.ca](http://www.canada.ca) to find a clinic.

## New to Canada? The CRA can help.

Many of the benefits people enjoy in Canada are made possible through taxes.

### How much could you get per year?

If you are a resident of Canada for income tax purposes (you have significant ties in Canada such as a home, a spouse, a common-law partner, or dependants), there are many benefits, credits, and programs available to help you financially.

**Goods and services tax / harmonized sales tax (GST/HST) credit** – up to **\$496** for an eligible individual and up to **\$992** for an eligible couple with two children.

### How do you get benefits and credits?

Apply for the **CCB** and the **GST/HST credit** as soon as you get your social insurance number (SIN) from Service Canada. To find out how to get a SIN, go to

[www.canada.ca/social-insurance-number](http://www.canada.ca/social-insurance-number). If you have children, fill out the **Canada Child Benefits Application form (RC66)** and the form **Status in Canada and Income Information (RC66SCH)** and send them to the CRA.

If you do not have children, apply for the **GST/HST credit** for you or your spouse or common-law partner by filling out the **GST/HST Credit Application for Individuals Who Become Residents of Canada form (RC151)** and send it to the CRA.

“With the help of the Canada child benefit, I was able to put my son in daycare, to actively look for my first job in Canada.”

Andrea Carolina

**Canada child benefit (CCB)** up to **\$7,437** for each child under 6 years of age and up to **\$6,275** for each child aged 6 to 17.

**Disability tax credit** – eligible individuals with a disability or their supporting family member may claim **\$9,428** as a non-refundable tax credit. Persons under 18 years of age at the end of the year may also be eligible for an additional amount of up to **\$5,500**. Go to [www.canada.ca/disability-tax-credit](http://www.canada.ca/disability-tax-credit).

Forms can be downloaded at [www.canada.ca/cra-forms](http://www.canada.ca/cra-forms).

You and your spouse or common-law partner have until April 30 each year to do your taxes, even if you had no income, to continue getting your benefit payments. If you live in Quebec, you also have to complete a provincial tax return. Keep your receipts and other supporting documents in case the CRA asks for them.

**More on the next page** ➔



## Do you need help?



### Get your taxes done for free

If you have a modest income and a simple tax situation, you may be able to get your taxes done by a volunteer for free. To learn more, go to [www.canada.ca/taxes-help](http://www.canada.ca/taxes-help) or call the CRA. If you live in Quebec, go to [www.revenuquebec.ca/volunteers](http://www.revenuquebec.ca/volunteers) or call Revenu Québec or the CRA.



### Do your taxes online

You can do your taxes online with NETFILE-certified tax software. A variety of tax software packages and web apps are available, some of which are free. For more information, go to [www.canada.ca/netfile](http://www.canada.ca/netfile).



### Let someone else represent you

You can authorize someone to help manage your tax information with the CRA. For more information, go to [www.canada.ca/taxes-representative-authorization](http://www.canada.ca/taxes-representative-authorization).

## Don't miss a payment!



### Sign up for direct deposit

Direct deposit is a fast, convenient, and secure way to get your tax refund and benefit payments deposited into your account at a financial institution. Learn more about how to sign up at [www.canada.ca/cra-direct-deposit](http://www.canada.ca/cra-direct-deposit).



### Register for My Account

My Account lets you view and manage your income tax and benefit information online. You can also view any uncashed cheques you may have from the CRA, and if necessary, ask that a payment be re-issued. Go to [www.canada.ca/my-cra-account](http://www.canada.ca/my-cra-account).



### Keep your information up to date

To avoid delays, make sure your personal information (such as your marital status, your address, or your bank account) is up to date in My Account or call the CRA.

## For more information:

### Online

See the benefits you may be eligible for, learn how to apply, and estimate how much you could get. Get benefits and credits for up to 10 years back.  
Go to: [www.canada.ca/benefits-credits-nc](http://www.canada.ca/benefits-credits-nc)

### By phone

To ask about benefits  
**1-800-387-1193**

For other questions  
or to get forms  
**1-800-959-8281**

Service Canada  
**1-866-274-6627**

If you are calling from  
the 867 area code  
**1-866-426-1527**

Revenu Québec  
**1-800-267-6299**

**Beware of scammers** pretending to be the CRA. When in doubt, check your information in My Account or call the CRA. To learn what to expect if the CRA contacts you, go to [www.canada.ca/taxes-fraud-prevention](http://www.canada.ca/taxes-fraud-prevention).



## RETIS EAL Youth Connections

February was a busy month for settlement staff and youth connections! A lot of different activities and programs wrapped up in a huge success, and presentations are still going strong each month.

At Princess Margaret School, students and staff explored more cooking recipe's and ended off the session with an amazing celebration baking cupcakes and having a balloon party. The first recipe we tackled in February was some delicious egg-free banana chocolate chip muffins, the lovely smell coming from our kitchen filled up all of the hallways in the school. Another recipe we made was a rainbow vegetable platter with homemade dip and the students' cutting skill were unmatched! Lots of yummy treats to enjoy in February.

At John Pritchard, the lunchtime club also wrapped up with students creating personal-sized pizza's, enjoying fresh veggies, and having a refreshing drink to go with it all. It was such a blast to have all the students cook themselves their own healthy lunch!

At Kildonan East Collegiate, the monthly presentation was all about job skills, resume building, and how to prepare for an interview. Students tested the knowledge they had learned from the presentation in an interview-prep Kahoot, and had the opportunity to discuss proper resume techniques among peers and received assistance from settlement staff about resume "Do's and Don'ts". At College Miles MacDonnell Collegiate, students learned of healthy hygiene practices to help them look and feel their best. Students played a game of bingo following a presentation on hygiene, and received take-home kits that were filled with toothbrushes, toothpaste, soap, and other sanitary products. What a great month!





## Spring Break

Spring break is coming soon. The last day of classes in the River East Transcona School Division is Friday March 22, 2024. There will be no classes for children and no adult EAL classes from Monday March 25 to Friday March 29, 2024. Schools reopen on Monday April 1, 2024. Some organizations like the YMCA, Manitoba Theatre for Young People, The Winnipeg Art Gallery, sports organizations, and many other places host week long day camps for kids during spring break. Look online for activities taking place over the spring break vacation. Some activities are free while other programs and events cost money. Some ideas of places you and your family can visit over the break include:

**Manitoba Children's Museum**

[www.childrensmuseum.com](http://www.childrensmuseum.com)

**Transcona Museum**

[www.transconamuseum.mb.ca](http://www.transconamuseum.mb.ca)

**Royal Aviation Museum of Western Canada**

[www.royalaviationmuseum.com](http://www.royalaviationmuseum.com)

**Oak Hammock Marsh**

[www.oakhammockmarsh.ca](http://www.oakhammockmarsh.ca)

**Canadian Museum for Human Rights**

[www.humanrights.ca/springbreak](http://www.humanrights.ca/springbreak)

**Manitoba Museum**

[www.manitobamuseum.ca](http://www.manitobamuseum.ca)

**Assiniboine Park Zoo/The Leaf**

[www.asiniboineparkzoo.ca](http://www.asiniboineparkzoo.ca)

Speak with a RETIS settlement worker if you would like more information about spring break camps and activities.

# RETLife: Community Programming for All

- Food Handlers Certificate
- First Aid and CPR Certificate
- Art Programs
- Fitness Classes and more!



Visit [retlife.ca](https://retlife.ca) for more information





## EMPLOYMENT CONVERSATION CIRCLE (EMPCC-01)



West Central  
Women's  
Resource  
Centre

**Meet on ZOOM**

**JUMP IN THE CONVERSATION CIRCLE, LEARN AND TALK ABOUT**

- Session 1: Workplace environment
- Session 2: Communication at workplace
- Session 3: Canadian workplace culture
- Session 4: Let's do interviews

**Choose the class time that fits your schedule:**

**First option:**

**Weekday mornings 10 a.m-12 p.m**

**Monday March 4th-Thursday March 7th, 2024**

**Second option:**

**Weekend mornings, Saturday & Sunday mornings**

**10 a.m- 12 p.m**

**March 9th & 10th and March 16th & 17th, 2024**

**Improve your communication skills, gain  
confidence, and grow in your career!!!**

**Register here:**



**Questions? Contact:**

**Soheli Akhter**

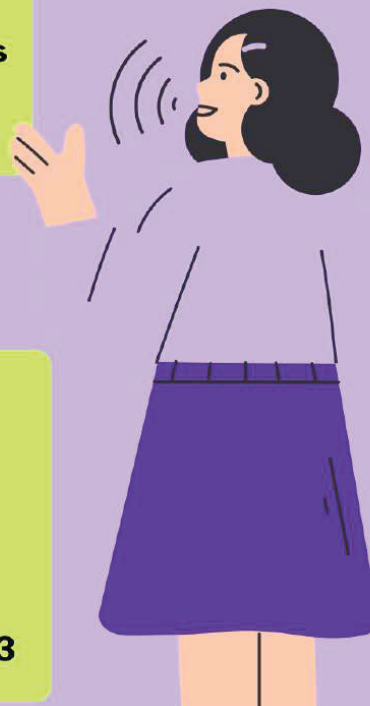
**( Facilitator, EMP  
conversation circle)**

**soheli@wcwrc.ca**

**204-774-8975 Ext. 223**

**Who can join?  
Women and non-  
binary folks (18+)**

**ALL IMMIGRANTS,  
INCLUDING RESIDENTS  
WITH TEMPORARY WORK  
PERMITS, INTERNATIONAL  
STUDENTS, AND  
NATURALIZED CANADIANS  
ARE WELCOME!**





Immigrant Centre



## **DRIVER'S ED Knowledge Test Review Class**



**Monday, March 11**



**6:00 pm – 8:00 pm**



**Online**

**MORE INFORMATION ▼**



**[amohammed@icmanitoba.com](mailto:amohammed@icmanitoba.com)**



**Registration required**  
**[bit.ly/3pICxJy](https://bit.ly/3pICxJy)**



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada





**community**  
Financial Counselling Services

COMMUNITY VOLUNTEER INCOME TAX PROGRAM (CVITP)

# NORQUAY TAX CLINIC

FREE TAX CLINIC  
FOR LOW INCOME INDIVIDUALS

**FEBRUARY 26 - APRIL 30**

MONDAY - FRIDAY

9:00am - 2:30pm

Closed Weekends

Closed March 29 & April 1

Norquay Building Basement Auditorium  
401 York Avenue, Winnipeg

Open until capacity reached.  
Walk in, no appointment necessary.

No seated waiting area available until 9:00am.

For information call 204-989-1913  
[www.cfcstaxes.com](http://www.cfcstaxes.com)

CFCS (Norquay) is registered with CRA-CVITP.



# Consumer Awareness and Protection/Rights and Responsibilities



## Identity Theft

Identity theft is when someone uses your personal information without your permission to commit a crime. Identity thieves may use your identity to steal your money or use your credit card to make purchases. They may also use your identity to commit other crimes in your name.

It is very important to protect your information and documents, especially your:

- social insurance number (SIN)
- driver's licence number
- health card number
- credit card and banking information
- bank card
- birth certificate
- passport
- visa and study permit

**Important Note:** Carry your birth certificate, SIN or passport with you only if you need them for something. If you do not need them, leave them at home.

There are many ways that thieves can steal your identity. They can take mail from your mailbox or steal your wallet, purse or bag. Thieves can also take papers and important documents from your home, car, locker or even your garbage and recycling bins.

Information on fraud and identity theft at Industry Canada's Consumer Handbook:  
[https://www.priv.gc.ca/en/privacy-topics/identities/identity-theft/guide\\_idt/](https://www.priv.gc.ca/en/privacy-topics/identities/identity-theft/guide_idt/)

## Online Protection

Online banking and shopping increase your risk of identity theft. Your information can be stolen from the computer. Be careful when you use public computers in libraries and computer labs. Always log out of your email and websites. Do not save your passwords on public computers and delete your search history when you are done. Here are some more tips on how to protect yourself online:

- Do not respond to emails from people you do not know if they request your personal information.
- Do not click on links in messages from people that you do not know.
- Do not trust email messages that offer you a prize, award or quick ways to make money.
- Do not share your passwords. Make them difficult for someone to guess.
- Be cautious about buying things from websites such as eBay, Craigslist, and Kijiji.
- Do not transfer money to strangers.

## Telephone or Text Scams

A telephone or text scam is when someone tries to trick you. You might receive a call or text message asking you to give money, property or other belongings. Often, scammers are aggressive. They might threaten you if you do not follow their instructions to give money or personal information such as your driver's licence, social insurance number (SIN), passport or health card number. Do not share this information.

**Important Note:** Government departments or agencies will not call, text, leave voicemails or email you to ask for money or personal information. They will not be aggressive or threaten you.

- More information:  
[www.canada.ca/en/immigration-refugees-citizenship/services/protect-fraud/internet-email-telephone.html](http://www.canada.ca/en/immigration-refugees-citizenship/services/protect-fraud/internet-email-telephone.html)

## Prevention

If your identity was stolen, it can be very difficult to fix the problem. Your credit report may be ruined for many years. This makes it hard to get a cell phone account, credit card or a mortgage.

- Learn about protecting your social insurance number:  
[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)  
[www.canada.ca/en/employment-social-development/programs/sin/protect.html](http://www.canada.ca/en/employment-social-development/programs/sin/protect.html)
- More information on protecting your personal information:  
<http://www.accessmanitoba.ca/faq-privacy.html>  
<https://web2.gov.mb.ca/bills/38-3/b200e.php>

## Credit Reports

Your credit report shows information about how responsible you are when you use your money. The most important part of your credit report is how well you pay your bills or debts. Your report will show your loan payments, credit cards, telephone and internet accounts and other bills.

If you are late or skip a payment or a bill, you lose points and your credit score gets lower. When a bank sees this, they may not want to give you a loan or mortgage. If you always pay on time, you get more points and your credit report will look better.

- More information at Consumer Protection Manitoba:  
<http://www.credit-reports.ca/credit-reports-manitoba/>  
<https://www.gov.mb.ca/cp/cpo/info/personalcredit.html>

**Important Note:** If you think somebody stole your identity, you can put a fraud alert on your credit report. Here are two credit reporting agencies: Equifax: 1-800-465-7166 and Trans Union: 1-877-525-3823.



# Consumer Awareness and Protection/Rights and Responsibilities



## Phone and Internet Services

There are many phone and internet options in cities. It is important to research all the different options. You also need to understand all the details of a contract before you sign.

You can save money by:

- bundling (combining) your phone, internet and cable services
- buying family plans for cell phone services
- using a long distance and international calling card
- buying a cell phone and using prepaid calling cards

If you do not have internet access at home, you can:

- use the free internet service at your local public library (with a library card)
- go to coffeehouses and restaurants that offer free wireless access (also called WI-FI hotspots)

If you need to find a telephone company in your area, search the Yellow Pages or the internet. You can get more information on the services that each company provides by calling, going to their website or visiting one of their stores. You can also purchase service by telephone, online and in person.

- Learn more about phone services:

[www.planhub.ca/manitoba#/](http://www.planhub.ca/manitoba#/)

- Learn more about internet services:

[www.findinternet.ca/en/winnipeg-manitoba](http://www.findinternet.ca/en/winnipeg-manitoba)  
[www.comparemyrates.ca/internet-providers/mb/](http://www.comparemyrates.ca/internet-providers/mb/)

## Canada Post

You can send and receive packages at Canada Post retail stores. You can manage and pay bills online with Canada Post's e-post service.

- For information about other products and services: [www.canadapost.ca](http://www.canadapost.ca)

Call 1-866-607-6301

## Buying Food

You can buy food at:

- grocery stores and supermarkets
- convenience or corner stores
- small fruit and vegetable markets
- butchers and bakeries

If you shop in convenience or corner stores, it can be hard to find fresh food. Food is also more expensive in these stores.

**Important Note:** Manitoba has local food banks where you can get free groceries if you cannot buy your own.

- You can ask for a food hamper at Harvest Manitoba: <https://www.harvestmanitoba.ca/need-food/need-food/>

Call 204-982-3671

- Find a food bank near you:

<https://www.foodbankscanada.ca/utility-pages/find-a-food-bank.aspx>

## Tipping

Tipping is common if you received good service for something, such as meal at a restaurant or a taxi ride. Tipping is usually 10-15% of the bill. Most servers expect a tip, but it is optional.

## Consumer Protection

As a consumer, you are protected by the Consumer Protection Act. Consumer protection involves all Canadians. The government makes laws to protect consumers. Companies must follow the laws to protect customers and employees. You must also protect yourself.

- More information about the Act:

[www.gov.mb.ca/cp/](http://www.gov.mb.ca/cp/)  
[www.gov.mb.ca/consumerinfo/index.html](http://www.gov.mb.ca/consumerinfo/index.html)

Information about consumer protection at The Office of Consumer Affairs:  
<http://www.ic.gc.ca/eic/site/oca-bc.nsf/eng/home>

- Information about consumer fraud at The Canadian Anti-Fraud Centre:

[www.gov.mb.ca/consumerinfo/initiatives/alerts-frauds-scams/news-releases-alerts-scams.html](http://www.gov.mb.ca/consumerinfo/initiatives/alerts-frauds-scams/news-releases-alerts-scams.html)