



significant barrier for many participants, which prevents them from accessing programs or returning for further care and services,” says Smith.

For these reasons, Community Health centres and Family Resource centres were identified as the preferred access points for health and social services. Residents felt the atmosphere at these places was welcoming and non-judgmental. However, communication issues between residents and service providers were cited as a common problem by all focus groups.

Recommendations derived from this survey include: provide more information and more onsite services in social housing complexes through family resource centres; continue to support community development initiatives and community outreach; develop and promote user-friendly information resources; and improve communication between clients, service providers and government systems.

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The Manitoba Centre for Health Policy (MCHP) is a research unit in the Department of Community Health Sciences in the Faculty of Medicine at the University of Manitoba. Research scientists and their collaborators at MCHP study health services, population and public health, and the social determinants of health using data from the entire population of Manitoba.

**The full report, *Investigating Access to Health and Social Services for Residents of Manitoba Housing* can be downloaded from the MCHP website at: [umanitoba.ca/medicine/units/mchp](http://umanitoba.ca/medicine/units/mchp)**

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