

# Faculty/Presenter Disclosure

- Faculty: **Sharon M. Macdonald, MD, FRCPC**
- Relationships with commercial interests:
  - **Grants/Research Support:** Not applicable
  - **Speakers Bureau/Honoraria:** Not applicable
  - **Consulting Fees:** Not applicable
  - **Other:** Not applicable

# Mitigating Potential Bias

- Not applicable

# *Poverty and Health*

## **Access to Benefits: A Clinical Intervention**

***Brandon Primary Care Spring Conference 2018***

**SUPPORTED BY THE WINNIPEG FOUNDATION**



Noralou P. Roos, PhD

Sharon M. Macdonald, MD, FRCPC

*With thanks to Gary Bloch, CFCS, SEED Winnipeg*

# OBJECTIVES

1. Discuss the evidence linking poverty, health and health inequities.
2. Explore practical ways primary care health providers address poverty.

# RESEARCH: POVERTY AND HEALTH

**“All [the studies reviewed] conclude that ... the main direction of influence is from poverty to poor(er) health.”**

*Source: Phipps S. The impact of poverty on health: a scan of the research literature. Ottawa: CIHI; 2003.*

**Poverty is a reversible and preventable risk factor for poor health.**

**Groups that move out of poverty experience a decrease in disease effects.**

**These findings are consistent across time, geography, and different populations.**

# WHAT DOES POVERTY LOOK LIKE IN MANITOBA?

<b>Number</b>	<b>146,000</b>	<b>22,000</b>	<b>16,000</b>	<b>17,000</b>
<b>Percentage</b>	<b>12%</b>	<b>41.3%</b>	<b>30.6%</b>	<b>21.6%</b>

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<b>Who are we?</b>	<b>Manitobans</b>	<b>Lone-parent households</b>	<b>Single non-elderly (45-64 years old)</b>	<b>Youth-led economic families</b>
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<b>Depth of low-income</b>	<b>34.2%</b>	<b>25.9%</b>	<b>46.6%</b>	<b>46.4%</b>
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***Depth of Low-Income:  
Shortage of average disposable income to afford the cost of basket of goods and services representing a modest standard of living.***

\* Using Market Basket Measure (MBM) low-low income threshold. Source - Statistics Canada, 2016



# WHAT DOES POVERTY LOOK LIKE IN MANITOBA?

<b>Number</b>	<b>24,000</b>	<b>42,000</b>	<b>43,000</b>	<b>9,000</b>
<b>Percentage</b>	<b>21.6%</b>	<b>16.7%</b>	<b>16.4%</b>	<b>4.8%</b>

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<b>Who are we?</b>	<b>Indigenous (off-reserve)</b>	<b>Persons with Disabilities</b>	<b>Children</b>	<b>Seniors (age 65+)</b>
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<b>Depth Low-income</b>	<b>38.8%</b>	<b>36.6%</b>	<b>26.1%</b>	<b>19.9%</b>
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## ***Depth of Low-Income:***

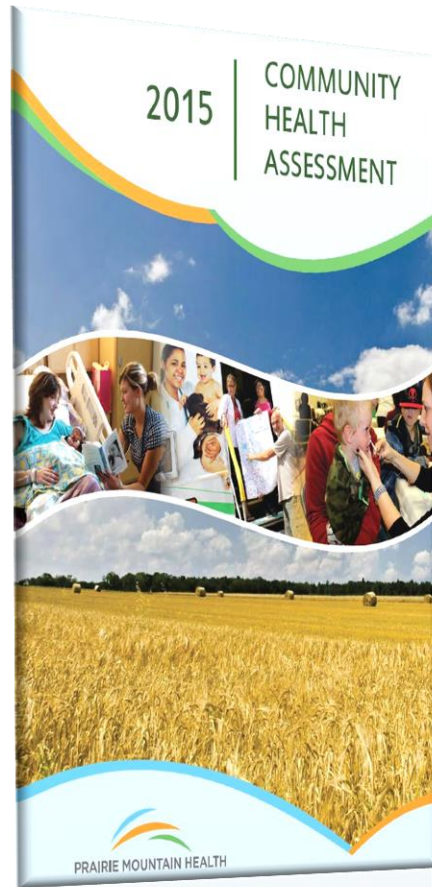
***Shortage of average disposable income to afford the cost of basket of goods and services representing a modest standard of living.***

\* Using Market Basket Measure (MBM) low-low income threshold. Source - Statistics Canada, 2016





# Prairie Mountain Health Community Health Assessment 2015



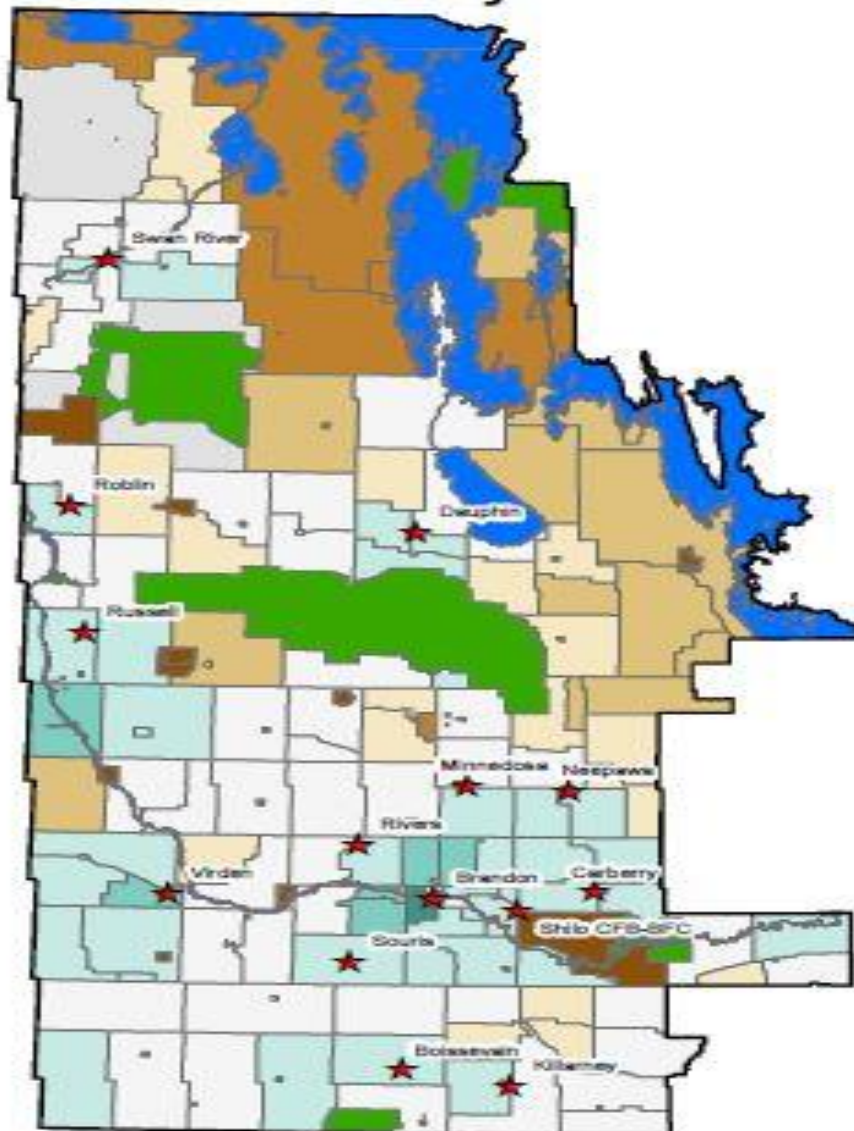
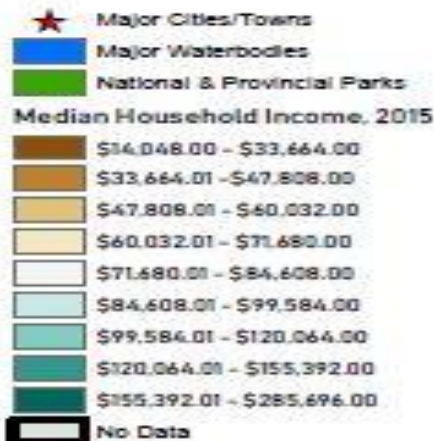
“The health gap has continued to widen...”

*Dr. Amy Frykoda,  
Medical Officer of Health*

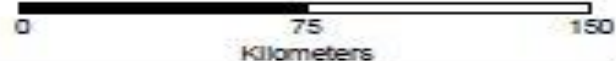
[2015 Community Health Assessment](#)



# 2015 Before Tax Median Household Income, Prairie Mountain Health Regional Health Authority



Manitoba Collaborative Data Portal  
[www.mbcdp.ca](http://www.mbcdp.ca)  
 Data Source: 2016 Canadian Census  
 March 26, 2018



# POINT IN TIME HOMELESS SURVEY BRANDON 2016

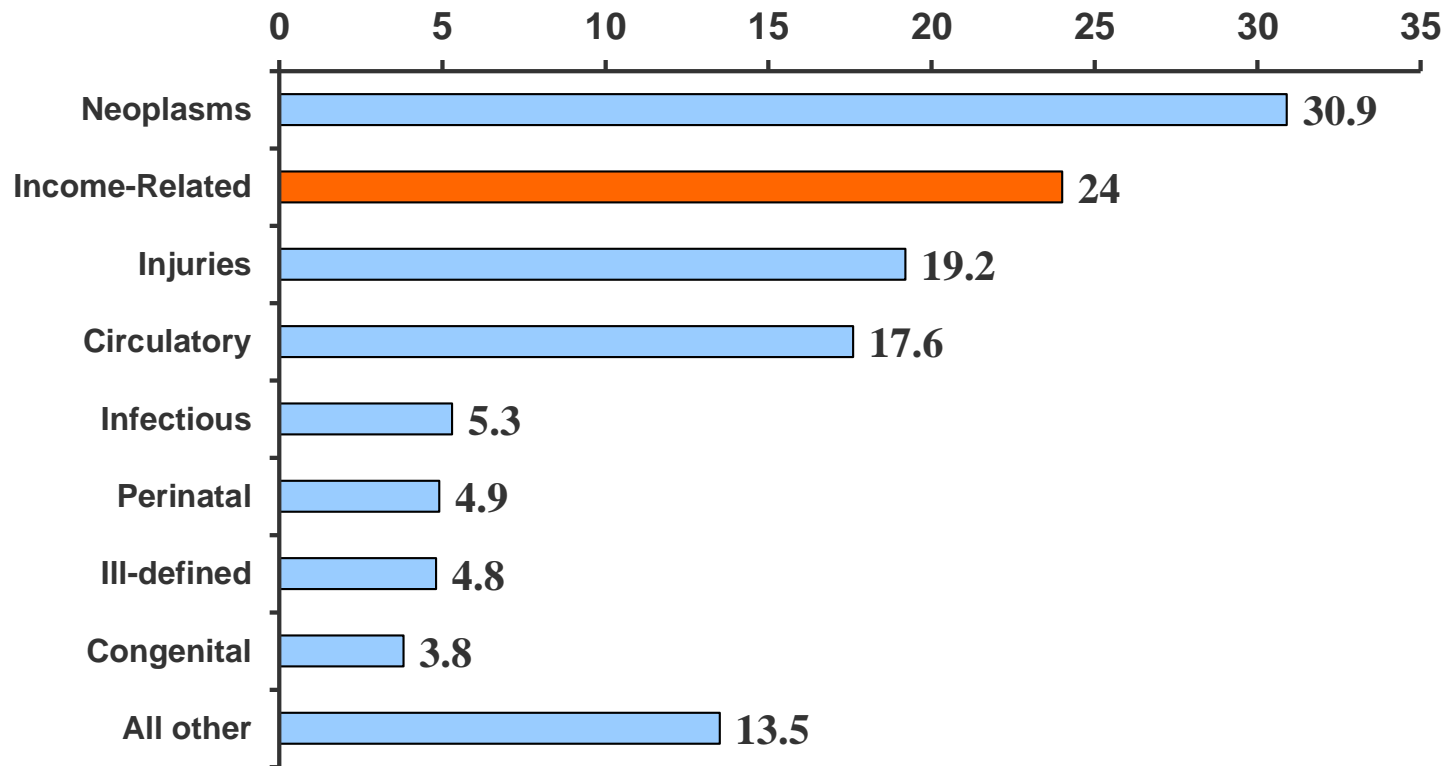
- **Total 206 homeless on April 13, 2016**
- **Included 35 children and dependents**
- **30% women**
- **48% been in foster homes or group home**

Downloaded: Manitoba Collaborative Data Portal



# MAKING THE LINK: POVERTY AND HEALTH

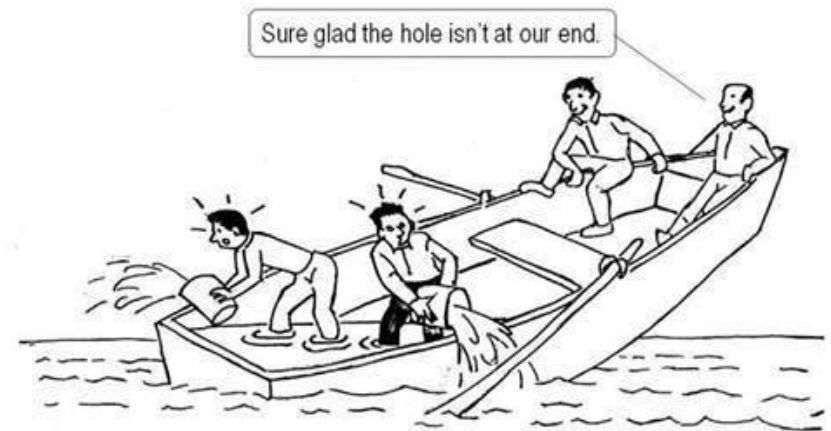
Poverty accounts for 24% of person years of life lost in Canada



# HEALTH CARE COSTS OF INEQUITY

Estimate: **15-20%**  
of health care  
expenditures are  
related to

**preventable** social and  
economic disadvantage





# From Equality to Equity



Everyone receives the same supports. This is **equality** in action.

Assumption: everyone will benefit from the same supports.



People are given different supports according to their needs to make it possible for them to have **equal access** to the game. They are being treated **equitably**.



All people can see the game without any supports or accommodations because the **cause** of the **inequity** was **addressed**. The **systemic barrier** has been **removed**.

**“Income is a powerful determinant of health – more so than many medications I prescribe.”**

***Dr. Gary Bloch  
St. Michael’s Hospital***



# Address Poverty in Practice

- ❖ **SCREEN** – everyone, add to social history and ask:  
“*Do you have trouble making ends meet?*”
- ❖ **ADJUST RISK** - know patients & their community
- ❖ **INTERVENE** - enable access to programs and benefits



# STEP 1: SCREEN EVERYONE

**“Do you ever have difficulty making ends meet at the end of the month?”**

(Sensitivity 98%, Specificity 64% for living below the poverty line)

Vanessa Brcic et. al., “Development of a Tool to Identify Poverty in a Family Practice Setting: A Pilot Study,” *International Journal of Family Medicine*. Volume 2011 (2011).



## STEP 2: ADJUST HEALTH RISK

- If a patient smokes, does that change your screening and diagnostic decision-making?
- *Should poverty similarly affect clinical decision-making ...?*

ADVENTURER TRAILBLAZER CHALLENGER DEFENDER VISIONARY ADVENTURER TRAILBLAZER CHALLENGER  
VISIONARY ADVENTURER TRAILBLAZER CHALLENGER DEFENDER VISIONARY  
TRAILBLAZER CHALLENGER DEFENDER VISIONARY ADVENTURER TRAILBLAZER

# STEP 3: INTERVENE ...

## A FEW QUESTIONS WITH BIG IMPACT

### *(GET YOUR BENEFITS!)*

- Have you filled out & mailed your income tax forms?
- Tax returns are essential to access benefits,  
e.g. Child Tax Benefits & Pharmacare deductible
- Refer people to free income tax clinics

# FILE INCOME TAXES YEARLY

## Single parent

Two Children ages 2 & 4

Living in private rental market

Employed part-time

- **Annual employment income:                      \$15,000.00**



## FILING TAXES – THE KEY TO BENEFITS

### Single parent

Two Children ages 2 & 4, living in private rental market

Employed part time

Annual employment income           \$ **15,000.00**

**PLUS** Benefits based on tax filing:

GST Refundable Credit:     \$    842.00 (\$210.50 paid quarterly)

Canada Child Benefits:     \$ 12,800.00 (\$1066.66 paid monthly)

Working Income Tax Benefit:   \$   1,844.00 (with refund /part paid quarterly)

MB Rent Assist Benefits:     \$ 5,586.00 (\$465.50 paid monthly)

Manitoba Child Benefit:     \$    840.00 (\$35.00 paid monthly)

Mb Personal Tax Credit:     \$    266.00 (refund upon tax filing)

**TOTAL ANNUAL INCOME   \$ 37,178.00**

# FILING TAXES – THE KEY TO BENEFITS

**Widowed Senior aged 60, living with a disability in private rental market. Spouse is deceased and had been old age security recipient.**

- **Income:**
  - *Part time job* \$ 4,800.00
  - *CPP Survivor Pension* 3,000.00
- **Add:** Benefits based on tax filings **\$11,739.00**
- **Total Income** **\$19,539.00**

# Community Volunteer Income Tax Program (CVITP) for those with incomes under \$40,000 Norquay Building, Winnipeg

<b># of Tax Returns Completed</b>	<b>9,892</b>
<i>Total Taxes owed:</i>	<i>-\$175,853</i>
<i>Total Tax Refunds:</i>	<i>\$5,900,000</i>
<i>Total Annual GST Credits:</i>	<i>\$4,000,000</i>
<i>Additional Benefits Accessed:</i>	<i>\$780,000</i>
<i>Total Annual Child Tax Benefits:</i>	<i><u>\$19,530,000</u></i>
<b>Total Net Refunds/Credits:</b>	<b>\$30,034,147</b>

# CANADA LEARNING BOND (CLB)

- If child in a low income family is born after 2004, they may be eligible to receive up to \$2,000 in federal benefits towards later education.
- Based on Manitoba children eligible in 2014, these CLB benefits are forgone to date:

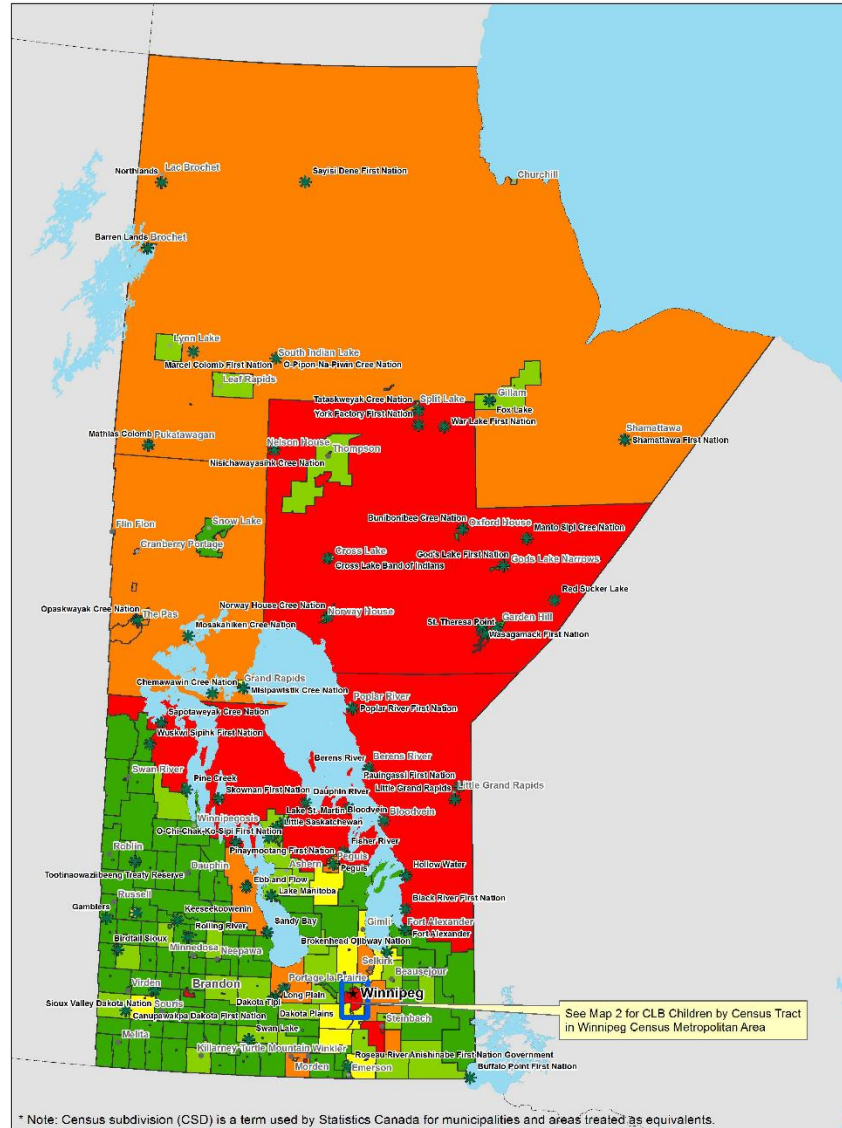
\$26 million Northern Mb

\$71 million Winnipeg

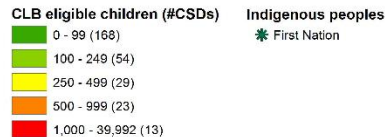
\$86 million rest of Mb



# Map 1: Eligible Children (0-13 years of age) Who Had Never Received the Canada Learning Bond as of March 31, 2017, 2011 Census Subdivision (CSD)\*, Manitoba



\* Note: Census subdivision (CSD) is a term used by Statistics Canada for municipalities and areas treated as equivalents.



Sources: Canada Education Savings Program; Statistics Canada, 2011 Census Program; Indigenous and Northern Affairs Canada; Natural Resources Canada  
Produced by: Canada Education Savings Program, October 13, 2017

 Employment and Social Development Canada /
  Emploi et Développement social Canada

# 70% OF ELIGIBLE FAMILIES ARE NOT RECEIVING THIS \$2000 GOVERNMENT BENEFIT!

## ACORN CANADA CAN HELP

The Canada Learning Bond is a free government benefit for up to \$2,000 towards your child's education.

### You may be eligible if:

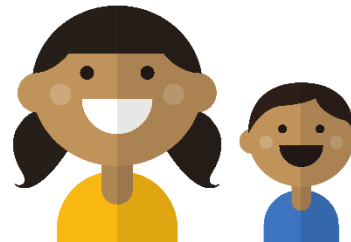
- You receive the National Child Benefit Supplement
- Your child was born in 2004 or later

**CONTACT ACORN TO REGISTER FOR THE  
CANADA LEARNING BOND**

**CALL TOLL FREE: 1-866-991-0025**



ACORN Canada is a not-for-profit community organization for low and moderate income families. Uniting communities for justice!  
[acorncanada.org](http://acorncanada.org)



**IT'S A FACT:**  
**BETTER INCOME**  
**CAN LEAD TO**  
**BETTER HEALTH**

**GET YOUR  
BENEFITS!**

**40,000 plus  
distributed**

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



A CHAPTER OF THE COLLEGE OF FAMILY PHYSICIANS OF CANADA  
UNE SECTION DU COLLÈGE DES MÉDECINS DE FAMILLE DU CANADA





# Evaluating the implementation and impact of an online tool used within primary care to improve the income security of patients with complex health and social needs in Ontario and Manitoba

**Dr. Alexander Singer MB BAO BCh CCFP**

# Impacts on patients

## INCOME

- 17% of patients reached at 1 month had accessed a new financial benefit as a result of using the tool

## INTENTION

- 56% of patients reported an intention to apply for benefits in the future

## KNOWLEDGE

- Patients who were already receiving all possible benefits reported feeling a sense of closure, knowing they had done their “due diligence”

Source: Anne Rucchetto, MPH,  
RucchettoA@smh.ca  
<https://upstreamlab.org/>





# Findings – Provider Perspectives



- Addressing poverty should be central to primary care; address SDOH and not just behaviours
- Across professional designations, physicians are not the optimal staff to use the tool with patients
  - “I’m not sure I’m the best person to be doing this” – MB Physician
- Integration of a new tool into the busy workflow of clinics requires additional supports and resources to see ongoing use with clients

Source- Dr. Alexander Singer

# WHAT CAN PHYSICIANS DO?

1. Screen everyone
2. Ask patients questions
3. Fill in forms for access to benefits
4. Provide information in your office
5. Look at hospital processes
6. Refer to community organizations
7. Work with others

# OTHER INITIATIVES

## Winnipeg

- Downtown My Health Team Income Security program
- Ensure newborns are registered for benefits and birth certificates
- Canadian Professional Accountants MB want to volunteer

## Ontario

- Dr. Bloch's practice uses an electronic tablet to ask the income related questions and link it to office EMR

## Research - Ontario and Manitoba

- SPARK- Principal investigator: Dr. Andrew Pinto



# Prairie Mountain Health

PMH Staff and Care Providers

**Vanessa Hamilton** – Health Promotion

204-578-2195 | [vhamilton@pmh-mb.ca](mailto:vhamilton@pmh-mb.ca)

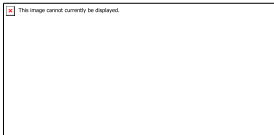
Community Services and Groups

**Erin McDougall** – Health Promotion

204-578-2192 | [emcdougall@pmh-mb.ca](mailto:emcdougall@pmh-mb.ca)

Canadian Revenue Agency Office

Brandon - 1039 Princess Ave.



**IT'S A FACT:**

**BETTER INCOME  
CAN LEAD TO  
BETTER HEALTH**

**GET YOUR  
BENEFITS!**



A CHAPTER OF THE COLLEGE OF FAMILY PHYSICIANS OF CANADA  
UNE SECTION DU COLLÈGE DES MÉDECINS DE FAMILLE DU CANADA

**Poverty  
Represents a  
Significant  
and  
Reversible  
Risk Factor  
for Poor  
Health**



# FURTHER CONTACT & INFORMATION

Sharon.Macdonald@umanitoba.ca

Noralou\_Roos@cpe.umanitoba.ca

Website:

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

[gary.bloch@utoronto.ca](mailto:gary.bloch@utoronto.ca)

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

# KEY RESOURCES

## Canada Benefits

<https://www.canada.ca/en/services/benefits.html>

Provides a full listing of federal and provincial income and other supports, organized by personal status (i.e. parent, Indigenous peoples) or life situation (e.g. unemployment, health concerns), with links to the relevant program websites and to application forms.

## Support Services

The following resources are available to Manitobans:

- [Manitoba Government Services Portal](#)
- [Winnipeg 311 City Services](#)
- [Manitoba Residents' Portal](#)

## Legal Help Centre

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

For legal information and referrals and free drop-in clinics for low income individuals, Call 204-258-3096.

# Ordering Resources

## 1 Screen Everyone

"Do you ever have difficulty making ends meet at the end of the month?"

(Sensitivity 98%, specificity 40% for living below the poverty line)<sup>3</sup>

## 2 Poverty is a Risk Factor

Consider:

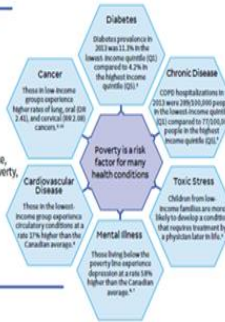
New immigrants, women, Indigenous peoples, and LGBTQ+ are among the highest risk groups.

Example 1:

If an otherwise healthy 35-year-old comes to your office, without risk factors for diabetes other than living in poverty, you consider ordering a screening test for diabetes.

Example 2:

If an otherwise low-risk patient who lives in poverty presents with chest pain, this elevates the pre-test probability of a cardiac source and helps determine how aggressive you are in ordering investigations.



## 3 Intervene

Ask Everyone: "Have you filled out and sent in your tax forms?"

- Ask questions to find out more about your patient—their employment, living situation, social supports, and the benefits they receive. Tax returns are required to access many income security benefits: e.g., GST / HST credits, child benefits, working income tax benefits, and property tax credits. Connect your patients to [Free Community Tax Clinic](#) and [Community Financial Counselling Services](#).
- Even people without official residency status can file returns.
- Drug Coverage: The patient must have up-to-date tax filings and have a Health Card issued by the Province of Manitoba. Visit [drugcoverage.ca](#) for more options.



Ask questions to find out more about your patient—their living situation, and the benefits they currently receive.

The following resources are available to Manitobans: [Manitoba Government Services Portal](#), [Winnipeg 311 City Services](#), and [Manitoba Residents' Portal](#).

Intervene by connecting your patients and their families to benefits, resources, and services.

[more interventions on web](#)

## Poverty Interventions for Child Health

# Child Poverty

A practical tool for primary care

What can we do as primary care providers to address this risk factor and reduce inequalities?



Poverty must be addressed like other major health risks. The evidence shows that socio-economic status and child health are strongly linked.

Children living in poverty are more likely to experience low birth weight, learning difficulties, mental health problems, iron deficiency anemia, burns and injuries, obesity and hospitalization than their richer peers. Teen girls in the lowest income quintile are 4 (rural) to 10 (urban) times as likely to become pregnant, and 6 (rural) to 19 (urban) times as likely to give birth to teen girls in the highest income group.

*"There is strong and growing evidence that higher social and economic status is associated with better health. In fact, these two factors seem to be the most important determinants of health"*

- Public Health Agency of Canada

ASK (once a relationship exists with a family):

1. Do you have trouble making ends meet?
2. Do you have trouble feeding your family?
3. Do you have trouble paying for medications?
4. Do you receive the child tax benefit?
5. Do you have legal or immigration challenges?
6. How is your housing?

**IT'S A FACT:**  
**BETTER INCOME**  
**CAN LEAD TO**  
**BETTER HEALTH**

**GET YOUR BENEFITS!**



THE MANITOBA COLLEGE OF FAMILY PHYSICIANS  
 LE COLLÈGE DES MÉDECINS DE FAMILLE DU MANITOBA

A CHAPTER OF THE COLLEGE OF FAMILY PHYSICIANS OF CANADA  
 UNE SECTION DU COLLÈGE DES MÉDECINS DE FAMILLE DU CANADA

# Ordering Resources



Printer Friendly Français Site Map Contact Government

Search for programs and online services

SEARCH

RESIDENT AND ONLINE SERVICES

BUSINESS

GOVERNMENT

VISITORS

## Manitoba Health, Seniors and Active Living

manitoba.ca > Manitoba Health, Seniors and Active Living > Primary Care

### Get Started

Primary Care: Health Care  
Providers - Home

Primary Care Home Clinic

Advanced Access

Physician Integrated Network

My Health Teams  
(Primary Care Networks)

Primary Care Information  
Collaborative and Data  
Reporting

Interprofessional Toolkit

**The Get Your Benefits Project**

Physician Management



## The Get Your Benefits Project

Income is a powerful determinant of health. Family physicians and other care providers have key roles to play in addressing poverty as a risk to their patients' health, due to their close relationships with their patients and their ability to access resources to improve patients' health.

The tools on this website have been adapted for use in Manitoba by a group of interested physicians and health care providers and to assist primary care providers and teams to integrate this approach into their practice.



Download the documents developed by partners below:

GET YOUR  
BENEFITS

A CLINICAL TOOL  
FOR PRIMARY  
CARE

CHILD POVERTY:  
A PRACTICAL  
TOOL

## The Get Your Benefits Project



Health Care Transformation in Canada

# Physicians and Health Equity: Opportunities in Practice



ASSOCIATION  
MÉDICALE  
CANADIENNE



CANADIAN  
MEDICAL  
ASSOCIATION

<http://healthcaretransformation.ca/wp-content/uploads/2013/03/Health-Equity-Opportunities-in-Practice-Final-E.pdf>

THE  
WINNIPEG  
FOUNDATION



For Good. Forever.



**COMMUNITY**  
Financial Counselling Services

# Interventions



- In order to assist families in contacting community resour program information should be available in the health care provider's office.
  - Research has shown that families are more likely to enroll in a program if they are supported by the physician's office.
  - Practitioners need to be aware of programs and interventions in their neighbourhood in order to appropriately refer patients.
- This can be challenging and overwhelming to keep up to date

Committee on Early Childhood, Adoption, and Dependent Care. The pediatrician's role in family support and family support programs. *Pediatrics* 2011;128(6):e1680-4.





# Manitoba Collaborative Data Portal

(MBCDP)

*The Manitoba Collaborative Data Portal provides a knowledge base to promote evidence informed community discussion, planning and action to maximize Health Equity, Social Justice, Public Accountability and Environmental Sustainability.*

## **Overview**

# **Manitoba Collaborative Data Portal (MBCDP)**

May, 2018



## *The Gap*

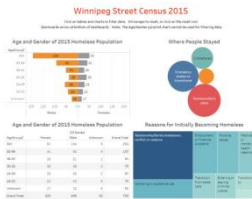
Currently there is no one place where organizations/agencies can easily and inexpensively find the ***wide range of detailed neighborhood and local-level information*** they require to support their programs and engage the public.

# What is the MBCDP?

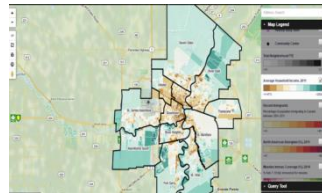
*The Manitoba Collaborative Data Portal provides a knowledge base to promote evidence informed community discussion, planning and action to maximize Health Equity, Social Justice, Public Accountability and Environmental Sustainability.*

A web-based on-line portal

## Interactive Dashboards



## Interactive Maps



## Links to Reports and Resources

### Links and Reports

#### The City of Winnipeg: Winnipeg Housing Policy

Through its Winnipeg Housing Policy supports the creation of Neighbourhood Housing capacity and to undertake housing initiatives that revitalize housing in the area.

- Centennial Neighbourhood Housing Plan, 2014 - 2019
- Chalmers Neighbourhood Housing Plan, 2015 - 2020
- Daniel MacIntyre/St. Matthews Housing Plan, 2013 - 2017
- Dufferin Neighbourhood Housing Plan, 2013 - 2018
- Spence Housing Plan
- St. John's Neighbourhood Housing Plan, 2015 - 2020
- West Broadway Community Housing Plan 2014 - 2019
- William Whyte Neighbourhood Housing Plan, 2013 - 2019

#### City of Winnipeg: Assessment and Taxation Data

- City of Winnipeg Assessment and Taxation: List of all Assessment Parcels
- City of Winnipeg Assessment and Taxation: Map of all Assessment Parcels
- Additional Information on Assessment and Taxation
- Additional Information on the Winnipeg Open Data Portal

Organized as a Collective Impact Project  
(coordinated by the Social Planning Council of Winnipeg)

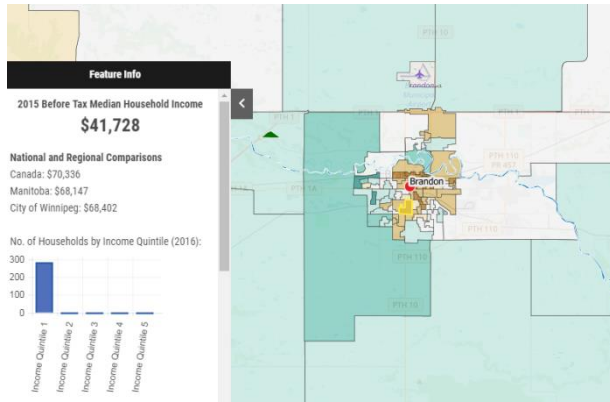


## Initiating Partners:

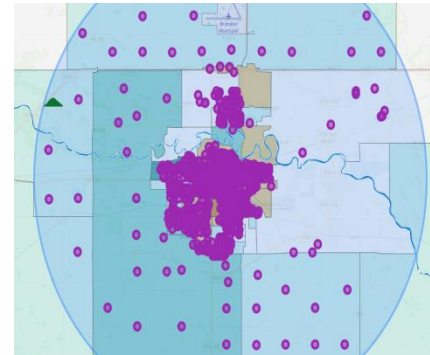
- Social Planning Council of Winnipeg (SPCW)
- Manitoba Center for Health Policy (U of M)
- Institute of Urban Studies (U of Winnipeg)
- PEG Winnipeg (United Way of Winnipeg)
- Population and Public Health Surveillance (WHRA)

# What can you do with the MBCDP?

Describe the neighborhood characteristics of clients



Assess population size and characteristics within a service / catchment area



2016 Census Income Summary  
2015 Before Tax Median Household Income  
**\$69933**

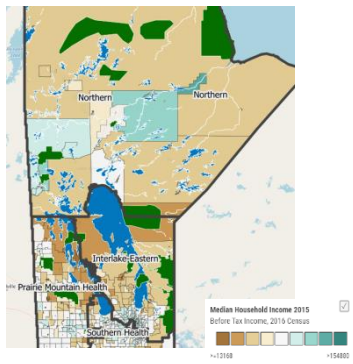
**National and Regional Comparisons**  
Canada: \$70,336  
Manitoba: \$68,147  
City of Winnipeg: \$68,402

**Note:** The reported median income is a weighted average of small area median incomes (weighted by number of households).

**Number of Households by Income Category**

Income Category	# of Households
Less than \$5000	224
\$5000-\$9,999	323
\$10,000-\$14,999	539
\$15,000-\$19,999	755
\$20,000-\$24,999	933
\$25,000-\$29,999	883
\$30,000-\$34,999	913
\$35,000-\$39,999	1045
\$40,000-\$44,999	1092
\$45,000-\$49,999	982
\$50,000-\$59,999	1643
\$60,000-\$69,999	1649
\$70,000-\$79,999	1463
\$80,000-\$89,999	1427
\$90,000-\$99,999	1229
\$100,000-\$119,999	976

Create compelling maps of demographic and health trends



Find links to local data relevant to your practice

**National Data Portals**

These interactive national-level health-related portals, in addition to providing Canadian-level comparisons, offer the benefit of a wide variety of health and social data from Statistics Canada and other government departments, agencies and other stakeholders to help you gain greater insight into your practice.

Data Set	Description
Health Indicators	The National Dashboard for Health Indicators provides a comprehensive overview of key health indicators across Canada. It includes data on life expectancy, mortality, and various health conditions.
Health Statistics	The National Dashboard for Health Statistics provides a comprehensive overview of key health statistics across Canada. It includes data on population, health services, and various health conditions.

**Local Data Portals**

The local data portals provide access to a wide range of local health and social indicators in Winnipeg, Manitoba. Depending on your needs, you can explore data at the neighborhood, ward, or city level. The portals also provide information on data sources, data collection methods, and data updates.

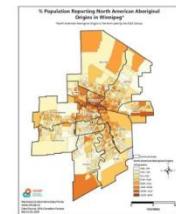
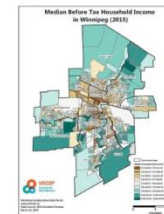
Data Set	Description
Winnipeg Health Indicators	The Winnipeg Health Indicators provide a comprehensive overview of key health indicators in Winnipeg, Manitoba. It includes data on life expectancy, mortality, and various health conditions.

Download Maps from our Map Gallery

Maps Produced by the Manitoba Collaborative Data Portal

MBCDP collaborators work together to create maps for public use. Click on any of the images below to download a map.

**Winnipeg Maps**





# How Can I use the MBCDP



Log on at

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

Train Yourself in how to use the MBCDP toolset:

## 12 Instructional Videos

### # 1: Tour of the MBCDP Portal

This video tutorial provides an overview of the Manitoba Collaborative Data Portal web-site including how to access the interactive mapping applications, how to find and use the extensive on-line help materials that have been provided, and how to find other relevant information resources at both the local and national levels.



## On-line instructional and support materials

### Topic #2

#### How do I Find a Location of Interest?



**Scenario:** How to use one of the MBCDP maps to search for a street address, postal code, or commonplace name.

**Tools to Use:** The search bar located on the top right corner of the map frame.

**Instructions:** Type the address, postal code or common name into the search bar, and click on the correct suggestion that appears below the search bar. If you are searching for a postal code, be sure to maintain a space between the first and last three characters.

**Interpreting the Results:** Once you select (click on) the correct address, postal code or commonplace suggestion that appears below the search bar, the map will place a pin marker and zoom to the location of the address you are searching for.

**Suggestive Search:**

