



MFS MILITARY FAMILY
SERVICES

SFM SERVICES AUX FAMILLES
DES MILITAIRES

A division of CF Morale & Welfare Services
Une division des Services de bien-être et moral des FC

YOU'RE NOT ALONE

YOUR QUICK GUIDE TO MENTAL HEALTH SERVICES



This guide is designed to help military families access important information and timely mental health support services in their local communities. If you are part of the Canadian Armed Forces (CAF) community (CAF member, spouse/partner, parent, sibling or child of a serving, releasing or recently retired CAF member) or a partner agency supporting the military and Veteran community, then this quick guide is for you!





HEALTHY	REACTING	INJURED	ILL
Calm & steady	Easily agitated, angered, frustrated or tired	Persistent anxiety or sadness	Excessive anxiety, fatigue or sadness
Normal fluctuations in mood	Difficulty focusing	Feeling hopeless	Regular panic attacks
Fit, fed, rested	Decreased interest in activities	Angry reactions	Angry outbursts
In control physically, mentally, emotionally	Nervous	Noticeable fatigue	Severe memory lapses
Performing well	Impatient	Poor concentration	Cannot concentrate
Behaving ethically and morally	Unusual sadness	Inability to enjoy activities	Cannot perform daily routine
Sense of humor	Difficulty sleeping	Excessive distrust & resentment	Significant sleep disturbances
Engaging in relaxation and recreation	Vigilance	Sleep disturbances	Loss of control
Socially active	Problems with daily functioning [home, work, school]	Sleep disturbances	Avoiding or withdrawing
Confident in self & others		Hypervigilance	Significant change in behaviour
		Persistent physical symptoms [aches and pains]	Indications of suicidal thoughts, intentions
		Severe deterioration in daily functioning [home, work, school]	Symptoms get worse over time instead of getting better

FAMILY INFORMATION LINE 24/7



1-800-866-4546 (North America)
00-800-771-17722 (International)
1-613-995-5234 (Collect calls)



FIL@CAFconnection.ca

The Family Information Line (FIL) is a confidential, personal and bilingual service offering information, support, referrals and crisis management 24 hours a day, 7 days a week. Trained FIL Counsellors can help connect military families with a variety of national and local services.

CANADIAN FORCES MEMBER ASSISTANCE PROGRAM (CFMAP) 24/7



1-800-268-7708

**1-800-567-5803 for the hearing
impaired**

This voluntary, confidential and free short-term counselling service is designed to help CAF members (Regular and Reserve Force, Cadets and Canadian Rangers) and their families who have concerns that affect their personal well-being and/or professional life.

MILITARY FAMILY RESOURCE CENTRES (MFRC)



www.CAFconnection.ca

MFRCs offer a variety of mental health programs and services delivered by trained counsellors, Family Liaison Officers and Veteran Family Program Coordinators to military families. These services range from outreach and engagement, peer support, educational workshops, short-term crisis and intervention to counselling for individuals, couples and families.

VETERANS AFFAIRS CANADA ASSISTANCE SERVICES 24/7



1-800-268-7708

**1-800-567-5803 for the hearing
impaired**

VAC offers free and confidential counselling and referral services that are available for Veterans, former RCMP members, their families and caregivers. Bereavement services are also available.

CANADIAN ARMED FORCES CHAPLAINS



1-800-866-4546 (FIL)

Military Chaplains provide confidential and free multi-faith counselling and spiritual support to military members and their families. Mental Health Chaplains are available in some communities.

CANADIAN FORCES HEALTH SERVICES (CFHS)



1-800-866-4546 (FIL)

CFHS provides mental health and psychosocial programs and services primarily for CAF members. The support services may include family members when clinical activities are in direct support of the CAF member's care or treatment. For more information visit:

www.forces.gc.ca/en/caf-community-health-services-mental/index.page

ROAD TO MENTAL READINESS (R2MR)



1-800-866-4546 (FIL)



R2MR_Ops_Trg@forces.gc.ca

R2MR is an educational program designed to help CAF members and their families manage difficulties related to deployments, extended separations, transition and reintegration. Training is delivered for families at MFRCs and for CAF members through CF Health Services.

To download the R2MR app visit:

Apple Store : <http://bit.do/RVPMapple>

Google Play : <http://bit.do/RVPMgoogle>

STRENGTHENING THE FORCES (STF)



613-996-8326

1-800-866-4546 (FIL)

Strengthening the Forces is a health promotion program. CAF families can participate in various programs that address addiction awareness and prevention, injury prevention and active living, nutritional wellness and social wellness, stress management, anger management, suicide awareness and interpersonal communications.

RAINBOWS FOR ALL CHILDREN CANADA



1-877-403-2733



www.rainbows.ca

Rainbows is an international organization dedicated to supporting children and youth as they experience grief and heal from loss, whether from death, divorce, deployment, or other trauma. Rainbows is provided free of charge to all Canadian children, youth, and their families. The program is offered through many local schools, hospitals, boys and girls clubs and Community Family Services organizations including some MFRCs.

KIDS HELP PHONE 24/7



1-800-668-6868



www.kidshelpphone.ca

Kids Help Phone is Canada's only national service offering professional counselling, information and referrals 24/7 by phone, Live Chat and the Always There chat app, through its free, and anonymous service. Young people can connect in both English and French for the support they need, in the way they need it most, and can also benefit from the Resources Around me database, which includes over 10,000 youth-serving programs and services in Canada.

To access mental health information,
services or programs:

In person: **at your local MFRC**

By phone: **Family Information Line**
1-800-866-4546

By email: **FIL@CAFconnection.ca**

Online: **www.CAFconnection.ca**



Call 911

if you or your loved ones are experiencing an immediate mental health crisis, family violence or witnessing a crime in progress.