

## **Military Family Services Program – National Programs & Services**

**Family Information Line (FIL)** The FIL, managed by Military Family Services, offers confidential, personal and bilingual assistance. Our counsellors can help your family obtain information, and provide reassurance, support and referral to the various services offered to CAF families. **1-800-866-4546** or call collect at **613-995-5234**

**The Mind's the Matter**, developed by The Royal Ottawa and Military Family Services, is a web-based, interactive video for CAF families who may be living with someone who has an Operational Stress Injury (OSI).

**Operational Stress Injury Resource for Caregivers**, developed by Veterans affairs Canada, The Royal Ottawa and Military Family services, offers assistance to families and friends who are at different stages in their journey of supporting a loved one with an Operational Stress Injury.

**CAF Road to Mental Readiness (R2MR)** is training for members and their families to ensure that they are mentally prepared for any challenges they may encounter throughout their careers. Two of the five modules are specifically for families and are available through your local MFRC.

**Inter-Comm** course is intended to improve communication in relationships and was designed specifically for CAF members and their families. It is jointly offered through your local Health Promotion office and MFRC.

**Families Overcoming Under Stress (FOCUS)** is a psychosocial training program provides resiliency training to military children and families. It teaches practical skills to help families overcome common challenges related to a parent's military service, to communicate and solve problems effectively, and to successfully set goals together and create a shared family story.

**Family Liaison Officer (FLO)** The FLO is a Military Family Resource Centre Social Worker/Counsellor located within the Integrated Personnel Support Centre (IPSC). The FLO connects both the MFRC and the IPSC to ensure that the widest variety of support is offered to families of CAF personnel who are coping with an illness, injury, death or a special need. The FLO is available to help families deal with all phases of the CAF member's recovery, rehabilitation and reintegration, whether he or she is returning to service or transitioning through the release process.

## **National Defense and the Canadian Armed Forces**

### **Case Management**

Designed to help CAF members identify and access health, pension, and other resources with more than 60 Nurse Case Managers across Canada.

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Greenwood      Case Management Section  
26 CF Health Services Centre Greenwood  
PO Box 5000 Stn Main  
Greenwood, Nova Scotia B0P 1N0

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Halifax      Case Management Section  
CF Health Services Centre (Atlantic)  
PO Box 99000 Stn Forces  
Halifax, Nova Scotia B3K 5X5

### **Canadian Armed Forces Mental Health Services**

Main providers of primary and second level mental health services for CAF members. Referral required. Psychiatrists, psychologists, social workers, mental health nurses, addictions counselors and Health Services Chaplains normally staff the Mental Health Programs.

#### **Types of Services**

Larger centers will normally have the following programs:

- **General Mental Health Program** - Provides assessment, individual and group treatment for those suffering from a broad range of mental health concerns such as depression, anxiety, excessive worry, insomnia etc.
- **Operational Trauma and Stress Support Program** - Provides assessment, individual and group treatment for members suffering from an Operational Stress Injury. Provides assistance to serving members of the Canadian Armed Forces and their families dealing with stresses arising from military operations.

### **Psychosocial Program**

The Psychosocial Program is available at all CAF medical clinics. Social workers, mental health nurses and addiction counselors normally staff the Psychosocial Program. Can self-refer.

#### **Types of Services**

- **Brief Intervention:** Short-term counseling services which may involve the service member and their family. Problems include adjustment difficulties, workplace issues, marriage or other family problems including family violence.

## Military Mental Health Resources

- ***Crisis Intervention:*** Staff is available for crisis response.
- ***Addictions Consultation:*** Initial screening, education and consultation around alcohol, other drugs or gambling addictions.
- ***Information Services:*** CAF members may access a range of psycho-educational information through Psychosocial Program staff.
- ***Administrative Requests:*** Compassionate Status, Compassionate Posting and Contingency Cost Moves for Personal Reasons, or assessments for out of country postings.
- ***Pre/post deployment screenings:*** Prior to deployment all service members undergo a pre-deployment screening to determine deployment readiness. Upon completion of a deployment all service members will be directed to complete a post deployment screening questionnaire and interview.

### **Addictions Treatment Program**

Provides assessment and treatment for individuals experiencing dependence or problem usage with alcohol, drugs or other compulsive behaviours. Treatment depending on the need can be either outpatient or inpatient. Service members are offered a one-year follow up post treatment.

### **Member Assistance Program**

It is a voluntary and confidential service, initiated by the Canadian Armed Forces (CAF) to help members (Regular Force, all Reserve Class Members, Cadets) and family members who have personal concerns that affect their personal well-being and/or work performance.

### **Strengthening the Forces**

The Strengthening the Forces (STF) health promotion program provides CAF leaders and personnel with the information, skills and tools necessary to promote and improve their health and well-being. Addresses (1) addictions awareness and prevention; (2) injury prevention and active living; (3) nutritional wellness; and (4) social wellness.

### **Road to Mental Readiness (R2MR)**

A comprehensive resilience and mental health training embedded throughout CAF members' careers (including deployment cycles) while also supported their families.

### **You're not alone – Mental health resources for CAF members and families**

Canadian Armed Forces members have access to a range of programs while serving in the Forces, including exceptional medical and mental health care, support for families, and comprehensive reintegration and return-to-work programs for those who are ill and injured.

## **Veterans Affairs Canada Mental Health Resources**

### **[How to get help](#)**

Resource page with links to various publications regarding mental health services for veterans.

### **[Understanding mental health](#)**

Information on recovery, reaching out, facts, and programs.

### **[Veteran Family Support Pilot Programs, Halifax](#)**

A wide variety of pilot programs designed to support veterans and their families with case management, caregiving, family resilience, medical and financial benefits, and career transition services.

### **[Information for families](#)**

Provides resources for family members of veterans, helpful tips, and information on VAC (Veterans Affairs Canada).

### **[OSI Clinics](#)**

Outpatient services providing assessment, treatment, prevention, and support to serving CAF members, veterans, RCMP members, and former members.

## **Peer Support**

### **[Operational Stress Injury Social Support \(OSISS\)](#)**

National peer support network coordinated by screened, trained peers for Canadian Armed Forces members, veterans, and their families experiencing an operational stress injury.

## ***Bereavement Support***

### **[The HOPE program \(Helping Our Peers by Providing Empathy\)](#)**

Peer support program that provides confidential peer support to military families who have lost a loved one.