

Health Resource Directory



What are Red Resources?

Red resources are for urgent, severe, or crisis situations where immediate support, assessment, intervention, or emergency care may be needed. These resources connect people with crisis services, emergency responders, health professionals, and specialized care.

How can these resources be used?

Red resources may be useful when:

- There is concern for immediate safety.
- Symptoms or challenges have become severe.
- A crisis situation exists.
- Professional assessment or intervention is required.

Direct Contact: Resources that involve live interaction, which may be less discreet but offer personalized support. **Examples:** *phone helplines, in-person counselling, peer support groups, workshops or seminars, career or health centre services.*

Discreet Access: Resources that can be accessed privately and anonymously, often online or via text/chat. **Examples:** *Web portals, mobile apps, text-based crisis lines, online self-guided programs, anonymous chat services.*

Family Access: Resources that are available to spouses, children, or extended family members of CAF personnel. **Examples:** *Family-specific helplines, parenting and relationship support, youth mental health programs, family counselling services.*

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Important Information

This directory is based on a stepped care approach; however, the resources are intended as a guide and are neither prescriptive nor limiting. Resources have been grouped by level of support to make navigation easier and help individuals identify options that may meet their current needs.

You may access any resource within the Green/Yellow, Orange, or Red directories at any time, regardless of the category in which it appears. Individuals may choose to use resources from multiple levels simultaneously based on their needs, preferences, circumstances, and personal goals.

People often move between levels of support, use resources from multiple levels at the same time, or start with the resource that feels most appropriate to them.

If you are unsure which resource is right for you, or if your concerns are worsening, consult a qualified health care professional.

If there is an immediate risk to your safety or the safety of others, call 9-1-1 or access emergency services immediately.

PHYSICAL HEALTH

Service Provider	Direct Access	Discreet Access	Family	CAF/DND
9-1-1 / Emergency Services Description: Immediate, life-threatening physical emergencies (e.g., severe injury, chest pain, stroke symptoms). This is the primary action for DND employees and all individuals off-base or after hours.	✓		✓	Both
8-1-1 HealthLink Description: 811 line is available 24/7 to provide immediate, non-urgent medical advice from a Registered Nurse	✓		✓	Both
CAF Health Services CDU 1: 902-721-8890 CDU 2: 902-721-8868 CDU 3: 902-721-8764 CDU 4: 902-721-5291/8813 CDU 5: 902-721-0815/0816	✓			CAF

MENTAL HEALTH

Service Provider	Direct Access	Discreet Access	Family	CAF/DND
CAF Health Services CDU 1: 902-721-8890 CDU 2: 902-721-8868 CDU 3: 902-721-8764 CDU 4: 902-721-5291/8813 CDU 5: 902-721-0815/0816 Halifax Triage/Acute PCN: 902-721-0537 Shearwater Triage/Acute PCN: 902-720-1252	✓			CAF
MARLANT Chaplain ☎ 902-721-8660	✓			Both
Canadian Forces Member Assistance Program (CFMAP) ☎ 1-800-268-7708, TTY: 1-800-567-5803 <i>Description: 24/7 confidential support via telephone and online chat for CAF members and families, including counselling and mental health support.</i>		✓	✓	CAF
Family Information Line ☎ 1-800-866-4546 <i>Description: 24/7 support line for families of CAF members, offering guidance and emotional support.</i>	✓		✓	CAF
Employee Assistance Program ☎ 1-800-663-1142 OR 1-888-384-1152 (for people with hearing impairment) Digital Mental Health Platform Code DND743 <i>Description: confidential, short-term counselling and crisis services (24/7) via telephone and chat.</i>	✓	✓	✓	DND
NPF Employee and Family Assistance Program ☎ 1-800-387-4765 Description: confidential, voluntary, and free short-term counselling and advisory service available 24/7 for NPF employees	✓		✓	DND
Defence Community Support & Resource Centre (former SMSRC) ☎ 1-844-750-1648 (24/7) <i>Description: Confidential support and resources for those affected by sexual misconduct systemic racism.</i>	✓		✓	Both

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Service Provider - Canada Wide	Direct Access	Discreet Access	Family	CAF/DND
9-1-1 / Emergency Services Description: Immediate, life-threatening physical emergencies (e.g., severe injury, chest pain, stroke symptoms). This is the primary action for DND employees and all individuals off-base or after hours.	✓		✓	Both
9-8-8: Suicide Crisis Helpline  9-8-8 (call or text) Description: 24/7 national bilingual service for crisis support and suicide prevention.	✓	✓	✓	Both
NS Mobile Mental Health Crisis Team  1-888-429-8167 Description: 24/7 phone support for any age experiencing a mental health crisis or distress in Nova Scotia. Missed calls are returned within 30 minutes	✓		✓	Both
<u>Provincial Mental Health and Addiction Crisis Line</u>  1-888-429-8167 (24/7) Description: supports callers who present with self-identified mental health concerns	✓		✓	Both

EMOTIONAL HEALTH

Service Provider	Direct Access	Discreet Access	Family	CAF/DND
MARLANT Chaplain  902-721-8660	✓			Both
Canadian Forces Member Assistance Program (CFMAP) 1-800-268-7708, TTY: 1-800-567-5803 Description: 24/7 confidential support via telephone and online chat for CAF members and families, including counselling and mental health support.		✓	✓	CAF
Family Information Line  1-800-866-4546 Description: 24/7 support line for families of CAF members, offering guidance and emotional support.	✓		✓	CAF
Employee Assistance Program  1-800-663-1142 OR 1-888-384-1152 (for people with hearing impairment) Digital Mental Health Platform Code DND743 Description: confidential, short-term counselling and crisis services (24/7) via telephone and chat.	✓	✓	✓	DND
NPF Employee and Family Assistance Program  1-800-387-4765 Description: confidential, voluntary, and free short-term counselling and advisory service available 24/7 for NPF employees.	✓		✓	DND

Service Provider - Canada Wide	Direct Access	Discreet Access	Family	CAF/DND
9-1-1 / Emergency Services Description: Immediate, life-threatening physical emergencies (e.g., severe injury, chest pain, stroke symptoms). This is the primary action for DND employees and all individuals off-base or after hours.	✓		✓	Both
9-8-8: Suicide Crisis Helpline  9-8-8 (call or text) Description: 24/7 national bilingual service for crisis support and suicide prevention.	✓	✓	✓	Both

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NS Mobile Mental Health Crisis Team  1-888-429-8167 Description: 24/7 phone support for any age experiencing a mental health crisis or distress in Nova Scotia. Missed calls are returned within 30 minutes	✓		✓	Both
<u>Provincial Mental Health and Addiction Crisis Line</u>  1-888-429-8167 (24/7) Description: supports callers who present with self-identified mental health concerns	✓		✓	Both

SOCIAL HEALTH

Service Provider	Direct Access	Discreet Access	Family	CAF/DND
Canadian Forces Member Assistance Program (CFMAP)  1-800-268-7708, TTY: 1-800-567-5803 Description: 24/7 confidential support via telephone and online chat for CAF members and families, including counselling and mental health support.		✓	✓	CAF
Employee Assistance Program  1-800-663-1142 OR 1-888-384-1152 (for people with hearing impairment) Digital Mental Health Platform Code DND743 Description: confidential, short-term counselling and crisis services (24/7) via telephone and chat.	✓	✓	✓	DND
Family Information Line  1-800-866-4546 Description: 24/7 support line for families of CAF members, offering guidance and emotional support.	✓		✓	CAF

Service Provider - Canada Wide	Direct Access	Discreet Access	Family	CAF/DND
Certified Listeners Society Warmline Description: a Federal, peer-based emotional support for anyone feeling isolated or needing someone to talk to.	✓	✓	✓	Both
9-1-1 / Emergency Services Description: Immediate, life-threatening physical emergencies (e.g., severe injury, chest pain, stroke symptoms). This is the primary action for DND employees and all individuals off-base or after hours.	✓		✓	Both
9-8-8: Suicide Crisis Helpline  9-8-8 (call or text) Description: 24/7 national bilingual service for crisis support and suicide prevention.	✓	✓	✓	Both
NS Mobile Mental Health Crisis Team  1-888-429-8167 Description: 24/7 phone support for any age experiencing a mental health crisis or distress in Nova Scotia. Missed calls are returned within 30 minutes	✓		✓	Both
Provincial Mental Health and Addiction Crisis Line  1-888-429-8167 (24/7)	✓		✓	Both

UPDATED AUG 2026

Description: supports callers who present with self-identified mental health concerns				
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SPIRITUAL HEALTH

Service Provider	Direct Access	Discreet Access	Family	CAF/DND
MARLANT Chaplain  902-721-8660	✓			Both

Service Provider - Canada Wide	Direct Access	Discreet Access	Family	CAF/DND
9-1-1 / Emergency Services Description: Immediate, life-threatening physical emergencies (e.g., severe injury, chest pain, stroke symptoms). This is the primary action for DND employees and all individuals off-base or after hours.	✓		✓	Both
9-8-8: Suicide Crisis Helpline  9-8-8 (call or text) Description: 24/7 national bilingual service for crisis support and suicide prevention.	✓	✓	✓	Both
NS Mobile Mental Health Crisis Team  1-888-429-8167 Description: 24/7 phone support for any age experiencing a mental health crisis or distress in Nova Scotia. Missed calls are returned within 30 minutes	✓		✓	Both
Provincial Mental Health and Addiction Crisis Line  1-888-429-8167 (24/7) Description: supports callers who present with self-identified mental health concerns	✓		✓	Both

SUBSTANCE USE & ADDICTIVE BEHAVIOURS

Service Provider	Direct Access	Discreet Access	Family	CAF/DND
CAF Health Services CDU 1: 902-721-8890 CDU 2: 902-721-8868 CDU 3: 902-721-8764 CDU 4: 902-721-5291/8813 CDU 5: 902-721-0815/0816 Halifax Triage/Acute PCN: 902-721-0537 Shearwater Triage/Acute PCN: 902-720-1252 Addiction Prevention & Treatment: 902-721- 8600	✓			CAF

Service Provider - Canada Wide	Direct Access	Discreet Access	Family	CAF/DND
9-1-1 / Emergency Services Description: Immediate, life-threatening physical emergencies (e.g., severe injury, chest pain, stroke symptoms). This is the primary action for DND employees and all individuals off-base or after hours.	✓		✓	Both
<u>Provincial Mental Health and Addiction Crisis Line</u> ☎ 1-888-429-8167 (24/7) Description: supports callers who present with self-identified mental health concerns	✓		✓	Both
<u>Nova Scotia Health – Mental Health & Addictions</u> ☎ 1-855-922-1122 Description: offers searchable tools, intake services, online supports, and community programs across Nova Scotia. Includes crisis lines and self-help tools.	✓	✓	✓	Both