

Health Resource Directory



Discreet Access: Resources that can be accessed privately and anonymously, often online or via text/chat.

- Web portals
- Mobile apps
- Text-based crisis lines
- Online self-guided programs
- Anonymous chat services

Direct Contact: Resources that involve live interaction, which may be less discreet but offer personalized support.

- Phone helplines
- In-person counselling
- Peer support groups
- Workshops or seminars
- Career or health centre services

Family Access: Resources that are available to spouses, children, or extended family members of CAF personnel.

- Family-specific helplines
- Parenting and relationship support
- Youth mental health programs
- Family counselling services

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	✓			CAF
Base Duty 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
Sexual Misconduct Support and Resource Centre (SMSRC) ☎ 1-844-750-1648 (24/7) Description: Confidential support and resources for those affected by military sexual misconduct.	✓		✓	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
<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
Base Duty 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

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

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) Description: supports callers who present with self-identified mental health concerns	✓		✓	Both

SPIRITUAL HEALTH

Service Provider	Direct Access	Discreet Access	Family	CAF/DND
Base Duty Chaplain  902-721-8660	✓			Both
Sentinel Program <i>Description: Sentinels act as guides to resources, support programs, as well as tools available to CAF members and their families to facilitate identification and access.</i>	✓		✓	CAF

Service Provider - Canada Wide	Direct Access	Discreet Access	Family	CAF/DND
9-1-1 / Emergency Services <i>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.</i>	✓		✓	Both
9-8-8: Suicide Crisis Helpline  9-8-8 (call or text) <i>Description: 24/7 national bilingual service for crisis support and suicide prevention.</i>	✓	✓	✓	Both
NS Mobile Mental Health Crisis Team  1-888-429-8167 <i>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</i>	✓		✓	Both
<u>Provincial Mental Health and Addiction Crisis Line</u>  1-888-429-8167 (24/7) <i>Description: supports callers who present with self-identified mental health concerns</i>	✓		✓	Both