



YOU'RE NOT ALONE

If you don't know where to go for help, call the Family Information Line (FIL):

- 1-800-866-4546 (North America)
- 1-613-995-5234 (Collect Calls)

Counsellors are there to take your call 24 hours a day, 7 days a week.

Peace of mind is only a phone call away!

© Military Family Services, 2014

The mental health and well-being of military members and their families is a top priority for the Canadian Armed Forces. As Chief of the Defence Staff, I am responsible for ensuring that military families are well supported and are able to lead positive, nurturing family lives comparable to other Canadian families.

We have prepared this guide to help military families learn about mental health services and programs available in our communities. Many of them focus on strengthening and maintaining your ability to manage the stressors



inherent in the military family lifestyle. However, if you or someone you live with is experiencing mental health issues, I want you to know that you are not alone. Support and services are available for you.

In addition to the information found in this book, you can access information and services in person at your local Military Family Resource Centre, or online at www.familyforce.ca. As well, the Family Information Line, at 1-800-866-4546, provides confidential and bilingual services 24 hours a day, 7 days a week. You have access to trained professionals who can provide information on the many programs and services available to you as a military family member, or refer you to the right community program or resource to help you get the assistance you need.

I hope that you find the information useful and that you will not hesitate to reach out to any of the resources listed here if you need support during difficult times.

Reach out, connect and access these services, they are there for you.



Contents

Introduction: Connecting Military Families to Mental Health and Social Wellness	
Programs	6
What is mental health?	6
What is mental illness?	6
What is an operational stress injury (OSI)?	6
Where can I turn for help?	6
Military Family Resource Centres (MFRC)	8
Family Information Line (FIL)	8
FamilyForce Website	9
Strengthening the Forces 1	0
Casualty Support 1	1
Canadian Mental Health Association (CMHA) 1	2

hildren and Youth	14	Military Members	36
Coping Skills	14	Coping Skills	37
Living with a Family		Living with Illness or Injuries	40
Member's Illness	4 =	Communications Skills	43
or Injuries	15	Stress	44
Recreation, Leisure and Sports	18	Addictions (Alcohol, Drugs, Gambling)	46
dult Family Members	19	Suicide Awareness and Prevention	47
Coping Skills	19	Recreation, Physical Fitness and Sports	49
Dealing with a Family		Spiritual and Religious Well-Being	50
Member's Illness		Military Police	51
or Injuries	22	Financial Counselling	5′
Communications Skills	25	Supporting Funds	52
Stress	26	Support Our Troops Program	52
Addictions (Alcohol, Drugs, Gambling)	28	Military Families Funds (MFF)	52
		Hospital Comforts Fund	52
Suicide Awareness and Prevention	29	Canadian Forces Personnel Assistance Fund	53
Bereavement and Grief	30	Soldier On Fund	53
Recreation, Physical Fitness and Sports	32	Resources	
Spiritual and Religious		Glossary of Acronyms and Abbreviations	55
Well-Being	33	Military Family Resource Centres (MFRCs)	56
Financial Counselling	33	Locations in Canada	56
Military Police	34	Locations in the United States	58
-		Locations in Europe	59
		Canadian Armed Forces (CAF) Medical Centres across Canada	60
		Integrated Personnel Support Centres (IPSC) across Canada	63

Introduction: Connecting Military Families to Mental Health and Social Wellness Programs

What is mental health?

Mental health means striking a balance in all aspects of your life: social, physical, spiritual, economic and mental.

At times, the balance may be tipped too much in one direction and you have to find your footing again.

Everyone's personal balance is unique and the challenge is to stay mentally healthy by keeping the right balance.

What is mental illness?

Mental illness is the term used to refer to a variety of mental disorders that can be diagnosed.

Mental disorders are health conditions that are characterized by changes in thinking, mood or behaviour (or some combination thereof) associated with distress and/or impaired functioning.

What is an operational stress injury (OSI)?

An operational stress injury (OSI) is any persistent psychological difficulty resulting from work-related duties performed while serving in the Canadian Armed Forces (CAF).

The term OSI is not a medical or legal term, but rather an informal term that refers to a broad array of mental health issues including:

- diagnosed medical conditions such as anxiety disorders, depression, and post-traumatic stress disorder (PTSD)
- other conditions that may be less severe, but still interfere with daily functioning



It is normal to experience some form of distress after being exposed to a traumatic event. But an OSI can develop following a traumatic event, combat, grief or loss, high stress situations or from operational fatigue.

Fortunately, help is available for those struggling with an OSI. The earlier help is sought, the better the rate of recovery.

Where can I turn for help?

This guide is intended to bridge the gap between needing help and finding it.

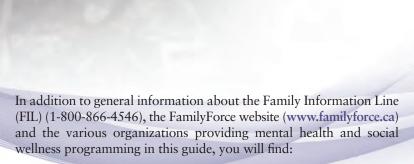
In this guide, you will find a variety of programs and services available to help military families and their loved ones find the support they need to help bring balance back to their lives.

Mental health is as important as physical health.

The World Health Organization (WHO) has always considered mental well-being as an integral part of the general definition of health.

WHO defines health as "a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity."

СМНА



- Programs and services for children and youth
- Programs and services for adult family members
- Programs and services for military members

Also included are a list of Military Family Resource Centres (MFRCs) in Canada, the United States (U.S.) and Europe, a list of the Integrated Personnel Support Centres (IPSC) across Canada, and a list of Canadian Armed Forces (CAF) Medical Centres across Canada.

We encourage you to use these resources to connect to the help you need...for a healthier, more balanced future.





Military Family Resource Centres (MFRCs) provide military families with information, resources and services in Canadian Armed Forces (CAF) communities.

MFRCs are committed to enriching the lives of individuals and families in CAF communities through positive action, education and support. They provide relevant programs and services that empower and encourage strong, independent individuals and families within the CAF.

MFRCs deliver the Military Family Services Program (MFSP) with the funds received from Military Family Services (MFS). In addition to being responsible for the delivery of the MFSP, MFRCs are also responsive and accountable to the communities they serve.



Family Information Line (FIL)

- 1-800-866-4546 (North America)
- 1-613-995-5234 (Collect Calls)

As the loved one of a Canadian Armed Forces (CAF) member, you can contact the Family Information Line (FIL) for any support you may need as a result of the unique nature of military life, including mental health issues.

The FIL offers confidential, personal and bilingual assistance 24 hours a day, 7 days a week.

Counsellors can help your family obtain information, and provide reassurance, support and referral to the various services offered to CAF families.



FamilyForce Website

• www.familyforce.ca

This is your go-to site for information for and about Canadian military families.

Here, you will find links to information about all of the Military Family Resource Centres (MFRCs) in Canada, the United States and Europe as well as all of the programs available through the MFRCs, including those related to mental health and social wellness.

Where Are Military Family Resource Centres Located?



CANADA

• 32 different locations across the country collocated with military bases and stations



UNITED STATES

- Colorado Springs, Colorado
- · Elmendorf, Alaska
- Rome, New York
- Tinker Air Force Base, Oklahoma
- Tyndall Air Force Base, Florida
- Whidbey Island, Washington
- Washington, D.C.



EUROPE AND THE UNITED KINGDOM

- United Kingdom
- Belgium
- Italy
- Germany
- Support to over 20 remote European locations

"Stigma or discrimination attached to mental illnesses presents a serious barrier, not only to diagnosis and treatment but also to acceptance in the community."

CMHA



Strengthening the Forces

Maintaining a high level of health improves one's ability to perform effectively and safely on Canadian Armed Forces (CAF) operations, and to enjoy a high quality of life. Strengthening the Forces is a health promotion program designed to assist CAF members (Regular and Primary Reserve) in taking control of their health and well-being by providing them with the information, skills and tools they need.

There are four major interrelated areas of healthy lifestyle in Strengthening the Forces programming:

- Addictions Awareness and Prevention
- Injury Prevention and Active Living
- Nutritional Wellness
- Social Wellness

Certain programs are open to families and other members of the Defence Team.

For more information, contact your local PSP Base/Wing Health Promotion Office or visit www.cfgateway.com.





Casualty Support

Casualty Support provides support services for serving and retired members of the Canadian Armed Forces (CAF) who are ill, injured, deceased, their families, and next of kin.

If you need information on Casualty Support, your best source is your closest Integrated Personnel Support Centre (IPSC).

If it is outside regular business hours, or you want written information, consult *The Guide to Benefits, Programs, and Services for Serving and Former Canadian Armed Forces Members and their Families.* This publication is a comprehensive guide to Casualty Support and is available at www.forces.gc.ca/en/caf-community-benefits-ill-injured-deceased/guide-toc.page.

Its purpose is to provide serving and retired Regular and Reserve Force members as well as their families with an overview of the benefits, programs and services to which they may be entitled in the event of a member becoming disabled, ill, injured or deceased while serving in the CAF.

It includes detailed information on the programs and services administered by:

- the Director of Casualty Support Management (DCSM) / Joint Personnel Support Unit (JPSU)
- the CAF (other than DCSM/JPSU)
- federal and provincial governments
- Veterans Affairs Canada
- other organizations

For more information, contact your closest Integrated Personnel Support Centre (IPSC) or visit the Casualty Support section of the National Defence and the Canadian Armed Forces (CAF) website at www.forces.gc.ca.



Canadian Mental Health Association (CMHA)

The Canadian Mental Health Association (CMHA) founded in 1918 and is one of Canada's oldest not-for-profit organizations. With more than 10,000 staff and volunteers in over 120 communities across Canada, CMHA provides vital services and support to well over half a million Canadians every year.

As the nation-wide leader and champion for mental health, CMHA facilitates access to the resources people require to maintain and improve mental health and community integration, build resilience and support recovery from mental illness.

Please visit www.cmha.ca to find the CMHA location nearest you for additional resources, tools and information on mental health services in your area.





Children and Youth

Coping Skills

FRIENDS Program

If your child is dealing with feelings of fear, worry or depression, the FRIENDS Program can help.

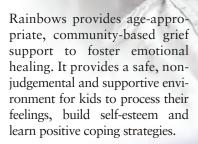
The FRIENDS Program helps children cope by building resilience and self-esteem and teaching cognitive and emotional skills in a simple, well-structured format.

- FRIENDS for Life is a world-leading program for the prevention and treatment of anxiety and depression in children (8 to 11 years) and youth (12 to 16 years). They learn practical and useful skills and strategies for coping with stress and develop emotional resilience that will stay with them for life.
- FUN FRIENDS has been developed for the treatment and prevention of childhood anxiety in 4- to 7-year-olds. The program teaches emotional resilience that will stay with young children for life, including practical, useful strategies for coping with stress, worry, fear and sadness.

Contact your local MFRC for more information about this program. Program availability may vary by location.

Rainbows

If your child is suffering the effects of divorce, separation or death in the family, they may be confused and angry, or revealing their pain by acting out in inappropriate behaviour or withdrawing in unhealthy ways. Rainbows offers a proactive solution to this dilemma.



Some of their programs include:

- SunBeams: for preschoolers ages 3 to 5 years
- Rainbows: for children, Senior Kindergarten to Grade 8
- Spectrum: for adolescents, Grades 9 to 12

Find out more about Rainbows through your local MFRC, by visiting www.rainbows.ca or by calling 1-877-403-2733. Program availability may vary by location.



divorce depends very much on the success of their parents'

СМНА

adjustment."

Living with a Family Member's Illness or Injuries

E=MC³ (Together to **Better Understand**)



Operational stress injuries (OSI) can have an impact on every member of the family—even children. E=MC³ is a program for families with kids 4 to 12 years old with a family member affected by an OSI.

The goal of the E=MC³ program is to develop each family member's strengths to improve individual and family well-being. Some of the themes explored using fun and educational activities include:

- OSI
- Feelings
- My place as a parent in my family
- Having fun with our family

Contact your local MFRC for more information about this program. Program availability may vary by location.



The Mind's the Matter

Teens living with a parent or other family member with an operational stress injury (OSI) may need help learning how to cope. "The Mind's the Matter...Understanding a Family Member's OSI" offers a series of eight web-based, interactive videos specifically for teens.

Through the videos, teens will learn about OSI and how having a family member with an OSI can affect their everyday family life. Topics range from communications skills to feelings, parental anger, teen depression, understanding changing family roles, dealing with angry thoughts and controlling angry behaviour.

This first-of-its-kind tool for Canadian Armed Forces (CAF) families provides real life solutions in an innovative format for teens coping with difficult situations.

The Mind's the Matter is available online at www.familyforce.ca/EN/Pages/OSI.aspx.

Youth with Parents who have Experienced Trauma (YPET)

Youth can become lost in the complexity that may come when a family member is living with an operational stress injury (OSI). With clinical and peer support, they can be empowered to know that they are not alone in this transforming experience.

YPET offers a safe and confidential environment where youth aged 12 to 18 can express their feelings, thoughts and behaviours through interactive activities and exercises. They will discover the strengths and the abilities they possess to develop more coping tools for a bright and constructive future.

Topics include understanding invisible injuries, expressing feelings, exploring anger, being unique, dealing with difficult feelings, using stress busters and filling your toolbox (self-esteem, resiliency and resources).

Contact your local MFRC for more information about this program. Program availability may vary by location.



Individual Success Through **Empowering Peers (iSTEP)**

iSTEP is a 10-week program designed for children 6 to 12 years old who have a parent affected by an operational stress injury (OSI).

A core component of this group intervention is the peer support offered from within the group. This helps to decrease isolation, and normalize and validate the feelings that go along with the changes occurring in their life as a result of their parent's injury.

The program recognizes that each child is unique and has the strength and the ability to develop additional coping tools to transform their experiences for a positive future.

Contact your local MFRC for more information about this program. Program availability may vary by location.

"In Canada, only 1 out of 5 children who need mental health services receives them."

CMHA

Recreation, Leisure and Sports

Personnel Support Programs (PSP)

Recreation provides opportunity for personal growth and improved health for everyone. And keeping mentally and physically active is a great contributor to mental health and well-being.

Personnel Support Programs (PSP) offers high quality, innovative recreation programs in each Canadian Armed Forces (CAF) community to provide families, individuals, children and communities with quality leisure experiences, innovative programming and recreational facilities that meet their needs.

Over 500 different types of recreation, leisure and sports activities are offered—everything from arts to aquatics, basketball to bocce, dance to decorating, first-aid to fitness, golf to gardening, painting to Pilates, sports camps to school break programs, and tennis to Tai Chi.

PSP Recreation Departments are registered HIGH FIVE organizations with comprehensive quality standards for children's sport and recreation, built on five principles of healthy child development. HIGH FIVE provides an evidence-based approach to quality experiences for kids, empowering them to excel in life.

For more information about PSP programs and services at the Base, Wing and Unit level, please visit www.cfgateway.com. To find out how you can set up your own recreational club, please visit the PSP Community Recreation Department. For more information about HIGH FIVE, visit www.highfive.org.







- **1-800-866-4546** (North America)
- 1-613-995-5234 (Collect Calls)

Counsellors are there to take your call 24 hours a day, 7 days a week.

Adult Family Members

Coping Skills

Canadian Forces Member Assistance Program (CFMAP)



PROGRAMME D'AIDE AUX MEMBRES

• 1-800-268-7708

The Canadian Forces Member Assistance Program (CFMAP) is a voluntary and confidential counselling service that provides short-term counselling services for those in need of assistance (maximum of eight sessions). The service which is available 24/7 and is provided free of charge, can be accessed by calling 1-800-268-7708.

CFMAP can assist with a wide range of individual or family issues:

- marital and family
- interpersonal relations
- personal and emotional
- stress and burn-out
- work-related
- harassment and sexual assault
- alcohol, drugs and prescription drugs
- finance
- parenting
- or any other concerns

CAF Mental Health Services

Canadian Armed Forces (CAF) Mental Health Services are delivered through 30 Health Services Centres and 26 Mental Health Clinics at bases across Canada and in Europe. These clinics vary in size depending on the size of the Formation, Base, Wing, Station or Unit they support. The smallest would provide psychosocial services, while the larger clinics would offer a variety of programs to meet the health needs of the local CAF population.

Mental health care in the CAF is guided by evidence-based practices and is delivered through multidisciplinary teams including primary care clinicians, psychiatrists, psychologists, social workers, mental health nurses, addictions counsellors and mental health chaplains.

As well, it is important to note that a significant amount of mental health care is delivered to CAF troops by primary care providers. In many cases the first point of contact for many CAF personnel who are experiencing mental health difficulties is their primary care physician at their local CAF Medical Clinic. This individual will either provide the required assistance or refer the member to the most appropriate resource.

CAF Mental Health Services consists of two distinct levels of service, Psychosocial Services and Mental Health Services.

Psychosocial Services provides first line mental health care that CAF members may access directly without a physician's referral. The program provides individual, couple and family counselling to military personnel and their families; crisis management; addictions awareness; administrative procedures (e.g. compassionate and contingency cost moves); and pre- and post-deployment screenings. This program is available at all CAF clinics.



The secondary level of service, Mental Health Services, consists of specialized programs that are structured to provide multidisciplinary evidence-based care, and require a referral from a physician or medical officer. These secondary programs are located at the larger centres and have a regional responsibility. Service delivery for Mental Health Services is organized around a grouping of programs, including Addictions Treatment and the Operational Trauma and Stress Support Centres.

For more information, contact your local CAF Medical Centre.





www.forces.gc.ca/R2MR-RVPM

Road to Mental Readiness (R2MR)

For many families, managing deployments can be particularly challenging. Extended separations, increased workloads, anxiety over the safety of their loved one, and managing transition and reintegration issues upon completion of the tour all amount to increased stress.

With this in mind, the Road to Mental Readiness (R2MR) training and education program has a component dedicated to military family members. The aim is to provide you with guidance and skills to mitigate the stress of the deployment experience on you and your family. Training is delivered as three-hour briefings for both predeployment and post-deployment, conducted at your local Military Family Resource Centre (MFRC) or online.

The overall goal of R2MR is to improve well-being and short-term performance, while mitigating any negative long-term mental health problems for both Canadian Armed Forces (CAF) personnel and their families.

For more information, visit the R2MR section of the National Defence and the CAF website at www.forces.gc.ca.

If you don't know where to go for help, call the **Family Information** Line (FIL):

- 1-800-866-4546 (North America)
- 1-613-995-5234 (Collect Calls)

Counsellors are there to take your call 24 hours a day, 7 days a week.

Dealing with a Family Member's Illness or Injuries

Family Liaison Officers

Family Liaison Officers provide support to Canadian Armed Forces (CAF) families who have a loved one who has been injured or becomes ill while serving. Services include:

- support for children, parents and spouses of the ill or injured member
- assistance coping with the impact of the injury or illness
- accessible emergency accommodations for the ill or injured member and the family
- access to childcare during recuperation to prevent and alleviate stress
- assistance navigating through relevant programs and services
- aid in development of positive coping strategies
- foster family peer support groups/networks
- referrals to mental health services
- access to community-based education and prevention programs
- outreach support and services

To reach a Family Liaison Officer, contact your closest Integrated Personnel Support Centre (IPSC) or your local MFRC.





Operational Stress Injury Social Support (OSISS)

Being with someone who has an operational stress injury (OSI) can be difficult. You may feel guilt or frustration because you cannot help their physical or mental health concerns or their use of alcohol or drugs. You may end up neglecting your own needs. And you may feel very alone.

An OSISS Family Peer Support Coordinator can offer support, hope and acceptance from someone who has first-hand experience in what you might be experiencing.

Family Peer Support Coordinators have developed networks of community resources and can connect you to the resources of your choice. They know the links to valuable information and where to find tips to help you cope with your loved one's symptoms. They can inform you on how to care for yourself when you need it most.

Call 1-800-883-6094 or e-mail a Family Peer Support Coordinator in your area (addresses available at www.osiss.ca/en/contact.html) to set up a meeting to talk either in person or over the phone.

The Mind's the Matter

Anyone living with a family member with an operational stress injury (OSI) may need help learning how to cope. "The Mind's the Matter... Understanding a Family Member's OSI" offers a series of four webbased, interactive videos specifically for spouses.

Through the videos, spouses will learn about OSI and how having a family member with an OSI can affect their everyday family life. Topics range from dealing with spousal anger to understanding changing family roles, recognizing a substance problem and managing self-talk.

This first-of-its-kind tool for Canadian Armed Forces (CAF) families provides real life solutions in an innovative format for spouses coping with difficult situations.

The Mind's the Matter is available online at www.familyforce.ca/EN/Pages/OSI.aspx.



OSI Connect Mobile Application

OSI Connect is a free mental health learning and self-management mobile app developed to help operational stress injury (OSI) patients and their families understand the nature of OSIs and to provide help through the OSI Clinic Network across Canada.

The resources on OSI Connect address challenges including posttraumatic stress and triggers, depression, anger, sleep problems, substance abuse, stress management and more. It is a regularly updated, information-rich, interactive mobile application with assessments, videos and clear information for veterans and others with an OSI, including how to get an OSI clinic appointment.

OSI Connect is compatible with iPhone, iPad, iPod, BlackBerry and Android devices. Free downloads are available through the App Store, Google Play and BlackBerry World.



PTSD Coach Canada

This mobile app provides users with education about post-traumatic stress disorder (PTSD), a self-assessment for PTSD, information about professional care, where to find support, and tools that can help users manage the stresses of daily life with PTSD. Tools range from relaxation skills and positive self-talk to anger management and other common self-help strategies. PTSD Coach Canada was designed for veterans and Canadian Armed Forces (CAF) members who have, or may have, PTSD.

PTSD Coach Canada is compatible with iPhone, iPad, iPod, BlackBerry and Android devices. Free downloads are available through the App Store, Google Play and BlackBerry World.

Communications Skills



INTER-COMM

Do you want to improve communications in your personal relationships? Then you may want to participate in INTER-COMM, a course specifically designed for Canadian Armed Forces (CAF) personnel and their family members who are interested in learning how to deal with conflict and want to increase their ability to communicate more successfully.

Through exercises and coaching (delivered in multiple sessions by trained facilitators), participants learn to understand conflict, listen actively and use collaboration and communication to support health and well-being in relationships.

This is not a course on mediation, couple's therapy or conflict intervention, but rather a course that focuses on improving communication in healthy relationships.

Contact your local MFRC or Health Promotion Office for more information about this program.

Stress



Stress: Take Charge!

Stress management is a daily balancing act that has an impact on physical and mental well-being. If you want to increase your stress hardiness, enhance your performance and ramp up your resilience, Stress: Take Charge! (a stress management program designed and tested specifically for the Canadian military to improve health and well-being) may be of interest to you.

Stress: Take Charge! is a self-directed approach to stress management through self-awareness, behaviour change and skill building. It will help you identify the strategies that you already use as well as those that you can begin to implement in order to optimize your stress hardiness.

The program consists of eight modules of 2.5 hours each in which you will:

- understand the stress reaction in a military context
- choose and practice specific skills that can be used to decrease stress and build resilience
- benefit from regular practice of the relaxation response

You will receive workbooks and be asked to complete exercises.

The program is open to all military members and their families (must be over 18 years of age).

For more information, contact your local PSP Base/Wing Health Promotion Office or visit at www.cfgateway.com.



Kids Have Stress Too!

Stress is a normal part of everyday life for children and adults. It helps to motivate us and adds a positive challenge to life. However, too much stress can be counter-productive and overwhelming. For kids, too much stress:

- makes it more difficult for them to get along with others
- interferes with their ability to focus and think
- has a profound effect on their physical, emotional and mental health

By helping your children learn positive coping strategies to deal with stress, you can help build their resiliency and prevent stress from escalating to distress, anxiety and meltdowns.

The Kids Have Stress Too! program can help you understand childhood stress and how to provide your kids with the tools to deal with stress effectively.

Contact your local MFRC for more information about this program. Program availability may vary by location.

of disorders worldwide."

CMHA



Addictions (Alcohol, Drugs, Gambling)

Alcohol, Other Drugs and Gambling Awareness

If you want to increase your knowledge and understanding of a variety of issues related to alcohol, other drugs and gambling, the Alcohol, Other Drugs and Gambling Awareness program can help.

Based on an interactive adult learning approach, the program provides valuable information, with each topic being delivered in about two hours. You can choose from more than one topic area depending on your needs and/or interests, including:

- Substance Use 101
- Alcohol: Staying Within the Guidelines
- DWI—Driving While Impaired
- Keeping Your Parties Safe
- Illegal Drugs and Zero Tolerance
- Prescription and Over-the-Counter Medication
- An Introduction to Gambling and Problem Gambling
- Talking About Alcohol and Other Drugs
- Understanding and Changing the Culture of an Organization
- Alternatives to Alcohol and Other Drug Use

For more information, contact your local PSP Base/Wing Health Promotion Office or visit at www.cfgateway.com.



"Mental illness is the second leading cause of hospital admission among

those 20-44 years

of age."

СМНА

Suicide Awareness and Prevention

Mental Fitness and Suicide Awareness (MFSA)



The Mental Fitness and Suicide Awareness (MFSA) course provides an easy-to-use ACE model (Ask, Care and Escort) that anyone can use to help someone who is experiencing distress, be it a colleague, friend or family member.

A full-day course is available to all Canadian Armed Forces (CAF) personnel and their families and covers the following topics:

- how to gain and maintain mental fitness
- understand barriers to seeking help
- learn about the stigma attached to mental health issues
- practice effective communication
- learn how to build resiliency

MFSA training will prepare participants to promote mental fitness and to mitigate the incidence of mental health injuries, including deliberate self-harm and suicide, within the military community.

For more information, contact your local PSP Base/Wing Health Promotion Office or visit at www.cfgateway.com.



Bereavement and Grief

HOPE

The transition for those left behind after a loved one dies can be very difficult. Even though family, friends and, in some cases, professional counsellors are available for support, many bereaved individuals also express a desire to speak with someone who can share similar experiences.

HOPE provides social support assistance to families that are affected by the loss of a loved one by matching trained peer volunteers to bereaved families.

If you have lost a loved one who served in the Canadian Armed Forces (CAF) (either active or retired, Regular or Reserve Force and whether the loss is attributed to military service or any other cause), HOPE can help.

HOPE is a complementary program that is not intended to replace other traditional bereavement services. Trained volunteers, who have experienced similar losses, provide support and act as positive role models to help others through their grief and recovery journey. Peers can offer a unique perspective, share experiences and provide hope.

Contact HOPE by calling 1-800-883-6094 or by email at HOPE-ESPOIR@forces.gc.ca.

"Coping effectively with bereavement is vital to our mental health."

CMHA



PROGRAMME D'AIDE AUX MEMBRES

CFMAP Bereavement Services

• 1-800-268-7708

If you are grieving and feel you need help, you can access a professional counsellor by telephone from anywhere at any time.

CFMAP Bereavement Services is a 24-hour, 1-800 bilingual telephone service, available 365 days a year to parents, spouses, children and step-children, fiancé(e)s, or any other person of significance to Canadian Armed Forces (CAF) personnel who died while serving.

An appointment will be arranged within a maximum of 48 hours. Short- and long-term counselling options are available and are free of charge.

For more information or an appointment, call 1-800-268-7708 or 1-800-567-5803 for the hearing impaired.

Rainbows

Rainbows provides age-appropriate, community-based grief support to foster emotional healing. It provides a safe, non-judgemental and supportive environment to process feelings, build self-esteem and learn positive coping strategies.

While several Rainbows programs are geared towards children, two are specifically for adults:

- Kaleidoscope: for college age and adults, relating to recent or childhood loss.
- Prism: for single parents and step-parents to work through their own grief, help their children through grief, and rebuild the family unit.

Find out more about Rainbows through your local MFRC, by visiting www.rainbows.ca or by calling 1-877-403-2733. Program availability may vary by location.



Recreation, Physical Fitness and Sports

Personnel Support Programs (PSP)

Recreation, physical fitness and sports provide opportunities for personal growth and improved health for everyone. And keeping mentally and physically active is a great contributor to mental health and well-being.

Personnel Support Programs (PSP) offers high quality, innovative recreation programs in each Canadian Armed Forces (CAF) community to provide families, individuals, children and communities with quality leisure experiences, innovative programming and recreational facilities that meet their needs.

Over 500 different types of recreation, leisure and sports activities are offered—everything from arts to aquatics, basketball to bocce, dance to decorating, first-aid to physical fitness, golf to gardening, painting to Pilates, sports camps to school break programs, and tennis to Tai Chi.

For more information, visit the PSP section of the Canadian Forces Morale and Welfare Services website at www.cfmws.com. To find out how you can set up your own recreational club, please visit your local PSP Community Recreation Department. For more information about PSP programs and services at the Base, Wing and Unit level please visit www.cfgateway.com.





Chaplains

As trained religious and spiritual caregivers, Canadian Armed Forces (CAF) chaplains contribute significantly to the spiritual and mental well-being of CAF members and their families. They are on-call 24/7 to support members in need and provide support and advice to the chain of command and care providers.

- Chaplaincy Mission: To support and enhance the effectiveness of the CAF as a whole—its leadership, the individual men and women who serve and their families—through the provision of comprehensive religious and spiritual support, advice and care.
- Chaplaincy Vision: To be an operationally relevant Chaplaincy that supports and cares for all CAF personnel and their families, wherever they live and serve, empowering them spiritually and morally to meet the demands of military service.

To find a chaplain in your area, contact your local MFRC or call the Canadian Armed Forces Chaplain Branch at 1-866-502-2203.

Financial Counselling

SISIP Financial Services

The SISIP Financial Counselling program provides, at no cost, confidential and timely assistance to Canadian Armed Forces (CAF) members and their spouses who are experiencing financial distress. SISIP counsellors will work with military families to develop an action plan to address individual situations and will provide the necessary tools, techniques and knowledge to maintain sound and effective personal financial management practices.

For more information, visit the SISIP website at www.sisip.com.





TO RIVE

The Military Police Victim Assistance Program

This program is designed to assist victims, especially those of violent crime. Military Police shall ensure the fair treatment of victims of crime through the provision of immediate information, referral to support agencies and the availability of continuous contact with the victim throughout the investigation.

For more information, visit the Military Police website at www.forces. gc.ca/en/caf-community-support-services-military-police/index.page.







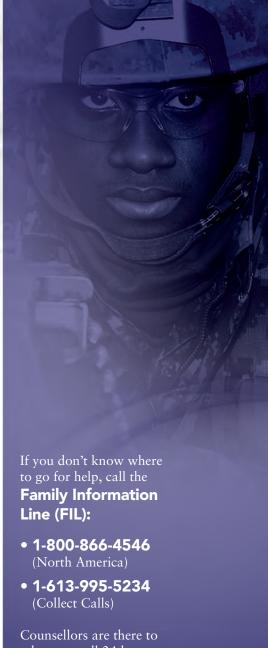
"20% of Canadians will personally experience a mental illness in their lifetime."

CMHA

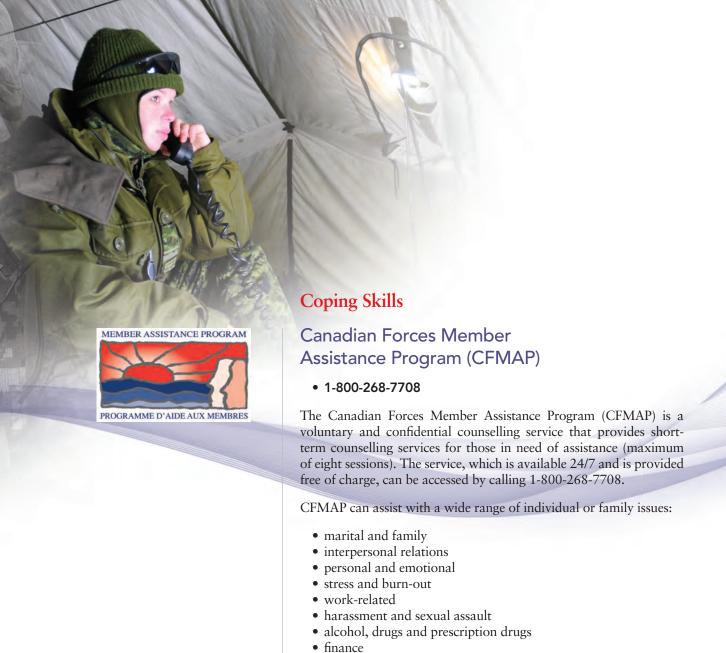
Military Members

Although the following programs and services are meant for military members, families should be aware that these exist. In this way, if a family member believes that their loved one in the Canadian Armed Forces (CAF) could benefit from such services—because they are living with an operational stress injury (OSI), struggling with mental health issues or in other need—they may be able to suggest sources to turn to for help.

Being informed about what is available is important, but even more important is accessing these programs and services when they are needed. Know that you are not alone. There are services and support for you and your loved ones.



Counsellors are there to take your call 24 hours a day, 7 days a week.



parenting

• or any other concerns

CAF Mental Health Services

Canadian Armed Forces (CAF) Mental Health Services are delivered through 30 Health Services Centres and 26 Mental Health Clinics at bases across Canada and in Europe. These clinics vary in size depending on the size of the Formation, Base, Wing, Station or Unit they support. The smallest would provide psychosocial services, while the larger clinics would offer a variety of programs to meet the health needs of the local CAF population.

Mental health care in the CAF is guided by evidence-based practices and is delivered through multidisciplinary teams including primary care clinicians, psychiatrists, psychologists, social workers, mental health nurses, addictions counsellors and mental health chaplains.

As well, it is important to note that a significant amount of mental health care is delivered to CAF troops by primary care providers. In many cases the first point of contact for many CAF personnel who are experiencing mental health difficulties is their primary care physician at their local CAF Medical Clinic. This individual will either provide the required assistance or refer the member to the most appropriate resource.

CAF Mental Health Services consists of two distinct levels of service, Psychosocial Services and Mental Health Services.

Psychosocial Services provides first line mental health care that CAF members may access directly without a physician's referral. The program provides individual, couple and family counselling to military personnel and their families; crisis management; addictions awareness; administrative procedures (e.g. compassionate and contingency cost moves); and pre- and post-deployment screenings. This program is available at all CAF clinics.



The secondary level of service, Mental Health Services, consists of specialized programs that are structured to provide multidisciplinary evidence-based care, and require a referral from a physician or medical officer. These secondary programs are located at the larger centres and have a regional responsibility. Service delivery for Mental Health Services is organized around a grouping of programs, including Addictions Treatment and the Operational Trauma and Stress Support Centres.

For more information, contact your local CAF Medical Centre.





www.forces.gc.ca/R2MR-RVPM

Road to Mental Readiness (R2MR)

The Road to Mental Readiness (R2MR) is a mental health training and education program developed to increase mental health literacy and enhance resilience. R2MR is designed to:

- demystify mental illness
- provide individuals with tools for dealing with stressful situations
- reduce the risk of developing mental illness

R2MR training is layered and tailored to meet the relevant demands and responsibilities Canadian Armed Forces (CAF) personnel encounter at each stage of their career and while on deployment. In this way R2MR is designed to ensure that the most appropriate training is provided when required to ensure CAF personnel are prepared mentally for the challenges they may encounter.

The goal of R2MR training is to improve well-being and shortterm performance, while mitigating any negative long-term mental health problems for both CAF personnel and their families. This is accomplished by teaching early identification of signs and symptoms of mental illness; the importance of peer and leadership support; appropriate leader actions; barriers to seeking mental health care (including stigma); and available mental health resources.

Resilience skills, including tactical breathing, mental rehearsal, goal-setting, and self-talk, are also taught, mentored and cued to improve the ability of CAF members and their families to manage both operational and non-operational stresses.

For more information, visit the R2MR section of the National Defence and the CAF website at www.forces.gc.ca.

"For people with depression, it does not feel like there is a 'light at the end of the tunnel' there is just a long, dark tunnel."

СМНА

Operational Stress Injury Blessures de

Living with Illness or Injuries

Operational Stress Injury Social Support (OSISS)

If you are struggling with an operational stress injury (OSI), support is available.

OSISS Peer Support Coordinators are screened, trained and mentored peers (typically former Canadian Armed Forces (CAF) members or families of veterans or CAF members) who know first-hand the lived experience of OSIs and the possible impacts.

Every member of the network brings experience and practical knowledge of what it is like to struggle with an OSI or to live with someone who does. They recognize the benefits of sharing their experiences.

Peer Support Coordinators have learned to cope with their injuries and now want to help others, confidentially. They will listen, support and suggest options. How and when they help is up to you.

Call 1-800-883-6094 or e-mail a Peer Support Coordinator in your area (addresses available at www.osiss.ca/en/contact.html) to set up a meeting to talk either in person or over the phone.





OSI Connect is a free mental health learning and self-management mobile app developed to help operational stress injury (OSI) patients and their families understand the nature of OSIs and to provide help through the OSI Clinic Network across Canada.

The resources on OSI Connect address challenges including posttraumatic stress and triggers, depression, anger, sleep problems, substance abuse, stress management and more. It is a regularly updated, information rich, interactive mobile application with assessments, videos and clear information for Veterans and others with an OSI, including how to get an OSI clinic appointment.

OSI Connect is compatible with iPhone, iPad, iPod, BlackBerry and Android devices. Free downloads are available through the App Store, Google Play and BlackBerry World.



PTSD Coach Canada

This mobile app provides users with education about post-traumatic stress disorder (PTSD), a self-assessment for PTSD, information about professional care, where to find support, and tools that can help users manage the stresses of daily life with PTSD. Tools range from relaxation skills and positive self-talk to anger management and other common self-help strategies. PTSD Coach Canada was designed for veterans and Canadian Armed Forces (CAF) members who have, or may have, PTSD.

PTSD Coach Canada is compatible with iPhone, iPad, iPod, BlackBerry and Android devices. Free downloads are available through the App Store, Google Play and BlackBerry World.

Injured Soldier Network

If you are a physically injured or ill serving Canadian Armed Forces (CAF) member (Regular or Reserve), you can find a strong peer support network through the Injured Soldier Network.

Built on the belief that no one should be left in isolation while facing a life-changing injury or illness, the Injured Soldier Network gives physically injured and ill CAF personnel the opportunity to receive one-on-one peer support when and where they need it.

Peer Support Volunteers have faced their own life-changing physical injury or illness while in the CAF. All volunteers are trained and certified and ready to provide confidential support.

For help or for more information, call 1-800-883-6094, email ISN-RSB@forces.gc.ca, or contact your closest Integrated Personnel Support Centre (IPSC).



"Once depression is recognized, help can make a difference for 80% of people who are affected, allowing them to get back to their regular activities."

СМНА



"3% or nearly 1 million Canadians live with a severe and persistent mental illness."

CMHA

Communications Skills

INTER-COMM

Do you want to improve communications in your personal relationships? Then you may want to participate in INTER-COMM, a course specifically designed for Canadian Armed Forces (CAF) personnel and their family members who are interested in learning how to deal with conflict and want to increase their ability to communicate more successfully.

Through exercises and coaching (delivered in multiple sessions by trained facilitators), participants learn to understand conflict, listen actively and use collaboration and communication to support health and well-being in relationships.

This is not a course on mediation, couple's therapy or conflict intervention, but rather a course that focuses on improving communication in healthy relationships.

Contact your local MFRC or Health Promotion Office for more information about this program.

Stress

Stress: Take Charge!

Stress management is a daily balancing act that has an impact on physical and mental well-being. If you want to increase your stress hardiness, enhance your performance and ramp up your resilience, Stress: Take Charge! (a stress management program designed and tested specifically for the Canadian Military to improve health and well-being) may be of interest to you.

Stress: Take Charge! is a self-directed approach to stress management through self-awareness, behaviour change and skill building. It will help you identify the strategies that you already use as well as those that you can begin to implement in order to optimize your stress hardiness.

The program consists of eight modules of 2.5 hours each in which you will:

- understand the stress reaction in the military context
- choose and practice specific skills that can be used to decrease stress and build resilience
- benefit from regular practice of the relaxation response

You will receive workbooks and be asked to complete exercises.

The program is open to all military members and their families (must be over 18 years of age).

For more information, contact your local PSP Base/Wing Health Promotion Office or visit at www.cfgateway.com.







Managing Angry Moments (MAM)



If you feel the need to examine and address issues of anger (while they are still manageable) in order to prevent the possibility of their escalation to physical or verbal aggression, Managing Angry Moments (MAM) can help.

MAM is for anyone who wants to effectively manage their anger in the face of triggering circumstances. It is designed to meet the needs of a non-violent Canadian Armed Forces (CAF) population.

MAM is divided into seven modules presented weekly. Each module lasts approximately two hours. The modules are as follows:

- 1. Understanding Anger
- 2. Anger, Stress and Mental Fitness
- 3. Trigger Thoughts, Coping Thoughts and Strategies
- 4. Reframing Thinking Errors
- 5. Assertive Communication: Resolving Conflicts While Managing Anger
- 6. Managing Anger with Forgiveness
- 7. Maintaining Positive Changes

For more information, contact your local PSP Base/Wing Health Promotion Office or visit at www.cfgateway.com.

ease our bodies and our minds."

СМНА



Addictions (Alcohol, Drugs, Gambling)

Alcohol, Other Drugs and **Gambling Awareness**

If you want to increase your knowledge and understanding of a variety of issues related to alcohol, other drugs and gambling, the Alcohol, Other Drugs and Gambling Awareness program can help.

Based on an interactive adult learning approach, the program provides valuable information, with each topic being delivered in about two hours. You can choose from more than one topic area depending on your needs and/or interests, including:

- Substance Use 101
- Alcohol: Staying Within the Guidelines
- DWI—Driving While Impaired
- Keeping Your Parties Safe
- Illegal Drugs and Zero Tolerance
- Prescription and Over-the-Counter Medication
- An Introduction to Gambling and Problem Gambling
- Talking About Alcohol and Other Drugs
- Understanding and Changing the Culture of an Organization
- Alternatives to Alcohol and Other Drug Use

For more information, contact your local PSP Base/Wing Health Promotion Office or visit at www.cfgateway.com.



Suicide Awareness and Prevention

Mental Fitness and Suicide Awareness (MFSA) Training



The Mental Fitness and Suicide Awareness (MFSA) course provides an easy-to-use ACE model (Ask, Care and Escort) that anyone can use to help someone who is experiencing distress, be it a colleague, friend or family member.

A full-day Supervisor's course is available as well as a general course available to all Canadian Armed Forces (CAF) personnel and their families and covers the following topics:

- · how to gain and maintain mental fitness
- understand barriers to seeking help
- learn about the stigma attached to mental health issues
- practice effective communication
- learn how to build resiliency

MFSA training will prepare participants to promote mental fitness and to mitigate the incidence of mental health injuries, including deliberate self-harm and suicide, within the military community.

For more information, contact your local PSP Base/Wing Health Promotion Office or visit at www.cfgateway.com.

"Approximately 8% of adults will experience major depression at some time in their lives."

СМНА



Veterans Affairs Canada (VAC)

Veterans Affairs Canada (VAC) has a range of mental health services and benefits for veterans, current members of the Canadian Armed Forces (CAF) and the Royal Canadian Mounted Police (RCMP), and their families.

- VAC provides a Crisis and Referral Centre line (1-800-268-7708) that will connect you to the VAC Assistance Service—a 24-hour toll-free help line that can provide veterans and their families with short-term professional counselling and referral services, including support for mental and emotional health concerns.
- VAC's Wellness Kit is a series of fact sheets on a number of topics related to mental health.
- VAC has produced detailed information on post-traumatic stress disorder (PTSD), including PTSD and the Family for Parents with Young Children, PTSD and War-Related Stress, Learn About PTSD and Understanding PTSD Treatment.
- VAC offers fact sheets on depression, anxiety and more.

For more information, visit the Mental Health section of the VAC website at www.veterans.gc.ca.







Personnel Support Programs (PSP)

Recreation, physical fitness and sports provide opportunities for personal growth and improved health for everyone. And keeping mentally and physically active is a great contributor to mental health and social wellness.

Personnel Support Programs (PSP) offer high quality, innovative recreation programs in each Canadian Armed Forces (CAF) community to provide families, individuals, children and communities with quality leisure experiences, innovative programming and recreational facilities that meet their needs.

Over 500 different types of recreation, leisure and sports activities are offered—everything from arts to aquatics, basketball to bocce, dance to decorating, first-aid to physical fitness, golf to gardening, painting to Pilates, sports camps to school break programs, and tennis to Tai Chi.

For more information, visit the PSP section of the Canadian Forces Morale and Welfare Services website at www.cfmws.com. To find out how you can set up your own recreational club, please visit your local PSP Community Recreation Department. For more information about PSP programs and services at the Base, Wing and Unit level please visit www.cfgateway.com.



Spiritual and Religious Well-Being

Chaplains

As trained religious and spiritual caregivers, Canadian Armed Forces (CAF) chaplains contribute significantly to the spiritual and mental well-being of CAF members and their families. They are on-call 24/7 to support members in need and provide support and advice to the chain of command and care providers.

- Chaplaincy Mission: To support and enhance the effectiveness of the CAF as a whole—its leadership, the individual men and women who serve and their families—through the provision of comprehensive religious and spiritual support, advice and care.
- Chaplaincy Vision: To be an operationally relevant Chaplaincy that supports and cares for all CAF personnel and their families, wherever they live and serve, empowering them spiritually and morally to meet the demands of military service.

To find a chaplain in your area, contact your local MFRC or call the Canadian Armed Forces Chaplain Branch at 1-866-502-2203.



If you don't know where to go for help, call the Family Information Line (FIL):

- **1-800-866-4546** (North America)
- 1-613-995-5234 (Collect Calls)

Counsellors are there to take your call 24 hours a day, 7 days a week.



Military Police

The Military Police Victim Assistance Program

The Military Police (MP) are committed to increasing their focus on the needs of victims of crime. A national program has been instituted where an MP member regularly contacts crime victims and complainants. In practical terms, this commitment translates into effective participation into the area of victims' relief by the MP. It also fosters the involvement of several other support agencies within the Canadian Armed Forces (CAF) and the Department of National Defence and may also involve the participation of our civilian partners.

For more information, visit the Military Police website at www.forces. gc.ca/en/caf-community-support-services-military-police/index.page.

Financial Counselling

SISIP Financial Services

The SISIP Financial Counselling program provides, at no cost, confidential and timely assistance to Canadian Armed Forces (CAF) members and their spouses who are experiencing financial distress. SISIP counsellors will work with military families to develop an action plan to address individual situations and will provide the necessary tools, techniques and knowledge to maintain sound and effective personal financial management practices.

For more information, visit the SISIP website at www.sisip.com.



Supporting Funds

Support Our Troops Program

The Support Our Troops Program is an invaluable program administered by Canadian Forces Morale and Welfare Services (CFMWS). It is but one element of support that currently exists to help Canadian Armed Forces (CAF) members and their families meet unique challenges and individual circumstances, most often associated with the demands of military service. The Support Our Troops Program is funded entirely by the generous donations of Canadians. The following are a few of the core program elements that are available to military members and their families.

For more information about how to access the funds, please visit www.cfmws.com.

Military Families Fund (MFF)

The Military Families Fund (MFF) provides emergency financial assistance to military families faced with unforeseen and often immediate needs that have resulted due to conditions of service, including those widowed or orphaned by the death of a military member in combat. Some examples of uses of the MFF include:

- medical travel for families serving in remote locations
- financial assistance for exceptional counselling support
- employment transition support for those leaving the military
- filling the void when other methods of funding aren't available

Hospital Comforts Fund

The Hospital Comforts Fund ensures that members of the Canadian Armed Forces (CAF) who find themselves hospitalized due to illness, injury, accident or surgery for longer than 48 hours have access to basic amenities for the duration of their hospital stay. Services are available to members in civilian hospitals across Canada and overseas such as Landstuhl Regional Medical Centre in Germany.



Canadian Forces Personnel Assistance Fund

While not formally part of the Support Our Troops Program, the Canadian Forces Personnel Assistance Fund is a registered charity that provides assistance to military members through grants and low-interest loans across four distinct programs (Minor Disbursement Program, Education Assistance Loan Program, Self-Improvement Loan Program, and the Distress Program). This fund is co-managed within the Support Our Troops Program as a means of maximizing the support available to the military community.



Soldier On Fund

The Soldier On Fund provides resources and opportunities for serving and retired Canadian Armed Forces (CAF) personnel with a permanent or chronic illness or injury to actively participate in physical, recreational or sporting activities as a means to increase their independence, develop new skills, achieve goals and open doors to other life opportunities. The Soldier On Fund has provided grants to support initiatives such as:

- purchasing adaptive sports equipment and equipment that supports an adaptive lifestyle, including a custom mountain bike, a basketball wheelchair, a hockey sledge, a rowing shell and customized home gyms
- subsidizing the expenses of physical, recreational or sport related activity that directly contributes to attaining a healthy and active lifestyle

For more information, visit the Soldier On website at www.SoldierOn.ca.



Acknowledgements

We gratefully acknowledge the support of the Canadian Mental Health Association (CMHA) in sharing their resources for this publication.

Facts, figures and quotes in this guide are sourced from the CMHA website.

For more information about the CMHA or for more information on mental health services in your community, visit www.cmha.ca.

Images

Images contained in this publication are provided courtesy of the Department of National Defence and Bliss Photography.

RESOURCES

Glossary of Acronyms and Abbreviations

CAF Canadian Armed Forces

CFMAP Canadian Forces Member Assistance Program CFMWS Canadian Forces Morale and Welfare Services

CMHA Canadian Mental Health Association

DCSM Director of Casualty Support Management

FIL Family Information Line

IPSC Integrated Personnel Support Centre

iSTEP Individual Success Through Empowering Peers

JPSU Joint Personnel Support Unit
MAM Managing Angry Moments

MFF Military Families Fund

MFRC Military Family Resource Centre

MFS Military Family Services

MFSA Mental Fitness and Suicide Awareness

MFSP Military Family Services Program

MP Military Police

OSI Operational Stress Injury

OSISS Operational Stress Injury Social Support

PSP Personnel Support Programs PTSD Post-Traumatic Stress Disorder

R2MR Road to Mental Readiness

RCMP Royal Canadian Mounted Police

VAC Veterans Affairs Canada WHO World Health Organization

YPET Youth with Parents who have Experienced Trauma

Military Family Resource Centres (MFRCs)

Locations in Canada

British Columbia

COMOX

MFRC

19 Wing Comox Comox BC V0R 2K0 Comoxmfrc@gmail.com Tel.: 250-339-8290

ESQUIMALT

MFRC

P.O. Box 17000, STN Forcs Victoria BC V9A 7N2 mfrc@shawcable.com Tel.: 250-363-2640 Toll-Free: 1-800-353-3329

MAINLAND B.C.

MFRC

4050 West 4th Avenue Vancouver BC V6R 1P6 office@bcmfrc.com Tel.: 604-225-2535 Toll-Free: 1-888-828-6372

Alberta

CALGARY

MFRC

4225 Crowchild Trail SW Calgary AB T3E 1T8 calgarymfrc@shawbiz.ca Tel.: 403-410-3590

COLD LAKE

MFRC

Box 5260 Station Forces Cold Lake AB T9M 2C3 admin@clmfrc.ca Tel.: 780-594-6006

EDMONTON

MFRC

Canadian Forces Base P.O. Box 10500 Edmonton AB T5J 4J5 information@mfrcedmonton.com Tel.: 780-973-4011 Ext. 6300

SUFFIELD

MFRC Box 190 Ralston AB T0J 2N0 smfrc@cfbsuffield.org Tel.: 403-544-5567

WAINWRIGHT

MFRC
P.O. Box 29
Denwood AB T0B 1B0
info@wainwrightmfrc.ca
Tel.: 780-842-1363 Ext. 1253

Saskatchewan

CENTRAL SASKATCHEWAN

MFRC

17 Wing Detachment Dundurn CFB Winnipeg Detachment Dundurn Dundurn SK S0K 1K0 info@dmfrc-inc.com or www.dmfrc-inc.com Tel.: 306-492-2135 Ext. 4266

MOOSE JAW

MFRC

P.O. Box 5000 Moose Jaw SK S6H 7Z8 info@moosejawmfrc.ca Tel.: 306-694-2273

Manitoba

SHILO

MFRC Building T-114 Shilo MB R0K 2A0

General.reception@shilomfrc.ca Tel.: 204-765-3000 Ext. 3352

WINNIPEG

MFRC

102 Comet Street P.O. Box 17000, Station Forces Winnipeg MB R3J 3Y5 wpgmfrc@autobahn.mb.ca Tel.: 204-489-7003

Ontario

BORDEN

MFRC 28 Arnheim Rd, Bldg E-123 Borden ON L0M 1C0 info@bordenfrc.org

Tel.: 705-424-1200 Ext. 3994

KINGSTON

MFRC

Batoche Community Centre, CFB Kingston 32 Lundy's Lane Kingston ON K7K 5G3 info@kmfrc.com Tel.: 613-541-5010 Ext. 5195

LONDON

MFRC

701 Oxford Street East London ON N5Y 4T7 admin@mfrc-london.org Tel.: 519-660-5366 Toll-Free: 1-888-574-7444

MEAFORD

MFRC

LFCA Meaford, R.R. #1 Meaford ON N4L 0A1 mfrc.meaford@sympatico.ca Tel.: 519-538-1371 Ext. 6509

NATIONAL CAPITAL REGION

MFRC of the National Capital Region MFRC-South, Building 471 (Croil St) Ottawa ON K1A 0K2 info@mfrc-ncr.org Tel.: 613-998-4888

NORTH BAY

MFRC

Bldg 95, 39 Sterling Avenue Hornell Heights ON P0H 1P0 nbmfrc@vianet.on.ca Tel.: 705-494-2011 Ext. 2057

PETAWAWA

MFRC

CFB Petawawa, 10-16 Regalbuto Petawawa ON K8H 1L3 Isa.pmfrc@bellnet.ca Tel.: 613-687-1641

TORONTO

MFRC 5 Yukon Lane Toronto ON M3K 0A1 tmfrc@forces.gc.ca Tel.: 416-633-6200 Ext. 4311

TRENTON

MFRC

P.O. Box 1000, Station Forces Astra ON K0K 3W0 trentonmfrc@hotmail.com Tel.: 613-965-3575

Quebec

BAGOTVILLE

MFRC

3e Escadre BFC, CP 280 Alouette QC G0V 1A0 info@crfmbagotville.com Tel.: 418-677-7468

MONTRÉAL

MFRC

C.P. 100 Succursale Bureau Chef Richelain QC J0J 1R0 crfmmontreal@videotron.ca Tel.: 450-462-8777 Ext. 8046

VALCARTIER

MFRC Édifice 93, C.P. 1000 Succursale Forces Courcelette QC G0A 4Z0 info@crfmv.com Tel.: 418-844-6060

Need more information about local MFRCs? Call the Family Information Line (FIL) at 1-800-866-4546 or 1-613-995-5234.

New Brunswick

GAGETOWN

MFRC Bldg A-45, St-Lawrence Ave. CTC Gagetown Oromocto NB E2V 4J5 mfrcgage@rogers.com Tel.: 506-422-2000 Ext. 3379

MONCTON

MFRC 21 Bennett Avenue Moncton NB E1E 1T5 mmfrc@rogers.com Tel.: 506-851-7223

Nova Scotia

GREENWOOD

MFRC 14 Wing Greenwood P.O. Box 582 Greenwood NS B0P 1N0 home@greenwoodmfrc.ca Tel.: 902-765-5611

HALIFAX AND REGION

MFRC P.O. Box 99000, Station Forces Windsor Park, Bldg 106 Halifax NS B3K 5X5 info@halifaxmfrc.ca Tel.: 902-427-7788

Newfoundland & Labrador

GANDER

MFRC
P.O. Box 6000
Gander NF A1V 1X1
info@gandermfrc.ca
Tel.: 790-256-1703 Ext. 148/206

GOOSE BAY

MFRC P.O. Box 69, Station C Goose Bay NF A0P 1C0 info@goosebaymfrc.ca Tel.: 709-896-6900 Ext. 6060

ST. JOHN'S

MFRC 509A Placentia Place St. John's NF A1A 1S4 info@stjohnsmfrc.ca Tel.: 709-570-4900 Ext. 4548

Northwest Territories

NORTH OF 60

MFRC Canadian Forces Northern Area-Headquarters, P.O. Box 6666 5124-54 Street

Yellowknife NT X1A 2R3 Info.ykmfrc@theedge.ca

Tel.: 867-873-0700 Ext. 6859

Locations in the United States

COLORADO SPRINGS

Canadian Military Family Resource Centre 135 East Ent Avenue Peterson AFB CO 80914 cmfrccolorado@forces.gc.ca Tel.: 719-556-9269

ELMENDORF

Canadian Military Family Resource Centre 8535 Wewak Drive Elmendorf AFB AK 99506 MorrisEA1@forces.gc.ca Tel.: 907-552-3609

ROME

Canadian Military Family Resource Centre Box 1234, 134 Chappie James Blvd Griffis Business & Technology Park Rome NY 13441 – 1234 cmfrcny@dreamscape.com Tel.: 315-339-4622

TINKER

Canadian Military Family Outreach Services Canadian Component 552 Air Control Wing 7710 First Ave, Suite 37 Tinker AFB Oklahoma City OK 73145 Tel.: 405-924-9531

TYNDALL

Canadian Military Family Resource Centre 500 Minnesota Ave (Bldg 747) Tyndall AFB FL 32403-5428 cfmrctyndall@gmail.com Tel.: 650-283-5265

WHIDBEY ISLAND

Canadian Detachment Commander Naval Ocean Processing Facility Whidbey Island 1280 West Intruder St. Oak Harbor WA 98278-9400 Tel.: 360-682-5920

WASHINGTON D.C.

Military Family Services Program Coordinator Canadian Embassy 501 Pennsylvania Avenue Washington D.C. 2001 Tel.: 202-448-6352

Locations in Europe

GEILENKIRCHEN

Canadian Military Family Resource Centre SLOT 7006, P.O. Box 5053 STN FORCES Belleville ON K8N 5W6 Tel.: 011-49-2451-98-2020 Fax: 011-49-2451-5571 mfrc-gk@aixtra.de

BRUSSELS

Canadian Military Family Resource Centre NATO Staff Brussels P.O. Box 5048, STN Forces Belleville ON K8N 5W6 Tel.: 011-32-(0)2.767.74.61 Fax: 011-32-(0)2.731.17.84 Director@cmfrcbrussels.be

SUPREME HEADQUARTERS ALLIED POWERS EUROPE

Canadian Military Family Resource Centre P.O. Box 5048 STN Forces Belleville ON K8N 5W6 Tel.: 011-32-6544-5993 Fax: 011-32-6531-2597 mfrc@skynet.be

NAPLES

Canadian Military Family Resource Centre Joint Force Command HQ Naples P.O. Box 5051 STN Forces Belleville ON K8N 5W6 Tel.: 011-39-081-617-3334 Fax: 011-39-081-570-0037 CMFRC_Naples_director@cybernet.it

REMOTE FAMILY SUPPORT

Personnel Family Service Coordinator CFSU(E) Det SHAPE P.O. Box 5048, STN Forces Belleville ON K8N 5W6 Tel.: 011-32-65-44-6030 Fax: 011-32-65-36-05-23

UNITED KINGDOM

Canadian Military Family Resource Centre CFSU(E) Daws Hill P.O. Box 5051 STN Forces Belleville ON K8N 5W6 Tel.: 011-44-1425-280-556 Fax: 011-44-1494-795-784 director@cmfrc.org.uk

Canadian Armed Forces (CAF) Medical Centres across Canada

British Columbia

Comox

21 CF Health Services Centre Comox Building 309 Heritage Boulevard P.O. Box 1000 Station Main Lazo BC V0R 2K0 Tel.: 250-339-8211 Ext. 8267

Esquimalt

CF Health Services Centre (Pacific) 1200 Colville Road P.O. Box 17000 Station Forces Victoria BC V9A 7N2 Tel.: 250-363-4122

Vancouver

CF Health Services Centre (Pacific) Detachment Vancouver 4050 4th Avenue West Vancouver BC V6R 1P6 Tel.: 604-225-2520 Ext. 2504

Alberta

Calgary

1 Field Ambulance Detachment Calgary General Sir Arthur Currie Building 4225 Crowchild TR SW Calgary AB T3E 1T8 Tel.: 403-410-2320 Ext. 3932

Cold Lake

22 CF Health Services Centre Cold Lake Building 69 Kingsway Road (Canex Mall) Canadian Forces Base/ 4 Wing Cold Lake P.O. Box 6550 Station Forces Cold Lake AB T9M 2C6 Tel.: 780-840-8000 Ext. 8707

Edmonton

1 Field Ambulance Edmonton Clinic Churchill Ave Building 162 P.O. Box 10500 Station Forces Edmonton AB T5J 4J5 Medical Reception Telephone: CDU A 780-973-4011 Ext. 6230 CDU B 780-973-4011 Ext. 6231 CDU C 780-973-4011 Ext. 6232 CDU D 780-973-4011 Ext. 4879

Suffield

1 Field Ambulance Detachment Suffield Canadian Forces Base Suffield P.O. Box 3000 Stn Main Medicine Hat AB T1A 8S8 Tel.: 403-544-5240

Wainwright

12 CF Health Services Centre Building 633 GD Station Main Denwood AB T0B 1B0 Tel.: 780-842-1363 Ext. 1720

Saskatchewan

Dundurn

Canadian Forces Base Winnipeg Detachment Dundurn Building 266 GD Stn Main Dundurn SK S0K 1K0 Tel.: 306-492-2135 Ext, 4221

Moose Jaw

23 CF Health Services Centre Detachment Moose Jaw Building 143 Nato Drive P.O. Box 5000 Station Main Moose Jaw SK S6H 7Z8 Tel.: 306-694-2280

Manitoba

Shilo

11 CF Health Services Centre Shilo Building L-158 Engineer Road P.O. Box 5000 Station Main Shilo MB ROK 2A0 Tel.: 204-765-3000 Ext. 3153

Winnipeg

23 CF Health Services Centre Winnipeg Building 62 715 Wihuri Road P.O. Box 17000 Station Forces Winnipeg MB R3J 3Y5 Tel.: 204-833-2500 Ext. 5595

Ontario

Borden

31 CF Health Services Centre Borden O-166, 30 Ortona Road P.O. Box 1000 Station Main Borden ON LOM 1C0 Tel.: 705-424-1200 Ext. 2409

Kingston

Canadian Forces Base Kingston 33 CF Health Services Centre 26 Somme Avenue, Building ME-40 P.O. Box 17000 Station Forces Kingston ON K7K 7B4 Tel.: 613-541-5010 CDU 1 Ext. 5508 CDU 2 Ext. 5522 CDU 3 Ext. 3232

London

32 CF Health Services Centre Detachment London Wolseley Barracks 701 Oxford Street East London ON N5Y 4T7 Tel.: 519-660-5199

Meaford

31 CF Health Services Centre Detachment Meaford R. R. #1 Meaford ON N4L 0A1 Tel.: 519-538-6748

North Bay

Canadian Forces Base North Bay 24 CF Health Services Centre Detachment North Bay 95 Manston Crescent Hornell Heights ON P0H 1P0 Tel.: 705-494-2011 Ext. 2110

Ottawa

Canadian Forces Health Services Centre Ottawa 713 Montreal Road Ottawa ON K1A 0K6 Tel.: 613-945-1140 / 613-945-1141

Petawawa

Canadian Forces Base Petawawa 2 Field Ambulance Building N 109 P.O. Box 9999 Station Main Petawawa ON K8H 2X3 Tel.: 613-687-5511

Sault Ste Marie

Area Support Unit Northern Ontario 395 Pine Street
Sault Ste Marie ON P6B 3E6
Tel.: 705-541-5200 Ext. 5273 / 705-541-5200 Ext. 5216

Toronto

32 CF Health Services Centre 1 Yukon Lane Toronto ON M3K OA1 Tel.: 416-633-6200 Ext. 3900

Trenton

24 CF Health Services Centre 8 Wing Trenton 50 Yukon Street P.O. Box 1000 Station Forces Astra ON K0K 3W0 Tel.: 613-392-2811 Ext. 3480

Quebec

Bagotville

Canadian Forces Base Bagotville 25 CF Health Services Centre Building 66 P.O. Box 5000, Station Bureau-chef Alouette QC GOV 1A0 Tel.: 418-677-4000 Ext. 7947

St. Jean

41 CF Health Services Centre Building 150 P.O. Box 100, Station Bureau-chef Richelain QC J0J 1R0 Tel.: 450-358-7099 Ext. 7680

Valcartier

Canadian Forces Base Valcartier Building 109 P.O. Box 1000 Station Forces Courcelette QC G0A 4Z0 Tel.: 418-844-5000 Ext. 7815

New Brunswick

Gagetown

42 CF Health Services Centre Canadian Forces Base Area Support Unit Gagetown Building A-47, Champlain Avenue P.O. Box 17000 Station Forces Oromocto NB E2V 4J5 Tel.: 506-422-2000 Ext. 4257

Nova Scotia

Greenwood

Canadian Forces Base Greenwood 26 CF Health Services Centre Building 266, Administration Drive P.O. Box 5000 Station Main Greenwood NS BOP 1N0 Tel.: 902-765-1494 Ext. 5046

Halifax

CF Health Services Centre (Atlantic) Canadian Forces Base Halifax Building S-80, 2685 Sextant Lane P.O. Box 99000 Station Forces Halifax NS B3K 5X5 Tel.: 902-721-8700

Newfoundland & Labrador

Gander

27 CF Health Services Centre Detachment Gander 9 Wing Gander Building 129 Washington Avenue P.O. Box 6000 Station Main Gander NF A1V 1X1 Tel.: 709-256-1703 Ext. 1203

Goose Bay

27 CF Health Services Centre Goose Bay 5 Wing Goose Bay P.O. Box 7002 Station A Happy Valley-Goose Bay NF A0P 1S0 Tel.: 709-896-7222

St. John's

Tel.: 709-570-4665

26 CF Health Services Detachment St-John's 309 Langley Street Pleasantville St. John's NF A1C 6B5

Northwest Territories

Yellowknife

1 Field Ambulance Detachment Yellowknife 5020 48th Street P.O. Box 6666 Stn Main Yellowknife NT X1A 2R3 Tel.: 867-873-0700 Ext. 6863

Integrated Personnel Support Centres across Canada (IPSC)

British Columbia

Chilliwack

IPSC Vancouver-Satellite Chilliwack Tel.: 604-858-1011 Ext. 6106

Comox

IPSC Comox

Tel.: 205-339-8211 Ext. 7147

Esquimalt

IPSC Esquimalt Tel.: 250-363-5661

Vancouver

IPSC Vancouver

Tel.: 604-225-2520 Ext. 2662

Alberta

Calgary

IPSC Detachment Calgary Tel.: 403-410-2351 Ext. 2724

Cold Lake

IPSC Cold Lake

Tel.: 780-840-8000 Ext. 8215

Edmonton

IPSC Edmonton

Tel.: 780-973-4011 Ext. 5774

Wainwright

IPSC Wainwright

Tel.: 780-842-1363 Ext. 1518

Saskatchewan

Moose Jaw

JPSU Prairie Region-Satellite

Moose Jaw

Tel.: 306-694-2222 Ext. 5541

Manitoba

Shilo

IPSC Shilo

Tel.: 204-765-3000 Ext. 3610

Winnipeg

IPSC Winnipeg

Tel.: 204-833-2500 Ext. 4806

Ontario

Borden

IPSC Borden

Tel.: 705-424-1200 Ext. 1302

Kingston

IPSC Kingston

Tel.: 613-541-5010 Ext. 5281

London

IPSC London

Wolseley Barracks

Tel.: 519-660-5275 Ext. 5091

Meaford

IPSC Meaford

Tel.: 519-538-1371 Ext. 6821

North Bay

IPSC Petawawa-Satellite North Bay Tel.: 705-494-2011 Ext. 5023

Ottawa

IPSC Ottawa

National Defence Headquarters Tel.: 613-945-6600 Ext. 6765

Petawawa

IPSC Petawawa

Tel.: 613-687-5511 Ext. 6828

Toronto

IPSC Toronto

Tel.: 416-633-6200 Ext. 2663

Trenton

IPSC Trenton

Tel.: 613-392-2811 Ext. 5059

Quebec

Bagotville

IPSC Bagotville

Tel.: 418-677-4000 Ext. 4530

St. Jean

IPSC St. Jean/Montreal

Tel.: 450-358-7099 Ext. 6648

Valcartier

IPSC Valcartier

Tel.: 418-844-5000 Ext. 3425

New Brunswick

Gagetown

IPSC Gagetown

Tel.: 506-422-2000 Ext. 6100

Moncton

IPSC Moncton

Tel.: 506-860-5500 Ext. 5601

Nova Scotia

Greenwood

IPSC Halifax-Satellite Greenwood Tel.: 902-765-1494 Ext. 5702

Halifax

IPSC Halifax

Tel.: 902-722-1907

Sydney

IPSC Halifax-Satellite Sydney

Tel.: 902-563-7138

Prince Edward Island

Charlottetown

IPSC Moncton-Satellite Tel.: 902-370-4723

Newfoundland & Labrador

Gander

IPSC St John's-Satellite Gander Tel.: 709-256-1703 Ext. 1164

St. John's

IPSC St. John's Tel.: 709-570-4998

101.. / 0/-3/0-4//

If you don't know where to go for help, call the **Family Information Line:**

- **1-800-866-4546** (North America)
- **1-613-995-5234** (Collect Calls)

Counsellors are there to take your call 24 hours a day, 7 days a week.

Peace of mind is only a phone call away!