

FAMILY SUPPORTS

Where to go when you're looking for help

Updated: August 2023

Families are an important part of a person's well-being during their recovery from mental health or substance use problems. But families also need care and support. The services listed here are geared to families' needs: in some cases, this means a family support group; in other cases, it refers to a psychoeducation group or session that provides information about mental illness or addiction.

CAMH Services for Families

Access CAMH is the first place people go to receive services at CAMH. It can also connect families to support groups and educational sessions offered at CAMH and give them information and resources about mental illness and addiction. Call Access CAMH at 416 535-8501 (press 2) or toll-free at 1 800 463-6273.

Aboriginal Service

Tel.: Access CAMH 416 535-8501 (press 2) or 1 800 463-6273

www.camh.ca/en/your-care/programs-and-services/aboriginal-substance-use-outpatient--counselling-service

Services: Counselling, education and traditional ceremonies for families

Eligibility: People age 18+ and their family members

Referral: Self-referral

Borderline Personality Disorder Clinic

1001 Queen St. West, Toronto

Tel.: Access CAMH 416 535-8501 (press 2) or BPD intake 416 535-8501 ext. 32437

www.camh.ca/en/your-care/programs-and-services/borderline-personality-disorder-clinic

Services: 24-week to 12-month psychoeducational support group based on the Family Connection treatment program

Eligibility: Family and friends of people with borderline personality disorder

Referral: Referral required for intake

If any of this information is incorrect or outdated, or if there are additional organizations or programs that would be helpful to include, please email the information to us at access.resources@camh.ca.

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camh

Client Relations Office

100 Stokes St., Toronto

Tel.: 416 535-8501 ext. 32028

client.relations@camh.ca

www.camh.ca/en/your-care/your-rights/client-relations

Services: Response to feedback from CAMH patients, family members, people who want to receive CAMH services, members of the community

Eligibility: Patients and families, people who want CAMH services, members of the community

Family Resource Centre

1025 Queen St. West, Toronto

Tel.: 416 535-8501 ext. 33202

familyengagement@camh.ca

www.camh.ca/en/your-care/programs-and-services/family-resource-centre

Services: Lending library, printed resources on mental illness and addiction, computer access, volunteers to answer questions and help family or friends of a CAMH patient connect with support

Eligibility: Families and friends of CAMH patients

Family Service

60 White Squirrel Way, 4th floor, Toronto

Tel.: 416 535-8501 ext. 34430 or Access CAMH: 416 535-8501 (press 2) or 1 800 463-6273

www.camh.ca/en/your-care/programs-and-services/family-service

Services: Support, consultation and education: monthly family education sessions on addiction, concurrent disorders, motivation and change; information on coping for family members

Eligibility: People concerned about the substance use of a family member or friend. The person of concern does not have to be a CAMH patient

Referral: Self-referral through Access CAMH

Gambling, Gaming and Technology Use Program

www.problemgambling.ca/gambling-help/support-for-families/default.aspx

Services: Online resources on problem gambling and technology use, including self-help worksheets for people who gamble and their family and friends; *Problem Gambling: A Guide for Parents*

Eligibility: People who gamble and their family members and friends

Gambling: Problem Gambling and Technology Use Treatment Services

60 White Squirrel Way, 3rd floor, Toronto

Tel.: Access CAMH: 416 535-8501 (press 2) or 1 800 463-6273

www.camh.ca/en/your-care/programs-and-services/problem-gambling--technology-use-treatment

Services: Individual support, support groups for parents and caregivers concerned about excessive gaming and internet use among youth aged 16–25

Eligibility: Family and friends of people with gaming, internet or gambling addiction

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Mood and Anxiety Ambulatory Services

100 Stokes St., Toronto

Tel.: Access CAMH: 416 535-8501 (press 2) or 1 800 463-6273

www.camh.ca/en/your-care/programs-and-services/mood-anxiety-ambulatory-services

Services: Family support and psychoeducation groups on topics such as communication strategies, treatment, stress management for caregivers

Eligibility: Families and friends of people with mood and anxiety disorders

Note: Each series of seven sessions is limited to 12 people and runs quarterly

Substance Abuse Program for African Canadian and Caribbean Youth

80 Workman Way, Toronto

Tel.: Access CAMH: 416 535-8501 (press 2) or 1 800 463-6273

www.camh.ca/en/your-care/programs-and-services/substance-use-program-for-African-Canadian-Caribbean-youth

Services: Support and counselling for substance use and co-existing mental health problems

Eligibility: Black youth aged 13–24 and their families

Referral: Self-referral for assessment and to discuss next steps

Youth Addiction and Concurrent Disorders Service

80 Workman Way, Toronto

Tel.: Access CAMH: 416 535-8501 (press 2) or 1 800 463-6273

www.camh.ca/en/your-care/programs-and-services/youth-addiction--concurrent-disorders-service

Services: Education night for family and friends of youth with concurrent disorders (recognizing mental health and addiction problems, managing risky behaviour, self-care, motivation and change; information on mental health problems and addiction, harm reduction, setting limits, gaming, internet use)

Note: Call ext. 34439 or ext. 33163 to register with the clinic

Community Support for Families

ADAPT (Halton Alcohol Drug and Gambling Assessment Prevention and Treatment)

Locations across Ontario, including 165 Cross Ave., Suite 203, Oakville, ON

Tel.: Intake: 905 639-6537 ext. 0; long-distance: 905 693-4250 (accepts collect calls); registration for Opioid Friends and Family group: 1 855 211-0898

adapt@haltonadapt.org

haltonadapt.org

Services: Individual and group counselling and support, workshops: six-week Opioid Friends and Family group; Family Day workshops on substance use, gambling and concurrent disorders; five-week parent education group for parents of youth up to age 18 with substance use problems

Eligibility: People affected by someone else's substance use or gambling problem; family members can receive services even if the person they are concerned about is not a client of ADAPT

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Canadian Mental Health Association, Ontario

Tel.: Toronto: 416 780-7954

<https://ontario.cmha.ca>

Services: Resources and support groups; online information about mental health and substance use problems

Family Navigation Project

Tel.: 1 800 380-9367

familynavigation@sunnybrook.ca

<https://sunnybrook.ca/content/?page=family-navigation-project>

Services: Help navigating the mental health and addiction service system

Eligibility: Youth aged 13–26 with mental health or addiction problems and their families living in the Greater Toronto Area

Family Service Toronto

355 Church St., Toronto, ON

Tel.: 416 595-9230; 416 595-9618 (David Kelley programs)

www.familyserVICetoronto.org

Services: Counselling, community development, advocacy and public education programs; David Kelley LGBTQ counselling program (short-term individual, couple and group counselling); David Kelley HIV/AIDS counselling program (short- and long-term counselling)

Eligibility: LBGTQ counselling program and HIV/AIDS program geared to low-income individuals and families in Toronto

Fee: Most services offered on a sliding scale based on household income; some services are free: HIV/AIDS counselling program, senior's program, walk-in counselling, Violence Against Women program, Options program (for people with developmental disabilities and their families)

Hope + Me

36 Eglinton Ave. West, Suite 602, Toronto, ON

Tel.: 416 486-8046 ext. 300 (family members of youth aged 14–35), 1 888 486-8236

www.moooddisorders.ca

Services: Information, resources and support groups: to find a peer support group in your area, click on “Programs,” then “Regional groups”

Eligibility: People in Ontario with mood disorders (depression, anxiety, bipolar disorder) and their families and friends

Institute for Advancements in Mental Health

95 King St. East, Suite 300, Toronto, ON

Tel.: 1 800 449-6367 or 416 449-6830

support@iamentalhealth.ca

www.iamentalhealth.ca

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Services: Information, supportive counselling and help with system navigation for families of people with schizophrenia; includes Strengthening Families Together, a four-week education and support group for family and friends of people with serious mental illness; IDEAS Family Support, an evening family support group with guest speakers

Eligibility: Families, caregivers, professionals, people with schizophrenia and psychosis

Fee: \$50 per person for Strengthening Families

Michael Garron Hospital, Toronto East Health Network Family Support Program

671 Danforth Ave., 2nd floor, Toronto, ON

Tel.: 416 461-2000 ext. 223

Alison.Lich@tehn.ca

www.tehn.ca

Services: 8-week group series providing education and support; short-term supportive counselling and psychoeducation

Eligibility: Family, friends, significant others of people with mental health problems

Referral: Self-referrals welcome

Note: People in the 8-week group must be willing to complete the entire series

Reconnect Community Health Services

Tel.: 416 207-5032 (Etobicoke, main office) or 416 749-9996 (Rexdale and Scarborough)

www.reconnect.on.ca

Services: One-on-one support, telephone support, support groups for family members: FAMEkids offers support to children aged 7–12 and youth aged 13–17 who have a family member with mental illness; six-week educational program for families of people with mental health or addiction problems; family support for first episode psychosis

Sashbear

Tel.: 1 866 492-1299

<https://sashbear.org/en/family-connections/family-connections-2>

Services: 12-week Family Connections group for people supporting someone with emotion dysregulation and related problems (i.e., borderline personality disorder)

Eligibility: Family, friends, significant others of people with emotion dysregulation and related problems

Note: Available across Toronto and Canada

Telehealth Ontario

Tel.: 1 866 797-0000

www.health.gov.on.ca/en/default.aspx

Services: 24/7 free confidential phone services providing access to a registered nurse for health advice and general information

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Finding Community Supports

211 Central

211, or text your postal code to 21166

info@findhealth.ca

www.211toronto.ca

Services: Guide to community and social services in Toronto, Durham, Peel and York regions; services include child and family, emergency/crisis, mental health and addiction problems, income support and employment/training

Hours: Monday to Friday, 2:00 p.m.–9:00 p.m.

ConnexOntario

Tel.: 1 866 531-2600 (Mental Health Helpline) or 1 800 565-8603 (Drug and Alcohol Helpline)

www.connexontario.ca/en-ca

Services: 24/7 access to addiction, mental health and problem gambling services; call, web chat or email for feedback from an information and referral specialist

Toronto Central Health Line

www.torontocentralhealthline.ca

Services: Listing of health services in Toronto and information on various health topics