

FAMILY SUPPORTS

Where to go when you're looking for help

Updated: April 2025

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 family support groups; in other cases, it refers to psychoeducation groups or sessions that provide information about mental illness and/or addiction.

CAMH System Navigation

Access CAMH

Tel.: 416 535-8501 (press 2) or toll-free at 1 800 463-6273

Services: Access CAMH is the first place people go to receive services at CAMH. They can connect families to support groups and educational sessions offered at CAMH and give them information and resources about mental illness and addiction.

Hours: Monday to Friday, 8:30a.m. - 4:30p.m.

Family Resource Centre

1025 Queen St. West, Toronto

Tel.: 416 535-8501 ext. 32028

pfe@camh.ca

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

Services: The Family Resource Centre offers a safe, welcoming space where family and friends of CAMH patients can find support and information. A wide range of educational materials on mental illnesses, alcohol and substance use, as well as information on CAMH and community supports are available. Knowledgeable staff are available to answer questions and assist with system navigation, helping families and friends find the supports they need. Materials are also available to access online.

Eligibility: Families and friends of CAMH patients and members of the community.

Patient and Family Learning Space

1025 Queen St. West, Toronto

Tel.: 416 535-8501 ext. 33995

pfls@camh.ca

<https://www.camh.ca/pfls>

Services: The RBC Patient and Family Learning Space (PFLS) is a resource hub for patients, families, and the community to access reliable information on mental health, substance use, and recovery. It offers

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non-clinical consultations with educational resources and system navigation support. Through free online and in-person workshops and webinars, the PFLS aims to improve mental health literacy and access to psychosocial programming. See website to view PFLS monthly calendar and sign up for their newsletter.
Eligibility: CAMH patients, families and the general public.

CAMH Family Supports

Adult Neurodevelopmental Services

1025 Queen Street West, Toronto

Tel.: 416 535-8501 ex. 37800

<https://www.camh.ca/en/patients-and-families/programs-and-services/adult-neurodevelopmental-services>

Services: Caregiver resource group. A five week virtual group offers caregivers the opportunity to learn more about disability resources and caregiver supports in the community. Caregivers will receive group consultative supports and guidance with resource navigation. This group provides caregivers with a safe and inclusive space to discuss topics such as burnout, self-care, and coping strategies.

Eligibility: Caregivers of individuals 16 years and older with a diagnosis of developmental disability.

AMANI Mental Health & Substance Use Program

80 Workman Way, Toronto

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

<https://www.camh.ca/en/patients-and-families/programs-and-services/amani-mental-health-and-substance-use-program>

Services: Caregivers Support Group. A program for family members and caregivers of Black youth facing mental health or substance use health challenges, providing education and peer connection.

Eligibility: Black youth aged 12–25 and their families.

Family Addiction 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 an adult family member or friend aged 18 years and older. The person of concern does not have to be a CAMH patient.

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 Bipolar Disorder and Major Depressive Disorder (MDD) covering topics such as communication strategies, treatment options, stress management for caregivers, crisis and problem solving, working with medical and legal systems and setting loving

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limits.

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

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

Problem Gambling, Gaming 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 technology use among youth aged 16–25.

-For Family Members or Loved Ones of Adults with Problem Gambling and Technology Use: A 4-session psycho-education and support group is available a few times a year.

-For Youth with Problem Technology Use: Youth, ages 16-25, a 10 week in person group

-For Parents of Youth with Problem Technology Use: An 8 session psycho-education and support group runs three times a year.

Psychosis Recovery and Treatment Family Education and Support Group

1025 Queen Street West, Toronto

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

Services: An in person 8-week group geared towards developing coping strategies, communication, navigating crisis and the legal system.

Eligibility: Caregivers of people who have been involved with the mental health system with a primary psychotic disorder (diagnosis does not need to be known by the caregiver).

Sexual Behaviours Clinic

1001 Queen Street West, Toronto

Tel.: Intake Coordinator 416 535-8501 ext. 32510

<https://www.camh.ca/en/patients-and-families/programs-and-services/sexual-behaviours-clinic>

Services: Time limited individual family support.

Eligibility: Family members concerned about the sexual behaviours of a loved one.

Youth Addiction and Concurrent Disorders Service

80 Workman Way, Toronto

Tel.: 416 535-8501 ext. 34439 or ext. 33163

Services: Education night for family and friends of youth offered virtually (topics include risky behaviour, self-care, motivation and change; information on mental health problems and addiction)

Eligibility: Family and friends of youth concerned with their mental health or substance use

Community Support for Families

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

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

Tel.: 905 693-4250 ext. 0 (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.

Canadian Mental Health Association (Ontario)

Tel.: Ontario Division 416 977-5580

Toronto Division: 416-789-7957

<https://ontario.cmha.ca>

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

Distress Centres of Greater Toronto – Suicide Loss Survivor Support

33 City Centre Dr., Suite 610, Mississauga, ON

Tel.: 416-595-1716

ashendelman@dcogt.com

www.dcoft.com/survivors-of-suicide-and-homicide-loss

Services: Individual (60–90 minutes) or group support (two hours) sessions, weekly for eight weeks; sessions offered online, via phone or in person (when possible).

Eligibility: Adult family members and friends who have lost someone to suicide or homicide.

Grief Recovery After Substance Passing (GRASP)

<https://grasphelp.org/canada/>

Services: Offers bereavement support groups and resources within Ontario for those who have lost someone they love through addiction and overdose.

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 for 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.: 416 595-9618

www.familyserVICEToronto.org

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Services: Counselling, community development, advocacy and public education programs.

Eligibility: LBGTO 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.hopeandme.org

Services: Information, resources, family 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.: 1-855-449-9949

support@iamentalhealth.ca

www.iamentalhealth.ca

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 and caregiver education sessions and CBT informed caregiver workshops.

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

Fee: \$125 per person or \$175 for two people for Strengthening Families Together

Michael Garron Hospital, Toronto East Health Network Family Support Program

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

Tel.: 416 461-2000 ext. 226

FamilySupportProgram@tehn.ca

<https://www.tehn.ca/programs-services/mental-health-addiction/community-outreach-services>

Services: 10-week structured closed psychoeducational group to family members who support their loved ones living with a mental illness (excluding addictions and personality disorders).

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

Reconnect Health Services

Tel.: 416-248-2050 ext. 8038

www.reconnect.on.ca

Services: One-on-one support, telephone support, support groups for family members: FAME family and adult caregiver support services (18 years and up), 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

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families of people with mental health or addiction problems; family support for first episode psychosis.

Sashbear

Tel.: 1-888-523-0495

<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

Health 811

Tel.: 811

<https://health811.ontario.ca/static/guest/home>

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

988 - Suicide Crisis Helpline

<https://988.ca/get-help/im-worried-about-someone-else>

Tel.: 9-8-8

Services: Call or text 9-8-8 for advice and assistance if you are supporting someone who is at risk of suicide. Available 24/7

Finding Community Supports

211 Central

Tel.: 211, or text your postal code to 21166

info@211central.ca

<https://211central.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

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.

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Toronto Central Health Line

www.torontocentralhealthline.ca

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

Patient and Family Experience Office

Tel.: 416 535-8501 ext. 32028 pfe@camh.ca

<https://www.camh.ca/en/patients-and-families/patient-and-family-engagement/patient-and-family-feedback>

If you have any compliments, concerns or questions, the Patient and Family Experience Office responds to feedback from CAMH patients, family members, people who want to receive CAMH services, and members of the community.

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