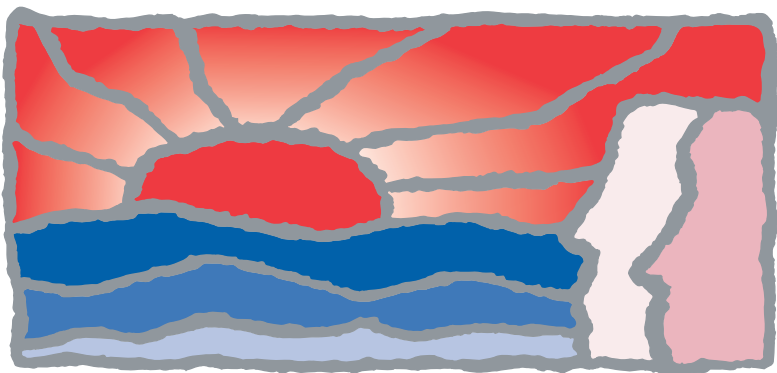
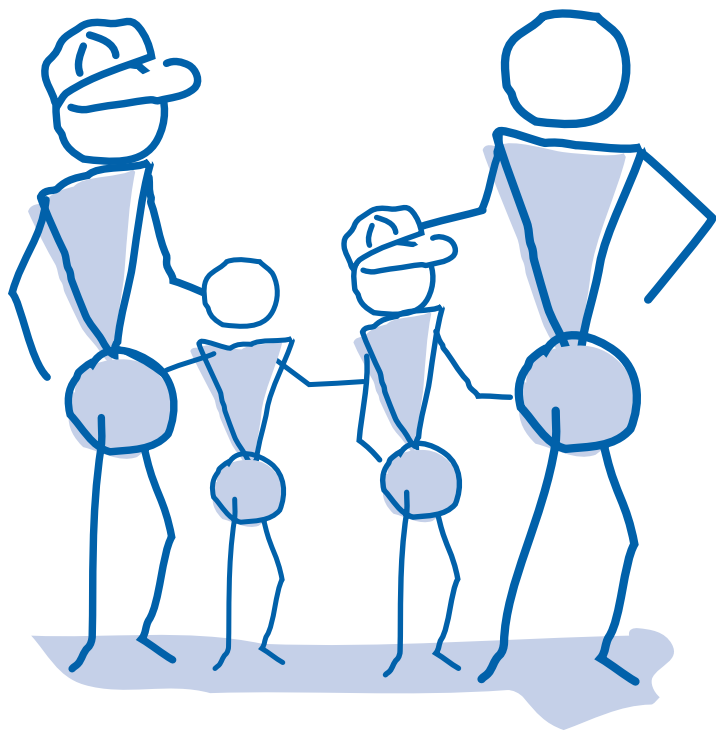


# YOU AND YOUR FAMILY'S MEMBER ASSISTANCE PROGRAM



Canada

[www.forces.gc.ca/assistance](http://www.forces.gc.ca/assistance)

**YOUR QUALITY  
OF LIFE IS  
IMPORTANT!**

Obviously, you wish to have the best quality of life you possibly can have.

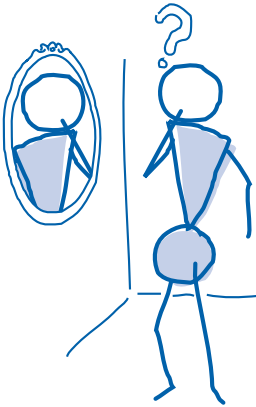
However, a variety of problems can arise which can disrupt your life. These problems, whether they are professional or personal, can affect your well-being as well as the quality of your work.

In this case, a valuable resource is available to you: the Member Assistance

Program.

Thousands of individuals have already called upon the Member Assistance Program for help. They have benefited from qualified and confidential support.

**The Member Assistance Program is there to help you!**



**LOOK INTO THE MIRROR.  
DO YOU RECOGNIZE  
YOURSELF?**

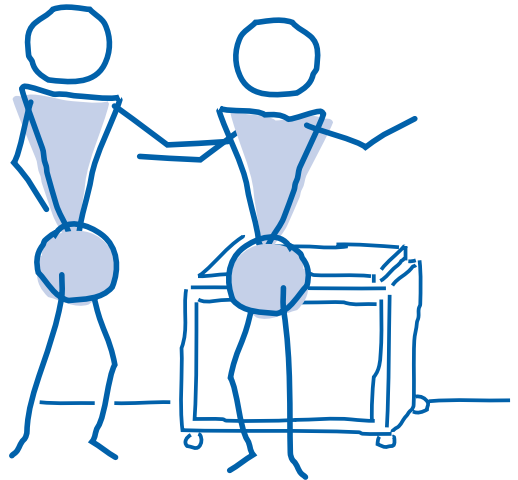
- You have trouble falling asleep.
- You bring home your problems from work.
- Your personal problems are affecting your performance.
- You are feeling tired.
- You are often aggressive.
- You are often absent from work.
- You have problems concentrating.

- You avoid the company of people you work with.
- Getting to work requires all your energy.

Are you experiencing a similar situation? A call to a counsellor of the Member Assistance Program could help you change the situation.

### WHAT KINDS OF PROBLEMS?

The Member Assistance Program has been developed to assist you in overcoming almost every problem that can affect your professional or personal life.



### MARITAL AND FAMILY PROBLEMS

Are you experiencing difficulties in your relationship with your spouse or with your children. Well, you are not alone. Nearly 50% of all people who seek help from the Member Assistance Program have difficulties of this kind.

A few examples:

- divorce or separation
- children's education
- parental care
- family violence
- children and drugs
- abuse

Many people are reluctant to discuss their family problems. However, a counsellor from the Member Assistance Program could help you find an appropriate solution for your situation in complete confidentiality.

## WORK-RELATED PROBLEMS

Problems experienced at work represent the second reason why people turn to the Member Assistance Program for help.

The most common situations experienced are:

- organizational changes
- stress or burn-out
- new responsibilities
- difficult interpersonal relationships
- job insecurity, potential loss of job or retirement
- conflicts with a superior
- harassment
- abuse of power
- discrimination

## EMOTIONAL AND PSYCHOLOGICAL PROBLEMS

You will encounter many events in your life that will affect you emotionally and psychologically. The death of a loved one, depression, recovering from physical or psychological abuse, operational deployments and any other traumatic event can have a negative impact on the quality of your life and your ability to perform your job.



## SUBSTANCE ABUSE

Alcohol, tobacco, prescription or other drugs create problems that can be expensive both in monetary value and in individual lives. Substance abuse can undermine the safety and the quality of the work performed by an individual. It can also have negative consequences for many other aspects of an individual's personal life.

## FINANCIAL DIFFICULTIES

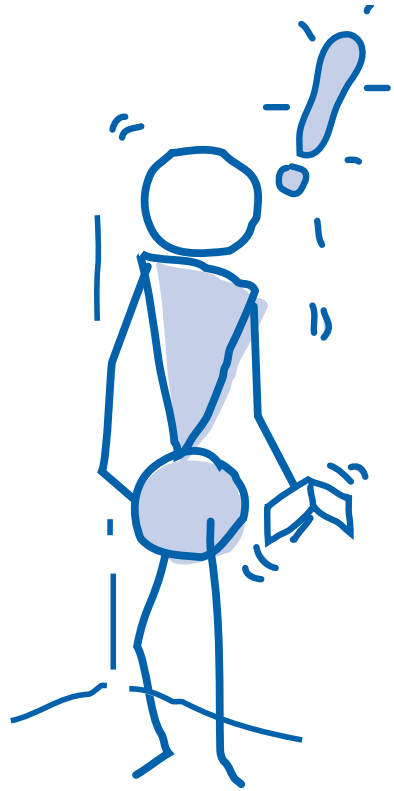
Are you having trouble making ends meet? Your mortgage is overdue? Are you facing personal bankruptcy? Financial problems can take up a lot of your time and energy. Your Member Assistance Program can put you in contact with a financial advisor who can provide you with indispensable advice.

## OTHER TYPES OF PERSONAL PROBLEMS

The Member Assistance Program can help you address many other types of problems:

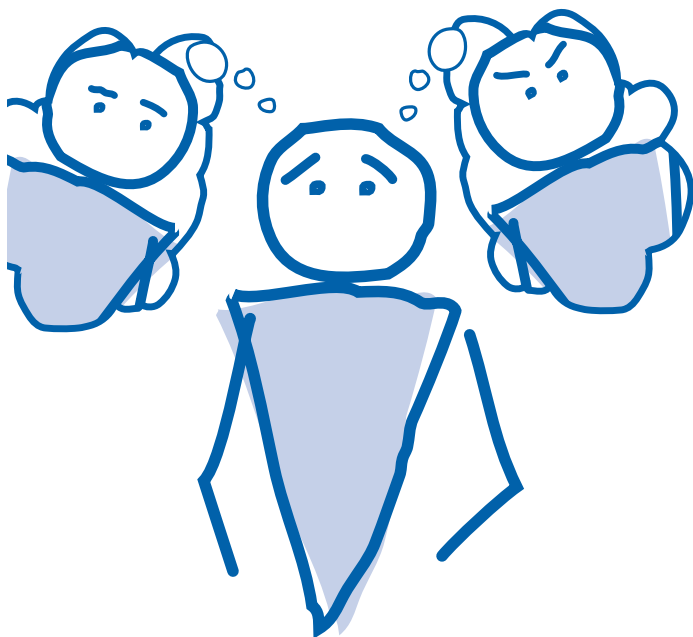
- interpersonal conflicts
- legal difficulties
- gambling problems, etc.

The first step to solving a problem is admitting that you have one.



**IT'S UP TO YOU TO DECIDE  
WHETHER YOU NEED HELP  
OR NOT.**

No one is obliged to seek help from the Member Assistance Program. However, the support that the program offers can help you improve your personal situation.



## **A PERSONAL DECISION**

If you decide you need help from the Member Assistance Program, call to discuss your personal situation or to make an appointment (1-800-268-7708 and  1-800-567-5803 in North America). For other international phone numbers please refer to page 15.

## **REFERRALS FROM YOUR SUPERVISOR**

Because they have noticed that you are experiencing difficulties, your supervisor can suggest that you contact the Member Assistance Program.

## **A SUGGESTION FROM A FRIEND OR FROM YOUR FAMILY**

Those who love you are concerned with your physical health as well as your psychological well-being. They may encourage you to take advantage of the Member Assistance Program to help you.



### **WHEN YOU MEET WITH A COUNSELLOR...**

You have decided to contact the Member Assistance Program. Here is how your meeting will proceed:

### **1. IDENTIFICATION OF THE PROBLEM**

Your counsellor will help you clearly define your problem.

### **2. USING AVAILABLE RESOURCES**

If necessary, your counsellor will put you in contact with specialized services in your area.

### **3. FOLLOW-UP SERVICES**

The professionals and the resources which contribute to the Member Assistance Program will work together to establish a personal action plan that will help you resolve your problem.

If the circumstances are severe or in cases of immediate danger, the counsellor has received the appropriate professional training to make the necessary crisis intervention.



**SPECIALISTS FROM  
VARIOUS BACKGROUNDS**

A counsellor from the Member Assistance Program can put you in

contact with a wide variety of organizations and professionals.

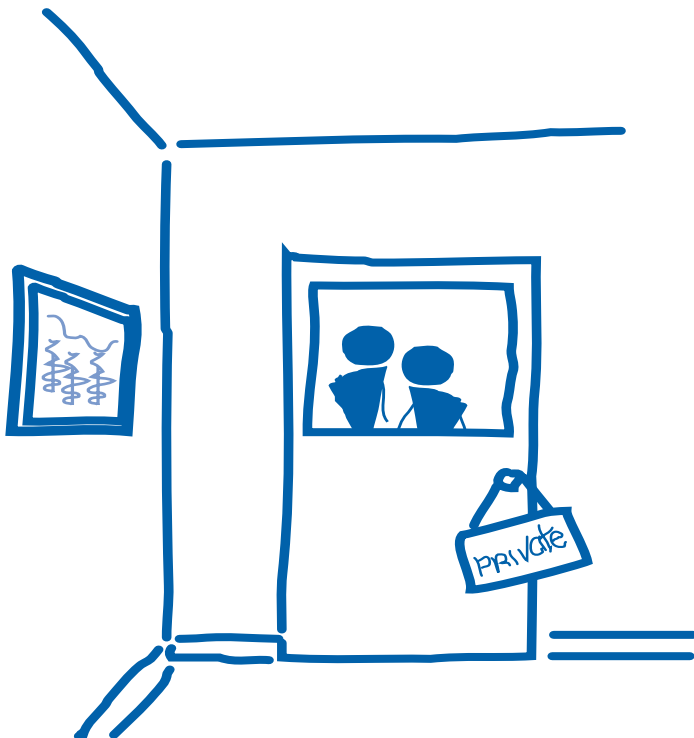
- Canadian Forces Medical Services (CFMS)
- family service agencies
- social services
- marriage counsellors
- substance abuse intervention programs
- support groups (ex: Alcoholic Anonymous)
- medical doctors
- psychologists
- psychotherapists and counsellors
- community mental health centres
- career counsellors
- lawyers and legal aid
- financial counsellors and credit counselling bureau
- social workers
- clergy

**AND IT'S CONFIDENTIAL!**

**The success of the Member Assistance Program depends on confidentiality!**

**Everything you discuss with your counsellor is confidential. He/she must uphold a professional code that protects confidentiality.**

**Furthermore, even if you seek help from the Member Assistance Program after a referral from your employer, he/she will not have access to your private information, unless you provide written authorization. There is no risk to future career advancement.**





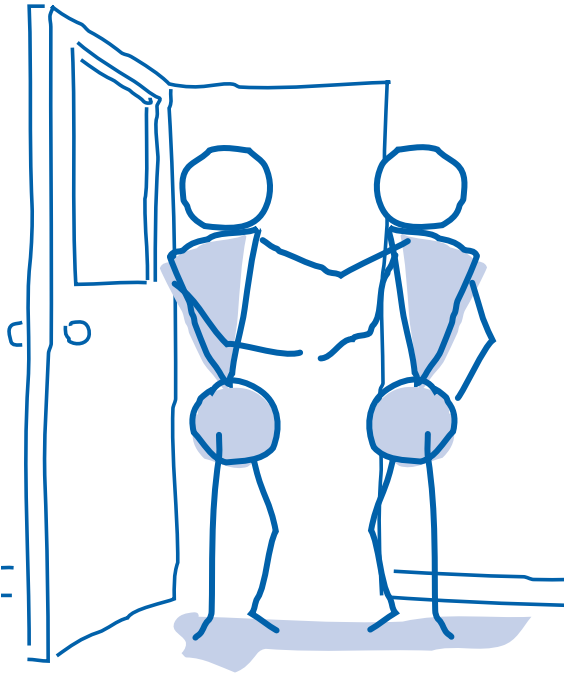
# IT'S FREE!

**Because the Canadian Forces believe in the well-being of their members, they pay for the cost of this program.**

**If you or a family member require services that are more specialized or for an extended period of time, counsellor will direct you or a family member towards the appropriate professional help. These specialized services may incur an expense, however, the counsellor will make every effort to direct you or the family member to free or affordable services.**

**QUESTIONS... WITH  
ANSWERS****WILL I JEOPARDIZE  
MY CAREER IF I  
CONTACT THE  
MEMBER ASSIS-  
TANCE PROGRAM?**

**Absolutely not! No one needs to know you have sought help from the Member Assistance Program. Furthermore, using these services proves your willingness to control your life.**

**WHAT RIGHT DOES THE CANADIAN FORCES  
HAVE TO INTERFERE IN MY PERSONAL LIFE?**

**Your personal life is yours. However, certain personal problems can have serious consequences on your productivity or even your safety or the security of others. It is the Canadian Forces responsibility to intervene. Your participation, however, remains voluntary.**

**IS IT THERAPY?**

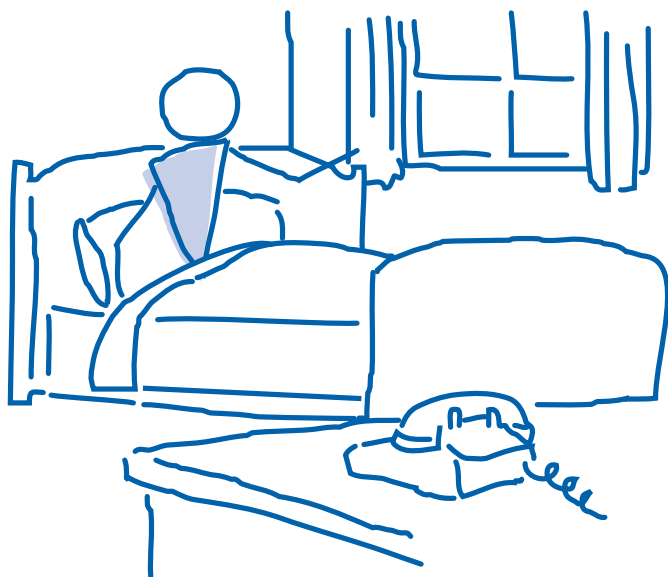
**No! The intervention is short term and, in many cases, only a few sessions are necessary. When long-term assistance or more specialized help is required, a referral can be made to an appropriate resource, with your consent.**

**24H SERVICE**  
**1-800-268-7708**

**It's midnight. You feel the need to talk to someone. You cannot wait until the morning.**

**The 1-800 number allows you to speak to someone immediately in total confidentiality. This service is free and available day and night, 365 days a year, anywhere in Canada.**

- **The telephone counsellors can answer any questions you may have concerning the Member Assistance Program.**
- **If you wish to meet with a counsellor, they can provide you with the name of the counsellor who will contact you.**
- **The counsellor will call you within 48 hours to set up an appointment to meet with you within the following week.**

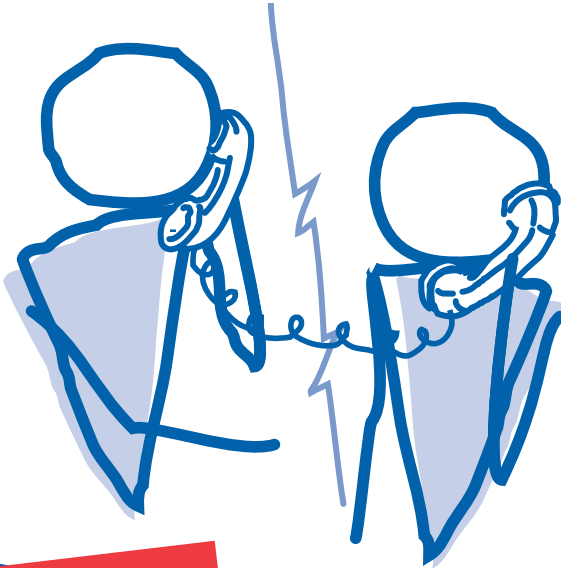


This toll-free number is not an emergency service. But it will allow you to speak immediately to someone who knows how to listen.

### TELECOMMUNICATION DEVICE FOR THE DEAF (TDD)

A special service is available for hearing-impaired members. Anyone having access to a Telecommunication Device for the Deaf (TDD) is now able to reach our telephone counsellors.

The telephone number to contact the TDD is **1-800-567-5803.**



**A PROGRAM THAT  
BENEFITS EVERYONE**

### YOURSELF:

When you bring home problems from work or if you bring to work your personal problems, you jeopardize

your well-being as well as your family's. The Member Assistance Program can help you bring light back into your life.

Personal problems or work-related stress can affect the productivity of a member. By establishing such a program, The Canadian Forces are aiming to improve the well-being of members. At the same time, the Canadian Forces are trying to lower absenteeism and work-related accidents while increasing the quality of work and productivity of the individual.



**Call us for a confidential talk.  
If we can't help,  
we know someone who can.**



# PHONE NUMBERS

THE 24 -HOUR TOLL-FREE LINE

**1-800-268-7708\***

**TDD 1-800-567-5803**

\*To call the Global number from another country, dial the International Access Code of the country which you are calling from + **800-268-77088**. Example: to call the CFMAP (Canadian Forces Member Assistance Program) from France dial **00-800-268-77088**.

| Available Countries                      | International Access Code | Available Countries                                                                                                                             | International Access Code |
|------------------------------------------|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| <b>Austria</b>                           | <b>00</b>                 | <b>Japan (KDD)</b>                                                                                                                              | <b>001</b>                |
| <b>Belgium</b>                           | <b>00</b>                 | <b>Singapore</b>                                                                                                                                | <b>001</b>                |
| <b>Denmark</b>                           | <b>00</b>                 | <b>Australia</b>                                                                                                                                | <b>0011</b>               |
| <b>Finland (Finet)</b>                   | <b>00</b>                 | <b>Hong Kong (Fax)</b>                                                                                                                          | <b>002</b>                |
| <b>France</b>                            | <b>00</b>                 | <b>Korea (Dacom)</b>                                                                                                                            | <b>002</b>                |
| <b>Germany</b>                           | <b>00</b>                 | <b>Japan (ITJ)</b>                                                                                                                              | <b>0041</b>               |
| <b>Ireland</b>                           | <b>00</b>                 | <b>Japan (IDC)</b>                                                                                                                              | <b>0061</b>               |
| <b>Israel</b>                            | <b>00</b>                 | <b>Sweden (Tele2)</b>                                                                                                                           | <b>007</b>                |
| <b>Malaysia</b>                          | <b>00</b>                 | <b>Sweden (Telia)</b>                                                                                                                           | <b>009</b>                |
| <b>Netherlands</b>                       | <b>00</b>                 | <b>Italy*</b>                                                                                                                                   | <b>See note</b>           |
| <b>New Zealand (Telecom New Zealand)</b> | <b>00</b>                 | <b>Finland (Telecom Finland)</b>                                                                                                                | <b>990</b>                |
| <b>Norway</b>                            | <b>00</b>                 | *The only exception is Italy, the number you have to dial to reach the CFMAP from Italy is <b>800-875070</b> you do not require any access code |                           |
| <b>Switzerland</b>                       | <b>00</b>                 |                                                                                                                                                 |                           |
| <b>Taiwan</b>                            | <b>00</b>                 | <b>Note:</b><br><b>From United States dial:</b><br><b>1-800-268-7708</b><br><b>Within Canada dial: 1-800-268-7708</b>                           |                           |
| <b>United Kingdom (BT &amp; Mercury)</b> | <b>00</b>                 |                                                                                                                                                 |                           |
| <b>Hong Kong (Voice)</b>                 | <b>001</b>                |                                                                                                                                                 |                           |

## NOTES

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