



## Family Information Line

As the loved one of a Canadian Forces (CF) member, you can contact the Family Information Line (FIL) for any support your family may need as a result of the unique nature of military life. The FIL offers confidential, personal and bilingual assistance. Our counsellors can help your family obtain information, and provide reassurance, support and referral to the various services offered to CF families.



# 1-800-866-4546



**informed**



**connected**



**supported**

## Serving the Families and Loved Ones of Canadian Forces Personnel

FIL counsellors provide supportive counselling from Monday to Friday, 8am to midnight Eastern Standard Time (except on statutory holidays). By calling the FIL, you will be connected to friendly, experienced professionals who are well-versed on CF communities and services. Our counsellors can also connect you with helpful national and local resources, including your local Canadian/Military Family Resource Centre and Deployment Support Group.

To support your family during deployment, the FIL also features a 24-hour, toll-free service with detailed recorded messages about deployed operations in Canada and abroad. The FIL enables your family to access message boxes with information about your loved one's deployment experience. Our service also allows you to hear confirmation of news releases, information on incidents, and periodic situation reports.

In addition to the phone line, the FIL also offers support to your family on the web. At [www.familyforce.ca](http://www.familyforce.ca), FIL counsellors moderate an online forum to help you learn more about the services available, and to receive support.

**Looking for reliable information and support?  
We're only a phone call away.**



**1-800-866-4546**  
**[www.familyforce.ca](http://www.familyforce.ca)**



## Canadian Forces Family Covenant

*We recognize the important role families play in enabling the operational effectiveness of the Canadian Forces and we acknowledge the unique nature of military life. We honour the inherent resilience of families and we pay tribute to the sacrifices of families made in support of Canada. We pledge to work in partnership with the families and the communities in which they live. We commit to enhancing military life.*

