



How can FIL help me right now?

The Family Information Line (FIL) is a confidential, personal and bilingual service offering information, support, referrals, reassurance and crisis management to the military community. FIL serves Canadian Armed Forces members, Veterans and their families- immediate and extended.

Whether you are located within Canada, in the US, in Europe, or elsewhere, the FIL team is only a phone call or email away. The team at the Family Information Line strives to offer emotional support that is tailored to your needs. Some families call our team when they feel stuck in a particular challenge, are searching for ways to address a particular situation or are experiencing difficulties in coping and adapting to a new experience. Our team's goal is to support you in building a sense of hope and resilience as you experience unique challenges on your journey as a military family.

We have recently extended our service to offer the opportunity for families to connect with a consistent person at set times. This new option provides you with the choice of connecting with the team on a one-off basis or of connecting with the same member of the FIL team as you work through a particular issue. For further information and to explore if ongoing emotional support could be beneficial for you, please connect with us at: 00-800-771-1772 or by email at FIL@CAFConnection.ca.

Scheduling Appointments

•**To self-refer:** Connect with Family Information Line by phone at 1-800-866-4546 or by email at FL@CAFConnection.ca and request to speak with the Virtual Counselor

•**To refer a client:** Connect with Family Information Line by phone at 1-800-866-4546 or by email at FL@CAFConnection.ca and request to speak with the Virtual Counsellor for assessment.

Time Zone - Canada	Appointments	Sample City
Eastern Standard Time	8am – 9pm	Ottawa
Pacific Standard Time	5am – 6pm	Vancouver
Mountain Standard Time	6am – 7pm	Edmonton
Central Standard Time	7am – 8pm	Winnipeg
Eastern Standard Time	8am – 9pm	Ottawa
Atlantic Standard Time	9am – 10pm	Halifax
Time Zone - USA	Appointments	Sample City
Eastern Standard Time	8am – 9pm	Ottawa
Chamorro Standard Time	11pm – 12pm	North Mariana Islands
Samoa Standard Time	2am – 3pm	Samoa
Hawaii-Aleutian Standard Time	3am – 4pm	Hawaii
Alaskan Standard Time	4am – 5pm	Alaska
Pacific Standard Time	5am – 6pm	Washington
Mountain Standard Time	6am – 7pm	Colorado
Central Standard Time	7am – 8pm	Oklahoma
Eastern Standard Time	8am – 9pm	Florida, New York
Atlantic Standard Time	9am – 10pm	Thule Air Base
Time Zone - Europe	Appointments	Sample City
Eastern Standard Time	8am – 9pm	Ottawa
Western European Time	1pm – 2am	UK, Ireland, Portugal
Central European Time	2pm – 3am	France, Belgium, Italy, Germany
Eastern European Time	3pm – 4am	Egypt, Libya, Romania,
Further-Eastern European Time	4pm – 5am	Finland, Belarus, Ukraine, Turkey