

How can you connect with Family Support Services?

If you are interested in our services, please call us. It is toll free.

1-833-898-6200

Leave a message with your name and contact number. Please speak clearly.

Someone from our team will call you back during business hours.

You can email us at fss@fraserhealth.ca.

Want to learn more about our services?

Check out our web page for program descriptions and updates.

fraserhealth.ca/familysupport



Please note

Family Support Services is not a crisis service. Options for times you experience a mental health crisis or emergency:

- Call the Fraser Health Crisis Line.
604-951-8855
1-877-820-7444 (toll free)
- Call 9-1-1.
- Go to the nearest Emergency Room.

Mental Health and Substance Use Family Support Services



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Supporting those who support adults living with mental health and/or substance use concerns.

Our vision

Family member, friends, and natural supports are never alone in their role as a support person. They are essential partners on the healthcare team.

www.fraserhealth.ca

This information does not replace the advice given to you by your healthcare provider.

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For more copies: patienteduc@fraserhealth.ca



Are you unsure of how to support an adult who is living with mental health and/or substance use concerns?

Want to be more confident in your ability to be an effective support person?

We are here for you.

About Family Support Services

We provide a safe and confidential place for you to explore the many challenges you are facing in your support role. We do this through free individual and group sessions.

Our team is made up of family peers, clinical counsellors, community engagement specialists, and a coordinator.

Who can use our services?

You can use our services if all of the following are true for you.

- You are an adult.
- You are supporting an adult who is living with mental health and/or substance use concerns
- You or the person you support live in the Fraser Health area, which is from Burnaby to Boston Bar.

What services do we offer?

We help and support people in a few different ways.

We offer these services:

- one-to-one coaching sessions (up to 8 sessions, depending on your situation)
- family and friends support groups
- information sessions
- education events
- skill-building groups
- [Family Connections Program](#) (group focused on building skills related to emotion challenges and offered with [The Sashbear Foundation](#))
- tools and resources about mental health, substance use, reducing harm, and preventing overdoses
- help connecting you with Fraser Health and other community services
- our Family Huddle newsletter

We are not able to offer these services:

- family counselling
- marriage counselling
- bereavement counselling

When are services offered?

Most of our services are offered during business hours: 8:30 a.m. to 4:30 p.m., Monday to Friday.

Sometimes, we offer appointments, group sessions, or events in the evening.

What can you expect?

We are here to help you:

- Learn how our system works to deliver services to the person you are supporting.
- Understand how you can be an essential partner on the person's healthcare team and take part in the person's recovery.
- Identify ways to look after your own needs and well-being.
- See patterns in your relationship with the person you are supporting that you would like to change, and make a plan to try something different.
- Learn and practice supportive ways to connect, such as ways to actively listen, ways to set limits, and ways to communicate with compassion.