

Dear Colleague,

In 2002, the Centre for Addiction and Mental Health's Volunteer Resources in collaboration with the McLaughlin Information Centre established the Telephone Support Line. Since then it has successfully provided dedicated and confidential peer and informal support to people whose lives have been touched by addiction and/or mental illness, as well as concerned family members and friends. With one in five Canadians experiencing mental health or substance use issues the line has become a valuable resource to many people in the community.

We have a trained team of volunteers who answer calls Monday through Friday from 3 p.m. to 9 p.m. These hours compliment the hours of other services available in the community, making volunteers on the Telephone Support Line available when others may not be.

The Support Line Offers:

- An understanding that living with an addiction and/or a mental health issue can be challenging and sometimes it can help to share these challenges with someone.
- An understanding that having a loved one with mental health and/or addiction issues can be challenging, and friends and family need support too.
- A client-centered approach that focuses on offering a friendly ear, validation, support and empowerment.
- Confidentiality – all calls are strictly confidential.

If you would like to obtain promotional material, get more information or have any questions about the Telephone Support Line please feel free to contact me.

Sincerely,
Andrea Reynolds

Telephone Support Line, Volunteer Coordinator
Centre for Addiction and Mental Health
1001 Queen Street West-Rm.1032
Toronto, ON, M6J-1H4
Tel-416-535-8501 X3074

E-mail: Andrea_Reynolds@camh.net
Website: www.camh.net