

24-Hour Toll-Free Crisis Help Line

Veterans Affairs Canada Assistance Service

Call our Assistance Service Operators at:

- **1-800-268-7708**
- **TDD 1-800-567-5803**

- [Marital and Family Problems](#)
- [Transition to civilian life](#)
- [Emotional and Psychological](#)
- [Substance Abuse](#)
- [Financial Difficulties](#)
- [Legal Difficulties](#)
- [Other Personal Problems](#)
- [Work-Related](#)
- [Gambling Problems](#)

When you Meet with A Councilor . . .

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

1. **Identification of the Problem**
Your councilor will help you clearly define your problem.
2. **Using Available Resources**
If necessary, your councilor will put you in contact with specialized services in your area.
3. **Follow-up Services**
The professionals and the resources which contribute to the VAC Assistance Service will work together to establish a personal action plan that will help you resolve your problem. You may also be referred to the nearest VAC District Office for information on other benefits and services

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

Specialists from Various Backgrounds

A councilor from the VAC Assistance Service can put you in contact with a wide variety of organizations and professionals:

- family service agencies
- social services
- marriage councilors
- substance abuse intervention programs
- support groups (eg: Alcoholics Anonymous)
- medical doctors
- psychologists
- psychotherapists and councilors

- community mental health centres
- career councilors
- lawyers and legal aid
- financial councilors and credit counseling bureau
- social workers
- clergy
- Veterans Affairs Canada District Office

It's Free!

Veterans Affairs Canada pays 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, the councilor will direct you or a family member toward the appropriate professional help. These specialized services may incur an expense, however, the councilor will make every effort to direct you or the family member to free or affordable services.

Telecommunication Device for the Deaf (TDD)

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

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