



November 2017

Finding Quality Addiction Care in Canada

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Drug and Alcohol
Treatment Guide
.....



Canadian Centre
on Substance Use
and Addiction



Canadian Executive Council on Addictions
Conseil exécutif canadien sur les toxicomanies

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Preamble

Deciding to get help for an addiction to alcohol or other drugs can be one of the most important decisions of your life. It is important to know that when people struggling with addiction get the help they need, recovery is achievable and sustainable. Like other chronic health conditions, addiction requires care and support, so it is critical that you seek help from a professional with skills and expertise in treating addiction.

This guide provides information about the different treatment options that are available in Canada and important questions you should ask when talking to an addiction or healthcare provider or considering a treatment program. This guide does not provide all the answers as to what is best for you, there are many journeys to recovery and these journeys are individual. What works for one person may not work for another. The key is to ask the right questions when you are seeking services and supports so that you are able to make the choices and decisions that are best for you. This guide is a starting point for your individual journey. See page 12 for a list of websites and contact information when you are ready to find out more information about treatment options in your province or territory.

This guide does not take the place of advice from an addiction or healthcare provider. **If you are in an immediate crisis or danger, please call 9-1-1. See next page for a list of crisis and help lines in your province or territory.**

Crisis and Help Lines

British Columbia

310 Mental Health Support (24/7)
Phone: 310-6789

BC crisis line (24/7)
Phone: 1-800-SUICIDE (1-800-784-2433)

List of additional help lines
Website: www.bc211.ca/help-lines

Alberta

Health Link: 811
Website: www.ahs.ca/amh
Addiction Help Line
Phone: 1-866-332-2322
First Nations and Inuit
Hope for Wellness Help Line
Phone: 1-855-242-3310
Canadian Distress Line Network - Alberta
Website: http://cdln-rldc.ca/portfolio_category/alberta/

ConnectTeen
Phone: 1-403-264-8336 (24/7)
Text: 587-333-2724 (evenings/weekends)
Website: <http://calgaryconnecteen.com>
(online chat available)

Distress Centre Calgary (24/7)
Phone: 1-403-266-HELP (4357)
Website: <http://www.distresscentre.com>
(online chat available)

List of crisis centres and numbers
Website: <https://suicideprevention.ca/alberta-crisis-centres>

Saskatchewan

HealthLine (24/7)
Phone: 811 or 1-877-800-0002
Phone: 1-306-766-6600

Manitoba

Manitoba Addictions Helpline (24/7)
Phone: 1-855-662-6605

Klinic Crisis Line (24/7)
Phone: 1-888-322-3019
Phone: 1-204-786-8686
List of local crisis lines
<http://www.gov.mb.ca/health/mh/crisis.html>

Ontario

Drug and Alcohol Helpline (24/7)
Phone: 1-800-565-8603
Phone: 1-519-439-0174

Quebec

Drugs: help and referral (24/7)
Phone: 1-800-265-2626
Phone: 1-514-527-2626

New Brunswick

CHIMO Helpline (24/7)
Phone: 1-800-667-5005
Phone: 1-450-HELP (4357)

Nova Scotia

Mental Health and Addictions Crisis Line (24/7)
Phone: 1-888-429-8167

Prince Edward Island

Island Helpline (24/7)
Phone: 1-800-218-2885

Newfoundland and Labrador

Provincial Mental Health Crisis Line
Phone: 1-888-737-4668
Phone: 1-709-737-4668

Nunavut

Nunavut Kamatsiaqtut Help Line (24/7)
Phone: 1-800-265-3333
Phone: 1-867-979-3333

Northwest Territories

Northwest Territories (NWT) Help Line (24/7)
Phone: 1-800-661-0844

Yukon

Yukon Distress and Support Line (7pm-3am)
Phone: 1-844-533-3030

First Nations and Inuit

First Nations and Inuit Hope for Wellness Helpline
(24/7, available in English, French, Cree, Inuktitut,
and Objjway)
Phone: 1-855-242-3310

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Introduction

Deciding to get help for an addiction to alcohol or other drugs is a very important decision. Whether you are thinking about treatment for yourself or someone you care about, finding the right treatment is key. This guide provides information about different treatment options and will help you prepare to talk to an addiction or healthcare provider about getting help for an alcohol or drug use problem.

Myth: For treatment to work, you have to really want it.

Fact: Professionals who treat addiction are experienced working with people who do not really want to change when they begin treatment. Many have been trained to help clients reduce uncertainty and increase their desire for change.

When is the right time to seek treatment?

The choice to enter treatment is a personal one. People often seek treatment when the negative effects of drinking or drug use become stronger than the positive effects. However, treatment can be helpful even for people who think their alcohol or drug use is only a mild problem.

Myth: Treatment only works once you “hit rock bottom.”

Fact: Entering treatment early often leads to better results and can help avoid the losses that come with “hitting rock bottom.”

Most addiction and healthcare providers will begin by assessing whether you have a problem with alcohol or other drugs. They might use a screening tool or checklist and ask you questions about your experiences using alcohol or other drugs. Some examples of questions they might ask include:

- How much alcohol or other drugs are you using, and how often?
- Do you find it hard to cut down or stop using alcohol or other drugs?
- Do you feel withdrawal symptoms (see page 5 for examples) when you stop using alcohol or other drugs?
- Do you use alcohol or other drugs even when it is causing you physical or mental health problems?

- Are alcohol or other drugs negatively affecting other parts of your life (e.g., family relationships, work, school, social activities)?

Source: Diagnostic and Statistical Manual (DSM 5)

If you are concerned about your own or someone else’s alcohol or other drug use, you can get a full assessment by an addiction or healthcare provider. It is best to be assessed by someone with specialized training in alcohol and other drug treatment.

Who can help?

Professionals with the following credentials can help if they are also trained in addiction treatment.

- Medical doctors (M.D.)
- Addiction Medicine Specialists (M.D.)
- Psychiatrist (M.D.)
- **If your healthcare professional is not trained in assessing and treating addictions, he or she can refer you to a professional who is. Don’t be afraid to ask for a referral from your doctor.**
- Licensed/registered psychologists and counsellors (Ph.D., Psy.D., M.A., M.Sc., MMFT)
- Licensed/registered social workers (B.S.W. or M.S.W.)
- Licensed/registered psychotherapists or counsellors (R.C.T.)
- Nurse/nurse practitioner
- National Native Alcohol and Drug Abuse Program (NNADAP) workers
- Other certified addiction counsellors

Although they may not provide addiction treatment, other professionals, individuals and groups in your community can support you and help connect you to other resources:

- Peer support groups (e.g., 12-step programs, SMART Recovery, LifeRing)
- Family support groups
- Employee assistance programs through your employer
- School guidance counsellors
- Spiritual or cultural leaders

Planning your treatment

An addiction or healthcare provider can work with you to come up with a treatment plan. This process begins with an assessment of your alcohol or other drug use problems, and other related physical, mental and social concerns. Your care provider can help you decide on your treatment goals, explain what your treatment options are and set up the services you need to reach your goals.

Sometimes, treatment can be short and take place in a community setting. Healthy changes can happen in as little as two to three visits. Sometimes, treatment is longer and can include staying in a residential centre or a hospital for a period of time. People can use different types of treatments in different settings, depending on what works best for them: there are many pathways out of the struggle with alcohol and other drugs.

Myth: There is one type of addiction treatment that works best.

Fact: Treatment is more effective when it is matched to your needs and situation. It can include several options that change as you and your treatment goals change.



Treatment settings

There are many types of treatments and treatment settings. The best fit for you will depend on many things, including how severe your problem is and your physical and mental health. These details are determined through a comprehensive assessment by a qualified addiction or healthcare provider.

Outpatient (community): Delivered in a variety of places in the community, such as an addiction or healthcare provider's office, a mental health clinic or an addiction clinic. Most often used by people whose alcohol or other drug use does not put them or others at serious risk, and who have safe stable homes. Outpatient treatment can sometimes involve structured treatment activities.

Inpatient (hospital): Care provided at a hospital, 24 hours a day, 7 days a week, involving intensive structured treatment activities. Most often used by people with alcohol or other drug problems and also medical or mental health problems who need more intensive and comprehensive supports including greater medical care and supervision.

Residential: Care provided in a live-in treatment centre, 24 hours a day, 7 days a week, involving intensive, structured treatment activities. Most often used by people whose alcohol or other drug problems are long-standing and complex.

Withdrawal management centres: Sometimes called detox centres, these are places where people who are physically dependent on alcohol or other drugs are helped to withdraw safely from them. They can be in different settings, including hospitals, residential centres and non-residential centres.

Continuing care: Care provided post-treatment to support recovery and help maintain healthy changes. Can include different activities such as peer support groups, continued use of addiction medications and specialized supportive housing.

Addiction therapy and counselling

Therapy and counselling is the most common form of treatment for alcohol and other drug use problems. It can be delivered in many formats including to individuals, couples, families and groups. The most common formats are individual therapy, which involves meeting with a therapist or counsellor one-on-one; and group therapy, which involves meeting with a therapist or counsellor and other clients who share similar problems in a group setting.

Both individual and group therapy are often offered as outpatient services in the community and as part of residential programs. There are many types of therapy and counselling that can be effective. For example, some focus on changing patterns of thinking and behaving or on motivating one to change, while others might focus on social and coping skills, or on family or couple relationships. You can speak with your addiction or healthcare provider to decide what would be the best fit for you and your loved ones.

Peer support groups

Peer support groups provide a safe place where people with alcohol or other drug use problems can support each other. Participating in these groups during treatment and continuing with them after treatment can make transitions easier and offer consistent support throughout the recovery process. These group programs are free in many communities and also online. Although it is not treatment, peer support groups can provide valuable recovery support for individuals both during and after treatment. These groups include 12-step programs such as AA (Alcoholics Anonymous) and NA (Narcotics Anonymous), Al-Anon/Alateen (program of recovery for families and friends), and non-12-step programs such as SMART (Self- Management and Recovery Training) and LifeRing. See page 12 for contact information to find a group meeting in your area. Many of these programs have downloadable apps to use on your phone or other electronic devices.

Structured treatment programs

These intensive programs have a structured daily schedule of addiction treatment and activities. Treatment can include group and individual therapy, education about symptoms, social skills training and treatment planning. Look for programs run by a team of qualified addiction and healthcare providers (see page 9 for questions you can ask to learn more about a provider's qualifications). The programs can last from a week to several months long, depending on the person's assessment and response to treatment. Structured treatment can be part of a residential program or offered as an outpatient service.

These programs are most often used by people with long-standing problems who feel they have not had success with other types of treatment. People who have an alcohol or other drug use problem and also a serious mental illness or medical condition might need a structured treatment program that is in a hospital. The hospital setting allows qualified staff to address the other health conditions.

Myth: When it comes to treatment programs, you get what you pay for.

Fact: Programs that deliver effective treatment and services are not always the most expensive. In Canada, many of the best programs are free of charge as part of our healthcare system and provincial health plans.



Addiction medication

There are several addiction medications that can help people who are addicted to alcohol or to other drugs. The most commonly used are medications to treat alcohol addiction and opioid addiction (e.g., prescription painkillers, heroin). If using addiction medication, **the best results are seen when they are combined with counselling and other supports**. Your family doctor can assess if an addiction medication might be helpful for you. All the medications described below require a prescription and continued use should be supervised by your doctor or by a trained and licensed/registered healthcare provider (this can vary by province and territory).



Medications used to treat alcohol use problems or addiction

Disulfiram blocks the body's processing of alcohol, and can cause an unpleasant and sometimes severe reaction when the person uses alcohol while taking the medication.

Naltrexone is an anti-craving medication that works by blocking some of the pleasant effects of alcohol.

Acamprosate helps reduce symptoms that occur in early withdrawal from alcohol, such as cravings and discomfort.

Medications used to treat opioid addiction

Buprenorphine/naloxone is a pill that combines both buprenorphine and naloxone, and is an opioid medication that has a lower risk of overdose. Buprenorphine replaces the physical effects of the opioid to which the person is addicted, while the naloxone is added to prevent misuse. As with methadone, buprenorphine/naloxone can be used for medication-assisted therapy and should only be taken while supervised by a doctor or other healthcare provider who is trained to use it (this can vary by province and territory). A doctor can help you decide which medication, if any, is the best fit for you.

Methadone is a medication that lessens the symptoms of opioid withdrawal, reduces cravings, and blocks the high feeling of other opioids. It can be used for medication-assisted therapy. Methadone maintenance therapy is generally used for people with a long history of opioid use who have been unsuccessful with other forms of treatment. Methadone is a powerful medication that, if misused, can lead to overdose — it should only be taken while supervised by a doctor or other licensed/registered healthcare provider who is trained and licensed to prescribe it (this can vary by province and territory).

Harm reduction programs

Harm reduction programs are most often used by people who are already experiencing harm from their alcohol or other drug use, have not been successful in treatment, are not interested in treatment or choose to continue to use drugs. There are many types of harm reduction programs.

Needle distribution or exchange programs give out clean needles, exchange used needles for new needles and provide syringes and other supplies to intravenous (IV) drug users. They also provide information on how to safely dispose of old needles. These activities help decrease the risk of contracting serious infections such as HIV and hepatitis C through using or sharing needles.

Opioid substitution therapy replaces the illegal use of heroin and opioid prescription pain medications with methadone, buprenorphine/naloxone, or other substitutes. Heroin-assisted therapy, which involves supervised prescription of pharmaceutical heroin, can be an option for individuals with severe heroin dependence who have not benefited from opioid substitution therapy or other treatments.

Supervised consumption services prevent overdoses and other harms by providing a safe, supervised environment for drug use.

Managed alcohol programs provide shelter and carefully dosed amounts of alcohol to people who are homeless and have chronic alcohol use problems. Through close monitoring in a safe environment, these shelters allow their residents to avoid the withdrawal symptoms associated with alcohol dependence.

Overdose prevention and response provides training and naloxone kits for people who are at risk of overdosing on opioids and those who might be present to respond to someone having an overdose. Naloxone can temporarily reverse the effects of an opioid overdose providing time to see emergency medical attention by calling 911.

In addition to the above, community-based harm reduction programs also support people who use drugs to reduce harms that come from drug use and help to stabilize and improve their health by linking them to food, safe shelter, physical health, dental care and other needed supports.

Withdrawal management (detox)

Better known as detoxification or detox, withdrawal management helps people who are physically dependent on alcohol or other drugs safely withdraw from them. Withdrawal symptoms range from mild (e.g., anxiety, tremors, poor sleep) to severe and potentially life-threatening, and can include:

- **Hallucinations;**
- **Racing heart;**
- **High blood pressure; and**
- **Seizures**

How severe the symptoms are depend on the type of drug or alcohol used, the amount used and how long the person has been using it.

Myth: Once you are withdrawn from alcohol and other drugs, you are finished your addiction treatment.

Fact: Withdrawal by itself is not treatment, but can be an important starting point. If you do not begin or continue treatment immediately after detox, you are at a high risk of starting to use alcohol or drugs again or of overdosing.

There are different types of detox services available across Canada. **Medical detox programs** use medications and medical supervision to help you safely withdraw from alcohol or other drugs. **Social detox programs** do not use medications, but provide a supportive and supervised environment for you to withdraw from alcohol or other drugs. Some provinces offer **home detox** where you can receive support to withdraw in your own home. Your doctor or other healthcare provider can help you decide if you need detox and which type would be the best fit.

It is important to enter treatment immediately after detox. People who have gone through withdrawal from opioids such as heroin or prescription pain medication have lost their tolerance for the drug. If a person decides to use the drug again, and mistakenly believes he or she can use the same amount of the drug as before detox, there is a risk of overdose or even death.

**Withdrawal from alcohol and some prescription medications can be dangerous and even life threatening.
A doctor should always supervise withdrawal.**

Other treatment considerations

Mental health: Not all addiction treatment providers are also trained to deal with mental health issues. If you have mental health concerns, find an addiction or healthcare provider who is also qualified to treat both alcohol or other drug use problems and mental health problems. If that is not possible, make sure your addiction treatment provider can refer you to a mental health professional and can work with that person to coordinate care for you.

Experience of trauma: Many people who seek treatment for alcohol or other drug use problems have experienced trauma. If you have, you may want to consider a treatment program or provider who offers trauma-informed care. Such care will provide a safe and empowering environment for you, your family, your service providers and others as you address your alcohol or other drug use problems. If needed, you will be connected to specific services that address the experience of trauma.

Women and men: Many women, especially those who are pregnant or have children, face unique challenges when they seek alcohol or drug use treatment and support. Women are more likely than men to have care-giver responsibilities and to have experienced trauma. If you are a woman, you might want to consider an addiction or healthcare provider or program that takes the specific needs of women into account. Men might also find it helpful to access alcohol and drug use treatment that addresses men's experiences of trauma, parenting roles and relationship issues.

Youth: Addiction treatment for young people differs from treatment for adults. Treatment programs for youth need to be designed for youth, and be provided by addiction or healthcare providers who are trained to treat youth.

LGBTQ2: Alcohol and drug use should be understood in the context of the stigma and discrimination that people who identify as lesbian, gay, bisexual, transgender, queer or two-spirited often face. Those who identify as LGBTQ2 might find it helpful to look for addiction or healthcare providers and programs that have expertise in addressing their specific needs and issues.

First Nations, Inuit, and Métis: People who identify as Indigenous might wish to seek culturally informed treatment programs and healthcare services or those that understand the role of Culture and cultural practices in healing. Also, First Nations communities have access to the National Native Alcohol and Drug Abuse Program (NNADAP) funded by the government. See page 12 for local and regional contact information. Native friendship centres might also have additional services and supports.

Veterans: Veterans often experience significant stress, hardships and trauma during their time serving our country. These experiences can contribute to alcohol or drug use problems. Veterans Affairs Canada provides specialized addiction and mental healthcare for veterans, active members of the Canadian Armed Forces and members of the RCMP. See page 12 for contact information.



Continuing care

Finishing a structured treatment program or completing regular therapy and counselling sessions is a big accomplishment. Like other chronic health conditions, addiction requires long-term care and support. Work with your healthcare provider to develop a continuing care plan that is right for you. Continuing care plans can help maintain the healthy changes you made during treatment. These plans can include the components described below.

Relapse prevention plans can reduce both the chance and severity of relapses. A relapse is when a person returns to alcohol or other drug use after a period of not using or of controlled use. A plan can help others understand how to support your recovery and help you get back on track if you have a relapse. **Relapse prevention plans are based on an understanding of your alcohol or other drug use (e.g., previous relapses, triggers, high-risk situations, warning signs) and include strategies for managing potential pitfalls.**

Peer support groups are free and typically available in the community and can help maintain recovery and positive changes made during treatment. They include 12-step programs (e.g., Alcoholics Anonymous, Narcotics Anonymous) and non-12-step programs such as SMART

(Self-Management and Recovery Training) and LifeRing. Participating in these groups during treatment and continuing with them after treatment can make transitions easier and offer consistent support throughout the recovery process.

Continued use of addiction medications for longer periods of time can help some people. Addiction medications should only be taken under the direction and care of a medical doctor or other trained and licensed/registered healthcare provider (this can vary by province and territory).

Recovery homes or supportive housing offer an alcohol- and drug-free environment for people in recovery. They provide people with a home environment that supports recovery, while they readjust to living in the community.

Recovery is an ongoing and dynamic process that is unique to the individual's strengths, culture, gender, personal qualities and experiences.



Questions to ask before treatment

Below are questions that you might consider asking an addiction or healthcare provider. Then there are questions you should consider asking a treatment program or centre. Check off the ones that you want to talk about and use the space provided to take notes. Remember, you have the right to ask questions, to know the qualifications of your providers and to understand the treatment you will be getting.

Questions to ask an addiction or healthcare provider

1. Will you do a full assessment before we start treatment? Will we work together to come up with a treatment plan?

Look for someone who does a full assessment and uses the information gathered to plan your treatment together with you.

2. What special training do you have in treating alcohol or other drug problems?

Look for someone who has one or more years of special training in treating addiction. If not available in your area, ask for someone who can provide supervision or mentorship.

3. How many years of experience do you have in treating alcohol or other drug problems?

Look for someone who has three or more years of experience treating addictions. If they have less, make sure he or she is supervised by someone who is licensed/registered with three or more years of experience.

4. What therapies are you trained in? What therapies do you use when treating addiction?

Ask for a description of the different types of therapies offered (eg., cognitive behavioural therapy). Each therapy can use a different approach and some can be a better fit for you than others. Look for someone who has been trained to provide these therapies.

5. What are your qualifications and credentials?

Look for one of the following credentials: doctor (M.D.), psychiatrist (M.D.), addiction medicine specialist (M.D.); licensed/registered psychologist (Ph.D., Psy.D., M.A., M.Sc.), licensed/registered social worker (B.S.W. and M.S.W.), licensed/registered psychotherapist or counsellor (R.C.T.), National Native Alcohol and Drug Abuse Program (NNADAP) worker, or other certified addiction counsellor.

6. Do you work with or know other healthcare providers in case I need other types of services that you can't provide?

Look for someone who works in a team or is connected to people who have different types of skills, knowledge and training (e.g., mental and physical health).

Questions to ask a treatment program or centre

If you and your healthcare provider feel that a residential treatment centre is the best treatment setting for your needs, there are a few things to be aware of in terms of cost and quality.

In Canada, we have both publicly funded and privately funded residential treatment centres. If you attend a publicly funded residential treatment centre, the government will cover all or part of the cost of treatment. However, wait times can be long because spaces are often limited. If you attend a privately funded residential treatment centre, you or your insurance company must cover the cost of treatment, which can be expensive. However, privately funded centres have shorter or no wait times, making it easier to get care when you need it. Some private centres offer beds that are publicly funded.

The quality of services offered in both publicly funded and privately funded centres can vary widely. In some provinces, there are no regulations governing addiction treatment. When choosing any treatment centre, publicly or privately funded, it is important to ask many questions, such as whether a program is accredited and by what accrediting body, and what qualifications the staff have.

Below are questions to consider asking a treatment program or centre. Read the questions below and check off the ones you want to talk about and use the space provided to take notes.

7. What type of program is offered?

Ask about the structure of the program and the types of activities and services that are included. For example, does the program include withdrawal management (detox), does it include an assessment, is the program a day program, is there group or individual therapy, does it help connect you to continuing care after treatment? You can also work with your addiction or healthcare provider to find the right program for you.

8. Is the program accredited?

Look for programs that are accredited. Accreditation means that the program and facility have been evaluated to make sure their services meet certain quality standards. Six organizations in Canada can evaluate addiction treatment programs: Accreditation Canada, Commission on Accreditation of Rehabilitation Facilities Canada (CARF), Council on Accreditation, Canadian Accreditation Council, Canadian Centre for Accreditation and Conseil Québécois d'Agrément.

9. What qualifications do the staff have?

Look for a program that has some or all of the following professionals on staff: medical doctor (M.D.), psychiatrist (M.D.), addiction medicine specialist (MD), licensed/registered psychologist (Ph.D., Psy.D., M.A., M.Sc.), licensed/registered social worker (B.S.W. and M.S.W.), licensed/registered psychotherapist or counsellor (R.C.T.), National Native Alcohol and Drug Abuse Program (NNADAP) worker or other certified addiction counsellor. If medical withdrawal is part of the program, a doctor should be on staff.

10. Do they have special programs for people like me? How do you accommodate spiritual or cultural practices?

There are special programs for women, youth, LGBTQ2, First Nations, Inuit, Métis, veterans and trauma survivors in some locations. Ask whether the program can accommodate your specific spiritual or cultural practices.

11. What therapies does the program use?

Ask for a description of the different types of therapies offered. Each therapy can use a different approach and some can be a better fit than others. Look for staff who are trained to provide these therapies.

12. Does the program have medical withdrawal (detox) if I need it before starting the program?

Look for a program that either offers detox or can refer you to a withdrawal management centre.

13. Can the program also treat my mental health issues? If not, can you refer me to a healthcare provider who can?

14. Does the program have a doctor on staff who can help with my medical condition? Is there a doctor on staff who can check whether addiction medications are a good fit for me?

15. Is individual therapy or counselling offered? If so, how long are the sessions and how frequently are they offered?

Look for a structured program that offers several hours of group therapy and activities each day as well as one to three hours of individual therapy per week.

16. What happens if I relapse during treatment?

Ask about the program's policies related to relapse.

17. What about continuing care?

Look for a program that either provides follow-up care after the program ends or that can connect you to an addiction treatment provider that does. Continuing care could last from several months to several years following treatment.

18. How much does the program cost?

Even if the program is free, check to see if there are any other costs. For example, costs related to housing, comfort items or transportation may not be covered by the program. If the program is privately funded, ask if there is any help for funding. These costs may apply to some publically funded services too.

19. Ask practical questions

Where does the program take place? How long does the program last? Are visitors allowed? Are the rooms private or shared? What should I bring for supplies and clothing? What is a typical program day like? What rules does the program have?

20. What do I need to do to get treatment?

Ask what your next steps should be. For example, do I need to fill out any application forms? Do I need a referral from my doctor? Do I need to make an appointment?

Who can I contact for help?

Please call one of the following helplines if you need information on treatment services that are available in your province or territory. A toll free number might not work outside of your province or territory. If it does not, please use the local numbers listed below. **If you are in immediate crisis or danger, please refer to the first page for crisis and help lines, or dial 9-1-1.**

British Columbia (Alcohol and Drug Information and Referral Service)

Phone: 1-800-663-1441

Phone: 1-604-660-9382

Website: www.bc211.ca/help-lines

Alberta (Addiction Helpline, Alberta Health Services)

Phone: 1-866-332-2322

Health Link, Alberta Health Services

Phone: 811

Website: www.ahs.ca/amh

Saskatchewan (HealthLine, Ministry of Health)

Phone: 811 or 1-877-800-0002

Phone: 1-306-766-6600

Website: www.saskatchewan.ca/residents/health/accessing-health-care-services/healthline

Manitoba (Addictions Foundation of Manitoba)

Manitoba Addictions Helpline

Phone: 1-855-662-6605

24-hour Gambling Helpline

Phone: 1-800-463-1554

Phone (adult services General inquiries)

Phone: 1-866-638-2561

Phone (Youth services Addictions Centralized Intake):

1-877-710-3999 or 1-204-944-6200

Addictions Foundation of Manitoba website:

www.afm.mb.ca/programs-and-services

Ontario (Drug and Alcohol Helpline)

Phone: 1-800-565-8603

Phone: 1-519-439-0174

Website: www.drugandalcoholhelpline.ca

Quebec (Drugs: help and referral)

Phone: 1-800-265-2626

Phone: 1-514-527-2626

Website: www.drogue-aidereference.qc.ca/www/index.php?locale=fr-CA

New Brunswick (Addiction Centres, Department of Health)

Phone: 1-506-674-4300

Nova Scotia (Mental Health and Addictions, Nova Scotia Health Authority)

Website: www.nshealth.ca/mental-health-addictions

Prince Edward Island (Addiction Services, Health PEI)

Phone: 1-888-299-8399

Phone: 1-902-368-4120

Website: www.healthpei.ca/addictions

Newfoundland and Labrador (Addictions Services, Department of Health and Community Services)

Phone: 1-888-737-4668

Phone: 1-709-729-3658

Website: www.health.gov.nl.ca/health/addictions/services.html

Nunavut (Kamatsiaqtut Help Line)

Phone: 1-800-265-3333

Phone: 1-867-979-3333

Website: www.nunavuthelpline.ca

Northwest Territories (Department of Health and Social Services)

Phone: 1-800-661-0844

Phone: 1-867-873-7037

Website: www.hss.gov.nt.ca/en/contact/community-counsellor

Yukon (Alcohol and Drug Services, Health and Social Services)

Phone: 1-800-661-0408, Ext. 5777

Phone (after hours): 1-800-661-0408 Ext. 8473 or 867-667-5777

Website: www.hss.gov.yk.ca/ads.php

If you are looking for information about treatment for First Nations, Inuit, veterans and pregnant women, please call one of the following numbers or visit the website below.

First Nations and Inuit

(National Native Alcohol and Drug Abuse Program, National Youth Solvent Abuse Program)

British Columbia First Nations Health Authority

Phone: 1-604-693-6500 or toll-free 1-866-913-0033

Alberta Regional Referral Coordinator

Phone: 1-780-495-2345

Saskatchewan Region's NNADAP Program Manager

Phone: 1-306-780-8392 or 1-306-780-5038/5449

(regional office)

Manitoba Regional Office
Phone: 1-204-983-4199

Ontario Region's NNADAP Program Manager
Phone: 1-807-343-5352 or 1-613-668-6411
(regional office)

Quebec Region's NNADAP Program Manager
Phone: 1-514-283-1559 or 1-450-646-1353
(regional office)

Atlantic Regional Office
Phone: 1-902-426-6637

Website: www.canada.ca/en/health-canada/services/substance-abuse/get-help/addictions-treatment-first-nations-inuit.html (list of treatment centres)

Veterans

Phone: 1-800-268-7708 (toll free addictions and mental health)

Concern about alcohol or drug use during pregnancy

(Motherisk's)

Phone: 1-877-327-4636

Website: www.motherisk.org/women/alcohol.jsp

If you are looking for information about peer support groups in your area, please visit the websites below.

Canada Drug Rehab Addiction Services Directory
(Find 12-step, SMART Recovery and LifeRing meetings)

Phone: 1-866-462-6362

Website: <http://www.canadadrugrehab.ca/>

SMART Recovery

<https://www.smartrecovery.org/local/>

LifeRing Canada

<http://liferingcanada.dreamhosters.com/>



Canadian Centre
on Substance Use
and Addiction



Canadian Executive Council on Addictions
Conseil exécutif canadien sur les toxicomanies