

Begin with a conversation

A practical family support pack

A calm opening

Pick a time when you both feel calm and the person is not drinking or using drugs. If a conversation feels unsafe, seek professional support first. Describe a specific concern without attaching a label. Leave room to listen.

Words you can adapt

I care about you. I have noticed [a specific situation], and I am worried. How have things been feeling for you?

Would you like me to sit with you while we look at some options?

We do not have to decide everything today.

Make room for their answer

Ask what they would find useful: information, help writing questions, or company during a call. A conversation is an invitation; it is not a promise that the person will choose treatment.

If they are not ready

You can keep information available and seek support for yourself. Decide what you can realistically offer. If you need help setting boundaries or managing conflict, speak with a qualified professional.

Your own preparation

Write down one concern you want to raise, one offer of practical help, and one person you can turn to for support. Keep these notes private; you do not need to send them to Karl.

Questions for a treatment provider

Assessment and care

Who assesses the person's needs? What options might be considered? What happens if this program is not suitable? Who handles withdrawal concerns and medication questions?

Family involvement

What support is available to loved ones? How does the person choose who may be involved? What consent is needed before the provider shares information?

Costs and practicalities

Can we have a written estimate with all inclusions and possible extras? What must the insurer confirm? What are the cancellation terms? What are the arrival and packing instructions?

After the program

What continuing support is offered? Who arranges it? What costs are separate? Whom should the person contact with questions after discharge?

A small next step

Choose two questions from this page. Bring them to a provider conversation. You can also use the printable checklist at saveyourlife.ca/intake-checklist.

Support for you, too

Explore other support

ConnexOntario provides free information about Ontario mental health and addiction services. Visit connexontario.ca for current contact options. A healthcare professional can help you explore concerns and appropriate support.

How Karl can help

Karl shares lived experience and helps people prepare questions about treatment. With permission, he can introduce someone to Addiction Rehab Toronto (ART) intake. ART's team handles clinical assessment and explains availability, costs and admission requirements.

Make an informed choice

Karl may receive a referral fee from ART. This is not an independent comparison of treatment providers. You may contact ART directly or choose another provider. No one is committed to admission by asking Karl a question.

Contact and urgent help

Request an email conversation at saveyourlife.ca/contact. Do not submit someone else's medical history. This is not an emergency service; if someone is in immediate danger or has a medical emergency, call 911.

Sources and scope

Conversation guidance: CAMH, Take Action (camh.ca/en/health-info/guides-and-publications/take-action). Service information: ConnexOntario (connexontario.ca). Checked October 4, 2026. Original preparation prompts; general education, not a clinical assessment or a clinician-reviewed treatment guide. Sources do not endorse Karl or ART.