

Ministry of the Solicitor General

Ministère du Solliciteur Général

Health Services Division

Division des Services de Santé

Office of the Assistant Deputy Minister

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**MEMORANDUM TO:** **Ken Weatherill**  
Assistant Deputy Minister  
Public Safety Division

**FROM:** **Melanie Mayoh**  
Assistant Deputy Minister  
Health Services Division

**DATE OF ISSUE:** **April 5, 2024**

**SUBJECT:** **Ontario Immediate Family Wellness Program**

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To support the mental health and well-being of families of provincial adult corrections employees, paramedics, fire, emergency health services, and police public safety personnel (PSP), the Ministry of the Solicitor General is implementing the Ontario Immediate Family Wellness Program (the “Family Wellness Program”).

The Family Wellness Program will provide mental health services to the families of PSP who are killed in the line of duty or have died by suicide. The program’s goal is to ensure access to immediate wrap around services through grief and bereavement counselling for families of adult correctional services, fire, emergency health services (paramedics and ambulance communications officers (ACOs)), and police personnel across the province. The program aims to complement short-term victim services and immediate crisis supports by extending mental health services to identified family members for up to two years.

Family members who have lost a loved one because of a death in the line of duty on or after January 1, 2020, or because of a death by suicide on or after January 1, 2023, may access the wellness program. Services provided include:

- Access to wellness navigators providing crisis and care planning 24 hours a day, 7 days a week and 365 days a year.
- Access to wrap-around services that connect families to necessary supports whenever they are needed, including rapid access to counselling.
- Individualized care plans that support families no matter where they are on the mental health continuum.

Please see the attached Frequently Asked Questions document for additional information on the program.

For more information or to inquire about how to access the program, please visit: [www.ONfamilywellness.ca](http://www.ONfamilywellness.ca) or contact the program coordinators at [info@ONfamilywellness.ca](mailto:info@ONfamilywellness.ca) or 1 866 643 9247.

For further questions, please contact Karen Prokopec at [Karen.Prokopec@ontario.ca](mailto:Karen.Prokopec@ontario.ca).

Please share this information broadly across your respective senior management teams.

Sincerely,

**Melanie Mayoh**

Assistant Deputy Minister  
Health Services Division

c: Mario Di Tommaso, O.O.M.  
Deputy Solicitor General, Community Safety

Erin Hannah  
Associate Deputy Minister, Modernization