

FILU

F A M I L Y
I N F O R M A T I O N
L I A I S O N U N I T



MMIP Family Outreach

**Gathering & Providing
Information**

Confidential

Referrals & Support

Culturally Appropriate

Trauma Informed

**Connecting Families with
Support Systems**



**Information
Sharing**



FAMILY



SERVICES

FILU's services are confidential, culturally responsive, trauma informed, and victim-centered.

FILU gathers case-specific information which is provided to families. Information includes police and/or coroner's investigations, court proceedings, death related documents, and other information about government processes.

FILU supports families by facilitating connections with and referrals to culturally appropriate supports.

FILU assists families with filing Missing Person Reports.



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ABOUT

Ontario's Family Information Liaison Unit (FILU) began providing services to families of Missing & Murdered Indigenous Women & Girls (MMIWG) and 2SLGBTQQIA+ people in March 2017.

In May 2023, Ontario's FILU became a permanent program with an expanded mandate to support all families of Missing & Murdered Indigenous People (MMIP), including Indigenous men and boys.

THE TEAM

FILU staff members are of Indigenous ancestry, knowledgeable, culturally competent & responsive to the needs of the family members they serve.

AVAILABLE RESOURCES

Hope for Wellness Help Line
1-855-554-HEAL • talk4healing.com

Health and Cultural Support Services for Survivors, Family Members and Those Affected by MMIWG
24/7 Crisis line: 1-844-413-6649

First Nations and Inuit Hope for Wellness Help Line
Toll free: 1-855-242-3310 • Chat box to connect with a counsellor: hopeforwellness.ca/

Kids Help Phone
1-800-668-6868 • kidshelpphone.ca

Suicide Crisis Helpline
988 • 988.ca

Lesbian Gay Bi Trans Youthline
youthline.ca • 1-800-268-9688

Canadian Centre for Child Protection
protectchildren.ca/en • Cybertips.ca
missingkids.ca/app/en • 1-866-KID-TIPS (543-8477)

Ontario's confidential Human Trafficking Helpline
Toll free: 1-833-999-9211 • TTY: 1-888-340-1001
mcss.gov.on.ca/en/mcss/programs/humantrafficking/index.aspx

Canada's Missing
rcmp-grc.gc.ca/en/national-centre-missing-persons-and-identified-remains-ncmpur

Taken Knowledge Keeper, an app to provide support & resources for families of MMIWG
<https://www.cbc.ca/lite/story/1.4379782>

Not Just Another Case: When your Loved One Has Gone Missing or Been Murdered
<https://www.youtube.com/watch?v=YgW4RGawKUg>

Victim Services Ontario
ontario.ca/page/victim-services-ontario
Victim Support Line: 1-888-579-2888

Navigate the network of human services quickly and easily
211ontario.ca



HOW TO CONTACT US

We accept community, agency, and self-referrals. Contact us by telephone or email.

Call Toll Free:
1-844-888-8610

FILU Email:
OntarioFILU@ontario.ca



LOCATIONS

Ottawa, Sioux Lookout, Sudbury, Thunder Bay, and Toronto.

If you don't live near a FILU location, call the toll free number to speak with the FILU staff nearest to your place of residence.