



Frequently Asked Questions



What is Strongest Families Institute (SFI)?

Strongest Families Institute (SFI) is an award winning service provider of skill-based educational programs. SFI programs provide timely care to families and individuals equipping them with skills through its unique distance coaching approach – over the phone, internet or via its online secure website.



Who is Strongest Families Institute for?

Strongest Families Institute is for children, youth, adults and families seeking to improve mental health and well-being. To learn more about the programs offered, visit www.strongestfamilies.com.



Is there a cost to use Strongest Families Institute programs?

Strongest Families Institute programs are free to residents of Newfoundland and Labrador.



How do I access Strongest Families Institute?

Strongest Families Institute is accessible through the public URL www.strongestfamilies.com, or from the Online Programs tab on [Bridge the gapp](#).



When is Strongest Families Institute available?

Information about Strongest Families Institute and the program referral form is available 24 hours a day, seven days a week, in the [Online Programs](#) section of Bridge the gapp. Programs are delivered at a time that best suits individual and family schedules, in the privacy and comfort of their own homes.



Is Strongest Families Institute confidential?

Strongest Families Institute is 100% confidential. The program does not use personal information for any purposes other than to provide individuals and families with services. Strongest Families Institute's privacy policy can be reviewed at <https://strongestfamilies.com/privacy/>.



Can I use Strongest Families Institute programs if I am in distress or experiencing an emergency?

It is important that if you are in distress or experiencing an emergency, you contact emergency health and/or police services by calling 9-1-1. If you are experiencing a mental health or addictions crisis, you can contact the 811 HealthLine by dialing 8-1-1. In situations like these, a health professional is best to help.



If I experience issues with the website or would like to provide feedback about the program, who can I contact?

You can send a message to the Strongest Families Institute Team at <https://strongestfamilies.com/contact-us/>.