Tips for family & friends
Questions to ask service providers

When you meet with service providers (such as physicians, nurses, counsellors, or social workers) to talk about your loved one who is using opioids, it can be hard to know what questions to ask. This list of questions can help you learn what to expect and understand what you can do.

Questions about substance use

☐ How do I know my loved one has a problem with substance use?

☐ What signs should I look for?

☐ What is naloxone? What does it do? How do I use it? Where can I get it?

☐ What can I do/stop doing to help my loved one?

☐ Do you have any up-to-date printed information you can give me, or can you recommend online resources that I can trust?

Questions about services

☐ How can I get a mental health assessment for my loved one?

☐ What help is available to my loved one?

☐ Are there other supports for my loved one, like income support or housing support?

☐ What services are available for families?

Questions about privacy and trust

☐ Is what I say to you confidential (private) or, will you tell my loved one?

☐ Who can see my information and my loved one's information?

☐ How is my information shared with other healthcare providers? Will they all know what I say?

☐ How much experience do you have treating people who use substance(s)?

☐ How much experience do you have treating opioid use disorder (OUD) and/or prescribing opioid agonist treatment (OAT)?

Questions about what to expect

☐ What happens if my loved one is still using substance(s)?

☐ What happens if my loved one starts to use again? Will they be refused support or help?

☐ What are the best ways to support our adult family member / loved one in their recovery journey?

☐ What happens if my loved one doesn't want to stop using substance(s)?

☐ If either I, my loved one, or us both move, how does that affect my loved one's treatment and the services they use?

Questions about making a plan

☐ Can we plan together?

☐ Will you help me write down what to do next?

☐ Other questions:

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