



## Frequently Asked Questions

- **What is Breaking Free?**  
Breaking Free Online is an evidence-based digital behaviour change program delivering cognitive behavioural therapy for substance use disorder. It provides participants with a comprehensive toolkit of psychoeducation, recovery resources and evidence-based behaviour change techniques.
- **Who is Breaking Free for?**  
Breaking Free is for individuals 16 years of age and older who want to reduce their drinking or drug use to less harmful levels, or who need to stop completely, because their substance use has become severe.
- **Is there a cost to use Breaking Free?**  
Breaking Free is free to residents of Newfoundland and Labrador. When registering, enter your postal code or the service code provided by your Mental Health & Addictions clinician.
- **How do I access Breaking Free?**  
Breaking Free is accessible through the public URL [www.breakingfreeonline.ca](http://www.breakingfreeonline.ca), or from the Online Programs tab on [Bridge the gapp](#). In addition to website access, Breaking Free can be used on a smartphone by downloading the Breaking Free Companion App from the App Store or Google Play.
- **When is Breaking Free available?**  
Breaking Free is available 24 hours a day, seven days a week.
- **Is Breaking Free confidential?**  
Breaking Free is 100% confidential, and only you will have access to your account. You will have the option to add email addresses for up to three members of your support network (friends, family, clinicians) that you would like to share your completed action plans, progress reports, and certificates with. Each time you complete a strategy or a progress check, or receive a certificate, you can choose to email it to one or more of your named supporters.
- **In what ways can Breaking Free be used?**  
You can use Breaking Free entirely on your own as a self-help program, or you can use it in addition to other therapy you are receiving.
- **Can I use Breaking Free 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 Companion app, or would like to provide feedback about the program, who can I contact?**  
You can email the Breaking Free team at [info@breakingfreeonline.ca](mailto:info@breakingfreeonline.ca).