













## Frequently Asked Questions

-  **What is Bridge the gapp?**  
Bridge the gapp is an online resource, a website, designed to support mental wellness. It provides access to a full suite of e-mental health programs and services.
-  **Who is Bridge the gapp for?**  
Bridge the gapp has information and programming for youth and adults.
-  **Is there a cost to use Bridge the gapp?**  
Bridge the gapp is free to residents of Newfoundland and Labrador.
-  **How do I access Bridge the gapp?**  
Bridge the gapp is accessible through the public URL [www.bridgethegapp.ca](http://www.bridgethegapp.ca). On the landing page of the website, you will be prompted with a location identifier. Once you select the region you would like to access, you will be directed to the provincial site. If you are not automatically prompted, the region can be selected by clicking *Change region* at the top of the page. You can go directly to the Newfoundland and Labrador page of Bridge the gapp by entering [nl.bridgethegapp.ca](http://nl.bridgethegapp.ca) into your internet browser.
-  **What can I find on Bridge the gapp?**  
You can read about mental health and addictions topics, learn about services available in your region and in the province, use tools, and sign up for online programming.
-  **When is Bridge the gapp available?**  
Bridge the gapp is available 24 hours a day, seven days a week, by computer, tablet or phone.
-  **Is Bridge the gapp confidential?**  
Bridge the gapp is 100% confidential.
-  **Does Bridge the gapp replace in-person interactions and care?**  
While Bridge the gapp offers programs that you can do on your own, the services on the website are not meant to replace in-person services, if they are needed or preferred. Bridge the gapp is intended to provide individuals with more options so that they can access services when and where they need them.
-  **Can I use Bridge the gapp if I am in distress or experiencing an emergency?**  
Although Bridge the gapp does provide emergency and crisis information, 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 also contact the 811 HealthLine by dialing 8-1-1. In situations like these, a health professional is best to help.
-  **If I experience an issue while using the website, have questions, or would like to provide feedback, who can I contact?**  
You can email the Bridge the gapp team at [bridgethegapp@gov.nl.ca](mailto:bridgethegapp@gov.nl.ca).