



Frequently Asked Questions



What is MindWell?

MindWell is a virtual education platform, providing individuals with tools and activities to reduce their stress levels. The program delivers mindfulness-based e-mental health tools shown to increase resilience, lower stress, and improve performance.



Who is MindWell for?

MindWell is for individuals 13 years of age and older.



Is there a cost to use MindWell?

MindWell is free to residents of Newfoundland and Labrador.



How do I access MindWell?

MindWell is accessible through the public URL <https://app.mindwellu.com/newfoundland/landing>, or from the Online Programs tab on [Bridge the gapp](#).



When is MindWell available?

MindWell is available 24 hours a day, seven days a week.



Is MindWell confidential?

MindWell is 100% confidential. The program's privacy policy can be reviewed at <https://www.mindwellu.com/privacy-policy>.



Does MindWell replace in-person interactions and care?

MindWell is not meant to replace in-person services, if they are needed or preferred. MindWell offers live classes and 4-week programs with leading experts on a variety of topics; a video library where individuals can take a class on their own schedule with on demand webinar sessions; Take 5 Daily, a tool designed to teach individuals the core skill of mindfulness; and resources for specific groups, such as healthcare workers and leaders.



Can I use MindWell 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 MindWell Team at <https://www.mindwellu.com/contact-us>.