



Frequently Asked Questions



What is Therapy Assistance Online?

Therapy Assistance Online (TAO) is a suite of online tools and psychoeducational sessions designed to help individuals learn about and change how they think and feel, and bounce back from setbacks.



Who is TAO for?

TAO is for individuals 16+ years of age experiencing mental health or substance use issues.



Is there a cost to use TAO?

TAO is free to residents of Newfoundland and Labrador.



How do I access TAO?

TAO is accessible through the public URL https://www.taoconnect.org/what_is_tao/nl/, or in the Online Programs section of nl.bridgethegapp.ca.



What does TAO offer?

TAO provides therapeutic educational resources for common behavioural health issues, such as anxiety, depression, stress, grief, and more. There are interactive education modules and practice tools to help you understand and manage how you feel, think, and act.

You can use TAO on your own by registering for TAO Self-Help, or you can complete the program with a therapist, TAO with a Counsellor, via secure videoconferencing.



When is TAO available?

TAO is available 24 hours a day, seven days a week, by computer, tablet or phone.



Is TAO confidential?

TAO is 100% confidential.



Can I use TAO 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 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?

For questions about TAO or to provide feedback about using the program, email bridgethegapp@gov.nl.ca. For technical issues, email the TAO support team at support@taoconnect.org.