

Beyond Silence App Information Sheet

The Beyond Silence App is a mental health ‘coach in your pocket’ for healthcare employees. It provides information and support for managing mental health at work, including support for you and support to help co-workers. You can access information, supports and resources as well as set goals and track your wellness.



The Beyond Silence smartphone app was developed by faculty at **McMaster University** with input from healthcare workers in a range of small to large organizations. The information and content provided in the app is based on evidence-based quality resources.

What is a Clinic Code?



The clinic code is a unique code specific to your organization and will be given to you by the Beyond Silence admin or the Champion at your healthcare organization. You will only need to enter this code once and this allows you to access specific resources and information related to your location. You are not asked for any identifying information and the data on your phone is private.

Where does my information go?



All of the information and data from the app stays with you and your phone; no one sees any of your information except you. There are some analytics that track general usage patterns (eg. # of downloads), but this information is anonymous. Your employers can not access your personal information. Some of the content in the app include links to external resources – when you leave the app to access these resources, we cannot guarantee what information these external sites collect.

How do I navigate the app?

The app has many features to help you throughout your day and week.



- **Check -in:** asks how you are doing and how the app can help
- **Explore & Learn:** browse various articles and content for you or to help a co-worker
- **Resources:** Access resources and contact numbers and a link to your workplace champion
- **Goals:** Set goals for change and track your progress
- **Wellness:** Look at your wellness temperature over a period of time

What is the Goal Feature?



One of the goals of the app is to encourage change and develop new strategies and habits. Choose a goal for change from suggestions provided or write your own goal. Set a timeline for achieving the goal(s) from 1 to 30 days. Right now, we don't have any reminders in the app, so it is up to you to review these goals as needed.

How does the Wellness feature work?



You can set your wellness temperature by clicking on the thermometer icon at the bottom of the home screen. Your temperature is also tracked by your check-in and how you are feeling.

You can see your wellness over time by looking at your 'temperature history'. Again, this information is confidential and private and only available to you on your phone.

The wellness ranges from **green (well)**, **yellow**, **orange** and to **red** (meaning you may be in a **crisis state**). If you notice that you are in the orange and red phases, this is a cue that you should seek help.

How do I navigate back to the Home Screen?



At the top left of your phone you will see the navigation arrows (<) allowing you to go back. You can navigate back to the home screen and explore more options or features of the app.

Contacting a Mentor from the App



There are mentors listed in the app who are available to listen, answer questions or share resources. The mentors include employees from your own organization, as well as trained peer mentors outside of your organization who care about your mental health and safety (see descriptions in the app for more details about each mentor). Please note that the mentors are not counsellors, but are there to listen to your concerns and link you to additional resources and supports if needed.

All initial contact with the peer mentors occurs through your email address so you are not anonymous, but they will respect your confidentiality. If you are in crisis and if they are concerned about your safety, they need to make sure that you are connected immediately to crisis services. When reaching out to a peer mentor, please let them know that you are connecting to them from the Beyond Silence App. They will do their best to respond to you within 2-3 business days.

Who do I contact if I have question or concerns?



Your mental health champion at your workplace will be able to answer questions about the app and how to input the clinic code or access local resources. They can also respond to feedback about the app itself, and pass along suggestions that you might have to make it better.

If you have questions about the app that your local contact cannot answer, you can reach the Beyond Silence admin team by emailing us at beysilen@mcmaster.ca

Disclaimer:



The Beyond Silence App is a 'coach in your pocket' for healthcare employees. The app **does not** provide counselling or a crisis support but there are links to local and provincial resources.

Information is private, employers cannot access personal information. The Beyond Silence resources are provided for information purposes only. Please see the *Terms of Service and Privacy Policy* document located on the app.