

# Supporting a Better You.

Backed by science. Enhanced by coaching. Tailored for you.

## What is Tranquility?

Tranquility's internet-based Cognitive Behavioural Therapy (iCBT) is part of the Ontario Structured Psychotherapy (OSP) program.

Tranquility iCBT is an effective form of therapy to help people with depression and/or anxiety-related concerns.

Qualified and experienced therapists are on hand to help you get the most out of treatment. Your therapist will listen to you and help you troubleshoot when you have questions or challenges. Your therapist can also support you to stay engaged in your treatment.



Available on most phones, tablets, and computers.



You are receiving service at Tranquility as a client of the Ontario Structured Psychotherapy (OSP) program.

Adults experiencing depression or anxiety-related concerns can access **free** cognitive-behavioural therapy and related services through the OSP program.

## Who is Tranquility for?

Tranquility is designed for adults (18+) experiencing depression and/or anxiety-related concerns.

## How does Tranquility work?

Tranquility's iCBT service was co-developed by clinical psychologists and people that have personal experience with depression and anxiety.

The program has three major components:

- 1 9-12 educational modules which include interactive exercises designed to address and improve symptoms of anxiety and/or depression.
- 2 Access to a trained therapist for 12 weeks (from the date you create your Tranquility account)
- 3 Flexible communication options – unlimited in-app messaging, and 4 phone/video calls.

Your therapist is available to support you for up to 12 weeks. You will have access to all your readings, tools, and your message history for one year from the day that you created your Tranquility account.

## Working with your therapist

Your therapist will review the information you share in the tools you complete and monitor your symptoms through brief weekly questionnaires. They will also support you if any questions or challenges come up as you go through the online readings and use the tools. You can message your therapist at any time and the therapist will respond within 2 business days. You will also have the opportunity to schedule four 20-minute video or phone sessions with your therapist throughout the course of the service.

## How to access?

- 1 Check your email for your Tranquility invitation – the email will come from “Tranquility” with subject heading “Tranquility Referral”.
- 2 Click the link and create your Tranquility account.
- 3 Complete your first set of questionnaires.
- 4 Once you’ve created your account we will match you with a registered therapist that best fits your needs.
- 5 You will now be able to start your journey with your first set of modules.

If you do not receive an email with your Tranquility invitation, please contact our team at [support@tranquility.app](mailto:support@tranquility.app).

Note: You will have 30 days to open your Tranquility invitation and create your account. If you do not create your account within 30 days, we will assume that you are no longer interested in this treatment, and your OSP client file will be closed.

## Before You Get Started

Given that iCBT is delivered online, we suggest the following to maintain your privacy:

- Always use the same password-protected email for accessing the platform.
- Use an email that only you have access to (all people with access to the email used on the platform can see that you are receiving treatment through Tranquility).
- Use a personal email address (not your work email address).
- Do not share your password with others.
- Consider a private space or the use of headphones while completing any Tranquility work as it may contain private information.
- Try to use a home or private network, which is more secure than public Wi-Fi.
- You must be located within Canada when accessing the platform.
- If you are inactive on the platform for 4 weeks, your account will be closed due to inactivity.

OSP is a stepped-care program, which means that clients are directed to the service that best meets their needs. If at any time, you and/or your therapist feel that this service is not a good fit for your needs, you can move to individual or group therapy sessions, or OSP staff may suggest a different type of service outside of OSP. Please have a conversation with your therapist about this if you would like to discuss this at any time.