



# Insights from our Guardian Council:

with Member,  
Sapna Mahajan



## The two questions the Guardian Council members help us to answer are:

1. Is Togetherall fulfilling our purpose?

2. How can we continually improve to ensure our principles and actions align?

### Charter Principles:

- Access: continuously expanding our reach and it's available to all – no discrimination
- Impact: improve the mental well-being of members and deliver real benefit to commissioning orgs
- Sustainability: a financially self-reliant business model with the ability to attract investment to meet our ambitions

We sat down with Sapna Mahajan, Member of our Guardian Council, to dig into what sets Togetherall apart from the rest.

Sapna Mahajan MPH, PMP, CHE, is currently the Director of Policy and Partnerships at Genome Canada, where she leads national strategies and international collaborations that shape genomic innovation, building cross-sector partnerships with industry, government, and academia, and drive transformative policies for Canadian health and economic advancement.

For more than a decade, she has held numerous roles in the mental health field. This included leading ground-breaking work in the areas of peer support, e-mental health, and suicide prevention, and workplace mental health.

Additionally, Sapna has three young children and a puppy, and her favorite thing is adventuring and travelling with her family.



**Sapna Mahajan MPH,  
PMP, CHE**  
Member of the Guardian  
Council



## Q. What is a social impact organization and why do they exist?

SM

A social impact organization like Togetherall exists to solve pressing societal challenges—in this case, mental health access and equity. These organizations prioritize purpose over profit, ensuring that vulnerable populations receive safe, scalable, and stigma-free support when they need it most.



## Q: Can profit and social impact co-exist?

SM

Absolutely. Togetherall is a great example of how profit and social impact can co-exist and align. Financial strength enables innovation and reach, while the mission ensures that every decision centers on improving mental health outcomes globally.



## Q. Why are social impact organizations in the mental health space relevant?

SM

Mental health is a universal need, yet access remains fragmented and often inequitable. Organizations like Togetherall are relevant because they provide 24/7, anonymous, peer-to-peer support – meeting people where they are and breaking down barriers of stigma, geography, and cost.



## Q. How important is trust and safety within the mental health and well-being space?

SM

It's non-negotiable. People turn to Togetherall during vulnerable moments, so creating a safe, moderated, and confidential environment is essential. Trust is what allows individuals to open up and engage meaningfully, which is the foundation for healing and resilience.



## Q. What is the Guardian Council and why should people care about it?

SM

The Guardian Council is Togetherall's independent body that ensures that the organization operates with integrity, safety, and impact. It provides oversight and accountability, so users and partners can trust that Togetherall is delivering mental health support responsibly and ethically. The charter is our north star and we ensure the organization stays on course



## Q. Why have you decided to join Togetherall's effort to help safely scale digital mental health support across the world?

SM

I joined Togetherall because I know firsthand how critical accessible mental health support is. Members of my family, including my children, have struggled with mental health challenges, and I've seen how isolating that can feel. Digital solutions have been a lifeline for my family—providing timely, stigma-free support when traditional options weren't available or to enhance traditional modes of care. I also have a deep appreciation and value for peer support, that can have the greatest positive impact when someone feels alone. Togetherall's model of safe, anonymous, and moderated peer-to-peer connection resonates deeply with me. It's about scaling that kind of support globally so no one feels alone, no matter where they are.



**Q. Why do you think mental health and well-being is so important overall, and how do you see it impacting populations across the world?**

**SM**

Mental health affects every aspect of life—our ability to work, learn, and connect. Globally, untreated mental health challenges lead to social and economic strain. Prioritizing well-being creates stronger, more resilient communities and drives equity and productivity worldwide. Given the geopolitical context and the rapidly changing landscape, mental health and well-being is more important than ever.



**Q. What have been some of the more significant changes in this space over the past 10-20 years?**

**SM**

The biggest shift has been the normalization of mental health conversations/increase in awareness and the rise of digital solutions. Technology has enabled access beyond traditional clinical settings, making support available anytime, anywhere. Platforms like Togetherall reflect this evolution—safe, moderated, and community-driven support that meets people where they are. 20 years ago when I started in the mental health space, we used to knock on doors and beg for people to discuss mental health and prioritize discussions on this topic – now it is reversed, people and organizations are begging for advancements, and help.



**In your opinion, what are some of the changes we should anticipate going forward?**

**SM**

We'll see greater integration of digital mental health into mainstream care, more personalized experiences powered by data and AI, and a stronger emphasis on prevention. The future is about scaling access while maintaining trust and safety—something Togetherall is deeply committed to.



**Q. When considering the evolution of mental health support systems, what has your experience in dealing with the progression of technology and support been?**

**SM**

AI has opened doors for personalization and early detection, but it also raises questions about ethics, bias, and safety. Togetherall's approach prioritizes human moderation and oversight, ensuring technology enhances—not replaces—the human connection that is so critical in mental health.



**Q. What is one thing you'd like people to do differently after reading this piece with regards to mental health and wellbeing?**

**SM**

Treat mental health as a proactive priority, not a reactive one. Engage with resources like Togetherall early—before challenges escalate—because prevention and peer support matter.



**Q. What is one piece of advice you would give to people within the mental health space?**

**SM**

Invest in digital mental health solutions and encourage people to seek help early. Technology is not a replacement for human care, but it's a powerful complement—especially for those who face barriers like stigma, geography, or cost. Platforms like Togetherall show that safe, moderated, and accessible digital communities can make a real difference. My advice: prioritize building and funding these services, and normalize using them as part of a proactive approach to mental well-being.



Established in 2007, Togetherall is available to more than 20 million individuals worldwide. Togetherall is the leading clinically managed, peer-to-peer, online support community where members can share what's on their minds, anonymously, safely, and in-the-moment, 24/7/365. Members can connect through shared lived experiences with a global network of peers, backed by the safeguarding of nearly 50 licensed and registered clinicians overseeing the community around-the-clock. These clinicians empower individuals in peer support and foster and maintain a safe, vibrant environment.

**If you are interested in offering safe and scalable ways to support your people's mental health, [contact us](#) to learn more about Togetherall's online community.**

