



Free CBT skill-building program effective for adults and youth 15+ with mild to moderate depression and anxiety

Program overview for primary care providers



Welcome to... BounceBack®!

BounceBack®: Reclaim your health is a free, evidence-based, guided self-help program grounded in cognitive behavioural therapy (CBT). It is designed to help primary care providers provide adults and youth 15+ experiencing mild to moderate depression and anxiety with **faster access** to the mental health supports they need. Clients learn CBT skills to help them better manage stress, low mood, and depression. Access to the program is by **referral** primarily through a family doctor, nurse practitioner, psychiatrist, or client self-referral. If clients submit a referral themselves, their primary care provider is notified and kept informed of their progress in the program.

Key benefits of BounceBack:

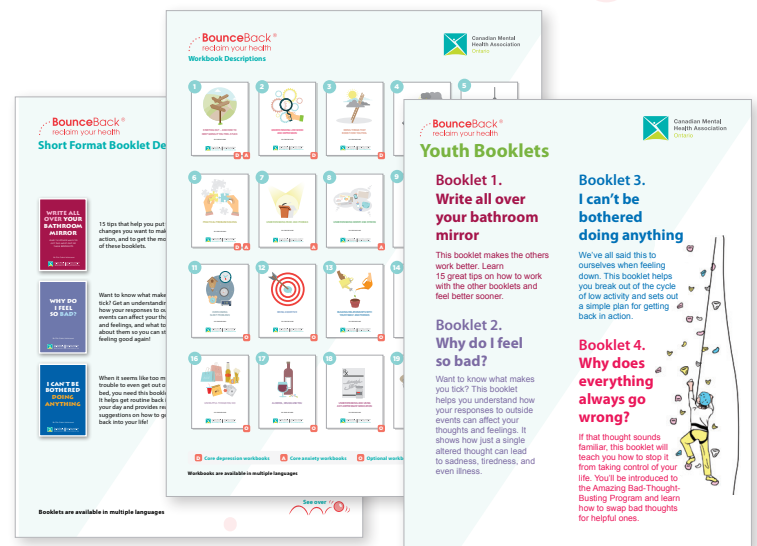
- **Free** to people living in Ontario who have a valid health card number
- **Fast access** to telephone coaching within five business days of referral being submitted
- Skill-building coaching program based on proven **CBT principles** and focused on clients' current mental health needs
- **Proven success with reducing depression and anxiety** by almost 40%
- **Workbooks** available in: English, French, Chinese, Punjabi, Arabic, Farsi
- **Telephone coaching** in multiple languages
- **No travelling** needed for appointments

BounceBack® was developed by Dr. Chris Williams, a psychiatrist at the University of Glasgow in Scotland. First adopted by the Canadian Mental Health Association (CMHA) British Columbia, the program has enjoyed nine years of success with over 40,000 clients. Following a similarly successful two-year pilot in the York and South Simcoe regions of Ontario, BounceBack is now available across the province. Funded by the Government of Ontario and delivered by CMHA Ontario and CMHA York and South Simcoe, **BounceBack offers two types of help:**

1 Telephone coaching using skill-building workbooks designed to improve your clients' well-being.

- Coaches are extensively trained in the BounceBack program and are overseen by clinical psychologists
- Together, the coaches and clients select workbooks that are most relevant to the clients' current needs
- During three to six telephone sessions, the coaches motivate and support clients in working through the self-help workbooks at their own pace
- Telephone coaching and workbooks are available in multiple languages

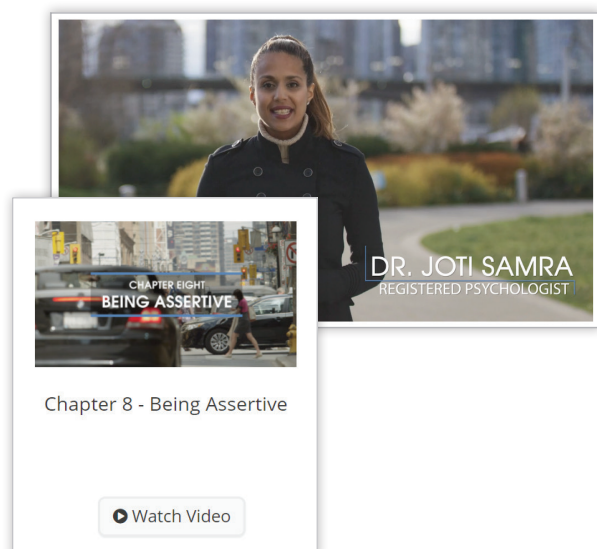
Workbooks, short format booklets, and youth booklets



2 BounceBack Today online videos provide clients with practical tips on managing mood, sleeping better, building confidence, increasing activity, problem solving, and healthy living.

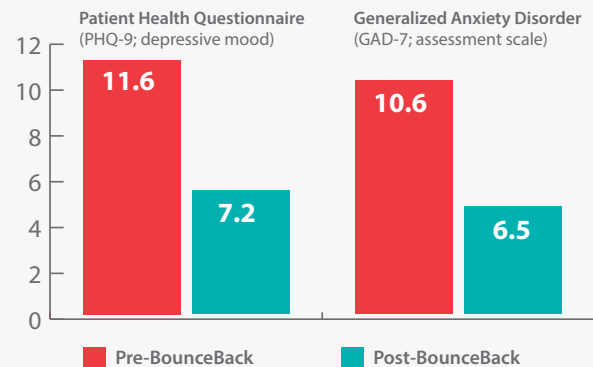
Videos can be accessed on our website at any time and are available in many languages: English, French, Mandarin, Cantonese, Punjabi, Arabic, and Farsi.

Watch videos at bouncebackvideo.ca using access code: **bbtodayon**



Evidence-based benefits of BounceBack

The BounceBack program is based on CBT, the recommended approach to managing anxiety and depression. Since 2008, BounceBack has consistently enhanced mood, physical health, and quality of life, with depressive and anxious symptoms **reduced by almost 40%** at program completion.



In addition, from May 2015 to December 2017, CMHA York and South Simcoe conducted a satisfaction survey among 119 clients who completed the BounceBack program. The clients reported significant personal impacts, positive changes in confidence, and strong satisfaction:

- **92%** would recommend BounceBack to a friend or family member
- **94%** found the CBT workbooks easy to read and helpful
- **95%** liked receiving the service by telephone

How to make a referral

Complete the BounceBack PHQ-9 assessment/referral form (the form can be accessed at **bouncebackontario.ca**) to ensure your client meets all eligibility criteria:

1. 15 years or older
2. Has mild to moderate depression (PHQ-9 range of 0-21) with or without anxiety
3. Ensure client is not at risk to harm themselves or others; not significantly misusing alcohol or drugs; does not have a personality disorder; has not had manic episodes or psychosis within the past six months; and has sufficient concentration and motivation to engage in the program

Once the form is fully completed:

1. Fax it to the BounceBack team at: (905) 430-1768, email it to bb-referral@cmha-yr.on.ca, or submit it through EMR, if available. The form can also be downloaded from **bouncebackontario.ca**
2. Let your client know that an educational and motivational coach will contact them within five business days to set up a telephone appointment.
3. Provide your client with a program brochure and ask them to watch the videos online at: **bouncebackvideo.ca** using the access code: **bbtodayon**

Frequently asked questions

Q. What is the key difference between the mental health coaching that BounceBack provides and counselling services?

A. The main objective of the BounceBack telephone coaching sessions is to help clients get the most out of the program by providing them with educational and motivational support. Individual coaching sessions are shorter (usually 15-20 minutes), compared to counselling sessions. This shorter timeframe does not give coaches enough time to get into the details of the clients' experiences. Rather, coaches guide clients in working through the program materials, checking in with them, answering their questions, and helping them to problem-solve if they have trouble applying what they're learning. This single flow of communication is also different from the open conversation typical of therapy sessions.

Q. How do you ensure the quality of telephone coaching?

A. All coaches complete an intensive training program to deliver CBT. BounceBack coaches are trained and overseen by registered clinical psychologists, who provide clinical support as well as reinforce their CBT knowledge and skill development once formal training is complete.

Q. How do you assess and manage risk of clients harming themselves or others?

A. Every telephone coaching session begins with a mood rating and a routine risk assessment by the coach. BounceBack coaches are required to contact the clinical psychologists at any time an issue arises that would put the clients at risk of harming themselves or others.

As the primary care provider, you remain in control of your clients' care. Family doctors and nurse practitioners who refer clients to the BounceBack program will be notified if their clients are identified as at risk during any of the routine assessments. They will also receive progress reports detailing the work completed, the workbooks used, and the final client outcomes.

Q. What does BounceBack coaching entail?

A. The BounceBack program usually involves three to six telephone sessions with a coach. The first session lasts about 45 minutes and includes a client assessment to ensure program eligibility. After the first call, the client is sent a package of materials, which includes a program information sheet and introductory workbooks. Subsequent calls are 15-20 minutes in length, with the coach providing the client with additional workbooks that best support the client's current needs. The program takes anywhere from three to six months to complete.

Q. Are clients eligible for BounceBack if they are on anti-depressant medication or participating in other mental health support programs?

A. Yes. The use of mental health medications or involvement in other mental health support programs do not preclude clients from participating in BounceBack. You decide if BounceBack is a useful addition to, or replacement for, other treatments or services you're offering your clients.

Doctor Testimonials



BounceBack is a unique short-term CBT intervention delivered in a telephone coaching format for people dealing with mild to moderate depression or anxiety. It is a valuable resource that overcomes access barriers and allows me to focus on people with more severe mental illness and relationship distress. There is hardly a day when I don't make a referral to the program. The level of doctor and client satisfaction is high.

– Ontario doctor

Finding psychological services is very difficult, especially those that are publicly funded. BounceBack removes the travel and cost barriers to care and makes it available for clients. All of my clients who have participated in the program have benefited and have acquired skills for managing their anxiety and depression.

– Ontario doctor



Client Testimonials



I became more outgoing and social and my non-existent exercise turned to three hours a week. I am definitely more hopeful and look forward to the future. I especially liked how [my coach] and I set goals together and she was able to answer any questions I had. There was no pressure and I completed the books at my own pace.

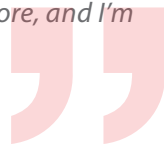
– BounceBack client (young mom)

My biggest learnings from the program would be how to problem-solve more effectively, how to adjust my attitude, and it also reminded me that what I'm feeling is normal.

– BounceBack client

This program gave me life tools that I really needed, and I really feel that I'm coming back to work stronger than I've ever been before, and I'm prepared to handle work stresses...

– BounceBack client



Who to contact

For information on telephone coaching or the referral form

Call: **1-866-345-0224**

For marketing inquiries or resource materials

Email: **bounceback@ontario.cmha.ca**

Call: Anna Piszczkiewicz (416) 757-4098 or Andrew Fairbairn (416) 675-2140

Visit: **bouncebackontario.ca**

About the Canadian Mental Health Association (CMHA) Ontario



**Canadian Mental
Health Association**
Ontario

Incorporated in 1952, CMHA Ontario provides community-based programs and services across the province to meet the needs of individuals seeking support with their mental health and addictions. Our 30 local CMHA branches are part of a community-based mental health sector which services approximately 500,000 Ontarians annually.

<p>1</p> <p>STARTING OUT ... AND HOW TO KEEP GOING IF YOU FEEL STUCK</p> <p>DR. CHRIS WILLIAMS</p> <p> Association canadienne pour la santé mentale / Le centre mental pour tous</p> <p>D A</p>	<p>2</p> <p>UNDERSTANDING LOW MOOD AND DEPRESSION</p> <p>DR. CHRIS WILLIAMS</p> <p> Association canadienne pour la santé mentale / Le centre mental pour tous</p> <p>D</p>	<p>3</p> <p>DOING THINGS THAT BOOST HOW YOU FEEL</p> <p>DR. CHRIS WILLIAMS</p> <p> Association canadienne pour la santé mentale / Le centre mental pour tous</p> <p>D</p>	<p>4</p> <p>NOTICING EXTREME AND UNHELPFUL THINKING</p> <p>DR. CHRIS WILLIAMS</p> <p> Association canadienne pour la santé mentale / Le centre mental pour tous</p> <p>D A</p>	<p>5</p> <p>CHANGING EXTREME AND UNHELPFUL THINKING</p> <p>DR. CHRIS WILLIAMS</p> <p> Association canadienne pour la santé mentale / Le centre mental pour tous</p> <p>D A</p>
<p>6</p> <p>PRACTICAL PROBLEM SOLVING</p> <p>DR. CHRIS WILLIAMS</p> <p> Association canadienne pour la santé mentale / Le centre mental pour tous</p> <p>D A</p>	<p>7</p> <p>UNDERSTANDING PANIC AND PHOBIAS</p> <p>DR. CHRIS WILLIAMS</p> <p> Association canadienne pour la santé mentale / Le centre mental pour tous</p> <p>A</p>	<p>8</p> <p>UNDERSTANDING WORRY AND STRESS</p> <p>DR. CHRIS WILLIAMS</p> <p> Association canadienne pour la santé mentale / Le centre mental pour tous</p> <p>A</p>	<p>9</p> <p>UNDERSTANDING HOW WE RESPOND TO ILLNESS</p> <p>DR. CHRIS WILLIAMS</p> <p> Association canadienne pour la santé mentale / Le centre mental pour tous</p> <p>A</p>	<p>10</p> <p>FACING FEARS AND OVERCOMING AVOIDANCE</p> <p>DR. CHRIS WILLIAMS</p> <p> Association canadienne pour la santé mentale / Le centre mental pour tous</p> <p>A</p>
<p>11</p> <p>OVERCOMING SLEEP PROBLEMS</p> <p>DR. CHRIS WILLIAMS</p> <p> Association canadienne pour la santé mentale / Le centre mental pour tous</p> <p>O</p>	<p>12</p> <p>BEING ASSERTIVE</p> <p>DR. CHRIS WILLIAMS</p> <p> Association canadienne pour la santé mentale / Le centre mental pour tous</p> <p>O</p>	<p>13</p> <p>BUILDING RELATIONSHIPS WITH YOUR FAMILY AND FRIENDS</p> <p>DR. CHRIS WILLIAMS</p> <p> Association canadienne pour la santé mentale / Le centre mental pour tous</p> <p>O</p>	<p>14</p> <p>USING EXERCISE TO BOOST HOW YOU FEEL</p> <p>DR. CHRIS WILLIAMS</p> <p> Association canadienne pour la santé mentale / Le centre mental pour tous</p> <p>O</p>	<p>15</p> <p>HELPFUL THINGS YOU CAN DO</p> <p>DR. CHRIS WILLIAMS</p> <p> Association canadienne pour la santé mentale / Le centre mental pour tous</p> <p>O</p>
<p>16</p> <p>UNHELPFUL THINGS YOU DO</p> <p>DR. CHRIS WILLIAMS</p> <p> Association canadienne pour la santé mentale / Le centre mental pour tous</p> <p>O</p>	<p>17</p> <p>ALCOHOL, DRUGS AND YOU</p> <p>DR. CHRIS WILLIAMS</p> <p> Association canadienne pour la santé mentale / Le centre mental pour tous</p> <p>O</p>	<p>18</p> <p>UNDERSTANDING AND USING ANTI-DEPRESSANT MEDICATION</p> <p>DR. CHRIS WILLIAMS</p> <p> Association canadienne pour la santé mentale / Le centre mental pour tous</p> <p>O</p>	<p>19</p> <p>PLANNING FOR THE FUTURE</p> <p>DR. CHRIS WILLIAMS</p> <p> Association canadienne pour la santé mentale / Le centre mental pour tous</p> <p>O</p>	<p>20</p> <p>INFORMATION FOR FAMILIES AND FRIENDS— HOW CAN YOU OFFER THE BEST SUPPORT?</p> <p>DR. CHRIS WILLIAMS</p> <p> Association canadienne pour la santé mentale / Le centre mental pour tous</p> <p>O</p>

D Core depression workbooks **A** Core anxiety workbooks **O** Optional workbooks

Workbooks are available in multiple languages.

See over

1 Starting out...and how to keep going if you feel stuck

Learn more about this program, how best to use it, and what to do if you feel stuck.

2 Understanding low mood and depression

Understand more about low mood and depression and why you feel the way you do.

3 Doing things that boost how you feel

Learn how low mood and stress cause you to do less. Plus, learn step-by-step techniques to incorporate helpful activities back into your life.

4 Noticing extreme and unhelpful thinking

Find out more about patterns of thinking that you may have and how to identify the ones that cause you to feel worse and affect what you do.

5 Changing extreme and unhelpful thinking

Learn effective ways to challenge and overcome unhelpful and upsetting thoughts.

6 Practical problem solving

Life throws things at you that are expected or unexpected — learn a 7-step plan to overcome these practical problems.

7 Understanding panic and phobias

Learn about what panic and phobias are and whether they are impacting your thoughts, feelings, emotions, and behaviours.

8 Understanding worry and stress

Understand the impact of anxiety, worry, and stress and identify the areas you need to deal with to overcome your own anxiety problems.

9 Understanding how we respond to illness

Look at how you respond to illness, as well as helpful and unhelpful things you can do that impact how you feel.

10 Facing fears and overcoming avoidance

Find out why you feel like avoiding things that seem scary and learn how avoiding things can make you feel worse.

11 Overcoming sleep problems

Learn how to overcome sleep problems and improve the quality of your sleep.

12 Being assertive

Learn the differences between passive behaviour, aggressive behaviour, and assertiveness.

13 Building relationships with your family and friends

Often, when you feel down, anxious or irritable, it's easy to take it out on those who are closest to you. Learn about how the way you feel can affect your relationships with those around you.

14 Using exercise to boost how you feel

Keeping active can help improve how you feel instantly. Learn how to use exercise to reduce feelings of stress and anxiety, and discover how exercise can help you feel better about yourself.

15 Helpful things you can do

Learn about helpful things you can do that give you a boost and plan some ways that you can do these things, even when you are busy or under stress.

16 Unhelpful things you do

Find out why and how you sometimes act in ways that backfire.

17 Alcohol, drugs and you

Learn some useful facts about drugs and alcohol, discover how drugs and alcohol affect you/your family, and plan next steps to bring about change.

18 Understanding and using anti-depressant medication

Anti-depressant medication can be helpful as part of a package of care. Find out more in this workbook.

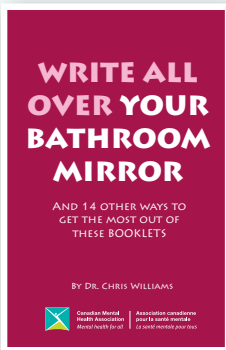
19 Planning for the future

This workbook will help you manage how you feel moving forward.

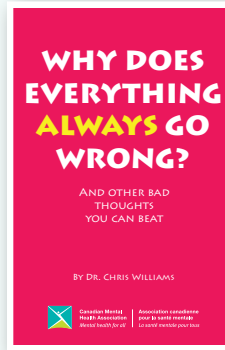
20 Information for families and friends — how can you offer the best support?

Learn about this program and how the person you are supporting is using it, as well as helpful and unhelpful things you can do.

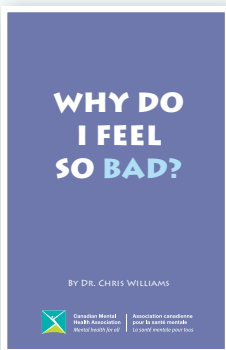
Short Format Booklet Descriptions



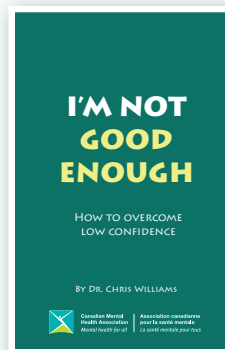
15 tips that help you put the changes you want to make in action, and to get the most out of these booklets.



"I always mess up," "Everyone thinks I'm a loser." Beat those bad thoughts for good! Our Amazing Bad-Thought-Busting program will help you learn how to beat unhelpful thoughts.



Want to know what makes you tick? Get an understanding on how your responses to outside events can affect your thoughts and feelings, and what to do about them so you can start feeling good again!



Build self-esteem and change your life! With this booklet, you'll learn practical suggestions to help you discover all the good things about yourself.



When it seems like too much trouble to even get out of bed, you need this booklet. It helps get routine back into your day and provides real-life suggestions on how to get fun back into your life!



Want to stop smoking? Make friends? Get out more? You're just steps away from achieving your goal — whatever it is — with our easy 4-step plan!

Short Format Booklet Descriptions



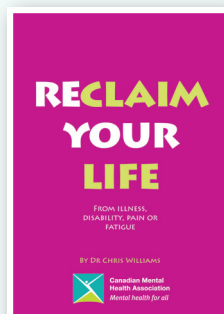
It's not what you do, it's how much you do it. When you're feeling low, you can start to lean on things to help get you through a bad time. Learn how to get back in control and feel better.



Worry and In Case of Panic: Helps you understand your anxiety — your worry — and introduces you to a great way to fix it: the 3 Fs (Face it, Fix it, Forget it). It will also help you beat panic attacks.



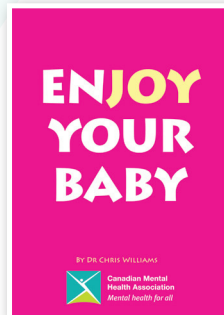
Get ready to 1,2,3, breathe! This booklet gives you everything you need to control your temper and improve your happiness and relationships.



Your life is more important than your illness. If you've received a diagnosis that frightens you, or if you're struggling after years of impaired mobility, this booklet can help you feel a little better every day.



Feel better in minutes! This booklet can change your life. Follow its simple, practical advice and you'll be happier, fitter, and see the positive side of life!



You were hoping for a fairytale, but what you got was poo. 14 days, 14 changes — just two weeks to getting better. Every time you turn a couple of pages in this booklet, you will find a suggestion to make one change in your life, your thoughts, your routine, or your relationships.

Youth Booklets

Booklet 1. Write all over your bathroom mirror

This booklet makes the others work better. Learn 15 great tips on how to work with the other booklets and feel better sooner.

Booklet 2. Why do I feel so bad?

Want to know what makes you tick? This booklet helps you understand how your responses to outside events can affect your thoughts and feelings. It shows how just a single altered thought can lead to sadness, tiredness, and even illness.

Booklet 3. I can't be bothered doing anything

We've all said this to ourselves when feeling down. This booklet helps you break out of the cycle of low activity and sets out a simple plan for getting back in action.

Booklet 4. Why does everything always go wrong?

If that thought sounds familiar, this booklet will teach you how to stop it from taking control of your life. You'll be introduced to the Amazing Bad-Thought-Busting program and learn how to swap bad thoughts for helpful ones.



Booklet 5.

I'm not good enough

How come other people seem so confident? Learn their secrets and get to like yourself again, with practical suggestions about how to build your self-esteem.

Booklet 6.

How to fix almost everything

This booklet introduces the Easy 4-Step Plan — a straightforward way to fix your problems and achieve your goals that has worked for thousands of people. Do you know how to go up a climbing wall? This booklet will show you how.

Booklet 7.

The things you do that mess you up

When you're feeling low you can start to lean on things to get you through a bad time. This booklet helps you get back in control of hiding away, spending too much time on social media, or watching TV.

Booklet 8.

1, 2, 3, breathe

This booklet teaches you the 1, 2, 3 breathe! system — everything you need to control your temper and improve your happiness and relationships. No complicated terms, no theory, just practical help.

Booklet 9.

10 things you can do to feel happier straight away

The booklet sums everything up and then shows you how to be happier, more active, and able to see the positive side of life every day.

