

# Free Psychotherapy Services for Ontarians



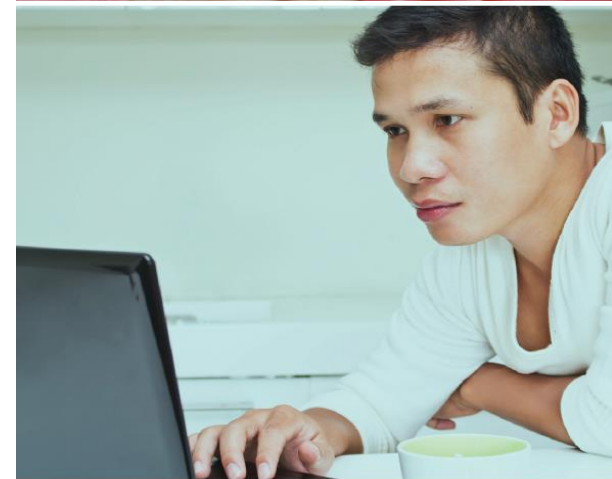


# Three FREE Services- Now Available !

## Overview

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- For adults and youth 15/16/18+ and their families
- Provides quick access for those seeking support for mild to moderate depression and anxiety
- Bridges the gap for those waiting for mental health services
- Helps complement/augment existing mental health and addictions supports
- Provides CBT-based psychotherapy treatment to support adults and young people and their families deal with stress, anxiety, low mood



# Mental Health Supports

**Big White Wall**, an online peer support and self-management tool, coordinated by the Ontario Telemedicine Network (OTN)  
*(Service available in English only)*

**Big White Wall**<sup>®</sup>



**BounceBack**<sup>®</sup>, a telephone coaching program, managed by the Canadian Mental Health Association (CMHA) Ontario and CMHA York and South Simcoe

 **BounceBack**<sup>®</sup>  
reclaim your health



Canadian Mental  
Health Association  
Ontario

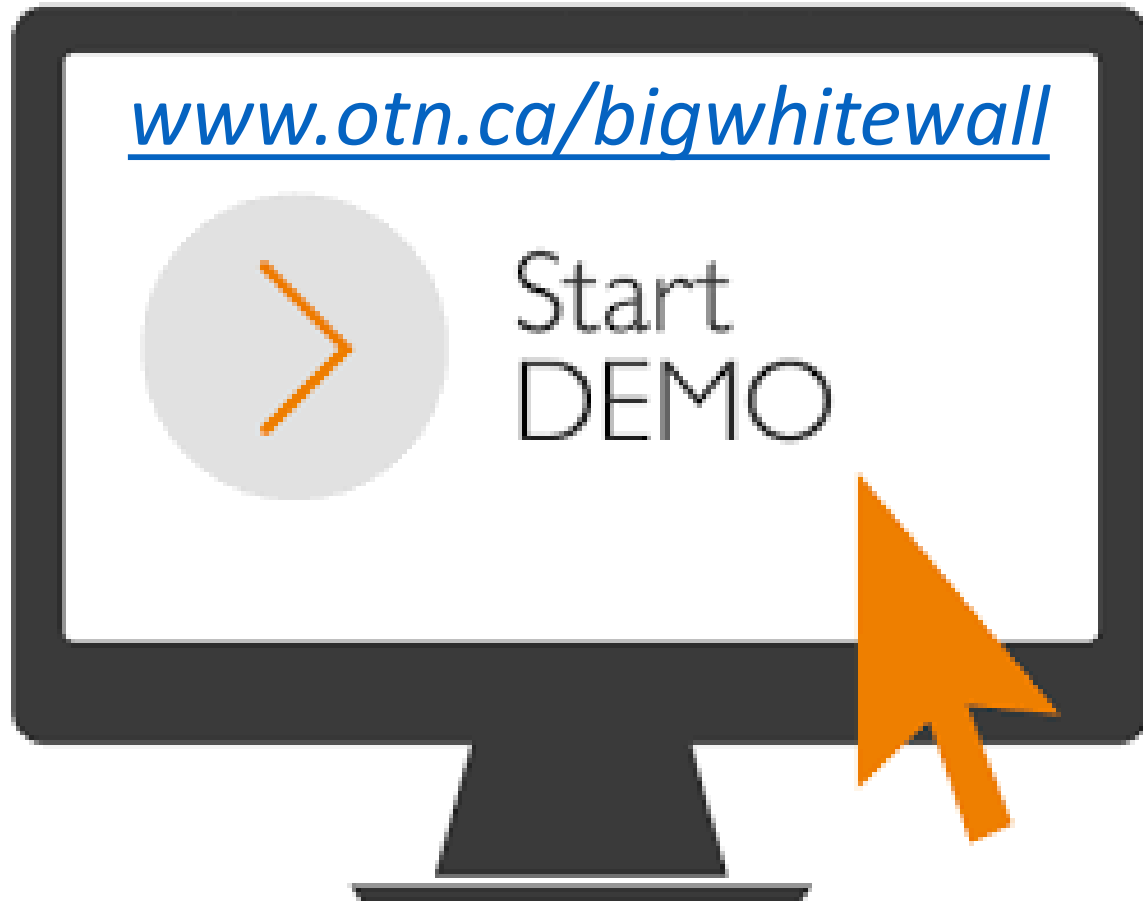
**IASP**, provides in person or by telemedicine (CBT) as part of Ontario's Increasing Access to Structured Psychotherapy (IASP) program, led in the Champlain region by The Royal Ottawa.

**IASP**




Centre de santé mentale  
**Royal Ottawa**  
Mental Health Centre

# Big White Wall Live Demo



**24/7**  
**ONLINE SUPPORT FOR**  
**YOUR MENTAL HEALTH**



Connect with others who are experiencing similar issues and share what's on your mind while gaining support and advice.

**Free in Ontario**  
*Register today to get support, take control and feel better.*

AGE 16+

Ontario | otn. | Big White Wall® | [otn.ca/bigwhitewall](http://otn.ca/bigwhitewall)

# Big White Wall:

## How to refer

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### **Suitable for clients:**

- 16 years and older with mild to moderate depression and anxiety
- At low risk of suicidal self-harm
- Who have a basic level of literacy and comprehension
- Who can access a phone or computer with Internet
- Seeking an adjunct to face-to-face individual or group therapy
- Seeking community peer support
- Looking for after-hours mental health support

Sign up at **otn.ca/bigwhitewall** (enter email, user name and password)

Any questions? Email **theteam@bigwhitewall.com**

# Order Free Resource Materials: Big White Wall

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To request Big White Wall  
marketing materials  
Email: [bigwhitewall@otn.ca](mailto:bigwhitewall@otn.ca)



# BounceBack

 **BounceBack**®  
reclaim your health



Canadian Mental  
Health Association  
Ontario



# BounceBack: Background

- Developed by **Dr. Chris Williams**, a psychiatrist at the University of Glasgow in Scotland
- **First adopted by CMHA British Columbia in 2008.** Since then, more than 40,000 clients have been referred
- Two years ago, **CMHA York and South Simcoe** piloted the program in Ontario, with funding from the Central LHIN
- In October 2017, as part of the Government of Ontario's investment in psychotherapy services, **BounceBack was launched across Ontario**

**BounceBack®**  
reclaim your health  
Feeling low? Stressed? Anxious?  
Bounce Back® can help!

**What is a Bounce Back® community coach?**  
The role of the coach is to help you develop new skills, to keep you motivated, to answer your questions, and to monitor how you're doing. Your coaches also give you materials at the right stages to help you complete the Bounce Back® self-help program step by step. Because Bounce Back® coaches are not mental health specialists, they don't provide counselling. Coaches are trained in the delivery of a specific program known to be effective in relieving mild to moderate depression (with or without anxiety) and they are overseen by psychologists. If your doctor refers you to Bounce Back®, your coach will contact you by telephone within a few days and regularly over the next several weeks as you work through the program.

**Does Bounce Back® work?**  
Bounce Back® is based on research evidence which shows that simple skills and techniques are effective in helping people to overcome low mood and worry. On the basis of our current success rates in BC, we are confident the program can give you the tools to help you help yourself feel better.

**If I'm referred, does it mean my doctor thinks I have a mental illness?**  
No. Often low mood and worry problems don't

**What if I suspect my mental health symptoms are more serious?**  
Make sure that you bring this to the attention of your family doctor or nurse practitioner. He or she will be able to conduct a thorough assessment of your mental health needs and determine the best course of action for you.

**Am I eligible for Bounce Back® if I'm taking an anti-depressant medication?**  
The use of mental health medications won't prevent you from participating in Bounce Back®. You and your primary health care provider must decide together whether Bounce Back® would be a useful addition to or replacement for other

**What is Bounce Back®?**  
Bounce Back® is a guided self-help program in which a community "coach" provides assistance in working through a variety of skill-based workbooks aimed at improving your emotional well-being.

**Bounce Back® offers three forms of help:**

- Bounce Back® Coaching
- The Bounce Back® Today video
- Bounce Back® Online

**Bounce Back® Coaching**  
Bounce Back Coaching is a guided self-help program in which a community "coach" provides assistance in working through a variety of skill-based workbooks aimed at improving your emotional well-being.

This program usually involves four to six sessions which you can do from the comfort of your home by telephone or video conference. Coaches are specifically trained in the delivery of the Bounce Back® program, which is known to be effective in relieving anxiety and mild to moderate depression. Your coach will guide you through the program materials, step by step. Their role is to help you develop new skills, keep you motivated, and to check in on how you're doing.

**The Bounce Back® Today video**  
The Bounce Back® Today video offers practical tips on managing mood, sleeping better, building confidence, increasing activity, problem solving and healthy living. The video is available online or in DVD format.

**Bounce Back® Online**  
Bounce Back® Online is a self-help program for those who want assistance with everyday problems such as feeling depressed, stressed or anxious. The program is comprised of learning modules for you to work through on your own, at your own pace. Consider Bounce Back® Online if you like self-directed, independent learning.

**Bounce Back® Online includes:**

- Modules addressing stress and low mood and the most common impacts these have on your life
- E-books, worksheets and videos

**How to watch the video online**  
Visit [www.bouncebackvideo.ca](http://www.bouncebackvideo.ca) and use the access code [www.bouncebackvideo.ca](http://www.bouncebackvideo.ca)

**How to get the DVD**

- Ask your family doctor
- Call us toll-free at 1-866-639-0522 or
- Email us at [bounceback@cmha.bc.ca](mailto:bounceback@cmha.bc.ca)

**How to access Bounce Back® Online**  
To access Bounce Back® Online, visit [www.bouncebackonline.ca](http://www.bouncebackonline.ca) and select "Register Now" to get started.

[www.bouncebackbc.ca](http://www.bouncebackbc.ca)

1-866-639-0522

1-866-345-0224



# BounceBack: Telephone coaching & workbooks

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## Telephone coaching using skill-building workbooks:

- Referral is primarily by family doctor, nurse practitioner, or psychiatrist
- Clients can also self-refer
- Clients are called within 5 business days of referral being submitted
- Coaches conduct 3-6 sessions with clients using workbooks chosen collaboratively and based on clients' current needs
- Popular workbooks: Being assertive; Changing extreme and unhelpful thinking; Overcoming sleep problems
- Coaching is available in 16 languages

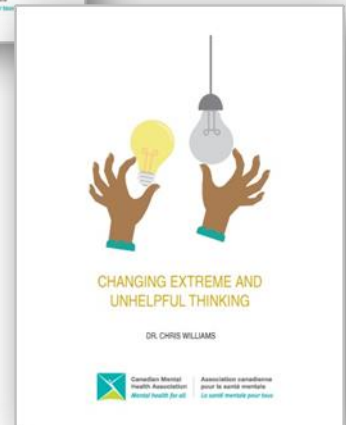


# BounceBack:

## Telephone coaching & workbooks

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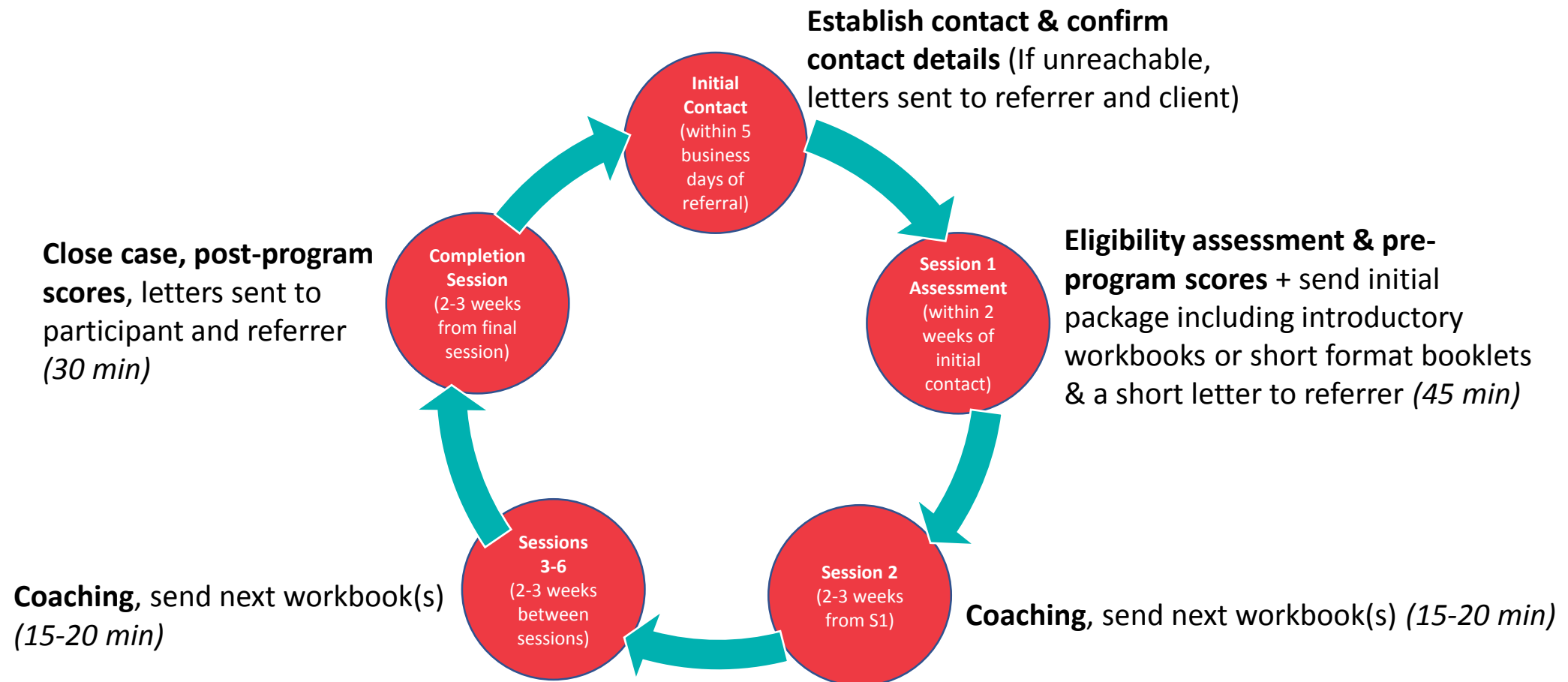
- Referral is primarily by family doctor, nurse practitioner, or psychiatrist
- Clients can also self-refer by visiting [www.bouncebackontario.ca](http://www.bouncebackontario.ca)
- Clients are called within 5 business days of referral being submitted
- Coaches conduct 3-6 sessions with clients using workbooks
- Coaches are not counsellors, but trained in educational and motivational coaching, can assist clients with skill development and monitor progress.
- Coaches are overseen by clinical psychologists
- Coaching and workbooks available in multiple languages



# BounceBack: Client journey



**Further support, reinforce skills (15-30 min)**





# BounceBack: Online videos & promo cards

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## BounceBack Today online video series:

- Offers practical tips on managing mood, sleeping better, building confidence, increasing activity, problem solving, healthy living
- Available in English, French, Mandarin, Cantonese, Punjabi, Arabic, and Farsi

## BounceBack client promo cards:

Provide promo card to each patient/client who is interested or agrees to participate in the BounceBack Program. Encourage watching BounceBack video's while they wait for a call from the program.

### How BounceBack can help:

**1** Online videos provide practical tips

Start watching the videos today!

Visit [bouncebackvideo.ca](http://bouncebackvideo.ca) and enter access code: **bbtodayon**

**2** Telephone coaching and workbooks you can do from home

Go to [bouncebackontario.ca](http://bouncebackontario.ca) for details.

Fill out a referral form to participate.

Call **1-866-345-0224** if you have any questions.



# BounceBack: How to refer

## Suitable for clients:

- 15 years or older
- With mild to moderate depression (PHQ-9) score between 0-21 (with or without anxiety)
- Not at risk to harm self or others
- Not significantly misusing alcohol or drugs
- With no personality disorder and no manic episodes or psychosis within the past 6 months
- With sufficient concentration and motivation to engage in the program

For telephone coaching + workbooks (referral required)  
For online videos (referral not required)

The image displays two forms side-by-side. The primary form is the 'BounceBack reclaim your health' referral form, which includes contact information, a red header for the 'PRIMARY CARE REFERRAL FORM', and various fields for patient and provider details. It also contains a section for confirming the individual's eligibility based on PHQ-9 scores and other criteria. The second form is a 'PHQ-9' questionnaire, which is a standardized tool for assessing the severity of depression. It includes a table for scoring the individual items and a total score calculation.

**BounceBack® reclaim your health**  
bouncebackontario.ca | 1-866-345-0224  
Please send referral information to your BounceBack team via fax: (905) 430-1768

**PRIMARY CARE REFERRAL FORM**  
All fields must be filled out

BounceBack® is a free program for individuals aged 15 years and over experiencing mild to moderate depression, with or without anxiety. Community coaches provide telephone delivery of a brief, workbook-based, self-help program to improve mental health.

Referrer: ☐ Primary Care Practitioner (doctor/psychiatrist/nurse practitioner)

Patient name: \_\_\_\_\_ Gender: \_\_\_\_\_

Date of birth: \_\_\_\_\_ Phone: \_\_\_\_\_  
(MM / DD / YYYY)

Address: \_\_\_\_\_ City: \_\_\_\_\_

Postal code: \_\_\_\_\_ Email: \_\_\_\_\_

MOA: Please apply patient address label or print legibly

Easiest way to contact:  
☐ Email ☐ Telephone

Can we leave a voicemail message? ☐ Yes ☐ No

**THIS SECTION MUST BE COMPLETED IN ORDER FOR THE REFERRAL TO BE PROCESSED**

**1. Please confirm that the individual:**

True False

☐ ☐ Is not severely depressed / PHQ-9 score from 0-21

☐ ☐ Is not at risk to harm self or others

☐ ☐ Is not significantly misusing alcohol or drugs

☐ ☐ Does not have a personality disorder

☐ ☐ Has not had manic episodes or psychosis within the past 6 months

☐ ☐ Is capable of engaging with and concentrating on the materials

Please note that the primary healthcare practitioner always retains professional responsibility for the patient.

**2. Please include the Patient Health Questionnaire (PHQ-9) score:**

(see reverse for PHQ-9)

**3. Is a language other than English preferred for telephone coaching?**  
If yes, please identify language: \_\_\_\_\_

**4. Is the individual receiving medication for:**

Depression? ☐ Yes ☐ No  
Anxiety? ☐ Yes ☐ No

**Primary Care Practitioner information:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ CPSO# (or CNO#): \_\_\_\_\_

PHQ-9

Item	Score
1. Little interest or pleasure in doing things	0-2
2. Feeling down, depressed, or hopeless	0-2
3. Sleeping too much or too little	0-2
4. Feeling tired or fatigued	0-2
5. Difficulty concentrating	0-2
6. Thoughts of hurting yourself or others	0-2
7. Appetite or weight changes	0-2
8. Feeling slowed down or that everything is taking an extra long	0-2
9. Trouble with thoughts or feelings that are not yours	0-2
10. Trouble with thoughts or feelings that are not yours	0-2

+ \_\_\_\_\_ + \_\_\_\_\_  
= total score: \_\_\_\_\_

to your work, take care of

☐ Extremely difficult

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Referral form can be accessed or submitted  
online at: **bouncebackontario.ca**

# BounceBack Website:

## <https://bouncebackontario.ca/>



TOLL-FREE: 1-866-345-0224

ABOUT CMHA **ONTARIO** PRIVACY



**BounceBack®: Reclaim your health** is a free skill-building program designed to help adults and youth 15+ manage symptoms of depression and anxiety.

Learn more:



For Clients



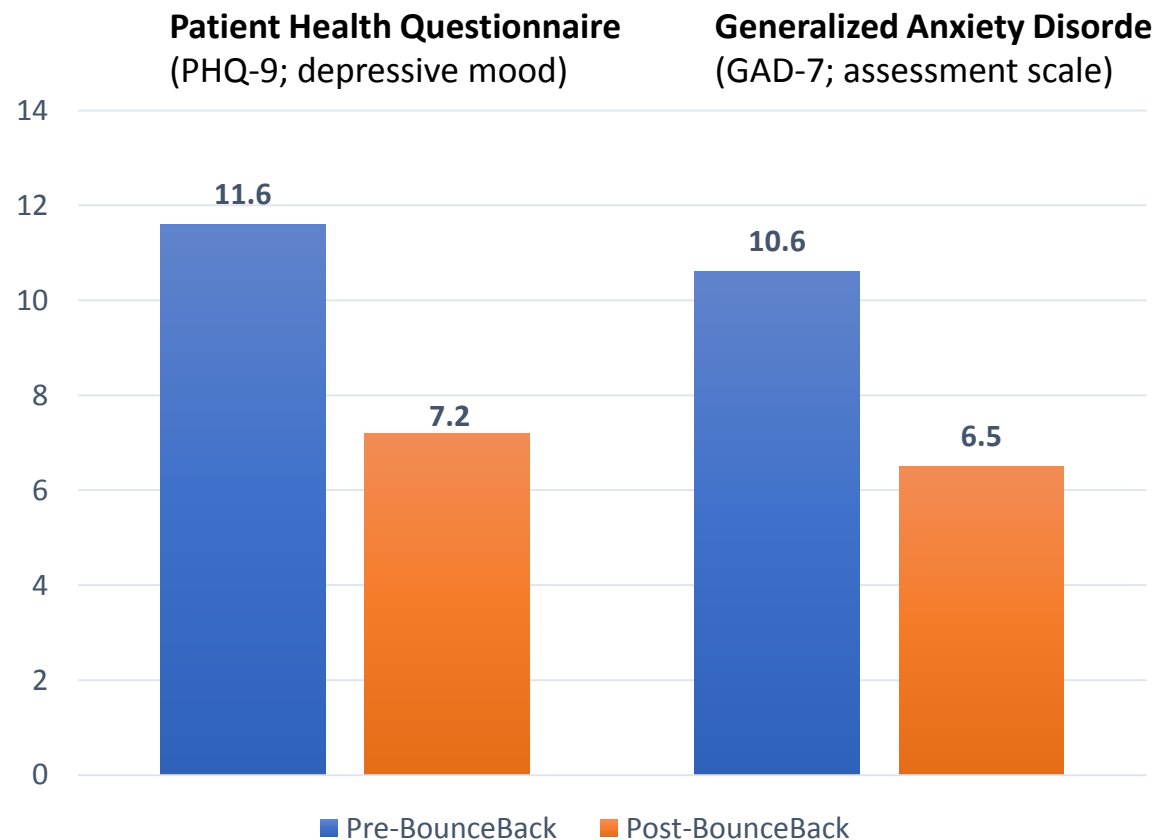
For Primary Care Providers





# BounceBack: Evidence-based benefits

Pilot program in CMHA York and South Simcoe with 461 clients who completed the program from August 2015 to December 2017 showed coaching-program effectiveness:



Depression and  
anxiety  
decreased by  
almost 40%

# Order Free Resource materials: BounceBack



To request BounceBack resource materials  
Email: [bounceback@ontario.cmha.ca](mailto:bounceback@ontario.cmha.ca)

To download BounceBack digital resources  
Visit: [bouncebackontario.ca](http://bouncebackontario.ca)

**BounceBack client pamphlets and posters available in:** English, Arabic, Farsi, French, Traditional Chinese, and Spanish

# IASP- Increasing Access to Structured Psychotherapy

In person CBT or via telemedicine

For information on referral process

Call the Royal Ottawa Mental Health Centre  
1-877-527-8207 or visit [www.theroyal.ca/iasp](http://www.theroyal.ca/iasp)



Mental Health - Care & Research  
Santé mentale - Soins et recherche



**Free CBT**  
**TO SUPPORT YOUR CLIENTS'**  
**MENTAL HEALTH**





A photograph of two healthcare professionals in a hospital hallway. On the left, a woman in blue scrubs is pointing at a tablet held by a woman in a white lab coat on the right. Both have stethoscopes around their necks. The background is a blurred hospital corridor with a green sign that says 'RELAX ROOM'. A large red semi-transparent rectangle is overlaid across the middle of the image.

# Updates

# Outreach focused on thanking top referrers

- 500 thank you cards were distributed to top referrers in 14 LHINs across Ontario to thank them for their support
- Additional thank you cards (without promo items) are being mailed out to primary care to keep BounceBack top-of-mind and to highlight program details

THANK YOU





## Outreach focused on consumers

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- Direct Mail consumer campaign scheduled for week of May 5<sup>th</sup> (Mental Health Week) regions of Champlain East LHIN including local launch event CMHA Ottawa Branch.





# Outreach focused on key cultural groups

- Promoting BounceBack cultural materials (client pamphlet and poster) in: French, Traditional Chinese, Arabic, Farsi, Spanish
- Focusing on primary care providers, local cultural groups and centres that serve those communities or newcomers to Ontario that would benefit from these resources

## BounceBack Cultural Support:

Continuing to help you better serve your local communities



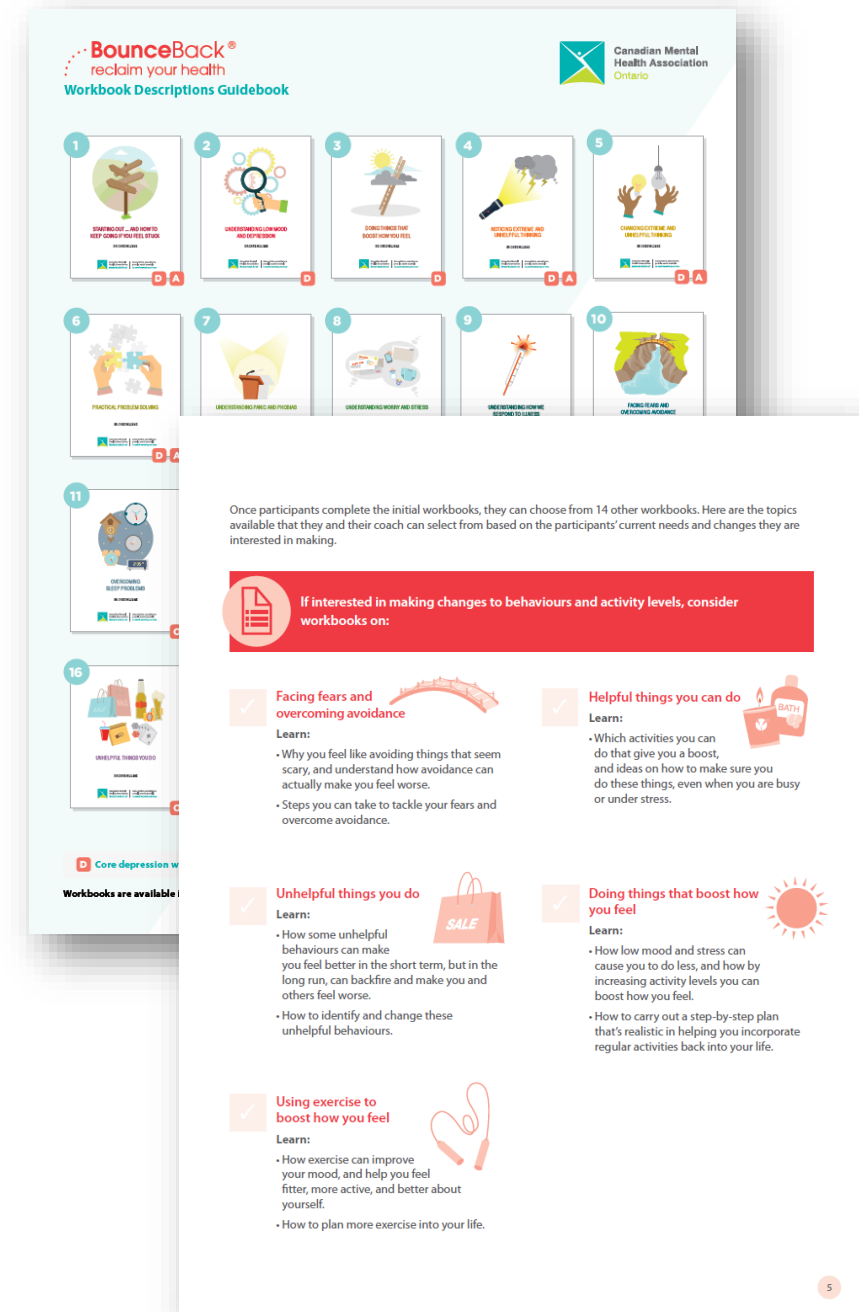
### DID YOU KNOW?

- Over 40 coaches offer BounceBack telephone coaching in many languages, including: English, French, Arabic, Cantonese, Farsi, Mandarin, and Spanish. **For a complete list, visit: [bouncebackontario.ca](https://bouncebackontario.ca)**
- BounceBack online videos are available in seven languages: English, French, Mandarin, Cantonese, Punjabi, Arabic, and Farsi. **Coming soon:** Videos on DVD.
- BounceBack client pamphlets and posters are available for: English, Francophone, and Indigenous communities. **NEW this year!** Client pamphlets and waiting room posters in: Arabic, Farsi, Traditional Chinese, and Spanish.

To order these and other resources, email us at: [bounceback@ontario.cmha.ca](mailto:bounceback@ontario.cmha.ca)

# Outreach focused on Primary Care Providers

- Sharing our new resource: Workbook description guidebook, to help primary care and others supporting a client's well-being to help clients identify any problem areas to focus on for the BounceBack program
- Clarifying the referral process and criteria to ensure appropriate referrals and timely client access to the program
- Encouraging the use of BounceBack video's while waiting for a BounceBack Coach <http://bouncebackvideo.ca/>



# BounceBack:

## Who to contact

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**For more information on BounceBack or to access the referral form or resource materials:**

Visit: [bouncebackontario.ca](http://bouncebackontario.ca)



**Questions about telephone coaching or referral form:**

Contact BounceBack team at: 1 (866) 345-0224



**Questions related to marketing opportunities:**

Contact BounceBack engagement coordinators at:

[bounceback@ontario.cmha.ca](mailto:bounceback@ontario.cmha.ca)

Thank you!

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**Any Questions or Comments?**