

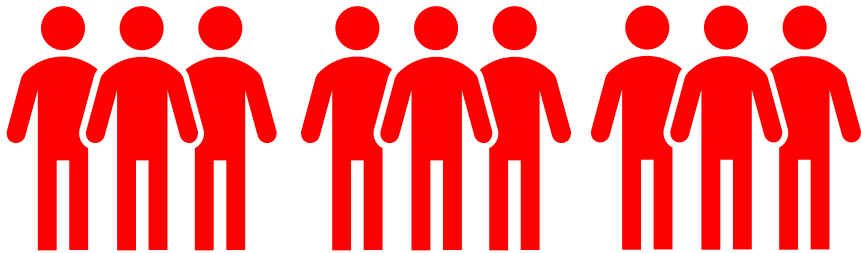


Free CBT skill-building program for adults and youth (15+) with mild to moderate depression and anxiety

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Canadian Mental Health Association, Ontario Division
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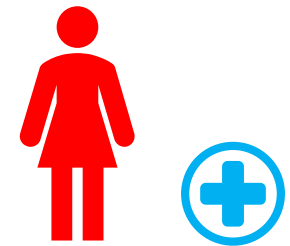
BounceBack: Addressing the service gap



People with mild to moderate
depression and anxiety



Service gap



Support services

BounceBack: Background

- Developed by **Dr. Chris Williams**, a medical doctor and psychiatrist, as well as a Professor 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
- In 2015, **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 self-help program for people aged 15+ with mild to moderate depression or anxiety. It is available in three formats: Bounce Back® Coaching, Bounce Back® Today video, and 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 and use the access code 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

How to access Bounce Back® Online
To access Bounce Back® Online, visit www.bouncebackonline.ca and select "Register Now" to get started.

www.bouncebackbc.ca

1-866-639-0522

1-866-345-0224

BounceBack:

Client considerations

- Client's age
- Level of depression or anxiety (must be in the mild to moderate range)
- Therapeutic treatment options
- Client's motivation level
- Client's profile



BounceBack:

Offers two types of help

1

**BounceBack telephone coaching and workbooks
(referral required)**

2

**BounceBack Today online videos (no referral
required)**

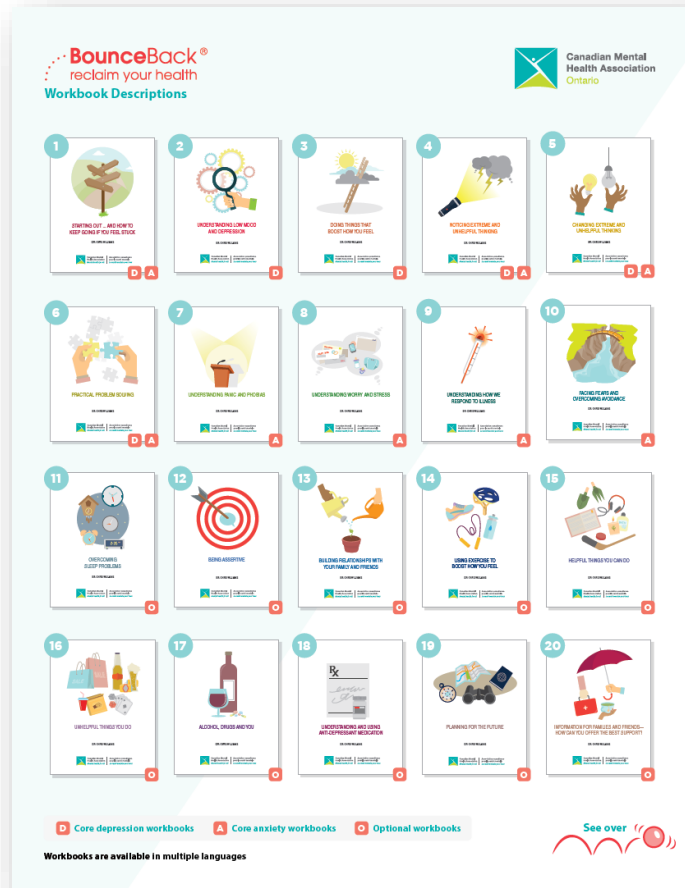
BounceBack: Telephone coaching & workbooks

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 and workbooks are available in English, French, Arabic, Farsi, Spanish, and Cantonese and Mandarin (written in Traditional Chinese)



BounceBack: Workbooks



BounceBack® reclaim your health Workbook Descriptions



- 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.

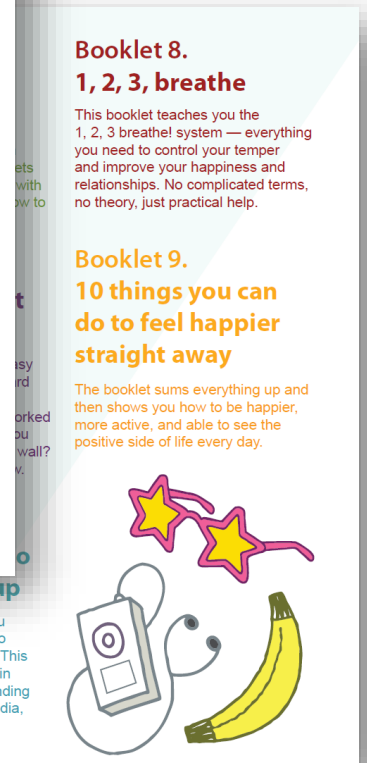
BounceBack: Short format & youth booklets



Short format with less text



Adapted content for youth



BounceBack:

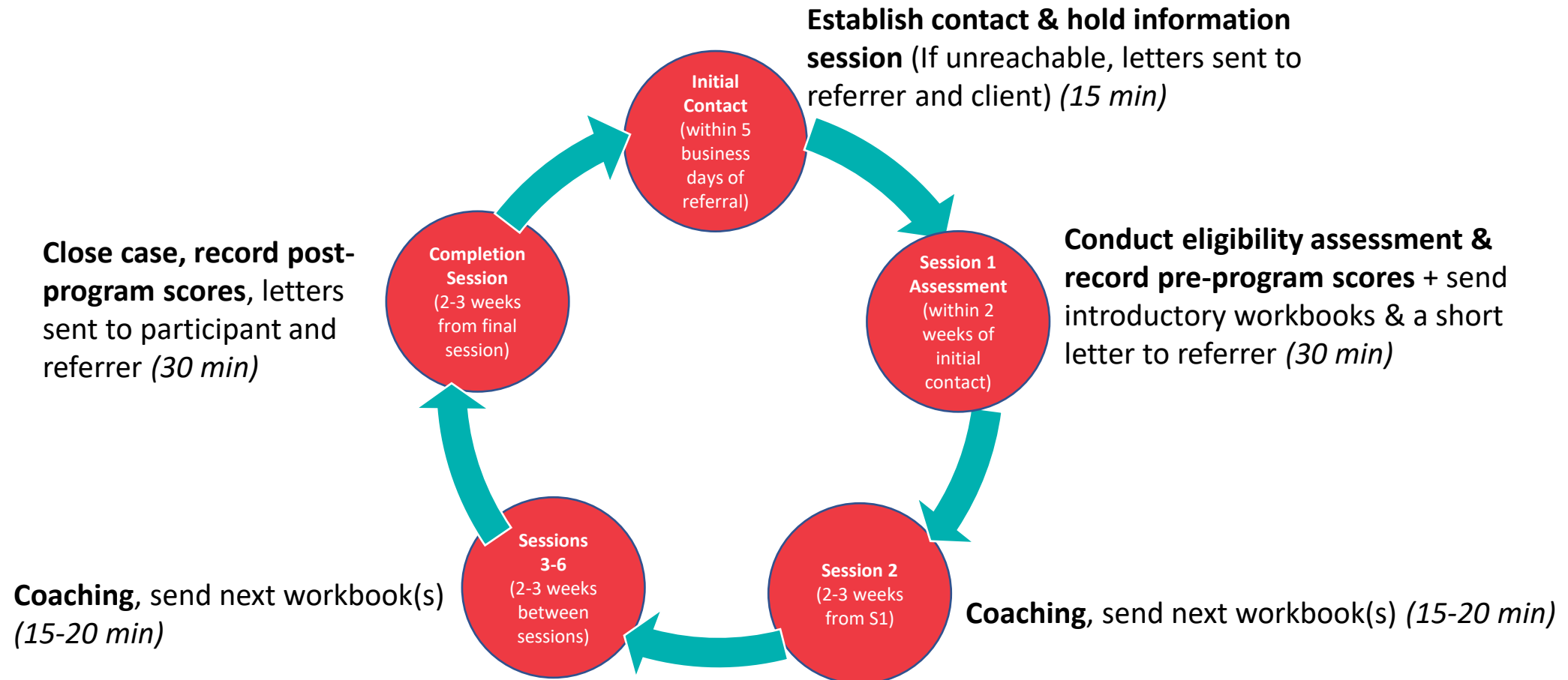
Telephone coaching & workbooks

- Coaches are not counsellors, but trained in educational and motivational coaching
- Coaches assist clients with skill development, provide motivation, and monitor progress
- Coaches are overseen by clinical psychologists
- Coaches assess and monitor clients for risk of harming themselves or others on every call
- Primary care providers are clinically responsible for client care and are kept informed of client progress

BounceBack: Participant journey



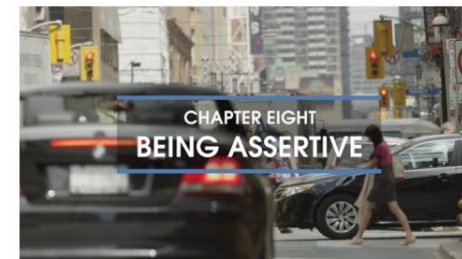
Further support, reinforce skills (15-30 min)



BounceBack: Online videos

BounceBack Today online video series:

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



Chapter 8 - Being Assertive

▶ Watch Video

Watch videos at:
bouncebackvideo.ca
(access code: bbtodayon)

Participant story

Meet Georgia

- 43-year-old mother of two high-school children
- Currently on short-term disability
- Son was recently diagnosed with a severe mental health issue, resulting in being taken out of school
- Feeling overwhelmed and uncertain about her ability to raise and support her children
- Has stopped all forms of self-care, is constantly seeking reassurance from others, drinking more, and avoiding socializing



Participant story

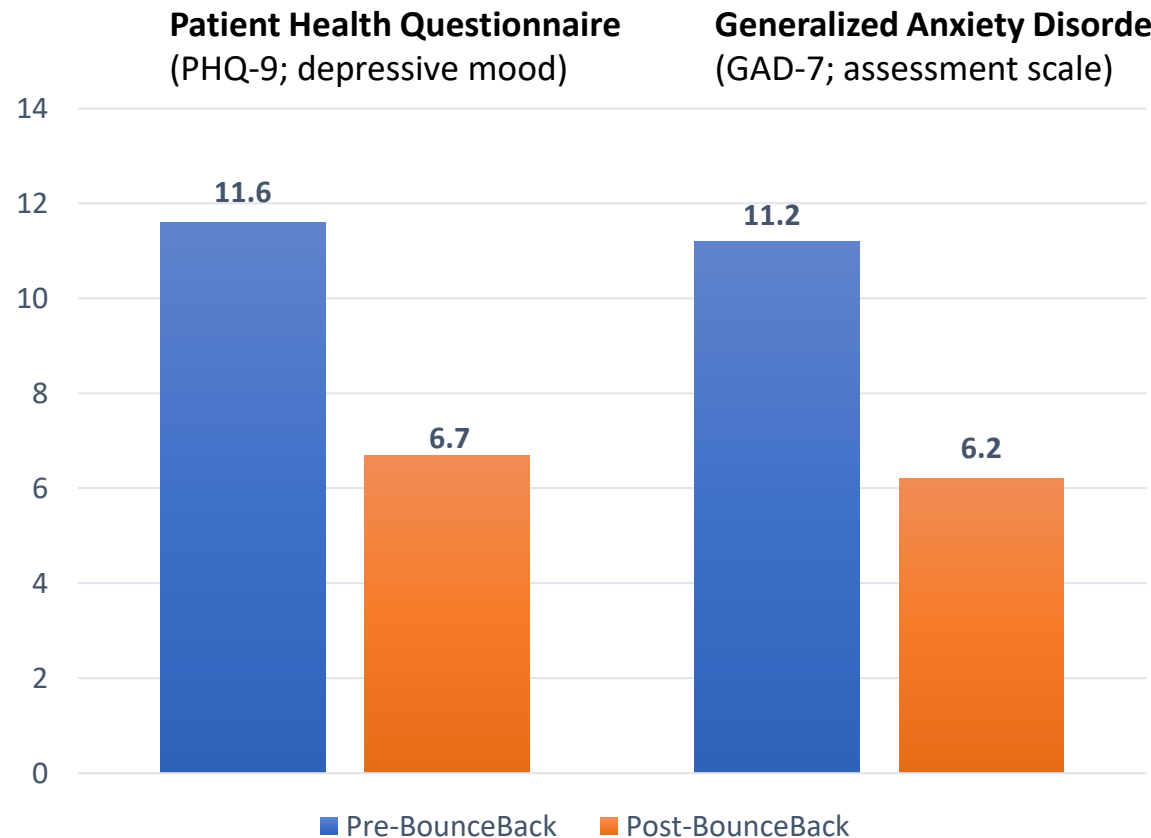


BounceBack helps Georgia learn how to:

- Notice her unhelpful thoughts using the steps outlined in the program and how to respond differently to her family situation
- Gain more self-awareness about her mental health to make small improvements in her life. Example: joining a book club and walking group, maintaining social relationships
- Prioritize and break down tasks into smaller pieces. Includes mapping out a task list that's manageable, achievable, and practical for her family to move forward with her son's recovery

BounceBack: Evidence-based benefits

Since the program's rollout in Ontario, from August 2017 to August 2019, 2788 participants who completed the program showed a decrease by nearly half in their anxious (GAD-7) and depressive (PHQ-9) symptoms:



**Depression
decreased by
42% and anxiety
decreased by
45%**

BounceBack: Benefits

Satisfaction survey conducted by BounceBack Ontario with 205 participants who completed the program showed:

93%

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

BounceBack: Testimonials

[BounceBack] 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

I became more outgoing and social and my nonexistent 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.

- BounceBack participant

Suitable for clients:

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

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

Resource materials: BounceBack



To request BounceBack resource materials

Email: bounceback@ontario.cmha.ca

To download BounceBack digital resources

Visit: bouncebackontario.ca

Questions about telephone coaching:

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

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

Thank you!
Any questions?



Canadian Mental
Health Association
Ontario