

Feeling low, stressed or anxious? We're here to help.



cmha.ca/bounceback



Are your patients feeling low, stressed or anxious?

BounceBack[®] is a free, evidence-based cognitive behavioural therapy (CBT) program designed to help adults and youth ages 15+ manage low mood, mild to moderate depression and anxiety, stress or worry.

Since being launched across BC in 2008, the program has been shown to reduce depressive and anxious symptoms by 50% at program completion.¹

BounceBack[®] Coaching

A trained BounceBack[®] coach will help participants learn skills to improve their mental health in up to six telephone sessions over three to six months. The coach is there to help motivate and support individuals as they work through a series of CBT workbooks that are selected according to their needs.

Because coaches are not clinicians, they don't provide counselling. Coaches are extensively trained by clinical psychologists in the delivery of the BounceBack[®] program. They also receive ongoing support from the clinical psychologists, who are responsible for making clinical decisions around next steps at any time a participant discloses that there are changes to their mood or they are at risk of harming themselves.

Coaching and workbooks are available in English and French.

¹ *Based on the participant's PHQ-9 and GAD-7 scores from 2008-2019.

FREQUENTLY ASKED QUESTIONS (FAQs)

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

The main objective of the BounceBack® telephone coaching sessions is to help individuals 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 hour-long counselling sessions. This shorter timeframe does not give coaches enough time to get into the details of the participants' experiences. Rather, coaches guide participants 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.

Who is eligible to participate in BounceBack®?

In order to participate in BounceBack®, one must:

- Be 15 years of age or older living in Canada
- Already be connected to a primary care provider (physician, nurse practitioner or psychiatrist)
- Have mild-to-moderate depression, with or without anxiety
- Not be at risk of harming self or others
- Not have a personality disorder
- Not have had a manic episode or psychosis in the last 6 months
- Be capable of engaging with and concentrating on materials
- Not be significantly misusing drugs or alcohol to the extent that it would impact engagement in CBT treatment.

How do you ensure the quality of telephone coaching?

All coaches complete an intensive training program to deliver CBT and how to assess for risk of suicide. 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.

How do you assess and manage risk of participants harming themselves or others?

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 who make a decision about next steps any time an issue arises that would put the participants at risk of harming themselves or others. As the primary care provider, you remain in control of your patient's care.

You will be notified if risk is identified during any of the routine assessments. You will also receive progress reports detailing the work completed, the workbooks used, and the final outcomes.

What does BounceBack® Coaching entail?

The BounceBack® program usually involves three to six telephone sessions with a coach. The first session lasts about 45 minutes and includes an assessment to ensure program eligibility. After the first call, the participant 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 additional workbooks that best support the individuals' current needs. The program takes anywhere from three to six months to complete.

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

Yes. The use of mental health medications or involvement in other mental health support programs does not preclude individuals from participating in BounceBack®.

What is my level of involvement as a primary care provider?

BounceBack® coaches work in partnership with the participant's primary care provider should a participant require care that is beyond the program's reach. Coaches ensure that primary care providers are updated on the participants' progress and notified if any level of risk is

detected at any point during the sessions. Based on the level of risk that is detected, a primary care provider may be asked to follow-up with the participant. A coach will also notify the primary care provider if a participant is no longer interested in participating in BounceBack®, is no longer eligible for the program, or is unreachable. In such cases, we would ask that the primary care provider follow-up with the individual to explore alternative programs and resources that may be a better fit.

I am a primary care provider at a walk-in clinic and a patient has come to me interested in BounceBack. Are they eligible for the program?

Yes, the patient is eligible as long as you agree to take on the short-term clinical responsibility over the course of the program. We encourage you to complete the online intake form with your patient to ensure your contact information is correct and that the patient is eligible for the program.

Do you have questions that are not listed above?

Check out the FAQ pages at www.cmha.ca/bounceback.

You can also contact us (Bounceback@cmha.ca) for more information.