



**Canadian Mental
Health Association**
British Columbia
Mental health for all

**Association canadienne
pour la santé mentale**
Colombie-Britannique
La santé mentale pour tous

 **BounceBack**®
reclaim your health

BounceBack®

funding provided by



**Provincial Health
Services Authority**
Province-wide solutions.
Better health.

**We respectfully acknowledge x^wməθk^wəyəm
(Musqueam), Skwxwú7mesh (Squamish), səłilwətaʔɬ
(Tsleil-Waututh), Lkwungen (Songhees) and
Wyomilth (Esquimalt) peoples on whose traditional,
unceded lands the CMHA BC offices are located.**



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Canadian Mental Health Association

Who We Are:

Our Vision: A Canada where mental health is a universal human right.

Founded in 1918, CMHA is a national charity that helps maintain and improve mental health for all Canadians.

Over 100 local, provincial and national locations across Canada

CMHA provides services and supports

Advocate for system and policy change

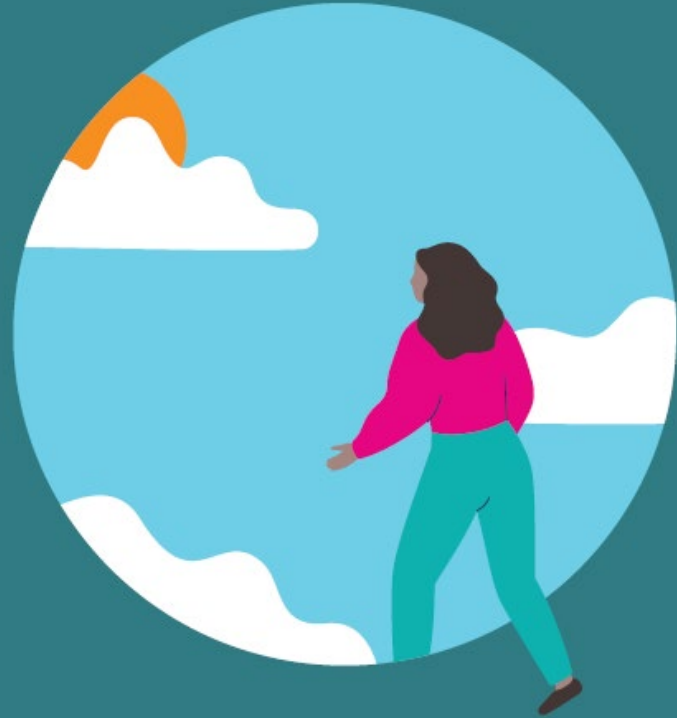


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BounceBack[®] Program Overview

- Free, evidence-based support program
- Available to BC youth age 13+
- Uses Cognitive Behavioural Therapy (CBT) skills to help manage:
 - ❖ Low mood
 - ❖ Mild to moderate depression and anxiety
 - ❖ Stress
 - ❖ Worry
- Funded by Provincial Health Services Authority



Who is BounceBack[®] for?

Individuals experiencing...

- **Low mood** or mild to moderate depression
- **Worry, stress** and **anxiety**

With or without a diagnosis

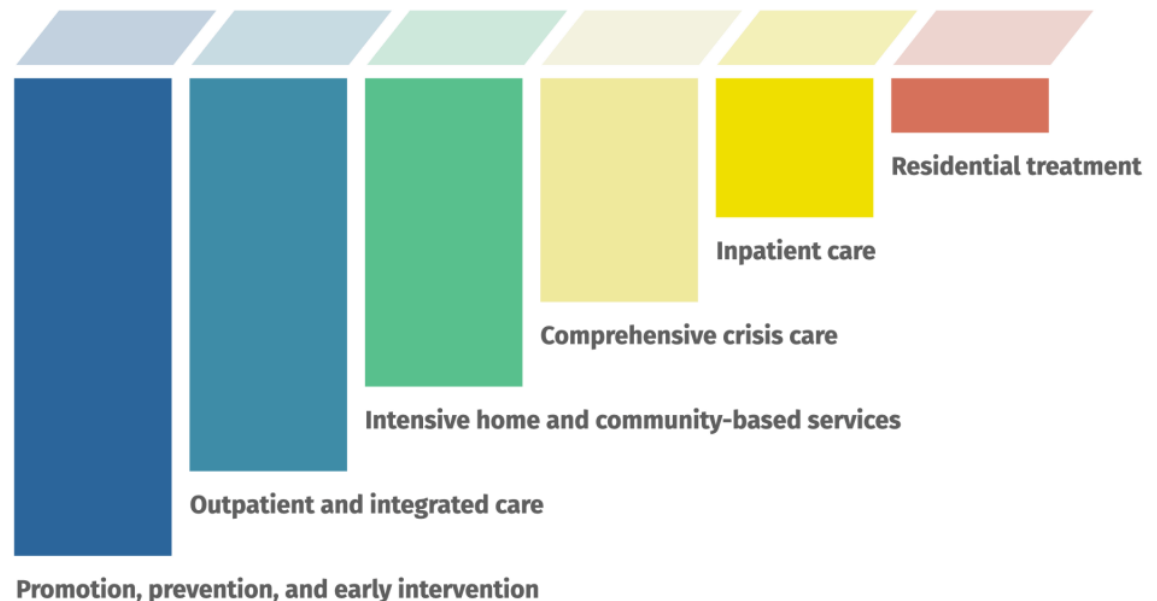
Individuals who want to:

- Improve their wellbeing
- Face fears
- Identify unhelpful thoughts
- Change unhelpful behaviours
- Make plans to achieve their goals



Program Rationale

- Program launched in BC in 2008
- A high rate of depression and anxiety is seen by GP's
- Mild to moderate symptoms do not always require medications or need to see a mental health specialist



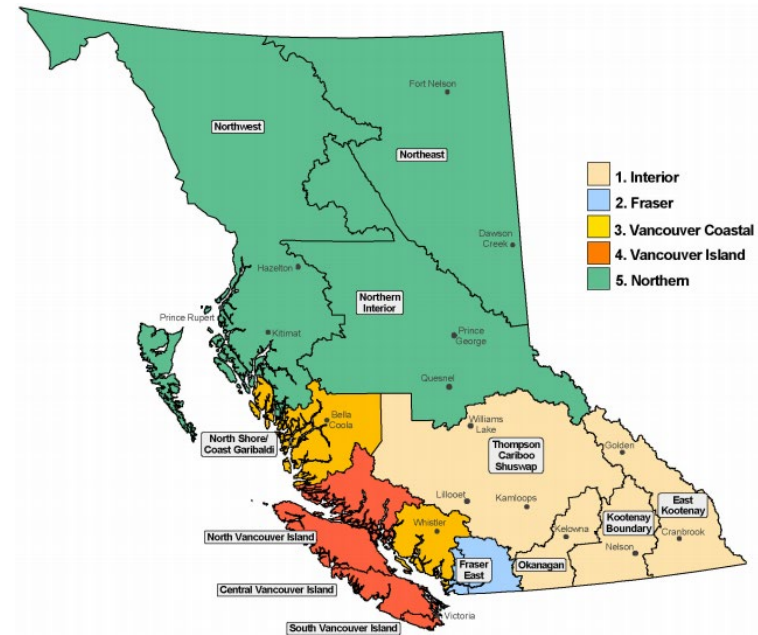
BounceBack[®] Across Canada

- BC
- Ontario
- Manitoba
- New Brunswick
- Quebec



BounceBack[®] BC

- CMHA – Canadian Mental Health Association
- CMHA Branches serve specific regions
 - CMHA Vernon – Okanagan, Interior and Kootenay's
 - CMHA Northern - Prince George and Northern region
 - CMHA Vancouver/Fraser – Lower mainland
 - CMHA Cowichan – Vancouver Island



Dr. Chris Williams

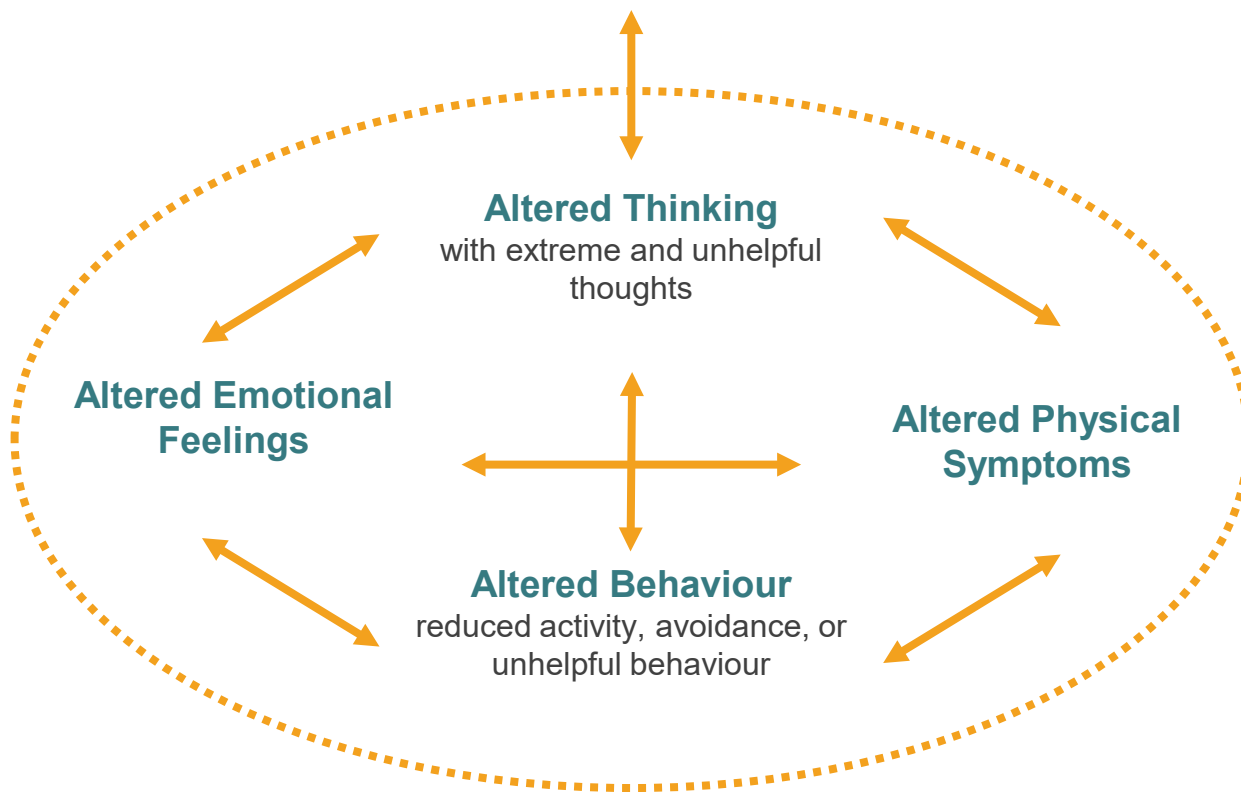
- BounceBack teaches CBT using the Five Areas Approach
- Dr Chris Williams is a Professor of Psychosocial Psychiatry at the University of Glasgow, Scotland, UK.
- Clearly communicated
- Structured step by step
- Focused on problems relevant to each participant



Five Areas Assessment

Life situations

Relationships or practical problems (e.g., a problem/difficult situation occurs)

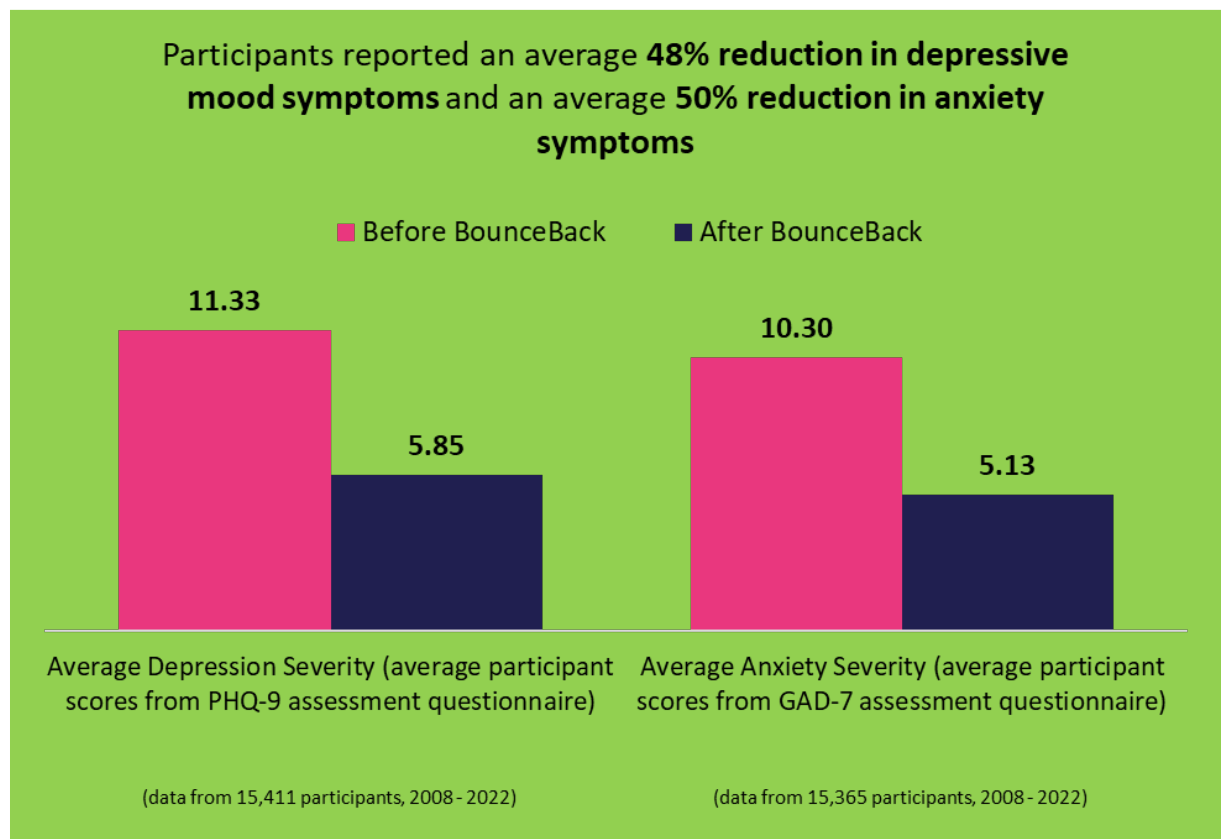


The Five Areas Approach



Program Outcomes

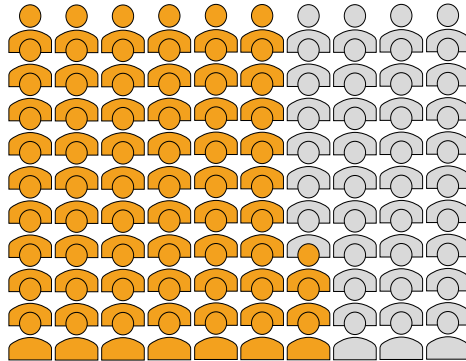
Participant data is collected at intake and program completion using a variety of standardized tools for assessing depression, anxiety, and general health and wellbeing.



Does BounceBack Work?

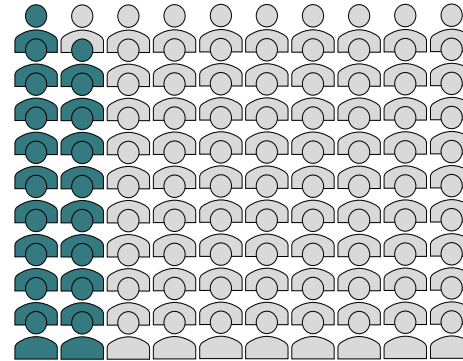
Comparing symptoms **before BounceBack** and **after BounceBack**...

63% with moderate to severe



Depression before

19% with moderate to severe



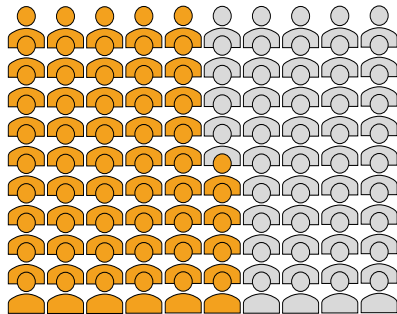
Depression after

After completing BounceBack, the percentage of participants experiencing moderate to severe depressive symptoms was dropped by 44%

Does BounceBack Work?

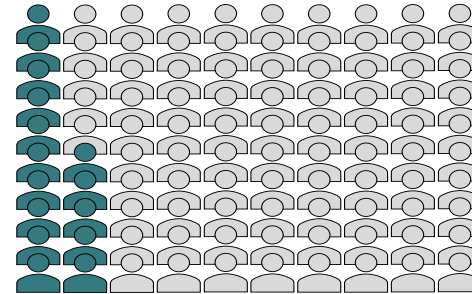
Comparing symptoms **before BounceBack** and **after BounceBack**...

55% with moderate to severe



Anxiety before

15% with moderate to severe



Anxiety after

After completing BounceBack, the percentage of participants experiencing moderate to severe anxiety symptoms dropped by 41%

How can BounceBack compliment therapy

- Structured CBT approach with proven effectiveness
- Free
- Convenient
- Fast access



Efficient and Effective Delivery of CBT Concepts

- BounceBack can help RCC's by providing an evidence-based CBT intervention to clients.
- Participants receive accessible CBT materials that they can read, reflect on and apply on their own or with the support of a coach.
- Telephone coaching helps to maintain momentum and engagement while providing opportunities to clarify concepts.

Complementary Intervention

- Coaches are not counsellors
- Do not offer advice that could be conflicting or confusing to clients in therapy.
- Telephone coaches help clients focus on specific goals
- Therapy sessions with the RCC can focus on other therapeutic modalities and counselling.

Enhances Self-Efficacy and Engagement

- Participants take an active role applying what they are learning from the material or from their coaching sessions.
- Encourages motivation
- Accountability

Adaptable

- Participants of the BB program can select areas that they need the most support.
- RCC's can also make recommendations to their clients for a truly complementary service

BounceBack[®] Program Options

BounceBack[®] Coaching



Trained BounceBack[®] coach will help you learn skills to improve your mental health

BounceBack[®] Online



Independent online program

BounceBack[®] Today Video



Series of online videos with practical tips on managing mental wellbeing

All available at <https://bouncebackbc.ca/>

BounceBack[®] Telephone Coaching

- 4 to 6 telephone sessions over 3 to 6 months
- Each participant designs their own program by selecting from 20 workbooks.
- Coaching + workbooks are available in English, French, Mandarin and Cantonese
- The role of a BounceBack[®] Coach is to:
 - Provide support and encouragement
 - Clarify the lessons in the workbooks
 - Support with planning and goal setting
 - Keep participants motivated



What does the coaching program look like?

Coaching Sessions:

1. First sessions: Info Call & Assessment Session
 - Learn more about the program
 - Make sure BounceBack is the right fit
 - Discuss goals for the program
2. Regular Coaching sessions
 - Review progress in workbook(s)
 - Discuss applying workbook concepts to participants' life
 - Make a plan for following weeks
3. Booster sessions (optional)
 - Extra support after program completion
 - Review workbooks, go through new workbook topics, refresh on topics
 - Anytime up to 6 months after finishing BounceBack

Plan – Do - Review

PLANNER SHEET



DON'T JUST SIT THERE ... MAKE A PLAN!

1 WHAT AM I GOING TO DO?

4 WHAT PROBLEMS/DIFFICULTIES COULD
ARISE, AND HOW CAN I OVERCOME THIS?
What could get in the way? Write your possible
blocks here:

Do you need to re-write your plan to deal with
these possible blocks?

2 WHEN AM I GOING TO DO IT?

5 WRITE DOWN YOUR FINAL PLAN HERE
What are you going to do?

When are you going to do it? (day and time)

3 IS MY PLANNED TASK:

Useful for helping me move forward?
Clear, so that I will know when I
have done it?
Something that I value, or need to do?
Realistic, practical and achievable?

Yes No
☐ ☐
☐ ☐
☐ ☐
☐ ☐

YOUR BACKUP PLAN

Think of another backup solution you could turn to if,
for whatever reason, there are problems with your plan.



KEYPOINT

If you feel worse you can still choose to do the
planned activity anyway—because it's important.

REVIEW SHEET



OK, HOW DID IT GO?

1 WHAT DID YOU PLAN TO DO?
Write it here:

2 DID YOU TRY TO DO IT?

If yes:

What went well?

What didn't go so well?

What have you learned from what happened?

How are you going to apply what you
have learned?

If no, what stopped you?

Internal things (forgot, not enough time, put it off,
didn't think I could do it, couldn't see the point, etc.)

External things (other people, work or home
issues, etc.)

How could you have planned to deal with these
things?

Program Materials: Workbooks

- **Core depression workbooks**
- **Core anxiety workbooks**

Participants select workbooks based on topics of interest
Mailed hardcopies or digital access available

Core depression workbooks

- Starting out ... and how to keep going if you feel stuck
- Understanding low mood and depression
- Doing things that boost how you feel
- Noticing extreme and unhelpful thinking
- Changing extreme and unhelpful thinking
- Practical problem solving

Core anxiety workbooks

- Starting out ... and how to keep going if you feel stuck
- Understanding panic and phobias and/or
- Understanding worry and stress and/or
- Understanding how we respond to illness
- Facing fears and overcoming avoidance
- Noticing extreme and unhelpful thinking
- Changing extreme and unhelpful thinking
- Practical problem solving

Optional workbooks

- Overcoming sleep problems
- Being assertive
- Building relationships with your family and friends
- Using exercise to boost how you feel
- Helpful things you can do
- Unhelpful things you do
- Alcohol, drugs and you
- Understanding and using anti-depressant medication
- Planning for the future
- Information for families and friends—how can you offer the best support

Workbook Descriptions



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

This workbook helps you learn more about this program, how best to use it, and what to do if you feel stuck.



7. Understanding panic and phobias

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



2. Understanding low mood and depression

This workbook helps you understand more about low mood and depression and why you feel the way you do.



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.



3. Doing things that boost how you feel

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



9. Understanding how we respond to illness

Feeling down and anxious comes hand in hand with physical health problems. In this workbook, you will look at how you respond to illness, as well as helpful and unhelpful things you can do that impact how you feel.



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.



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.

Workbook Descriptions



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. This workbook helps you think about how the way you feel can affect your relationships with those around you.

Reclaim your life (from illness, disability, pain, or fatigue)

Your life is more important than your illness. Even if you are bed-bound, depressed, chronically fatigued, or unable to see or get around, this book will help. If you've received a diagnosis that frightens you, or if you're struggling after years of impaired mobility, this workbook can help you feel a little better every day.



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 fitter, more active, and better about yourself.

Enjoy your baby (postnatal depression)

You were hoping for a fairy tale, 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 workbook, you will find a suggestion to make one change in your life, your thoughts, your routine or your relationships. There are 14 fun changes altogether.

Program Materials

- Coaches can help participants decide where to start and what workbooks to work on next
- Each workbook contains activities, worksheets, and planners to help participants figure apply the skills and strategies to their own life



Don't just sit there, make a plan!

Planner Sheet

1. What am I going to do?
[]

2. When am I going to do it?
[]

3. What problems or difficulties could arise, and how can I overcome them?
[]

Is my planned task—
Q: Useful for understanding or changing how I am? [] []
Q: Specific, so that I will know when I have done it? [] []
Q: Feasible, practical and achievable? [] []

MY PLAN
1
2
3

OK, how did it go?

Review Sheet

What did you plan to do? []

Did you try to do it? [] []

If yes:
1. What went well?
[]
2. What didn't go so well?
[]
3. What have you learned from what happened?
[]
4. How are you going to apply what you have learned?
[]

If no: what stopped you?
Internal things: []
External things: []
How could you have planned to tackle these things?
[]

Who is eligible for telephone coaching?

- ☐ 13 years of age or older, currently living in BC
- ☐ Connection to a primary care provider who accepts clinical responsibility for the participant during the program (physician, nurse practitioner, psychiatrist, psychologist, registered social worker, registered clinical counsellor, and school counsellor)
- ☐ Is not significantly depressed / PHQ-9 score is 23 or lower
- ☐ Is not at risk to harming self or others
- ☐ Is not significantly misusing alcohol or drugs to the extent that would impact engagement in CBT treatment
- ☐ Is not diagnosed with a personality disorder
- ☐ Has not had manic episode or psychosis in last 6 months
- ☐ Has not self-harmed more than 3 times in the past month
- ☐ Is capable of engaging with and concentrating on workbook materials

How to Access BounceBack[®] Coaching

Referral from primary care provider

- ❖ Physician (family doctor, walk-in clinic, telehealth clinic)
- ❖ Nurse Practitioner
- ❖ Psychiatrist
- ❖ Psychologists, Registered Clinical Counsellors, and Registered Social Workers
- ❖ School counsellor (for youth in school ages 13+)

Self referral

- ❖ Go to: <https://bouncebackbc.ca/>



Clinical Responsibility

- We request that a primary care provider (PCP) be willing and able to accept clinical responsibility for the participant for the duration of the program.
- The PCP maintains overall responsibility for participants personal health and wellness.



Clinical Responsibility: PCP Expectations

1. **Able to assess eligibility of potential participants**
2. **Trained to assess suicide risk:** able to provide adequate follow-up support if risk is detected
3. **Able to redirect participants to other resources** if participant is deemed “ineligible” for the program
4. **Receive correspondence** regarding the participant such as report scores, enrollment status, and risk updates.

Coach – PCP Communication

BounceBack coaches notify the PCP:

- When participant begins the program
- If risk is indicated during a session
- If there is a significant change to the participant mood rating
- When the participant completes the program

Other situations that require follow-up

- Disordered eating
- Substance use
- Chronic bullying
- Abuse
- High-risk behaviours



Whenever a coach has concerns about any level of risk, they will contact their clinical consultant to determine next steps

Clinical Supervision & Risk Management

How is clinical supervision provided?

- Clinical Consultant team includes registered psychologists (including youth specialist) with extensive CBT experience
- Provide support in determining participant appropriateness
- Provide training for new coaches (15 weeks)
- Provide ongoing clinical training and support
- Regularly review coaching calls for quality assurance and fidelity

How is risk managed during the program?

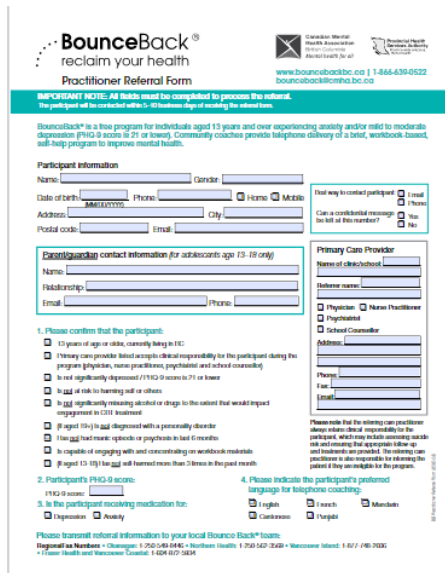
- Risk is monitored during sessions with participants.
- All levels of risk are reported to the clinical consultants, who determine an appropriate action plan with the coaches.

Submitting a Referral

1. Submit an e-referral online at <https://bouncebackbc.ca/care-provider-coaching-referral/>

OR

2. Fax a completed referral form to one of our regional fax lines:



BounceBack®
reclaim your health
Practitioner Referral Form

IMPORTANT NOTE: All fields must be completed to process the referral.
The participant will be contacted within 5 business days of receiving the referral form.

BounceBack® is a free program for individuals aged 13 years and over experiencing anxiety and/or mild to moderate depression (PHQ-9 score is 21 or lower). Community coaches provide telephone delivery of a brief, workbook-based, self-help program to improve mental health.

Participant Information

Name: _____ Gender: _____
Date of birth: _____ Phone: _____ ☐ Home ☐ Mobile
Address: _____ City: _____
Postal code: _____ Email: _____

How to contact participant ☐ Email ☐ Phone
☐ Can a confidential message be left on this number? ☐ Yes ☐ No

Participant contact information (for adolescents age 13-19 only)

Name: _____
Relationship: _____
Email: _____ Phone: _____

Primary Care Provider

Name of doctor/doctor: _____
Address: _____
☐ Physician ☐ Nurse Practitioner
☐ Psychologist
☐ Social Worker
Address: _____
Phone: _____
Fax: _____
Email: _____

1. Please confirm that the participant:

- ☐ Is 13 years of age or older, currently living in BC
- ☐ Primary care provider listed accepts clinical responsibility for the participant during the program (physician, nurse practitioner, psychologist and school counselor)
- ☐ Is not significantly impaired (PHQ-9 score is 21 or lower)
- ☐ Is not at risk of harming self or others
- ☐ Is not significantly missing school or drugs to the extent that would impact engagement in CBT treatment
- ☐ If aged 13-19 is not diagnosed with a personality disorder
- ☐ Has had recent episode or episodes in last 6 months
- ☐ Is capable of engaging with and concentrating on workbook materials
- ☐ If aged 13-19 has not self-harmed more than 3 times in the past month

2. Participant's PHQ-9 score: _____

3. Is the participant receiving medication for:

☐ Depression ☐ Anxiety ☐ Bipolar ☐ Mania

4. Please indicate the participant's preferred language for telephone coaching:

☐ English ☐ French ☐ Mandarin ☐ Punjabi

Please note that the referring care provider always retains clinical responsibility for the participant, which may include assessing needs and determining the appropriate level of care and treatments are provided. The referring care provider is also responsible for ensuring the patient is fit and available for the program.

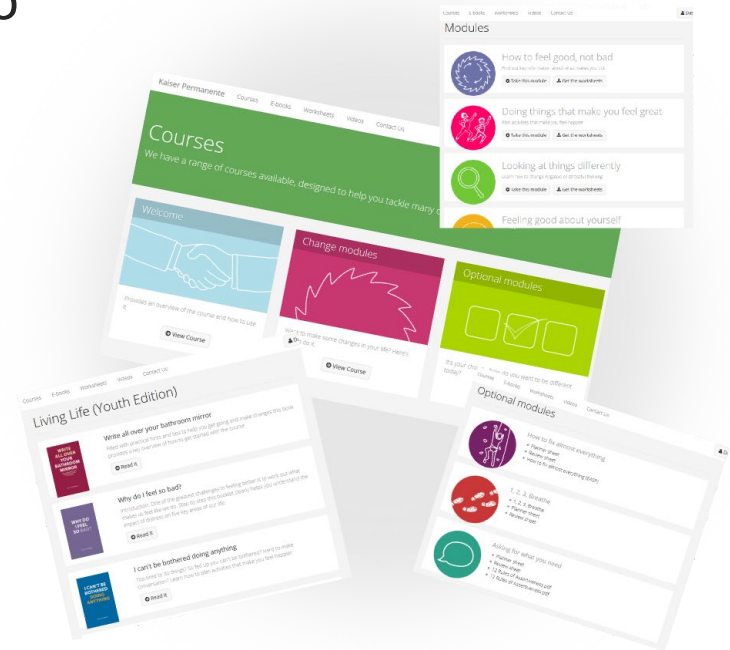
Please transmit referral information to your local BounceBack® team:

Regional Fax Numbers • Chilliwack: 1-250-540-0440 • Northern Health: 1-250-547-2440 • Vancouver Island: 1-877-476-2000
• Fraser Health and Vancouver Coastal: 1-604-872-5934

Fraser Health and Vancouver Coastal: 1-604-872-5934
Okanagan, Interior and Kootenays: 1-250-374-1293
Northern Region: 1-250-562-3569
Vancouver Island: 1-877-748-2606 or 1-604-398-4695

BounceBack[®] Online

- Self-directed, independent access to program materials
- Workbooks are available in English
- Available to anyone living in BC
- No referral required
- No eligibility criteria
- Sign up for free at <https://online.bouncebackonline.ca/>



BounceBack[®] Today Video Series

- Videos provide a gentle introduction to CBT with practical tips to improve mental health
- Engaging narratives by real people with lived experience
- No referral required
- Languages available: English, French, Punjabi, Cantonese, Mandarin, Farsi and Arabic
- Access the video online at bouncebackvideo.ca using login code: **bbtodaybc**

Your Mental Health
Shouldn't Have to Wait.
BounceBack[®] Can Help!

To access the BounceBack[®]
Today video:

1. Visit **bouncebackvideo.ca**
2. Enter your email address
3. Enter the access code:
bbtodaybc

To learn more about
the BounceBack[®]
program, visit
bouncebackbc.ca or
call 1-866-639-0522



BounceBack[®] | **BRITISH COLUMBIA**
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Canadian Mental
Health Association
British Columbia
Mental health for all

Association canadienne
pour la santé mentale
Colombie-Britannique
La santé mentale pour tous

 **BounceBack**®
reclaim your health



<https://bouncebackbc.ca/>

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