

Are your patients feeling low, stressed or anxious?

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

A **trained BounceBack[®] coach** will help participants learn skills to improve their mental health and support them as they work through a series of **CBT workbooks**, selected according to their needs.



BounceBack[®] has been shown to **reduce depressive and anxious symptoms by 50%** at program completion*.

Participants have access to up to **6 telephone coaching sessions over 3-6 months**.

Coaching and workbooks are available in **English and French**.

Who is eligible for BounceBack[®]?

- 15 years of age or older living in Canada
- Connected to a primary care provider (physician, nurse practitioner or psychiatrist)
- Experiencing mild-to-moderate depressive symptoms (PHQ-9 range 0-21) with or without symptoms of anxiety
- Capable of engaging with and concentrating on CBT materials
- Not at risk of harming self or others
- Without a personality disorder, or manic episode or psychosis in the last 6 months
- Not significantly misusing drugs or alcohol to the extent that it would impact engagement in CBT treatment

*Based on participant PHQ-9 and GAD-7 scores from 2008-2019

Frequently Asked Questions (FAQs)

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

BounceBack coaches work in partnership with primary care providers should a participant require care that is beyond the program's reach. Coaches ensure that primary care providers are notified if any level of risk (e.g. self-harm, suicidal or homicidal ideation) is detected during 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.

What is the difference between BounceBack coaching and counselling services?

Individual coaching sessions are shorter (usually 20-30 minutes) compared to hour-long counselling sessions. This shorter timeframe does not allow coaches to explore the details of participants' lived experiences. Rather, coaches guide participants in working through the program materials, checking in with them, answering their questions, and helping them apply what they are learning in the workbooks.

How do you assess and manage risk?

Every telephone coaching session begins with a mood rating and a routine risk assessment. BounceBack coaches are required to contact the clinical psychologists on staff to obtain their guidance around next steps if a participant discloses changes to their mood or that they are at risk of harming themselves or others.

As the primary care provider, you remain in control of your patient's care and will be notified if risk is identified during any routine assessments.

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.

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.

Patients can visit bounceback.cmha.ca to self-refer to the program and consult other frequently asked questions.

