



A free program for adults and teens 14 years old and up, with mild to moderate forms of depression or anxiety, to develop skills based on cognitive-behavioural exercises.

Program overview for health and social services network workers and professionals



Welcome to BounceBack® !

BounceBack® is an evidence-based, free, guided, self-care program that provides exercises using **cognitive behavioural exercises**. This program is designed to offer adults and teens aged 14 and older who have mild to moderate symptoms of depression or anxiety rapid access to self-care to improve their mental health, when they need it.

Participants learn skills that will help them better manage stress, sadness, worries, irritability, anger, and other depressive symptoms. Access to the program is through referrals mainly from a physician, psychosocial worker, or a service within the public health and social services network. Alternatively the person can register themselves. If participants submit their own referral form, their sponsor/responder (health care professional) is informed and kept abreast of their progress in the program.

Key benefits of BounceBack® :

- **Free** for residents of Québec
- **Rapid access** to telephone coaching within five business days after the referral form is submitted
- Coaching program to learn skills through **cognitive behavioural exercises** that focus on the person's mental health needs
- **Proven success that shows a 69% reduction in symptoms among people** who participated in the program.
- **Workbooks** and telephone coaching available in English and French
- **No travel** necessary for BounceBack® appointments!

BounceBack® was designed by Dr. Chris Williams, a doctor in medicine and psychiatry and a professor emeritus in psychosocial psychiatry at the University of Glasgow in Scotland. Initially adopted by the Canadian Mental Health Association (CMHA) in British Columbia, this program has had 12 years of success with over 40,000 individuals. BounceBack is now available to all Quebecers. Funded by the Government of Québec and offered by the CMHA-Québec Division, BounceBack provides two forms of support.

1 Telephone support using skills development workbooks designed to improve participant well-being.

- Coaches receive in-depth training on the BounceBack program and are supervised by authorized psychotherapy professionals
- Together, coaches and participants choose the workbooks that correspond to the skills they want to develop. Participants complete the workbooks over a period of three to six months
- Over the course of three to six phone sessions, coaches motivate, answer questions, and offer support, while participants work at their own pace with the workbooks
- Telephone coaching and workbooks are offered in English and French

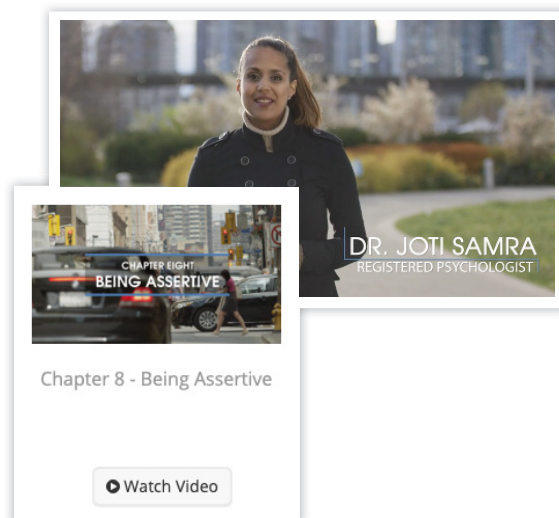
Workbooks, abridged booklets, and booklets for teens



2 BounceBack online videos offer people practical advice on how to manage their moods, sleep better, increase their self-confidence, get more active, solve problems, and live a healthy life.

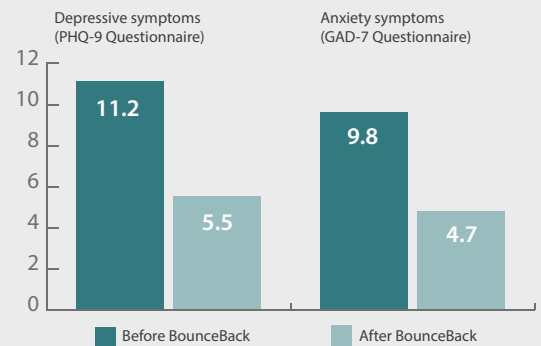
The videos are available on our website at any time and for everyone; participants and non-participants alike. They are available in several languages: English, French, Mandarin, Cantonese, Punjabi, Arabic and Persian.

Watch the videos at bouncebackvideo.ca using the access code: `bbtodayqc`



Evidence-based benefits of BounceBack[®]

The BounceBack program offers exercises that use cognitive behavioural techniques, an approach recommended for managing anxiety and depression. Since the program was launched in British Columbia in 2008, almost 69% of people who showed symptoms of depression or anxiety had reduced the frequency and severity of their symptoms to a level that was no longer clinically significant after completing the program. These same participants also showed a significant improvement in their quality of life, mood, and general health.



[Lau, M. A. et Davis, S.\(2019\)](#)

Additionally, from May 2015 to December 2017, the BounceBack program in Ontario conducted a satisfaction survey of 119 participants in the program. They reported a significant impact on a personal level, positive changes in their level of trust, and strong satisfaction:

- 92% would recommend BounceBack to a friend or family member
- 94% found the workbooks based on cognitive behavioural techniques helpful and easy to read
- 95% liked that the service was provided by phone

How to refer someone

Complete the [online referral](#) and a PHQ-9 or RCADS-MDD scoring form (depending on the age of the person referred).

Ensure the person referred meets ALL of the following eligibility criteria:

- Is 14 years of age or older
- Does not have a score of 21 or higher on the PHQ9 or a RCADS-MDD T-score of 80 or higher
- Is not at risk of harming self or others
- Is not significantly misusing drugs or alcohol to the extent that it would impact engagement in the program
- Has not had a manic episode or psychosis in the past 6 months
- For teens, has not harmed themselves more than 3 times in the last month

1. Complete the referral form through the online referral portal.
2. Inform the individual that a coach will attempt to contact them within five business days to arrange a telephone needs analysis.

FAQ

Q. What is the major difference between the mental health coaching offered by BounceBack and psychosocial interventions in the health and social services network?

- A. The main objective of BounceBack coaching by phone is to help participants get the most out of the program by providing educational and motivational support. The individual coaching sessions are shorter (usually 15 to 20 minutes) than psychosocial interventions in the health network. Coaches help people progress through the exercises in the program, follow up with them, answer their questions, and help them solve problems if they have a hard time applying what they have learned. These phone discussions enable the person to stay active in their efforts and refocus them on concrete ways of doing so.

Q. How do you ensure the quality of the coaching by phone?

- A. All coaches complete an in-depth training program about the cognitive behavioural exercises. BounceBack coaches are trained and supervised by professionals authorized to practice psychotherapy, which reinforces their knowledge about cognitive behavioural exercises and helps them refine their skills once their training is completed.

Q. How do you evaluate and manage risk in someone whose state of mind puts them at risk of harming themselves or others?

- A. Each telephone coaching session starts with an appraisal of symptoms and risks using standardized, scientifically validated questionnaires. The coaches follow a specific protocol to put participants in touch with the appropriate professionals when they identify a situation where a person's state of mind appears to present a risk to themselves or others. Doctors, psychosocial workers or health and social services professionals who refer people to the BounceBack program and who are acting as sponsors/responders will be advised if the person referred is considered at risk after the appraisal during a phone session. Doctors, psychosocial workers, and referring services will also receive a report with details about the work done, the workbooks used, and the results at the end of the program to include in their patient file.

Q. What is involved in BounceBack coaching?

- A. The BounceBack program generally involves three to six phone sessions with a coach. The first session lasts around 45 minutes and includes an appraisal of the person's situation to ensure they are eligible for the program. After the first call, the participant receives documentation, which includes an information sheet about the program and an introductory workbook. During subsequent calls, which last 15 to 20 minutes, the coach works with the participant to decide on the workbooks that best meet their needs and offers educational and motivational support for completing the program. The program lasts three to six months.

Q. Are people eligible for BounceBack if they take medication for symptoms of depression or anxiety or take part in other mental health support programs?

- A. Yes. Taking medication or participating in other mental health support programs does not prevent people from participating in BounceBack. The doctor, psychosocial worker, or service determines whether the BounceBack program will be a useful complement to other treatments or services offered to program participants.

Physician testimonials

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It made a big difference to my practice to be able to refer patients to BounceBack for cognitive training rather than having to reach for my prescription pad.

– British Columbia physician

[The program] definitely fills a unique niche for delivering mental health care in our community.

– British Columbia physician

It is hard to find psychological services, particularly covered by the government. BounceBack removes the obstacle of travel and costs and makes support more accessible to people. Everyone I referred to the program benefited from it and learned skills to manage their anxiety and depression.

– Ontario physician

Participant testimonials

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I became more extroverted and sociable, and I now exercise three hours a week, something I never did before.

I am more optimistic, and I feel positive about the future. I particularly liked how [my coach] helped me set goals, and she was able to answer my questions. There was no pressure, and I completed the [workbooks] at my own pace.

– BounceBack participant

The most important things I learned from this program are how to solve problems more effectively and how to change my attitude. Plus, this program reminded me that what I am feeling is normal.

– BounceBack participant

This program gave me the tools I needed, and I think I am going back to work stronger than ever, and I'm ready to deal with stress at work...

– BounceBack participant

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Who to contact

For information about coaching by phone and the referral form, call: **1-844-657-2106**

For requests for marketing or documentary resources:

Email: bounceback@acsm.qc.ca

Visit: www.bouncebackqc.ca

About the Canadian Mental Health Association (CMHA)



**Canadian Mental
Health Association**
Québec Division
Mental health for all

Founded in 1918, the Canadian Mental Health Association (CMHA) is the most established, most extensive community mental health organization in Canada. Through a presence in more than 330 communities across every province and one territory, CMHA provides advocacy, programs and resources that help to prevent mental health problems and illnesses, support recovery and resilience, and enable all Canadians to flourish and thrive.