

BounceBack Resource Catalogue

2021





A man with glasses and a red shirt is sitting on a grey couch, talking on a mobile phone. He is smiling and looking to the right. The background features a large green plant and a white wall. A semi-transparent red banner is overlaid across the middle of the image, containing white text.

BounceBack: Client resources

We have a number of digital resources to help you support clients with different mental health needs

Client resources: General client factsheet

[BounceBack general client factsheet](#) – includes a quick overview of the BounceBack program for those looking for support for low mood, mild-to-moderate depression and anxiety, stress or worry.



Feeling low? Stressed? Anxious?

BounceBack® can help!

BounceBack®: Reclaim your health is a free skill-building program designed to help adults and youth 15+ manage symptoms of depression and anxiety. It offers two forms of help.

- 1 Telephone coaching and workbooks**

A referral is required to participate. Your family doctor or nurse practitioner can provide you with a referral. Alternatively, you can self-refer. To access the referral form, visit: bouncebackontario.ca

BounceBack is a guided self-help program in which a coach supports you in working through a series of workbooks.



 - The program involves three to six telephone coaching sessions, which you can do from the comfort of your home.
 - Your coach is there to help you develop new skills, keep you motivated, and monitor how you're doing.
 - You and your coach will select from among 20 workbook topics that are best suited to your current needs. Some popular workbooks are: Being assertive; Changing extreme and unhelpful thinking; Overcoming sleep problems.
 - Telephone coaching and workbooks are available in multiple languages.
- 2 BounceBack Today online videos**

No referral is necessary. You can start watching our online video series today! Visit: bouncebackvideo.ca and enter access code: `bbtodayon`

BounceBack Today videos offer practical tips on managing mood, sleeping better, building confidence, increasing activity, problem solving, and healthy living.

The videos are available in English, French, Mandarin, Cantonese, Punjabi, Arabic, and Farsi.

Funded by the Government of Ontario







Client resources: COVID-19 support

Tip sheet for managing your mental health during COVID-19: [“10 things you can do right now to reduce anxiety, stress, worry related to Covid-19”](#) – to support those who may be experiencing heightened mental health challenges as a result of the COVID-19 pandemic.

For the general public: [Handout in PDF format](#) / Also available as a [PowerPoint slide](#)

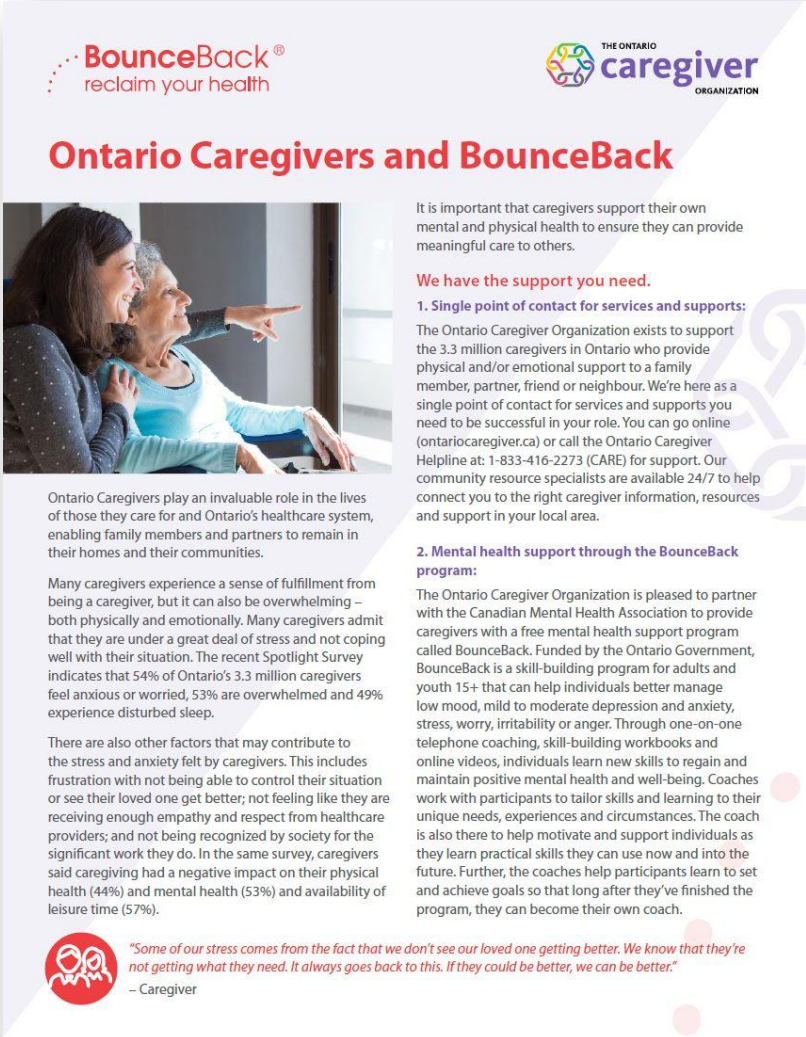
For students: [Handout in PDF format](#) / Also available as a [PowerPoint slide](#)

10 things you can do right now to reduce anxiety, stress, worry related to COVID-19

- 1** Only read, watch or listen to news when you want to. That means turn off push notifications on your phone and set aside only an hour per day to stay informed from credible, balanced sources, such as the Canadian Public Health Association. 
- 2** Considering the level of attention and seriousness being paid to the pandemic, it's normal to feel anxious. Try not to avoid, ignore or suppress anxious thoughts. Instead, be aware of your anxiety and accept that you're feeling anxious in this situation. Try to keep things in perspective; notice and challenge your thoughts that may be extreme or unhelpful. 
- 3** While you can't be together physically, stay socially connected with friends and family by phone, text and video applications such as FaceTime, Skype or Zoom. 
- 4** Do something good or helpful. Research shows that doing things for others strengthens our own mental health. Check on your neighbours, elderly parents and friends to see how they're doing and if they need help picking up groceries, medications and other important household items. 
- 5** Stay connected with the outdoors. If you're not required to self-isolate for 14 days, consider going outdoors for a walk, run or bike ride to enjoy the scenery and fresh air. Be sure to stay two metres away from others and consider going out at off-peak hours (early morning, late evening) to avoid proximity. 
- 6** Routines can help reduce mental fatigue, so getting up at your usual time, showering and getting dressed as you normally would for work can be helpful. Eating healthy, drinking water and getting plenty of sleep are also important factors. 

Client resources: Caregivers handout

BounceBack for caregivers handout – developed in collaboration with the Ontario Caregiver Organization. This handout is designed to help caregivers experiencing anxiety and stress take care of their own mental health so that they can continue to provide care and support to loved ones.




The handout cover features the BounceBack logo (reclaim your health) and the Ontario Caregiver Organization logo. The title is "Ontario Caregivers and BounceBack". A photograph shows two women looking at a laptop. The text includes an introduction, a quote from a caregiver, and two main sections: "1. Single point of contact for services and supports" and "2. Mental health support through the BounceBack program".

BounceBack®
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THE ONTARIO
caregiver
ORGANIZATION

Ontario Caregivers and BounceBack



It is important that caregivers support their own mental and physical health to ensure they can provide meaningful care to others.

We have the support you need.


1. Single point of contact for services and supports:
The Ontario Caregiver Organization exists to support the 3.3 million caregivers in Ontario who provide physical and/or emotional support to a family member, partner, friend or neighbour. We're here as a single point of contact for services and supports you need to be successful in your role. You can go online (ontariocaregiver.ca) or call the Ontario Caregiver Helpline at: 1-833-416-2273 (CARE) for support. Our community resource specialists are available 24/7 to help connect you to the right caregiver information, resources and support in your local area.

2. Mental health support through the BounceBack program:
The Ontario Caregiver Organization is pleased to partner with the Canadian Mental Health Association to provide caregivers with a free mental health support program called BounceBack. Funded by the Ontario Government, BounceBack is a skill-building program for adults and youth 15+ that can help individuals better manage low mood, mild to moderate depression and anxiety, stress, worry, irritability or anger. Through one-on-one telephone coaching, skill-building workbooks and online videos, individuals learn new skills to regain and maintain positive mental health and well-being. Coaches work with participants to tailor skills and learning to their unique needs, experiences and circumstances. The coach is also there to help motivate and support individuals as they learn practical skills they can use now and into the future. Further, the coaches help participants learn to set and achieve goals so that long after they've finished the program, they can become their own coach.

Ontario Caregivers play an invaluable role in the lives of those they care for and Ontario's healthcare system, enabling family members and partners to remain in their homes and their communities.

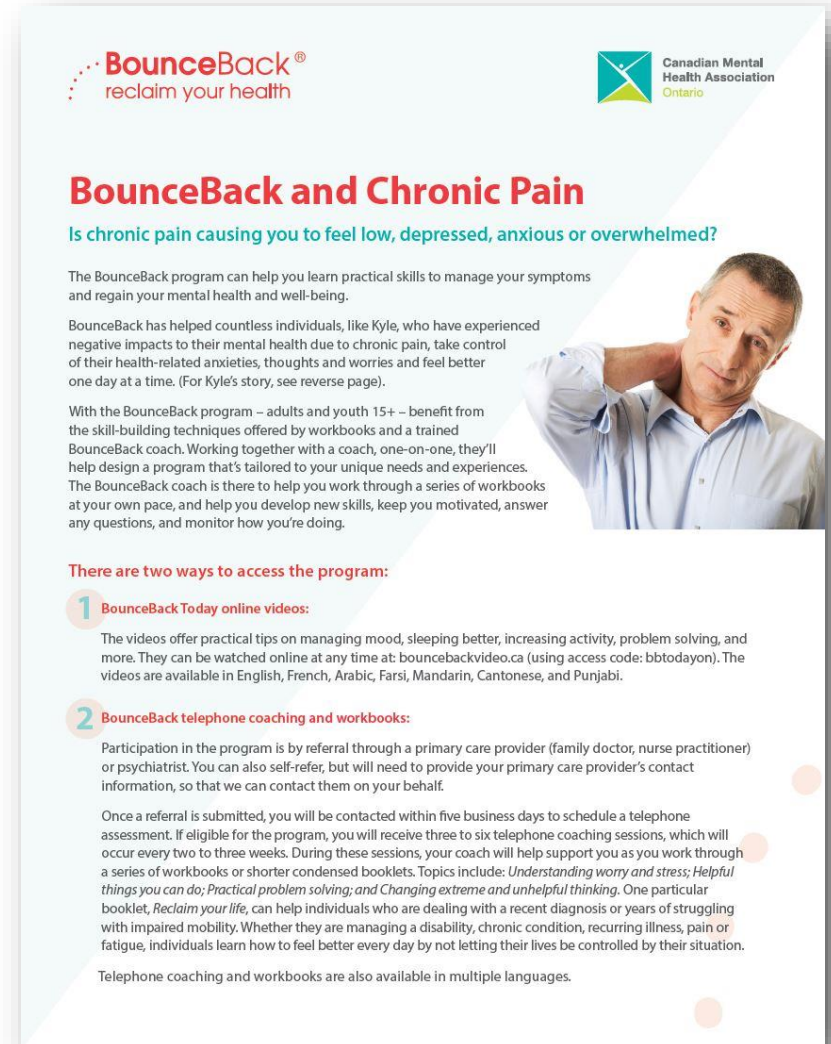
Many caregivers experience a sense of fulfillment from being a caregiver, but it can also be overwhelming – both physically and emotionally. Many caregivers admit that they are under a great deal of stress and not coping well with their situation. The recent Spotlight Survey indicates that 54% of Ontario's 3.3 million caregivers feel anxious or worried, 53% are overwhelmed and 49% experience disturbed sleep.

There are also other factors that may contribute to the stress and anxiety felt by caregivers. This includes frustration with not being able to control their situation or see their loved one get better; not feeling like they are receiving enough empathy and respect from healthcare providers; and not being recognized by society for the significant work they do. In the same survey, caregivers said caregiving had a negative impact on their physical health (44%) and mental health (53%) and availability of leisure time (57%).

 *"Some of our stress comes from the fact that we don't see our loved one getting better. We know that they're not getting what they need. It always goes back to this. If they could be better, we can be better."*
– Caregiver

Client resources: Chronic pain handout

BounceBack and chronic pain handout – aims to help individuals who have experienced negative impacts to their mental health due to chronic pain take control of their health-related anxieties, thoughts and worries, and feel better one day at a time.



The graphic is a handout titled "BounceBack and Chronic Pain" from the Canadian Mental Health Association Ontario. It features the BounceBack logo (reclaim your health) and the CMHA Ontario logo. The main heading is "BounceBack and Chronic Pain" in red. Below it is a teal question: "Is chronic pain causing you to feel low, depressed, anxious or overwhelmed?". To the right is a photo of a man in a light blue shirt holding his neck. The text explains that the BounceBack program helps individuals like Kyle manage symptoms and regain mental health. It describes the program as a skill-building program for adults and youth 15+ involving workbooks and a trained coach. It lists two ways to access the program: 1. BounceBack Today online videos, which offer practical tips on mood, sleep, activity, and problem solving, available in multiple languages at bouncebackvideo.ca. 2. BounceBack telephone coaching and workbooks, which require a referral from a primary care provider or self-referral. It details the assessment process and the topics covered in the workbooks, such as understanding worry and stress, helpful things you can do, and changing extreme and unhelpful thinking. It concludes by stating that telephone coaching and workbooks are available in multiple languages.

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Canadian Mental Health Association
Ontario

BounceBack and Chronic Pain

Is chronic pain causing you to feel low, depressed, anxious or overwhelmed?

The BounceBack program can help you learn practical skills to manage your symptoms and regain your mental health and well-being.

BounceBack has helped countless individuals, like Kyle, who have experienced negative impacts to their mental health due to chronic pain, take control of their health-related anxieties, thoughts and worries and feel better one day at a time. (For Kyle's story, see reverse page).

With the BounceBack program – adults and youth 15+ – benefit from the skill-building techniques offered by workbooks and a trained BounceBack coach. Working together with a coach, one-on-one, they'll help design a program that's tailored to your unique needs and experiences. The BounceBack coach is there to help you work through a series of workbooks at your own pace, and help you develop new skills, keep you motivated, answer any questions, and monitor how you're doing.

There are two ways to access the program:

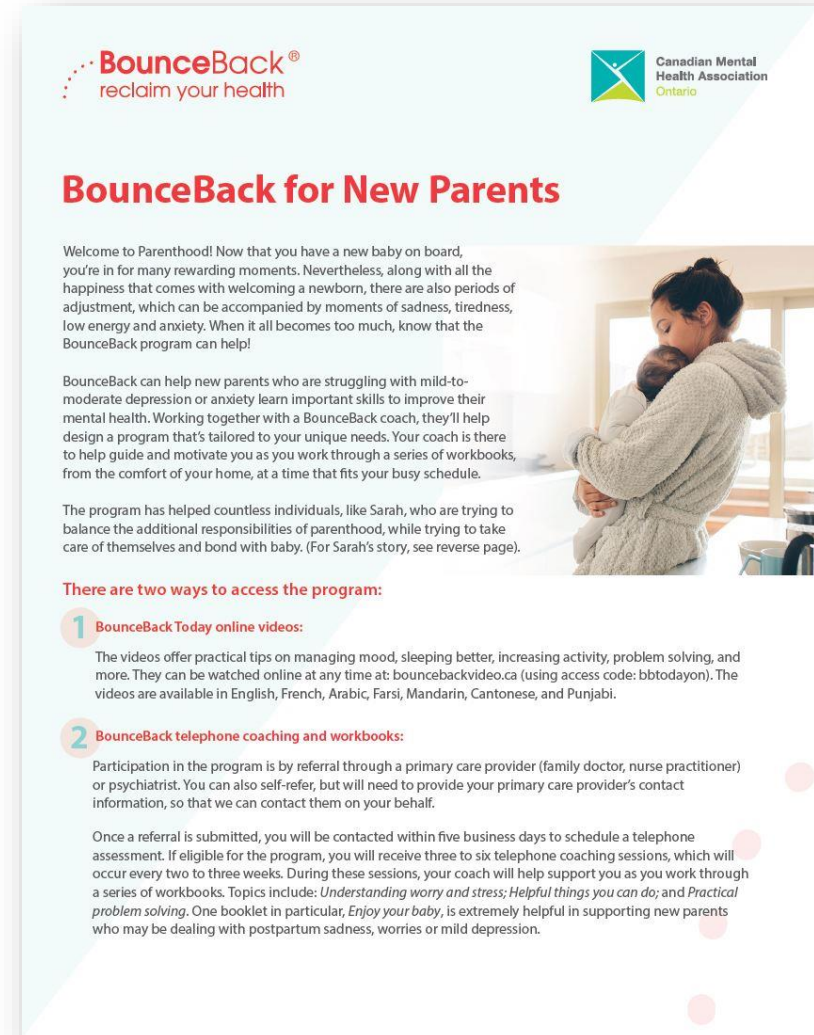
- 1 BounceBack Today online videos:**
The videos offer practical tips on managing mood, sleeping better, increasing activity, problem solving, and more. They can be watched online at any time at: bouncebackvideo.ca (using access code: bbtodayon). The videos are available in English, French, Arabic, Farsi, Mandarin, Cantonese, and Punjabi.
- 2 BounceBack telephone coaching and workbooks:**
Participation in the program is by referral through a primary care provider (family doctor, nurse practitioner) or psychiatrist. You can also self-refer, but will need to provide your primary care provider's contact information, so that we can contact them on your behalf.

Once a referral is submitted, you will be contacted within five business days to schedule a telephone assessment. If eligible for the program, you will receive three to six telephone coaching sessions, which will occur every two to three weeks. During these sessions, your coach will help support you as you work through a series of workbooks or shorter condensed booklets. Topics include: *Understanding worry and stress; Helpful things you can do; Practical problem solving; and Changing extreme and unhelpful thinking.* One particular booklet, *Reclaim your life*, can help individuals who are dealing with a recent diagnosis or years of struggling with impaired mobility. Whether they are managing a disability, chronic condition, recurring illness, pain or fatigue, individuals learn how to feel better every day by not letting their lives be controlled by their situation.

Telephone coaching and workbooks are also available in multiple languages.

Client resources: New parents handout

BounceBack for new parents handout – aims to help new parents who may be struggling with mild-to-moderate depression or anxiety or simply need some mental health support to help them adjust to welcoming a newborn and finding balance in their day-to-day responsibilities.



The image shows a handout page for 'BounceBack for New Parents'. At the top left is the BounceBack logo with the tagline 'reclaim your health'. At the top right is the Canadian Mental Health Association Ontario logo. The title 'BounceBack for New Parents' is in red. Below the title is a photograph of a woman in a grey robe holding a baby. To the left of the photo is introductory text. Below the photo is a testimonial about Sarah. At the bottom, there are two numbered sections: '1 BounceBack Today online videos:' and '2 BounceBack telephone coaching and workbooks:'. The page has a light blue and white color scheme with pink decorative circles at the bottom right.

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BounceBack for New Parents

Welcome to Parenthood! Now that you have a new baby on board, you're in for many rewarding moments. Nevertheless, along with all the happiness that comes with welcoming a newborn, there are also periods of adjustment, which can be accompanied by moments of sadness, tiredness, low energy and anxiety. When it all becomes too much, know that the BounceBack program can help!

BounceBack can help new parents who are struggling with mild-to-moderate depression or anxiety learn important skills to improve their mental health. Working together with a BounceBack coach, they'll help design a program that's tailored to your unique needs. Your coach is there to help guide and motivate you as you work through a series of workbooks, from the comfort of your home, at a time that fits your busy schedule.

The program has helped countless individuals, like Sarah, who are trying to balance the additional responsibilities of parenthood, while trying to take care of themselves and bond with baby. (For Sarah's story, see reverse page).

There are two ways to access the program:

- 1 BounceBack Today online videos:**
The videos offer practical tips on managing mood, sleeping better, increasing activity, problem solving, and more. They can be watched online at any time at: bouncebackvideo.ca (using access code: `bbtodayon`). The videos are available in English, French, Arabic, Farsi, Mandarin, Cantonese, and Punjabi.
- 2 BounceBack telephone coaching and workbooks:**
Participation in the program is by referral through a primary care provider (family doctor, nurse practitioner) or psychiatrist. You can also self-refer, but will need to provide your primary care provider's contact information, so that we can contact them on your behalf.

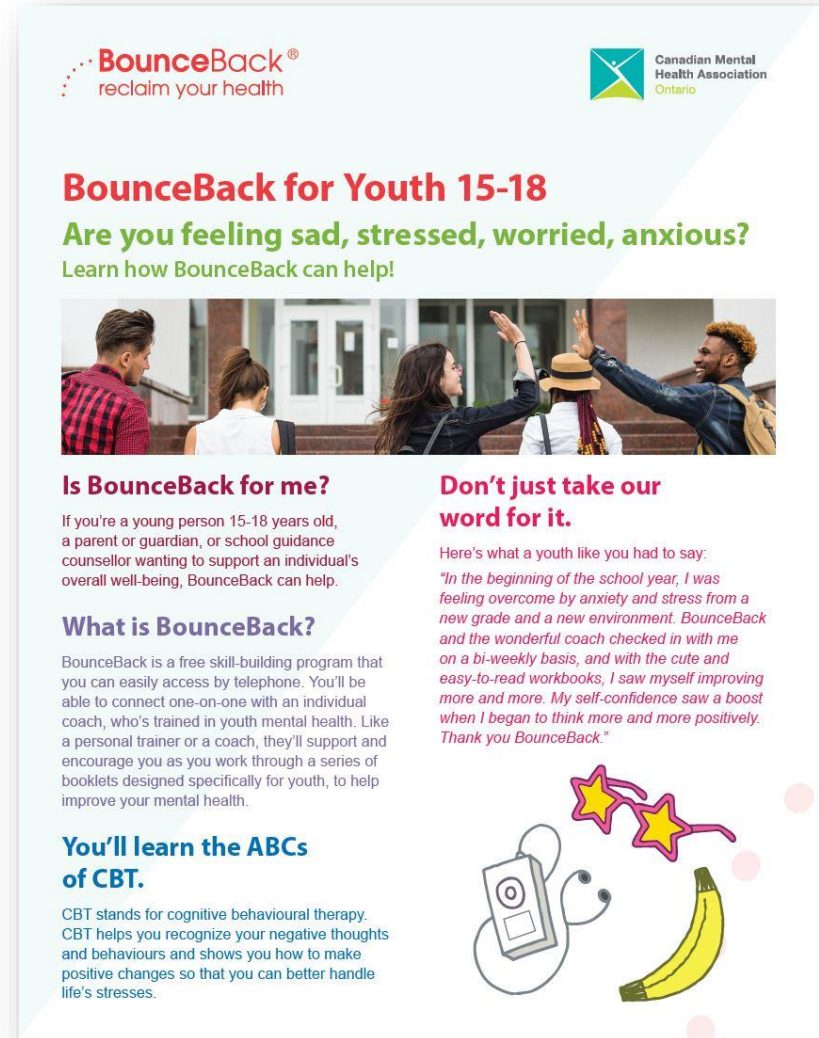
Once a referral is submitted, you will be contacted within five business days to schedule a telephone assessment. If eligible for the program, you will receive three to six telephone coaching sessions, which will occur every two to three weeks. During these sessions, your coach will help support you as you work through a series of workbooks. Topics include: *Understanding worry and stress*; *Helpful things you can do*; and *Practical problem solving*. One booklet in particular, *Enjoy your baby*, is extremely helpful in supporting new parents who may be dealing with postpartum sadness, worries or mild depression.

Client resources:

Youth 15-18 handout

[BounceBack for youth 15-18 handout](#) –

includes a quick overview of the BounceBack program for young people 15-18 years old, parents or guardians, or high school guidance counsellors wishing to support an individual's overall well-being.



The graphic is a promotional flyer for BounceBack for Youth 15-18. It features a light blue and white background with a diagonal split. At the top left is the BounceBack logo with the tagline 'reclaim your health'. At the top right is the Canadian Mental Health Association Ontario logo. The main title is 'BounceBack for Youth 15-18' in red, followed by the question 'Are you feeling sad, stressed, worried, anxious?' in green, and the sub-headline 'Learn how BounceBack can help!' in green. Below this is a photograph of four young people (three women and one man) sitting on a bench outdoors, high-fiving each other. The flyer is divided into three columns of text. The first column asks 'Is BounceBack for me?' and explains that the program is for young people 15-18 years old, parents, or school guidance counsellors. The second column asks 'What is BounceBack?' and describes it as a free skill-building program accessible by telephone, involving one-on-one sessions with a trained coach. The third column asks 'You'll learn the ABCs of CBT.' and explains that CBT stands for cognitive behavioural therapy and helps with negative thoughts and behaviours. To the right of the text is a quote from a youth and a cartoon illustration of a stethoscope with a banana as the chest piece and star-shaped glasses on top.

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BounceBack for Youth 15-18

Are you feeling sad, stressed, worried, anxious?

Learn how BounceBack can help!



Is BounceBack for me?

If you're a young person 15-18 years old, a parent or guardian, or school guidance counsellor wanting to support an individual's overall well-being, BounceBack can help.

What is BounceBack?

BounceBack is a free skill-building program that you can easily access by telephone. You'll be able to connect one-on-one with an individual coach, who's trained in youth mental health. Like a personal trainer or a coach, they'll support and encourage you as you work through a series of booklets designed specifically for youth, to help improve your mental health.

You'll learn the ABCs of CBT.

CBT stands for cognitive behavioural therapy. CBT helps you recognize your negative thoughts and behaviours and shows you how to make positive changes so that you can better handle life's stresses.

Don't just take our word for it.

Here's what a youth like you had to say:



"In the beginning of the school year, I was feeling overcome by anxiety and stress from a new grade and a new environment. BounceBack and the wonderful coach checked in with me on a bi-weekly basis, and with the cute and easy-to-read workbooks, I saw myself improving more and more. My self-confidence saw a boost when I began to think more and more positively. Thank you BounceBack."



Client resources: Study stress tips for students

[BounceBack study stress tips for students](#) – small, practical things youth and young adults can do to tackle the challenges of student life.

Handout in [PDF format](#) / Also available as a [PowerPoint slide](#)




**Stressed out about school?
We're here to help.**

Here are some small things you can do straight away to help you better tackle the challenges of student life.

- ✓ **Stuck on a problem? Come back to it later.** Or break the problem down into smaller chunks. It's easier to tackle one small piece at a time.
- ✓ **Take a short break** (see ideas below). Then come back refreshed or with a different perspective.
 - **Grab a healthy snack** (fruits, veggies, handful of nuts) and drink lots of water!
 - **Get up and give your body a stretch, or go for a brisk walk** to get some fresh air and clear your mind.
 - **Do something fun or that you enjoy.** Dance and sing along to your favourite song. Listen to a favourite podcast. Take a relaxing bath or shower. Call your best friend for a chat or to blow off some steam.
 - **Breathe.** Close your eyes and take slow, deep breaths. Drop your shoulders and relax your arms and legs.
- ✓ **Ask for help.** Got a friend who's really good in a particular subject? Take advantage of their expertise.
- ✓ **Get as much rest as possible.** Don't drink too much alcohol or caffeine before bed. If a particular problem is preventing you from getting to sleep, write it down and deal with it in the morning.
- ✓ **Be kind and patient to yourself.** Reward yourself for your successes and for all your hard work. Don't let the small hurdles prevent you from reaching your long-term goals. Figure out a plan for the next time.

For more practical tips on sleeping better, increasing activity, problem solving, and more, check out our BounceBack videos at: bouncebackvideo.ca (using access code: bbtodayon)





Social media packages

Social media package: For the LGBTQ+ community

BounceBack digital toolkit for the LGBTQ+ community – includes digital resources to help make the LGBTQ+ community aware of the BounceBack program and feel welcomed and safe using the program.

A graphic for the BounceBack digital toolkit for the LGBTQ+ community. It features a red background on the left with white text and a photograph of two people celebrating with a rainbow flag on the right. The text includes the BounceBack logo, the tagline 'reclaim your health', and a list of benefits: 'TACKLE WORRY + STRESS', 'BETTER MANAGE LOW MOOD', and 'CHANGE UNHELPFUL THINKING'. The website 'bouncebackontario.ca' is also listed.

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IMPROVE YOUR MENTAL HEALTH
WITHOUT LEAVING HOME:

- TACKLE WORRY + STRESS
- BETTER MANAGE LOW MOOD
- CHANGE UNHELPFUL THINKING

Learn how to access our free telephone coaching and video program BounceBack, available in multiple languages!

bouncebackontario.ca

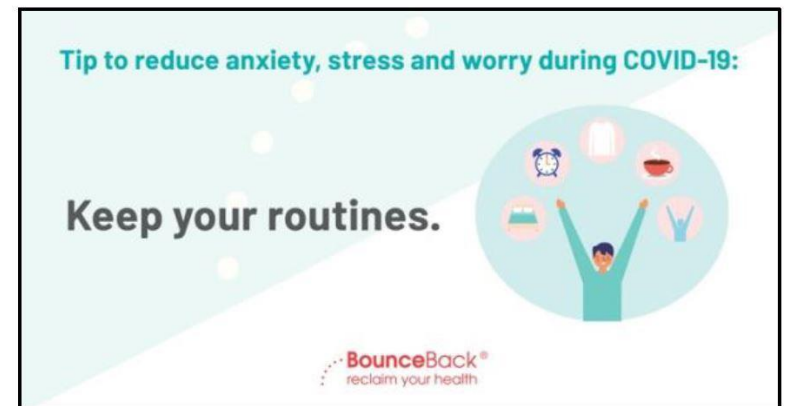
Social media package: For the general public

[BounceBack digital toolkit for social media](#) – includes social media posts and graphics using new imagery and visual elements to promote BounceBack with the public.



Social media package: BounceBack tips related to COVID-19

[BounceBack tips related to COVID-19](#) - this digital package was created for branches and partners to share things people can do to reduce anxiety, stress and worry during COVID-19.



A female doctor with dark hair pulled back, wearing a white lab coat and a stethoscope, is looking at a tablet computer. She is standing in a clinical setting, possibly a hospital hallway, with a blurred background. A patient with dark hair is seen from the back, facing the doctor. A large red semi-transparent banner is overlaid across the middle of the image, containing the text "Additional resources".

Additional resources

Additional resources: How to refer handout

How to refer handout – provides an overview of the different ways primary care can refer clients to BounceBack.



BounceBack: How to Refer

1 Check out the eligibility criteria to ensure your client is appropriate for the BounceBack program:

- 15 years of age or older
- With a mild-to-moderate depression (PHQ-9) score between 0-21 (with or without anxiety)
- Not actively suicidal or have tried to commit suicide in the past 6 months
- Not at high risk to harm self or others
- Not significantly misusing alcohol or drugs to the extent that it would impact engagement in CBT treatment
- Not diagnosed with a personality disorder
- Not experiencing acute mania or psychosis
- Capable of engaging with and concentrating on CBT materials
- Referral cannot be sent directly from a hospital emergency department or in-patient psychiatric unit

If you are a primary care provider (family doctor, nurse practitioner) or psychiatrist, you can refer your clients directly to the program using one of the methods below. If you are a health care professional other than a primary care provider (e.g., social worker, case manager, school counsellor) who is supporting your clients' well-being, you may assist your clients in completing the online referral form and submitting it on their behalf. Just be sure to include their primary care provider's contact information so that we can follow-up with them. Clients may also self-refer, as long as they are connected with a primary care provider.

2 Complete a referral form and submit it to us in the following ways:

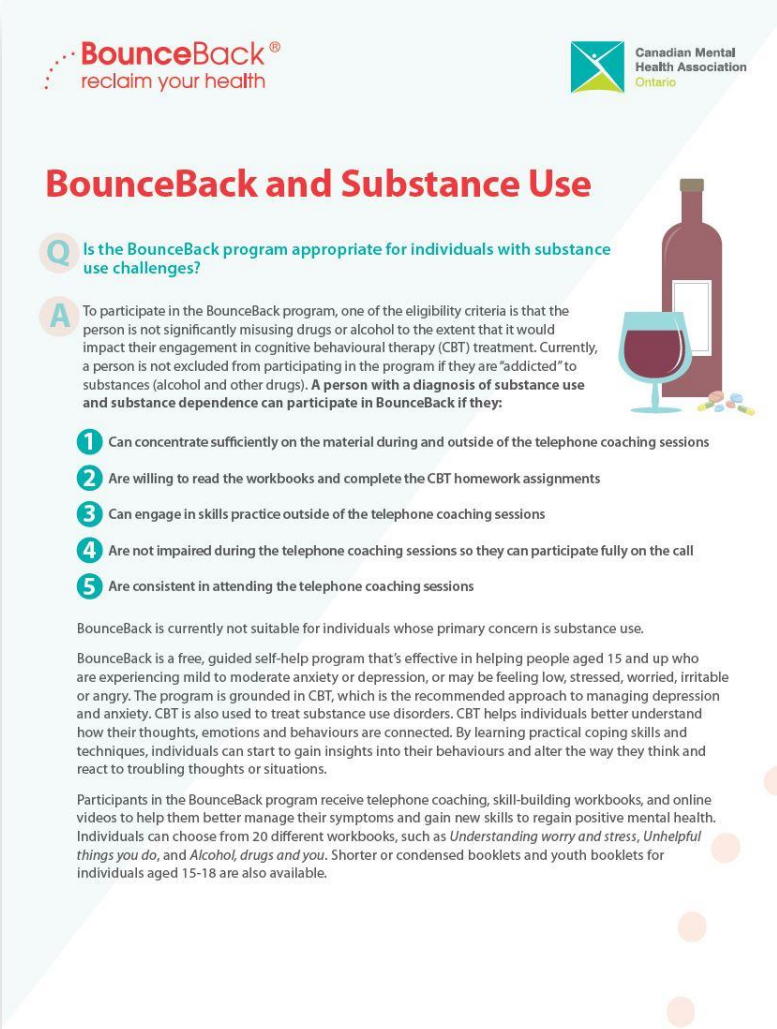
- Go online at bouncebackontario.ca/refer-clients/ to complete and submit an online referral form.
- Send us an eReferral through your Electronic Medical Records (EMR), if available.
- Send us an eReferral through the Ocean eReferral Network. The Ocean eReferral Network is a great way to improve the quality and speed of your referrals and stay on top of the status of your referrals. It is fully integrated with the following three leading EMRs: Telus PS Suite, Accuro and Oscar. To access the BounceBack eReferral form, simply open the Ocean Healthmap from your EMR and search for the "BounceBack Ontario" listing. If you have trouble accessing the form, or are not an Ocean eReferral user but would like to sign-up for a free account, please email: ereferrals@thinkresearch.com

3 If you need help completing the online form or have a question about your referral:

Call us at: 1-866-345-0224 or email us at: bb-referral@cmha-vr.on.ca

Additional resources: Substance use handout

[BounceBack and substance use handout](#) – considerations for determining whether BounceBack is an appropriate support for clients struggling with substance use.



The graphic is a handout titled "BounceBack and Substance Use". It features the BounceBack logo (reclaim your health) and the Canadian Mental Health Association Ontario logo. The main heading is "BounceBack and Substance Use". Below this, there is a question "Q Is the BounceBack program appropriate for individuals with substance use challenges?" followed by an answer "A To participate in the BounceBack program, one of the eligibility criteria is that the person is not significantly misusing drugs or alcohol to the extent that it would impact their engagement in cognitive behavioural therapy (CBT) treatment. Currently, a person is not excluded from participating in the program if they are 'addicted' to substances (alcohol and other drugs). A person with a diagnosis of substance use and substance dependence can participate in BounceBack if they:". To the right of the text is an illustration of a bottle of alcohol and a glass. Below the answer is a list of five numbered criteria: 1. Can concentrate sufficiently on the material during and outside of the telephone coaching sessions; 2. Are willing to read the workbooks and complete the CBT homework assignments; 3. Can engage in skills practice outside of the telephone coaching sessions; 4. Are not impaired during the telephone coaching sessions so they can participate fully on the call; 5. Are consistent in attending the telephone coaching sessions. Below the list, it states "BounceBack is currently not suitable for individuals whose primary concern is substance use." and "BounceBack is a free, guided self-help program that's effective in helping people aged 15 and up who are experiencing mild to moderate anxiety or depression, or may be feeling low, stressed, worried, irritable or angry. The program is grounded in CBT, which is the recommended approach to managing depression and anxiety. CBT is also used to treat substance use disorders. CBT helps individuals better understand how their thoughts, emotions and behaviours are connected. By learning practical coping skills and techniques, individuals can start to gain insights into their behaviours and alter the way they think and react to troubling thoughts or situations." Finally, it says "Participants in the BounceBack program receive telephone coaching, skill-building workbooks, and online videos to help them better manage their symptoms and gain new skills to regain positive mental health. Individuals can choose from 20 different workbooks, such as *Understanding worry and stress*, *Unhelpful things you do*, and *Alcohol, drugs and you*. Shorter or condensed booklets and youth booklets for individuals aged 15-18 are also available."

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BounceBack and Substance Use

Q Is the BounceBack program appropriate for individuals with substance use challenges?

A To participate in the BounceBack program, one of the eligibility criteria is that the person is not significantly misusing drugs or alcohol to the extent that it would impact their engagement in cognitive behavioural therapy (CBT) treatment. Currently, a person is not excluded from participating in the program if they are "addicted" to substances (alcohol and other drugs). A person with a diagnosis of substance use and substance dependence can participate in BounceBack if they:

- 1 Can concentrate sufficiently on the material during and outside of the telephone coaching sessions
- 2 Are willing to read the workbooks and complete the CBT homework assignments
- 3 Can engage in skills practice outside of the telephone coaching sessions
- 4 Are not impaired during the telephone coaching sessions so they can participate fully on the call
- 5 Are consistent in attending the telephone coaching sessions

BounceBack is currently not suitable for individuals whose primary concern is substance use.

BounceBack is a free, guided self-help program that's effective in helping people aged 15 and up who are experiencing mild to moderate anxiety or depression, or may be feeling low, stressed, worried, irritable or angry. The program is grounded in CBT, which is the recommended approach to managing depression and anxiety. CBT is also used to treat substance use disorders. CBT helps individuals better understand how their thoughts, emotions and behaviours are connected. By learning practical coping skills and techniques, individuals can start to gain insights into their behaviours and alter the way they think and react to troubling thoughts or situations.

Participants in the BounceBack program receive telephone coaching, skill-building workbooks, and online videos to help them better manage their symptoms and gain new skills to regain positive mental health. Individuals can choose from 20 different workbooks, such as *Understanding worry and stress*, *Unhelpful things you do*, and *Alcohol, drugs and you*. Shorter or condensed booklets and youth booklets for individuals aged 15-18 are also available.

Additional resources:

Motivation tip sheet

[Motivation tip sheet for primary care providers](#) - this tip sheet was created to help providers with strategies and ideas for getting patients engaged in BounceBack and supporting them while they are participating in the program.

The graphic is a vertical rectangular sheet with a light blue background and a red header. At the top left is the BounceBack logo with the tagline 'reclaim your health'. At the top right is the Canadian Mental Health Association Ontario logo. The red header contains the title 'MOTIVATING CHANGE: Tips to help your clients get engaged and stay on track with the BounceBack® program'. Below the header is a paragraph of text explaining the benefits of the program. This is followed by a section titled 'BounceBack will help your clients:' with a numbered list of four points. At the bottom is a paragraph of text and the phrase '(see over)'.

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Canadian Mental Health Association
Ontario

MOTIVATING CHANGE:

Tips to help your clients get engaged and stay on track with the BounceBack® program

We know that clients or patients who enroll in BounceBack see real improvements in their depression and anxiety symptoms and improve their quality of life. The greater the engagement, the greater the benefits. Certainly, skill-building exercises using cognitive behavioural therapy (CBT), delivered over the phone, may not be for everyone. But for those who try it and stick with it, it can be life changing.

BounceBack will help your clients:

- 1 Understand why they feel the way they do (e.g., how their mood and thinking affects how they feel)
- 2 Learn valuable life skills, including how to become more assertive, how to add more activity in their daily lives, how to solve problems, and how to build or rebuild relationships with the people close to them
- 3 Overcome things that are affecting their quality of life, such as sleep problems, or fears or avoidance of things that scare them
- 4 Take charge of their lives by making small, positive changes

Before you make a referral, make sure that your clients understand what BounceBack is and what it takes to complete the program to ensure it's the right fit. First off, BounceBack is not a counselling program. Coaches are not counsellors or therapists. Instead, think of them as you would a personal trainer at the gym. Someone who's there to motivate and support your clients as they work through a series of skill-building workbooks. BounceBack allows your clients an opportunity to have regular one-on-one contact with a trained coach, whose non-judgemental support allows them to work on improving their skills and regaining their mental health over time.

(see over)

BounceBack: Contact us

For questions about your referral or a concern

Call toll-free: 1 (866) 345-0224


Email: bb-referral@cmha-yr.on.ca

For the marketing and communications team

Email: bounceback@ontario.cmha.ca

For more information

Visit: bouncebackontario.ca



"I was feeling down. This program lifted me up."

"My worries had taken on a life of their own."


"I wasn't in a positive place. BounceBack changed that."


"I feel mentally healthy, for the first time in a long time."

Feeling low? Stressed? Anxious? BounceBack® can help!
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