



# Psychotherapy Services

*Available now – Free mental health services for people in Ontario experiencing mild to moderate depression and anxiety*



A person is holding a baby wrapped in a light-colored blanket. The background shows a kitchen with white cabinets and a window. The scene is brightly lit, suggesting a home environment.

Meet Sarah.

Sarah is 30 years old and a first-time mom. While motherhood is largely supposed to be a happy time, Sarah is finding it extremely hard to cope.

Sarah reports her symptoms of sadness, hopelessness, and anxiety to her primary care provider (family doctor, nurse practitioner) at her regular checkup. He suggests that she's experiencing mild to moderate depression and anxiety, based on PHQ-9 and GAD-7 scores. He doesn't believe she needs medication, but would benefit from cognitive behavioural therapy (CBT).

However, there is a long wait time to access in-person counselling. Both Sarah and her primary care provider are frustrated because Sarah needs help now.

Does Sarah's case sound familiar?

### **There's a solution.**

The Government of Ontario is investing in two proven self-help psychotherapy services, which will help more than 60,000 individuals and their families receive timely treatment for depression and anxiety.

These services are available now, and are **free** for people living in Ontario:

1. An online peer support and self-management tool (Big White Wall)
2. A telephone coaching program (BounceBack®)

So clients like Sarah don't have to wait to get the care they need. They can get **faster access** to services like telephone coaching and online support groups to help them better manage stress, anxiety, and depression.

# Client considerations

When thinking about which of these self-help services, such as **Big White Wall** and **BounceBack**, might be the most beneficial for your clients, consider the following:

- 1.** **The client's age.** **BounceBack** is suitable for adults and youth 15+. **Big White Wall** is suitable for adults and youth 16+.
- 2.** **The client must be experiencing symptoms of depression and anxiety in the mild to moderate range.**
- 3.** **Therapeutic treatment options.** Consider how these psychotherapy options might fit into your care plan and what type of support your clients need:
  - A self-management approach that's sufficient on its own to help clients with lower levels of depression and anxiety
  - To help bridge the gap for those waiting to receive counselling
  - To complement your clients' existing regimen/medications
  - Additional after-hours support when only limited or crisis services are available
  - Outpatient support
  - Online community peer support for clients who don't wish to go at it alone
  - Clients living in rural areas where access to in-person support is difficult
- 4.** **The client's motivation level.** Clients must be self-motivated and possess a basic reading level (grade 4) to work through the individual self-paced workbooks or course topics. The services are meant to help them develop skills in becoming more assertive, dealing with unhelpful thinking, and problem solving.
- 5.** **The client's profile.** Consider examples of clients who have experienced significant events or long-term stressors that have brought on depressive or anxious symptoms. This includes: sleep disorders, chronic pain, chronic illness, post-partum depression, substance abuse, and problem drinking.
- 6.** **For clients who don't meet the age or other eligibility criteria, such as dealing with more severe depression and anxiety, contact the Mental Health Helpline at ConnexOntario at 1-866-531-2600 or [connexontario.ca](http://connexontario.ca).** ConnexOntario can direct you and clients of any age to the mental health and addictions programs available in your area.

# Psychotherapy services for children and youth

■ **ConnexOntario can help find a Child and Youth Mental Health Centre near you. Contact them at 1-866-531-2600**

There are Child and Youth Mental Health Centres located in almost every community across Ontario that deliver **free** counselling and therapy to children and youth (generally up to 18 years of age) with mental health and addictions concerns, together with their families and caregivers. **No referral or health card number is required.**

There are thousands of young people who are dealing with feelings of stress, anxiety, and low mood. These challenges may be interfering with their functioning at home or at school and may be indicative of any number of mental health and substance-related issues, including:

- Anxiety disorders
- Depressive and other mood disorders
- Attention Deficit/Hyperactivity Disorder (AD/HD)
- Trauma and stressor-related disorders
- Substance-related and addictive disorders
- And in rarer cases, other serious mental illnesses such as bipolar disorders, eating disorders, personality disorders, schizophrenia spectrum, and other psychotic disorders

To support these young people and their families, Child and Youth Mental Health Centres deliver psychotherapy-based treatment (such as CBT) through a range of services including:

- **Walk-in counselling** for those with mild to moderate issues or those requiring immediate support
- **Counselling and therapy** for those requiring treatment over longer periods of time in individual or group settings
- **Intensive treatment** for those experiencing complex mental health and substance-related issues
- **Crisis support** for those needing urgent care
- **Targeted interventions** for children (including infants) and youth at heightened risk of developing mental health and substance-related issues
- **Parental and family support** to improve the ability of families to manage and respond to the mental health needs of their children

# Big White Wall

**Big White Wall** is an online peer support and self-management tool for adults and youth 16+ experiencing symptoms of mild to moderate depression and anxiety. The service is coordinated by the Ontario Telemedicine Network (OTN), and is free for people living in Ontario. Clients can self-refer or be referred by their primary care provider.

The meaning behind “Big White Wall”:

- “Big” recognizes the infinite nature of human emotion
- “White” refers to the blank canvas clients can use to express themselves
- “Wall” represents shelter and support, as well as the barriers we sometimes need to break through to improve emotional health

**A self-directed service, Big White Wall helps clients manage their own mental health.** It is available around the clock, which means clients can access it immediately and at a time when other services are less likely to be available. In fact, 66% of logins to Big White Wall are after regular office hours.\*

With Big White Wall, **clients can talk anonymously** with other members of the community who are feeling the same way they are. Big White Wall is staffed by trained Wall Guides who make sure that the community is safe and supportive and remains anonymous.

Clients also have **access to online guided support courses** that they can take with others experiencing similar problems. They can take as many courses as they like, on a variety of topics, including: depression, anxiety, weight management, and smoking cessation.

And finally, for those looking for ways to express themselves through art therapy, Big White Wall provides an opportunity to **display their feelings** using images, drawings, and words to make bricks that are posted to the Wall.

**Big White Wall**® **otn.**

**FREE FOR  
ADULTS AND  
YOUTH 16+**

# How Big White Wall can help your clients

Prior to its launch in Ontario, Big White Wall has been active in several countries, including the United Kingdom, the United States, and New Zealand. Since its inception in 2007, this online tool has been used by more than 72,000 members.

In terms of its success in those countries, a study conducted by Big White Wall revealed:

- **70%** of clients saw improvement in at least one aspect of their well-being
- **46%** of clients reported sharing an issue for the first time
- **35%** of clients experienced mental-health related absence from work (**51%** of those clients reported that using Big White Wall reduced their time away from work)

In addition, the Women's College Hospital Institute for Health System Solutions and Virtual Care led a research study with a number of partners: Lakeridge Health, the Ontario Shores Centre for Mental Health Services, and Women's College Hospital. They looked at 700 participants to measure the effectiveness of Big White Wall. What they found for some users was:

- A **decrease** in levels of reported depression and anxiety
- An **increase** in perceived mental health recovery, which includes self-rated ability to self-manage

## How to make a referral

Clients can self-refer or be referred by their primary care provider.

Clients can easily sign up for the program by going to [bigwhitewall.ca](http://bigwhitewall.ca), and entering their email address, anonymous user name, and password. Upon successful registration, users are asked to activate their account by clicking on a link sent to their email. From there, they can begin using Big White Wall immediately.

## Big White Wall is suitable for clients

- 16 years or older
- Seeking support for mild to moderate depression and anxiety
- At low risk of suicide/self-harm
- Who have a basic level of literacy and comprehension
- Who can access a phone or computer with Internet
- Who prefer a different support option than face-to-face
- Seeking an adjunct to face-to-face individual or group therapy
- Seeking community peer support
- Looking for after-hours mental health support

## Contact information

For more information on implementing Big White Wall or to request resource materials, email: [bigwhitewall@otn.ca](mailto:bigwhitewall@otn.ca)

If you have any trouble accessing Big White Wall, email: [theteam@bigwhitewall.ca](mailto:theteam@bigwhitewall.ca)

# BounceBack

**BounceBack®: Reclaim your health** is an evidence-based guided self-help program grounded in CBT. It is designed to help primary care providers support adults and youth 15+ experiencing mild to moderate depression and anxiety. Managed by the Canadian Mental Health Association (CMHA) Ontario and CMHA York and South Simcoe, BounceBack is a free program for people living in Ontario who have a valid health card number. Clients can self-refer or be referred by their primary care provider.

## **BounceBack offers two types of support:**

### **1 Telephone coaching using skill-building workbooks** designed to improve your clients' well-being.

- Coaches are extensively trained in the BounceBack program and are overseen by clinical psychologists
- Together, the coaches and clients select workbooks that are most relevant to the clients' current needs
- During three to six telephone sessions, the coaches motivate and support clients in working through the self-help workbooks at their own pace
- Telephone coaching and workbooks are available in multiple languages

### **2 BounceBack Today online videos** provide clients with practical tips on managing mood, sleeping better, building confidence, increasing activity, problem solving, and healthy living.

Videos can be accessed at any time on our website: [bouncebackvideo.ca](http://bouncebackvideo.ca) using access code: **bbtodayon**

Videos are available in many languages: English, French, Mandarin, Cantonese, Punjabi, Arabic, and Farsi.

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 **BounceBack**®  
reclaim your health



Canadian Mental  
Health Association  
Ontario

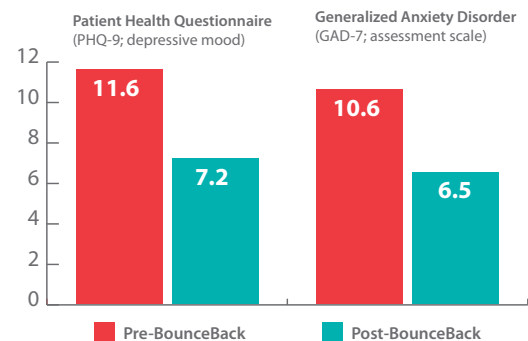


# Evidence-based benefits of BounceBack

The BounceBack program is based on CBT, the recommended approach to managing anxiety and depression. Since 2008, when the program was first adopted by CMHA British Columbia, BounceBack has consistently enhanced mood, physical health, and quality of life. Depressive and anxious symptoms have been shown to be **reduced by almost 40%** at program completion.

In addition, from May 2015 to December 2017, CMHA York and South Simcoe conducted a satisfaction survey among 119 clients who completed the BounceBack pilot program. The clients reported significant personal impacts, positive changes in confidence, and strong satisfaction:

- **92%** would recommend BounceBack to a friend or family member
- **94%** found the CBT workbooks easy to read and helpful
- **95%** liked receiving the service by telephone



## How to make a referral

Complete the BounceBack PHQ-9 assessment/referral form (the form can be accessed at [bouncebackontario.ca](http://bouncebackontario.ca)) to ensure your client meets all eligibility criteria:

1. 15 years or older
2. Has mild to moderate depression (PHQ-9 range of 0-21) with or without anxiety
3. Ensure client is not at risk to harm themselves or others; not significantly misusing alcohol or drugs; does not have a personality disorder; has not had manic episodes or psychosis within the past six months; and has sufficient concentration and motivation to engage in the program. In addition, the referral cannot be sent directly from a hospital emergency department or in-patient psychiatric unit.

Once the form is fully completed:

1. Fax it to the BounceBack team at (905) 430-1768, email it to [bb-referral@cmha-yr.on.ca](mailto:bb-referral@cmha-yr.on.ca), or submit it through EMR, if available. The form can also be downloaded from [bouncebackontario.ca](http://bouncebackontario.ca)
2. Let your client know that an educational and motivational coach will contact them within five business days to set up a telephone assessment. If they don't hear back during this time, they can call 1-866-345-0224
3. Provide your client with a program brochure and ask them to watch the BounceBack Today online videos at: [bouncebackvideo.ca](http://bouncebackvideo.ca) using the access code: **bbtodayon**

## Contact information

For information on telephone coaching or the referral form call:  
**1-866-345-0224**

For marketing and communications inquiries  
Email: [bounceback@ontario.cmha.ca](mailto:bounceback@ontario.cmha.ca)

Visit: [bouncebackontario.ca](http://bouncebackontario.ca)



“  
*Finding psychological services is very difficult, especially those that are publicly funded. BounceBack removes the travel and cost barriers to care and makes it available for clients. All of my clients who have participated in the program have benefited and have acquired skills for managing their anxiety and depression.*  
”  
– Ontario doctor



“  
*Even though I see a therapist, I know that they cannot be there for me 24/7...I can log in to Big White Wall any time of day or night and know that I am not alone. I do not need to dwell on my negative thoughts and can get the help I need right away.*  
”  
– Big White Wall client



# Refer your clients to these two FREE services – available now – to help them tackle their depression and anxiety.



- Telephone coaching with skill-building workbooks
- Multiple languages
- Available for adults and youth 15+
- Clients can self-refer

Visit: [bouncebackontario.ca](https://bouncebackontario.ca)



- 24/7 online support from the peer community
- Anonymous
- Available for adults and youth 16+
- Clients can self-refer

Visit: [bigwhitewall.ca](https://bigwhitewall.ca)

