Frequently Asked Questions

Does BounceBack® work?
BounceBack® is based on research evidence which shows that simple skills and techniques are effective in helping people to overcome low mood and worry. The BounceBack® approach is based on cognitive behavioural therapy (CBT). CBT is recognized as one of the most effective ways of helping build well-being and resiliency. CBT has also been shown to be just as effective as medication for treating depression and anxiety disorders.[1]

If I'm referred, does it mean my doctor thinks I have a mental illness?
Not necessarily. Often low mood and worry problems don't qualify for a formal mental health diagnosis, but they deserve attention in their own right. BounceBack® is specifically designed for people with mild to moderate mental health challenges that get in the way of life satisfaction.

What if I suspect my mental health symptoms are more serious?
Make sure that you bring this to the attention of your family doctor or nurse practitioner. They will be able to conduct a thorough assessment of your mental health needs and determine the best course of action for you.

Am I eligible for BounceBack® if I'm taking an anti-depressant medication?
The use of mental health medications won't prevent you from participating in BounceBack®. You and your primary health care provider must decide together whether BounceBack® would be a useful addition to or replacement for other treatments or services you're receiving.

Is BounceBack® free for me?
Yes, all BounceBack® program materials and services are free.

1. Hunsley, J., Elliot, K., & Therrien, Z. (2013). The Efficacy and Effectiveness of Psychological Treatments. Canadian Psychological Association. Ottawa, ON. Retrieved from http://www.cpa.ca/docs/File/Practice/TheEfficacyAndEffectivenessOfPsychologicalTreatments_web.pdf

About the Canadian Mental Health Association, BC Division

The Canadian Mental Health Association (CMHA), BC Division exists to promote the mental health of British Columbians and support the resilience and recovery of people experiencing mental illness.

We're part of one of the oldest voluntary organizations in Canada. Together with 14 CMHA branches throughout BC, we help over 100,000 people each year.

Together, CMHA shares a national vision of "mentally healthy people in a healthy society."

To learn more about CMHA BC, visit www.cmha.bc.ca

Contact BounceBack®

Toll-free: 1-866-639-0522

www.bouncebackbc.ca

Canadian Mental Health Association
British Columbia
Mental health for all

2020

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BounceBack®
reclaim your health

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

www.bouncebackbc.ca

Canadian Mental Health Association
British Columbia
Mental health for all

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

What is BounceBack®?

BounceBack®: Reclaim Your Health is a free skill-building program designed to help individuals (aged 15+) experiencing mild to moderate depression or anxiety.

BounceBack® offers three forms of help

- BounceBack® Coaching
- The BounceBack® Today video
- BounceBack® Online

BounceBack® Coaching

BounceBack® Coaching is a guided self-help program in which a community "coach" provides assistance in working through a variety of skill-based workbooks aimed at improving your emotional well-being.

This program usually involves four to six sessions which you can do from the comfort of your home by telephone or video conference. Coaches are specifically trained in the delivery of the BounceBack® program, which is known to be effective in relieving anxiety and mild to moderate depression. Your coach will guide you through the program materials, step by step. Their role is to help you develop new skills, keep you motivated, and to check in on how you're doing.

How to access BounceBack® coaching

BounceBack® is delivered in partnership with your primary care provider, which include doctors, nurse practitioners and psychiatrists. If you are already connected to a primary care provider, you can sign-up on our website yourself. We will ask you to share your provider's information and will connect with them on your behalf. If not, call or visit a primary care provider so they can refer you to the program. Ask them to visit our website for referral forms.

Once we've received your referral, you will be contacted within five business days to set up your first appointment with a coach.

The BounceBack® Today video

The BounceBack® Today video offers practical tips on managing mood, sleeping better, building confidence, increasing activity, problem solving and healthy living. The video is available online or in DVD format.

How to watch the video online

Visit www.bouncebackvideo.ca and use the access code bbtodaybc

How to get the DVD

- Ask your family doctor
- Call us toll-free at 1-866-639-0522 or
- Email us at bounceback@cmha.bc.ca

BounceBack® Online

BounceBack® Online is a self-help program for those who want assistance with everyday problems such as feeling depressed, stressed or anxious. The program is comprised of learning modules for you to work through on your own, at your own pace. Consider BounceBack® Online if you like self-directed, independent learning.

BounceBack® Online includes:

- Modules addressing stress and low mood and the most common impacts these have on your life
- E-books, worksheets and videos

How to access BounceBack® Online

To access BounceBack® Online, visit www.bouncebackonline.ca and select 'Register Now' to get started.