

*Implementing  
Structured  
Psychotherapy in  
Ontario's CYMH  
Community System  
Think Tank*

*Experience in the  
Ontario  
Structured  
Psychotherapy*



Canadian Mental  
Health Association  
York and South Simcoe  
*Mental health for all*

# Program Overview

## BounceBack – A Low Intensity Model of Care

### Program Elements

- 1 BounceBack telephone coaching and workbooks
- 2 *BounceBack Today* online videos



### High Fidelity Model

- Clinical oversight of coaches is provided by Clinical Psychologists
- Sessions are recorded
- Sessions are structured and scripted including risk assessments

# Building on a System

## Learning from CMHA – British Columbia

- **Benefits of a centralized model**
  - Able to accommodate staff gapping
  - Expand ethno-specific service delivery
  - Consistent marketing and communication to primary care
  - Build a high performing team/organizational culture
  - Able to maintain program fidelity
- **Build on Clinical Capacity**
  - CMHA Clinical team works alongside hospital staff
  - Contribute to clinical model development
- **Be nimble and flexible**
  - Able to adapt and change to shifting requirements within the OSP implementation

# Debunking the myth

**Myth:** Community Mental Health providers Do Not have infrastructure and appropriate clinical staff

## **Centralizing service delivery**

- Single data infrastructure
- Build robust clinical team to enable appropriate clinical consultation
- Build our positive team culture
- Enable diverse recruitment and hiring practices
- Allow for continuity of service to manage staff gapping
- Standardization in service delivery
- Enable the addition of other modalities in the future



# Debunking the myth

**Myth:** Community Mental Health providers Do Not have infrastructure and appropriate clinical staff

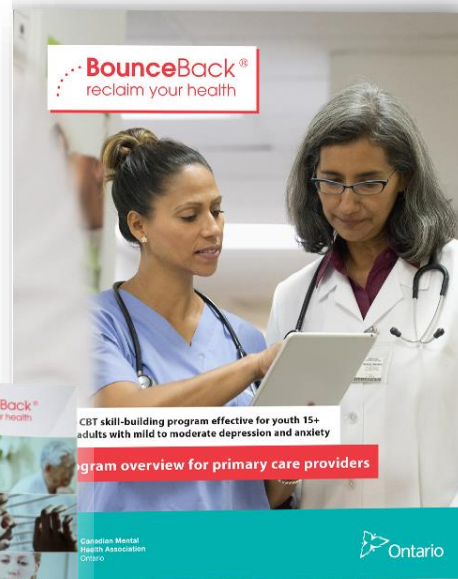
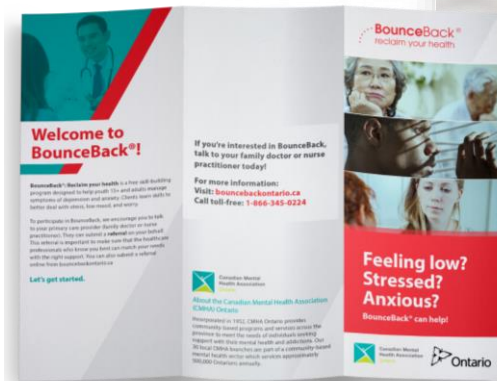
## **Equitable access to service across the province**

- Extended hours of service
- Service provided in multiple languages
- Access to a continuum of services based on client need (stepped care)
- Variety of service options to enable client choice (iCBT, coaching or clinician telephone support, in-person therapy, etc.)
- Strong communication pathways with primary care





 **BounceBack**<sup>®</sup>  
reclaim your health



**To request BounceBack resource materials**

Email: [bounceback@ontario.cmha.ca](mailto:bounceback@ontario.cmha.ca)

**To download BounceBack digital resources**

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

**Questions about telephone coaching:**

Contact BounceBack team at: 1 (866) 345-0224

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