

# Get help for your mental health journey



## What is BounceBack<sup>®</sup>?

BounceBack<sup>®</sup> Youth is a **free** mental health coaching program for youth aged 13+ experiencing low mood, worry and stress. You will choose from a series of workbooks and be paired with a telephone coach to learn skills improve your mental health.

## BounceBack<sup>®</sup> Telephone Coaching

BounceBack<sup>®</sup> coaches are trained to support you as you work through the BounceBack<sup>®</sup> workbooks of your choosing. You will talk to your coach over the phone for 4-6 sessions scheduled when it works for you. BounceBack<sup>®</sup> coaching is available in English, French, Cantonese, Mandarin, and Punjabi. Your BounceBack<sup>®</sup> telephone coach will:

- offer support and encouragement
- help you understand the lessons in the workbooks
- help you apply what you're learning to your own life
- keep you motivated

## How to Sign Up

To access BounceBack<sup>®</sup> telephone coaching, you need a primary care provider (e.g. a family doctor

or school counsellor). You can submit a self-referral (parent or guardian's consent not required) or have your primary care provider send us a referral for you. See our frequently asked questions on the next page for more information or visit our website. You can also call or send an email to our BounceBack<sup>®</sup> team and we can explain more about the program.

**W:** [bouncebackbc.ca/what-is-bounceback-youth](https://bouncebackbc.ca/what-is-bounceback-youth)

**E:** [bounceback@cmha.bc.ca](mailto:bounceback@cmha.bc.ca)

**P:** 1-866-639-0522

**“BounceBack<sup>®</sup> has really helped me with understanding that it's okay to ask for support, it's okay to realize that you want to learn a different way of handling the situation. It was really life-changing for me, and it also showed me that I had a lot of strength in myself.”**

**– BounceBack<sup>®</sup> Youth participant**

## Frequently Asked Questions

### Does BounceBack® work?

BounceBack® is based on Cognitive Behaviour Therapy (CBT) which is scientifically proven to help people learn skills and strategies to overcome and cope with low mood, stress, and worry. Over 15,000 people have participated in the program, and have experienced improvement in their anxiety and depression symptoms and feel better able to cope with life's challenges.

### Is BounceBack free?

Yes. The BounceBack® program materials and telephone coaching are free.

### What can I expect after my referral is submitted?

A BounceBack® team member will contact you within 10 business days of receiving your referral to schedule your first call with your coach so you can learn more about the program.

### What if I don't have a family doctor?

We accept referrals from a walk-in clinic or virtual health clinic. You can also be referred to the program by school counsellor, nurse practitioner, psychiatrist, or from Foundry Virtual Counselling. Practitioners can submit your referral by visiting [bouncebackbc.ca](https://bouncebackbc.ca).

### Can I participate in BounceBack® without the telephone coaching?

If BounceBack® telephone coaching isn't right for you, or you would prefer to work through the materials on your own, there are two more free BounceBack® program options you can access without a referral:

#### ***BounceBack® Online:***

Access online workbooks, interactive worksheets and videos designed to help you learn skills to cope with and overcome low-mood and worry.

Register at [online.bouncebackonline.ca](https://online.bouncebackonline.ca)

#### ***BounceBack® Today Videos:***

The BounceBack® Today videos provide you with practical tips for managing your mood, sleeping better, building confidence, increasing activity, problem solving and healthy living. Videos are available in English, French, Arabic, Farsi, Cantonese, Mandarin and Punjabi.

Visit [bouncebackvideo.ca](https://bouncebackvideo.ca) and use this access code to register: **bbtodaybc**



### About the Canadian Mental Health Association, BC Division

Founded in 1918, The Canadian Mental Health Association (CMHA) is a national charity that helps maintain and improve mental health for all Canadians. As the nation-wide leader and champion for mental health, CMHA helps people access the community resources they need to build resilience and support recovery from mental illness.

Together with our family of 14 CMHA branches in BC, CMHA BC has helped over 100,000 people across 100 BC communities each year.

**1-866-639-0522 | [bounceback@cmha.bc.ca](mailto:bounceback@cmha.bc.ca)**  
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**Canadian Mental  
Health Association**  
British Columbia  
*Mental health for all*