



Canadian Cancer Society  
Société canadienne du cancer

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



# Helping patients adjust to life after cancer treatment: Information and resources for health care providers

# Introduction

Anxiety, depression and fear of recurrence are common mental health challenges faced by cancer survivors. As a primary or community care provider, it is critical that you understand your patients' concerns after cancer treatment and connect them to appropriate resources as they transition from cancer treatment into your care. We have a variety of resources to help you support your patients throughout their recovery journey.

## Who is affected?

- According to Canadian Cancer Statistics, an estimated **2 in 5 Canadians** will develop cancer in their lifetime.
- Anxiety can affect approximately 18-20% of adult cancer survivors, while depressive symptoms have been shown to affect about 16% of the cancer survivor population.
- Fear of recurrence is highly prevalent in the cancer survivor population, and studies have shown that 50% are affected.

# 2 in 5

Canadians will develop cancer in their lifetime

## What resources are available to help my patients manage anxiety and depression?

- **BounceBack** is a free, cognitive behavioural therapy (CBT) program for adults and youth aged 15+. Through one-on-one telephone coaching, workbooks, and online videos that participants can do from the comfort of their home, they learn lifelong skills to manage their symptoms of low mood, mild to moderate depression and anxiety, stress or worry. The program is available in multiple languages.
- To see who is eligible, read BounceBack's how to refer handout for care providers. For patient materials, download the BounceBack and chronic conditions handout. Both handouts are included in this resource guide. To learn more, visit: [cmha.ca/bounceback](https://cmha.ca/bounceback)

## What does the Women's College Hospital study on BounceBack show?

The study suggests that a virtual CBT-based telephone coaching program (BounceBack) can be an effective approach to managing depression, anxiety, and fear of recurrence in cancer survivors.

### Findings include:

- Measures of depression and anxiety significantly improved among participants from pre- to post-intervention. Scores for PHQ-9 (depression) and GAD-7 (anxiety) decreased from moderate to mild levels. Measures remained consistent at 6-month and 12-month follow-ups.
- Measure for fear of recurrence significantly improved.
- Participants rated the intervention a mean score of 7 (out of 10), indicating a moderate level of satisfaction and usefulness.

**Read the full study online in Supportive Care in Cancer:** <https://bit.ly/WCHstudy>

## How can I support the needs of my patients?

- You can be more proactive in helping your patients understand and manage their health after completing cancer treatment. You can do this by asking them questions, listening attentively, and connecting them to the resources and supports they need.
- To explore some of the top issues that adolescent and young adult cancer survivors face after cancer treatment and the types of questions you can ask to encourage these conversations, review the primary care tool from the Canadian Partnership Against Cancer and visit: [partnershipagainstcancer.ca/topics/aya-clinical-tools/](https://partnershipagainstcancer.ca/topics/aya-clinical-tools/) for more resources.
- You can help them navigate to cancer information and supports (mental health and psychosocial) that will improve their cancer experience through addressing unmet information and support needs at periods of transition. Refer your patients to the Cancer Information Helpline at 1-888-939-3333 or complete the [healthcare provider referral](#) form on cancer.ca.

## References:

Canadian Cancer Statistics Advisory Committee in collaboration with the Canadian Cancer Society, Statistics Canada and the Public Health Agency of Canada. Canadian Cancer Statistics 2021. Toronto, ON: Canadian Cancer Society; 2021. Available at: [cancer.ca/Canadian-Cancer-Statistics-2021-EN](https://cancer.ca/Canadian-Cancer-Statistics-2021-EN) (accessed July 21, 2022).

Projected estimates of cancer in Canada in 2022, Canadian Medical Association Journal (CMAJ).

Vol. 194, Issue 17, 2 May 2022. Available at: <https://www.cmaj.ca/content/194/17/E601> (accessed July 21, 2022).

## Resources

### Included in this package:

- BounceBack how to refer handout (for care providers)
- BounceBack and chronic conditions handout (for patients)
- Top AYA Issues & Key Clinical Questions – Canadian Partnership Against Cancer
- National Support Programs handout – Canadian Cancer Society

---

Contact the BounceBack marketing team:

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

Contact the Canadian Partnership Against Cancer team:

[dcc@partnershipagainstcancer.ca](mailto:dcc@partnershipagainstcancer.ca)

Contact Joanne Stewart at the Canadian Cancer Society:

[Joanne.stewart@cancer.ca](mailto:Joanne.stewart@cancer.ca)

# 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/](https://bouncebackontario.ca/refer-clients/) to complete and submit an online referral form. Upon entering your client's postal code, you may be redirected to another site to access BounceBack where it's part of the provincial Ontario Structured Psychotherapy program.
- 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: [eReferral@ehealthce.ca](mailto:eReferral@ehealthce.ca)

## 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-yr.on.ca](mailto:bb-referral@cmha-yr.on.ca)

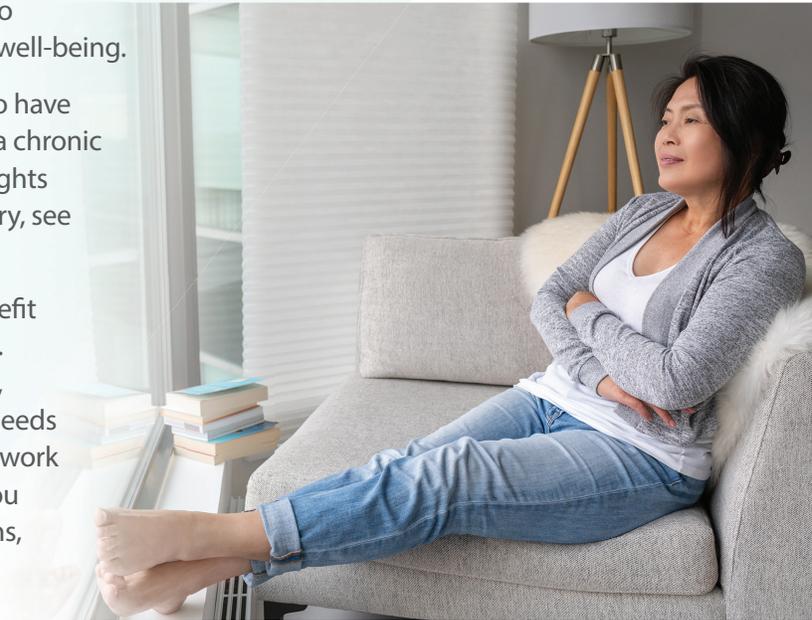
# BounceBack and Chronic Conditions

## Is a chronic condition 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 Sonia, who have experienced negative impacts to their mental health due to a chronic condition, take control of their health-related anxieties, thoughts and worries and feel better one day at a time. (For Sonia's story, see reverse page).

With the BounceBack program – adults and youth 15+ – benefit from the skill-building techniques covered in our workbooks. Working together one-on-one with a specially trained coach, 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](http://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: *Noticing extreme and unhelpful thinking; Changing extreme and unhelpful thinking; Understanding low mood and depression; Understanding worry and stress; and Facing fears and overcoming avoidance.* One particular booklet, *Reclaim your life*, can help individuals who are dealing with significant health challenges. Whether they are managing a disability, chronic condition, recurring illness, pain or fatigue, individuals learn how to feel better every day and how to decrease the amount of their life that is taken up by their illness/ health problem. On average, participants will go through anywhere from 4-6 workbooks.

## Meet Sonia.

### Her story:

Sonia is a 51-year-old Torontonionian, who is experiencing challenges with managing her mood and chronic condition. Subsequently, she has symptoms of both depression and anxiety. Sonia is finding it difficult to engage in her activities of daily living, including doing things for herself – something that was once very important to her. She also spends most of her time supporting others, often neglecting herself, which worsens her symptoms and leaves her feeling fatigued, overwhelmed, and unsure of what to do or where to turn.

### Why she seeks support from the BounceBack program:

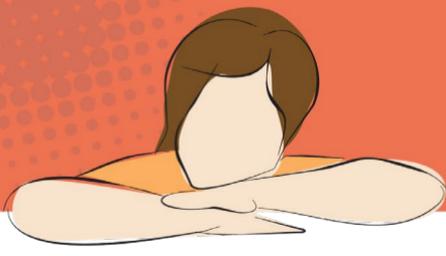
Sonia is feeling stressed, stuck, and wondering when she will “catch a break” to find time for herself.

### How the BounceBack program has helped Sonia:

Through support from her coach, Sonia learns how to take control of her life by learning new strategies to tackle her problems, assert herself so that she can focus on things that are important to her, and cope with her chronic condition and other stressors.

- 1 She learns how her thoughts about the world around her impact her feelings and how she responds to her health problems.** With her coach supporting and motivating her at every step, she learns how to identify unhelpful thoughts and how to challenge them. Through this she is able to positively influence her mood and behaviours, as well as how to separate her thoughts of who she is from the chronic condition she has. Both of these things help her to feel more in control.
- 2 She learns how to assert herself and set healthy boundaries with others by developing open and direct communications skills.** In doing so, she starts to stand up for herself with her family without feeling guilty. This makes her feel empowered and less worried or anxious.
- 3 She learns how to make structured plans so she can engage in things that she was putting off or wanted to do for herself, while being mindful of her physical limitations associated with her condition.** Sonia learns how to pace herself, and how to set specific goals based on what she can do now, while being prepared to stop or rest if necessary. An accomplishment she is particularly proud of is getting back into her yoga practice. Through work with her coach, Sonia is able to discover new styles of yoga she enjoys and feels a sense of achievement with her new hobby.
- 4 She learns how to tackle problems and manage stressors as they arise without feeling overwhelmed or undermining her confidence to persevere.** By using practical problem-solving skills gained in the program, Sonia is able to confidently approach a problem related to her housing environment and come to a positive resolution without feeling unable to do so or discouraged.

For more information on the BounceBack program, please visit: [bouncebackontario.ca](https://bouncebackontario.ca)



# ASK, LISTEN, CONNECT

## A primary care tool with key resources to help connect young adult cancer survivors

### TOP AYA ISSUES & KEY CLINICAL QUESTIONS

An analysis of a Young Adult Cancer Canada survey shows that adolescent and young adult (AYA) cancer survivors would like their primary care providers to be more proactive in helping them understand and manage their health after completing their cancer treatment. This infographic is based on real experiences of cancer survivors and explores some of the top issues AYAs say they want to discuss with their primary care providers, and the questions that you, as the primary care provider, could ask to help encourage these conversations.

#### FATIGUE

After treatment, many AYAs may experience fatigue. They would like to know how long fatigue might last and information about strategies, treatments, and resources to help them manage fatigue, especially in relation to their return to life.



#### QUESTIONS TO ASK

- Are you experiencing any fatigue or tiredness?
- If so, what are the biggest challenges in your daily life related to fatigue?
- Can I connect you with resources to help with your side effects and symptoms?



#### MENTAL HEALTH

AYAs have identified mental health as an area that is often overlooked but could benefit from proactive intervention. Mental health concerns may include support for conditions such as anxiety or depression, as well as questions about where and how to find supports.



#### QUESTIONS TO ASK

- How is your mood today? Have you been feeling sad or worried?
- What, if anything, have you been doing that helps you feel better?
- Can I connect you with resources to help with your mental health?



#### BRAIN FOG/COGNITION

Another common symptom AYAs experience is brain fog and/or reduced cognitive function after their treatment. They would like to know how long these symptoms might last and strategies to address or improve brain fog.



#### QUESTIONS TO ASK

- Do you sometimes get confused or have trouble remembering things? Do you struggle with concentration?
- If so, what are the biggest challenges in your daily life related to concentration or memory?
- Can I connect you with resources to help with your side effects and symptoms?



#### MANAGING RETURN TO WORK/SCHOOL

AYAs have concerns and questions about their ability to return to work or school following treatment. They have questions about assessing their readiness and determining the right timeline to return, as well as understanding and planning for any accommodations or supports they may need on returning.



#### QUESTIONS TO ASK

- Recovery and adjusting to life after cancer can be challenging. Patients often reintegrate back to work and school at their own pace. Have you thought about or started the process of going back to work or school?
- What are your biggest concerns about returning to work or school?
- Now that you are back to work or school, how is that going for you?



#### BODY IMAGE, SEXUAL FUNCTION AND SEXUAL ACTIVITY

AYAs may experience concerns about their body image, sexual function and ability to engage in sexual activity. They may have questions or concerns about specific physical changes or changes to libido. They may also have concerns around dating or relationships or their post-treatment body image.



#### QUESTIONS TO ASK

- People that have gone through cancer treatment may experience changes to their body image, sexual function and sexual intimacy. Have there been any changes to your physical or mental health that affect your sexual activity?
- Are you able to have the intimate and sexual relationships you want? If not, what are your concerns?



#### ONCOFERTILITY

AYAs have concerns about their future fertility. They want to understand how treatment may have affected their fertility/reproductive health and ability to have biological children.



#### QUESTIONS TO ASK

- Some cancer treatments could negatively impact your fertility/reproductive health and ability to have biological children. Has your cancer experience led to concerns for you about your ability to have biological children?



#### MANAGING RISK & RECURRENCE

AYAs may have questions about their risk of cancer recurrence, as well as what to expect for ongoing monitoring and screening. For example, they may want to know how long screening will occur and who is responsible for managing the process.



#### QUESTIONS TO ASK

- Given your particular cancer and risks of getting cancer in the future, do you have any questions or suggestions about our screening and monitoring plan?
- What information would be most helpful for you about cancer risk and future monitoring and screening?



### LOCAL RESOURCES & SUPPORTS

#### FATIGUE

[Cancer Chat Canada – de Souza Institute](#)  
[Cancer Related Fatigue – Wellspring](#)  
[Cancer Information Helpline](#)

#### MENTAL HEALTH

[Young Adult Cancer Canada](#) [Queering Cancer](#)  
[Cancer Information Helpline](#) [Pink Pearl \(women's specific resource\)](#)  
[CancerConnection.ca](#) [BounceBack – CMHA](#)  
[Canadian Virtual Hospice](#)

#### BRAIN FOG/COGNITION

[Brain Fog – Wellspring](#)  
[Cancer Information Helpline](#)  
[Cancer.ca](#)

#### MANAGING RETURN TO WORK/SCHOOL

[Cancer and Work](#) [Canadian Cancer Survivor Network](#)  
[Return to Work – Wellspring](#)  
[Money Matters – Wellspring](#)

#### BODY IMAGE, SEXUAL FUNCTION and SEXUAL ACTIVITY

[Cancer.ca](#)

#### ONCOFERTILITY

[Cancer.ca](#)  
[Fertile Future](#)

#### MANAGING RISK and RECURRENCE

[Cancer Information Helpline](#)  
[The Healing Journey – Wellspring](#)  
[Cancer.ca](#)

ADD  
YOUR  
LOGO  
HERE

The information presented in this handout reflects data from a survey of AYA cancer survivors (aged 15-39 years) about their experiences with primary care after their cancer treatment was completed. The survey was conducted by the Partnership with the support of Young Adult Cancer Canada. The findings of this survey identified many of the same themes and issues that were identified by AYAs in another larger study, [Experiences of Cancer Patients in Transition Study](#).

These are not clinical questions and are not intended to replace the clinical diagnosis and assessment process for specific symptoms and concerns. Instead, they are intended to be conversation starters to help you begin the discussion with your patient and identify any issues they may be experiencing.



Production of this infographic was made possible through a financial contribution from Health Canada through the Canadian Partnership Against Cancer. The views expressed represent those of the Canadian Partnership Against Cancer.



Canadian  
Cancer  
Society

# National Support Programs

---



## National Support Programs

### Cancer Information Programs

CCS is highly regarded for its suite of cancer information programs, all based on gold standard evidence-based content. People with cancer, their family and friends, healthcare professionals and members of the public can move forward to meet their needs with trust in the quality of the information provided, and its person-centred and health literate approach.

- **Cancer Information Helpline**

A national, toll-free helpline available to cancer patients, families and friends, members of the public and healthcare professionals. Our specially trained information specialists provide tailored, reliable information to callers about subjects ranging from cancer prevention, diagnosis, and treatment through to palliation or survivorship. The helpline is available by phone, Live Chat and email in English and French with access to 200 languages through an interpreter service.

- **Community Services Locator**

The [Community Services Locator \(CSL\)](#) is a directory that helps cancer patients, caregivers and healthcare providers find the services they need. We have over 4,800 cancer-related services listed. For example, you can search for:

- emotional support programs
- homecare
- transportation to your cancer treatment
- where to find a wig or prosthesis

- **Cancer information resources in print and online**

Information on 100+ types of cancer for every stage of the cancer journey can be found on cancer.ca and is available in digital, download and print formats, including a glossary, educational videos, and webinars. The information is evidence-based, reflects current Canadian clinical practice and is accessible to a wide audience. The information is written in plain language with a health literacy focus and is available in English and French with select materials in other languages, mostly Chinese, Punjabi and Inuktitut. Publications (as PDFs) are also available to physicians and their patients through iMD.



## Peer Support Programs

- **CancerConnection.ca**  
Our online communities - CancerConnection.ca and French sister site Parlonscancer.ca - help people with cancer and their loved ones share their experiences and build supportive relationships online. The communities offer a safe and welcoming place for discussion, support, and the exchange of information about living with cancer and life after cancer. A staff-led moderation team help keep the community safe and supportive for all.
- **Peer Facilitator Training**  
A training and development course and online Community of Practice for new and existing peer facilitators to develop skills and learn best practices to develop and deliver community- based peer support groups. Support groups are led and operated by peer facilitators independently of the Canadian Cancer Society.

## Transportation

- **Wheels of Hope**  
The Canadian Cancer Society's Wheels of Hope Transportation Program assists people travelling to cancer related appointments by providing rides through our Volunteer Driving Program, offering a travel treatment fund to subsidize travel expenses for individuals with low income and by coordinating flights through Air Daffodil.

## Child, Youth and Young Adult Supports

- **Camps**  
The Canadian Cancer Society offers summer camps and year-round recreational programs for children and youth with cancer, as well as their families. Our programs are designed to foster independence, increase confidence, and create an environment of understanding and support. We champion an inclusive and supportive community, and we try to tailor our programs to all abilities. There is medical supervision on site whenever possible. Thanks to the generosity of our donors and supporters, all our child, youth and family programs are offered at no cost to participants.



- **Young adult supports**

We offer programs and services to support young people who are diagnosed with cancer. For more information, [Talk to an information specialist](#).

## **Accommodation**

- **Lodges**

Our lodges are welcoming homes away from home for people with cancer who need to travel to receive treatment. Our caring staff and volunteers are trained to help meet your practical needs during cancer treatment. The lodges also offer social and emotional support through different programs and activities. They are places where you can meet other people with cancer and their families, who understand what you are going through.