

# ONTARIO STRUCTURED PSYCHOTHERAPY WEST REGION

## Treatment for people with depression and anxiety-related conditions

### What is the Ontario Structured Psychotherapy Program?

Adults in Ontario with depression and anxiety-related conditions can access free, short-term, evidence-based cognitive-behavioural therapy (CBT) and related services through the Ontario Structured Psychotherapy Program.

CBT is a structured, short-term therapy that teaches individuals practical skills for managing their mental health. This treatment focuses on problems that happen in everyday life and can help people change the way they feel, think and act. It can be accessed for:

- depression and low mood
- generalized anxiety and worry
- health anxiety
- obsessive-compulsive concerns
- posttraumatic stress
- social anxiety and performance fears
- specific fears
- unexpected panic attacks and agoraphobic fears
- other anxiety and stress-related problems

### What type of support is available through the Ontario Structured Psychotherapy Program?

Different services are available to provide the level of care that best meets an individual's needs and preferences, including:

- **Self-led resources guided by a coach:** This includes a skill-building program delivered over the phone with a trained coach and through online videos. The program, called BounceBack, is designed to help individuals manage low mood, depression and anxiety, stress or worry. Additional services will be added soon.
- **Structured psychotherapy:** This includes in-person or virtual therapy with a clinician in a one-on-one or group format.
- Future services include internet-based CBT (iCBT) and therapist-assisted bibliotherapy.

### When will referrals open for OSP?

Our service is being launched in a staggered fashion in communities across the West region. Referrals are now open for BounceBack, virtual service, and for in-person treatment in Hamilton and Brantford-Brant-Norfolk.

- On December 12, 2022, we will begin accepting referrals for the following communities: Grey Bruce, Middlesex London, Kitchener-Waterloo-Wilmot-Wellesley-Woolwich (KW4), Cambridge North Dumfries, and Burlington.
- In February 2023, referrals will be accepted for Guelph Wellington, Oxford, Elgin, and Windsor Essex.
- In March 2023, referrals will be accepted for Niagara and Sarnia Lambton.
- In Chatham Kent and Huron Perth our launch timing is still to be confirmed.

### Which service is most appropriate for my client?

The Ontario Structured Psychotherapy Program is a stepped care program. To help connect clients to the service that can best meet their needs and preferences, a screening and assessment process is completed. Most clients will then begin with guided self-led resources and will move to individual or group therapy if they require additional support. While many people will respond well to the initial brief intervention, others will require more support from a clinician over several months.

Measurement-based care, which is an evidence-based, central feature of the Ontario Structured Psychotherapy Program, also helps support clinical decision-making throughout the client journey. It involves consistent monitoring of a client's progress using standardized questionnaires. This facilitates discussions between the client and OSP Program staff to discuss whether the service is effectively meeting the client's needs or not. If clients are not experiencing expected improvements, they can be transitioned to a different level of care either within or external to the program.

### Who delivers Ontario Structured Psychotherapy Program services?

Self-led strategies, including BounceBack, are currently provided by the Canadian Mental Health Association York Region & South Simcoe. Individual and group therapy is provided virtually and close to home by different service delivery sites across the province. In Ontario's West region, service is coordinated by St. Joseph's Healthcare Hamilton and St. Joseph's Health Care London.

### Who is eligible for Ontario Structured Psychotherapy?

Services are for adults (18 years old and over) experiencing depression or anxiety-related conditions. It will not meet the needs of everyone. OSP clients should be willing to actively participate in their treatment. Patients will regularly complete questionnaires assessing their mood and/or anxiety, keep track of anxiety or depression-related thoughts and behaviours, read about strategies for managing their mental health, meet with a CBT coach or therapist, and regularly practice strategies for managing anxiety and depression.

The Ontario Structured Psychotherapy Program Exclusionary Criteria is a clinical guide to help determine if the program is suitable for the client; clinical judgement should also be used. Note that this is not meant to be a client-facing document. Clients who meet any of the following criteria will be excluded from this program.

Exclusionary Criteria
Client/patient is actively suicidal and with impaired coping skills and/or has attempted suicide in the past 6 months.
Client/patient poses a high risk to themselves, risk to others or is at significant risk of self-neglect.
Client/patient is self-harming, which is the primary concern.
Client/patient is experiencing significant symptoms of mania or hypomania currently or has experienced these symptoms within the past year.*
Client/patient is experiencing significant symptoms of a psychotic disorder currently or has experienced these symptoms within the past year.*
Client/patient has a severe/complex personality disorder that would impact their ability to actively participate in CBT for anxiety or depression.** NOTE: This program is not appropriate for clients/patients for which personality disorder is the problem that is currently causing the most distress and impairment.
Client/patient has requested medication management only.
Client/patient has moderate to severe impairment of cognitive function (e.g., dementia); or moderate/severe impairment due to a developmental disability or learning disability.
Client/patient currently has problematic substance use or has had problematic substance use in the past three months that would impact their ability to actively participate in CBT. Client/patient requires specialized concurrent disorders treatment.
Client/patient has a <b>severe</b> eating disorder that would impact their ability to actively participate in CBT for anxiety or depression.

*\*This does not include symptoms induced by medication or substance use.*

**\*\*Please see “Additional information on defining severe/complex personality disorder” table below.**

### **Additional information on defining severe/complex personality disorder**

<b>Personality disorder</b>	<b>Description</b>
Borderline	<ul style="list-style-type: none"><li>• Difficulty regulating or handling emotions or controlling impulses</li><li>• Highly sensitive and can react with intense emotions to small changes in environment</li></ul>
Paranoid	<ul style="list-style-type: none"><li>• Characterized by feeling paranoid, distrustful, and suspicious</li></ul>
Schizoid	<ul style="list-style-type: none"><li>• Indifference to social relationships and a limited range of emotional expression</li></ul>
Schizotypal	<ul style="list-style-type: none"><li>• Social and interpersonal difficulties that includes a sense of discomfort with close relationships, eccentric behaviour, and unusual thoughts and perceptions of reality</li></ul>
Narcissistic	<ul style="list-style-type: none"><li>• Grandiosity, a lack of empathy for other people, and a need for admiration</li></ul>
Histrionic	<ul style="list-style-type: none"><li>• Constant attention-seeking, emotional overreaction, and suggestibility</li><li>• Overdramatization of situations, impairing relationships</li></ul>
Antisocial	<ul style="list-style-type: none"><li>• Pattern of disregard for and violation of the rights of others</li></ul>

#### **What happens if my client is not eligible?**

Not all clients who are referred will be eligible. If a referred client cannot be served by the program, a team member will let you know that the program is not suitable and may suggest other services to meet their needs.

It is important to carefully consider if the Ontario Structured Psychotherapy Program is the right fit for your client before submitting a referral. If your client meets any of the exclusionary criteria above, you should look into other service options. This will help ensure clients experience the most streamlined process and are not redirected to multiple services before receiving treatment.

#### **How do I refer my client to the Ontario Structured Psychotherapy Program?**

Before referring your client, you should discuss the service with them and review the treatment criteria to determine their interest in the program and its suitability based on their needs. You can also provide your client [this OSP West info sheet](#) with program information. If you determine it is suitable for them, you can submit a referral to OSP West in one of the following methods:

- Through the **Ocean eReferral Network**, search for “OSP West” and then complete the referral form and submit. This is our preferred method for referrals.
- If you are not already registered on Ocean, you can use this [web-based referral form](#).
- Complete [this fillable PDF form](#) and send it by email to [OSPWest@stjoes.ca](mailto:OSPWest@stjoes.ca).
- Print and complete [this PDF form](#) and send it by fax to 905-389-1152.

After receiving the referral, an initial screening will be conducted to review the program’s suitability to meet client needs. This may include a phone call to collect additional information if required. Following initial screening, we will connect with the client to confirm program suitability and determine which service level best meets their needs based on numerous factors, including client preference. As part of this intake and assessment process, clients complete a number of forms, including consent forms, questionnaires to determine their main concern, and demographic information to help us best meet their needs.

### **What are the qualifications of OSP service providers?**

OSP uses a stepped care approach and includes both coaches and clinicians in service delivery.

Most clients start with brief CBT strategies that combine self-led learning with support from a coach (currently provided through BounceBack). Coaches are not clinicians, as such they don't provide counselling. They are required to have a bachelor's degree in a health-related field. Coaches are extensively trained by clinical psychologists in program delivery. They also receive ongoing support from the clinical psychologists, who are responsible for making clinical decisions around eligibility and next steps at any time a participant discloses they are at risk of suicide.

For those who require additional services, OSP also offers structured, clinician-led one-on-one or group CBT. Clinicians providing CBT must be registered and in good standing with one of the five Colleges regulated to perform the Controlled Act of Psychotherapy and meet the related college requirements. Clinicians also complete an intensive training program in standardized CBT protocols for anxiety and depression over the course of approximately 12-18 months. As well, clinicians participate in regular clinical consultation with clinical psychologists who support their ongoing development and case management.

As a measurement-based care program, OSP clients complete regular risk assessments and questionnaires. You will be notified of your client's progress and if your client is identified as being at risk of suicide.

### **How is my client's progress monitored?**

Your client's progress will be continually monitored to ensure that the program meets their ongoing needs and to help inform treatment. They may be transitioned to other services, including those outside the program as needed. You can expect to receive updates on your client's progress.

### **What happens after my client has completed the Ontario Structured Psychotherapy Program?**

Clients will be exited from the program at treatment completion or if the program can no longer meet their needs. Depending on specific client circumstances, a referral or recommendation for other services may be made.

For more information, please visit [OSPWest.ca](https://ospwest.ca).

Prefer a video overview of this information?

Watch [this video](#) for details on OSP West and how to refer clients.