



Treatment for people with depression and anxiety-related concerns

Adults experiencing depression or anxiety-related concerns can access *free* cognitive-behavioural therapy and related services through the Ontario Structured Psychotherapy Program (OSP).

What treatment is available for people with depression or anxiety-related concerns?

Depending on needs and preferences, clients will be matched with an OSP service. Services include self-led resources, guided by a coach or clinician, and one-on-one or group therapy sessions. These sessions can be in-person or virtual.

OSP 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 types of support are available through OSP?

OSP offers different services to best meet client's needs and preferences, including:

- **Self-led resources guided by a coach or clinician:**
 - BounceBack is a program that focuses on building coping skills through workbooks and telephone calls with a trained coach. It also includes the use of online videos.
 - Internet-based cognitive behavioural therapy is a program delivered online, guided by a therapist to work through modules, complete readings, and exercises, and learn coping and resilience skills.

- **Individual or group cognitive-behavioural therapy:**
This includes in-person or sessions with a clinician in a one-on-one or group format.

All services in the program are informed by cognitive-behavioural therapy approaches. Cognitive-behavioural therapy is a structured, short-term therapy that teaches individuals practical skills and techniques to help them feel better and improve their mental health. This treatment focuses on problems that affect people's lives the most by helping them to change the way they feel, think and act. It is a stepped care program, meaning that most people will begin with the self-led resources guided by a coach or clinician, and will move to individual or group therapy if they need more support. Services may be available in a variety of languages depending on network. Please contact your local network for learn what is available.

Which service is most appropriate for my client?

OSP is a stepped care program. To help connect clients to the service that can best meet their needs, a screening and assessment are completed by a trained service provider. Among other things, client choice is considered an important factor in this process. If they're eligible for the program, most clients will begin with self-led resources guided by a coach or clinician 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 OSP, also helps support clinical decision-making throughout the client journey. It involves consistent monitoring of a client's progress over time using standardized questionnaires. This facilitates

discussions between the client and program staff to determine whether the service is effectively meeting the client’s needs or not. If clients do not experience expected improvements, they can be transitioned to a different level of care either within or outside of the program.

Who delivers OSP services?

Individual and group therapy are provided virtually and in-person by different community-based service delivery sites across the province. Services are coordinated by 10 network lead organizations:

Central Region

- [Waypoint Centre for Mental Health](#)
- [CarePoint Health](#)
- [Canadian Mental Health Association – York and South Simcoe](#)

Toronto Region

- [Centre for Addiction and Mental Health](#)

West Region

- [St. Joseph’s Healthcare Hamilton](#)
- [St. Joseph’s Health Care London](#)

East Region

- [The Royal Ottawa Mental Health Centre](#)
- [Ontario Shores Centre for Mental Health Services](#)

North East Region

- [Health Sciences North](#)

North West Region

- [St. Joseph’s Care Group](#)

Who is eligible for OSP services?

OSP is available for adults (18 years and older) who have concerns that are primarily related to depression or an anxiety-related problem. Some

of the self-led resources are available to individuals under the age of 18 outside of the program and must be referred to directly (*Please see next page*).

The OSP Exclusionary Criteria provides a clinical guide to help determine if the program is suitable for the client; clinical judgement should also be used. If any of the following criteria are met, clients should be directed to a more appropriate service outside of OSP that may better support their needs.

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.
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 **severe** 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*

What happens if my client is not eligible?

OSP is not an appropriate service for all referred clients. If a referred client cannot be served by the program, an OSP 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 OSP 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 OSP?

Before referring your client, you should discuss the service with them and review the eligibility criteria to determine their interest in the program and its suitability based on their needs. If you determine it is suitable for them, you can submit a referral to the network that's closest or most preferred by the client.

After receiving the referral, the network lead organization will conduct an initial screening to review the Program's suitability to meet client needs. This may include a call to collect additional information if required. Following

initial screening, the network lead organization will connect with the client to confirm suitability of the program and determine which service level best meets their needs based on numerous factors, including client preference.

How is my client's progress monitored?

Your client's progress in OSP 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 OSP?

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.

What services are available for my clients under 18 years old outside of OSP?

While OSP services are only for those 18 years and older, the BounceBack program is available for direct referral for youth aged 15-17. A referral or self-referral can be made to the BounceBack program by completing an online form which can be found on the [BounceBack website](#). This referral will be automatically sent to the BounceBack program for consideration.

For more information, please visit:
ontariohealth.ca/osp