

## Ontario Structured Psychotherapy West Region (OSP West) Information Sheet

The **Ontario Structured Psychotherapy (OSP)** program offers free, evidenced-based, time-limited cognitive-behavioural therapy (CBT) to Ontario residents aged 18+ experiencing:

- ✓ Depression and low mood
- ✓ Generalized anxiety and worry
- ✓ Health anxiety
- ✓ Unexpected panic attacks and agoraphobic fears
- ✓ Social anxiety and performance fears
- ✓ Specific fears
- ✓ Obsessive-compulsive concerns
- ✓ Posttraumatic stress
- ✓ Other anxiety and stress related problems (e.g. work stress, test anxiety)

### What is Cognitive-Behavioural Therapy (CBT) and how can it help?

- Helps people change patterns of behaviour and thinking that affect the way they feel
- CBT is structured, time-limited, problem-focused and goal-oriented
- Helps develop lifelong skills to build resilience and manage mental health concerns
- Supported by research showing that people's symptoms are reduced, and their quality of life is enhanced

### The OSP approach

- OSP is a stepped care program.
- Clients typically begin with brief CBT strategies that combine self-led learning (e.g. workbooks, activities) with support from a coach by telephone.
- For those who require additional services, OSP also offers structured, therapist-led one-to-one or group CBT, virtually or in person.
- Long-term treatment or follow-up is not available.



### What are the expectations for participating in OSP?



regularly  
completing  
questionnaires



keeping track of anxiety or  
depression-related thoughts  
and behaviours



reading  
about  
strategies



meeting  
a CBT coach  
or therapist



practicing strategies  
for managing anxiety  
and depression

### Is there anyone who isn't eligible for OSP?

OSP will not meet the needs of everyone. It is not suited to individuals in crisis, or those with complex or severe mental health and addictions that require urgent care.

## What to expect after a referral is submitted:



Upon referral submission, clients will be contacted by phone to begin the intake process. Our intake team will make two (2) contact attempts from a private/no caller ID number. If no contact is made, file will be closed and a letter sent to referring provider.



The intake process requires completion of brief questionnaires. Once completed questionnaires are received from the client, they are again contacted by our team.



If it is determined OSP may be helpful, an intake assessment is scheduled. This appointment will take approximately 60 minutes and does not guarantee OSP treatment. The purpose is to:

1. Confirm the main presenting problem,
2. Confirm appropriateness of OSP,
3. If appropriate, identify the best treatment plan within OSP.

The outcome of this assessment will be communicated to the referral source and client. Where OSP may not be the best fit, an attempt will be made to connect the client to a more suitable service(s). This will be communicated to referral source/client.



Our triage process can take between 4-6 weeks. OSP is not a crisis or emergency service. If **immediate help** is required, attend the nearest emergency department or call 911. For 24-hour telephone crisis support in your area, contact ConnexOntario at 1-866-531-2600 or see below:



### Canada-wide

- Crisis Services Canada: 1-833-456-4566
- Crisis Text Line: text HOME to 686868
- Good2Talk: 1-866-925-5454
- Kids Help Phone: 1-800-668-6868 or text 686868

### Hamilton, Niagara, Haldimand, Brant

- Brant (St. Leonard's): 1-866-811-7188
- Burlington/Halton COAST: 1-877-825-9011
- Haldimand Norfolk CAST: 1-866-487-2278
- Hamilton COAST: 905-972-8338
- Niagara COAST: 1-866-550-5205

### Erie St. Clair

- Chatham Kent: 1-866-299-7447
- Lambton: 1-800-307-4319
- Windsor-Essex: 519-973-4435

### South West

- Grey Bruce County: 1-877-470-5200
- Huron Perth: 1-888-829-7484
- Reach Out (Elgin, Middlesex, Oxford, London): 519-433-2023 or 1-866-933-2023 text: 519-433-2023

### Waterloo Wellington

- (including Guelph, Cambridge, Kitchener)
- Here247: 1-844-437-3247 or 519-821-3582



Questions about OSP or the status of your referral?  
Contact us at 905-387-8361 or [OSPwest@stjoes.ca](mailto:OSPwest@stjoes.ca)