

Frequently Asked Questions

We hope you find the information you are seeking in the questions and answers outlined below, but if you don't see what you are looking for, please don't hesitate to contact us directly at 416-901-3077 or via email at info@springboardclinic.com

About ADHD

→ Do you have to call it “ADHD”? I don't want to worry my child.

The short answer: No, we do not need to use the term ADHD. However, we strongly believe that the key to successful change at any age is self-awareness and an understanding of your brain.

The long answer: ADHD is a term that is often misunderstood and can come with misconceptions. Even the words within this diagnosis are a misnomer: it's not that individuals with ADHD cannot focus; it's that they struggle to regulate their focus. Like many areas of mental health, we believe individuals experience attention issues on a spectrum and thus their symptoms of ADHD can increase and decrease throughout the lifespan. Using the term ADHD helps to define symptoms and separate them from the underlying identity, which can be empowering. The goal in “labelling” a set of symptoms is to empower the individual, not to stereotype or provide an excuse.

→ What should I say to my child about why they are coming to Springboard?

We believe honesty is the best policy when talking to children about accessing help. We recommend focusing on their strengths – everybody has strengths and it is our job to help you capitalize on them. Let them know that you see how hard they are trying and that Springboard is here to help make things a little easier. We have big whiteboards with colourful markers and lots of tricks up our sleeves to make the experience an enjoyable one. This is not your regular doctor's office!

Our Services

→ What ages do you work with?

We specialize in attention challenges, no matter what age. Our list of former and current clients is an almost even split between adults and children. We see children as young as 2 ½ years, and have seen adults into their seventies. We also provide care for parents, siblings and couples, often working with multiple family members simultaneously to provide a holistic family treatment plan.

→ What is your success rate?

This is a difficult question to answer, as success in this area of work is extremely individual. For some of our clients, repairing the relationship with their spouse is a major goal. While for some

parents, seeing their child make a friend is a great triumph. In terms of quantitative measures, we use our Feedback Surveys as a way to gauge client satisfaction. After every assessment and after approximately every 6 coaching sessions, you will receive an anonymous feedback survey. We are pleased to share that over 80% of our clients have described themselves as “more than satisfied/would recommend”. You can read testimonials from our clients on our website: springboardclinic.com

→ **Do I require a referral from my doctor to access medical care?**

Yes. Our physician team consists of specialists in ADHD so we require a doctor referral for you to be part of our medical services. We work to assess, approach and optimize treatment plans for our patients and then we collaborate with your family doctor so they can take over ongoing pharmaceutical treatment. Most of our clients will access our medical care for 3-5 appointments before returning to their community physician. We remain a resource for you and for your doctor and have an "open door" policy should your treatment plan require further specialization.

→ **Are all services confidential?**

Our team maintains the strictest standards of confidentiality and privacy with respect to your information. It is our policy that your information does not leave the clinic in any form without your informed consent. You should be aware, however, that limits to confidentiality exist in law where consent is not required. These limits include:

- Imminent risk of harm to self or others
- Reports to the Children’s Aid Society of suspected abuse and neglect
- Disclosure of sexual abuse by another professional
- Court ordered release of information

To learn more about confidentiality, please see our separate confidentiality policy document.

→ **Should I get assessed if I am no longer in school, or in my later years of life?**

A thorough assessment is relevant no matter what your age. If you have been struggling with attention/mental health/learning challenges throughout your life, it can be empowering to take the opportunity to self-explore and find some answers. Our clients have expressed that it can be relieving to go through the process and to come to terms with past experiences.

→ **Does everyone who comes to Springboard get a diagnosis?**

No, many individuals experience symptoms related to executive functioning and mood but do not meet the criteria for a particular diagnosis. When specific DSM-5 criteria are not met, we still work to help you learn as much as possible about you and how your brain works. With or without a diagnosis, our Springboard philosophy of care is focused on helping you move forward. Clients with attention challenges but no formal diagnosis are welcome to work with one of our coaches.

→ **Will I, or my child, be prescribed medication? If so, how long do most people take it?**

Medication is only one part of an effective treatment program, and only for some clients. Many of our clients do not need or choose to take medication. Every individual is treated as an individual and will go through a personal journey with our medical doctor to determine whether medication could be helpful.

Initiating pharmaceutical intervention can help kick start change, and can be very effective when used in conjunction with coaching/therapy. Some individuals use medication long-term, while others develop other coping strategies and cease medication. The most important part of Springboard's pharmaceutical approach is that your care be customized: there is no such thing as "one size fits all."

→ **How much do your services cost?**

Assessment:

- Adult ADHD/Mental Health Assessment: \$1,800
- Student ADHD/Mental Health Assessment: \$2,250
- Child ADHD/Mental Health Assessment: \$2,250
- Psychoeducational Assessment: \$3,500
- Gifted Testing: \$850
- Preschool Assessment: \$3,500

Treatment:

- Treatment Intake Appointment: \$525
- Coaching/Therapy Session per hour: \$196
- Medical Appointments with our MD: covered by OHIP

→ **Are your services covered by extended health care providers?**

Our services are partially OHIP covered (with a valid health card) and eligible by most extended health plans as Psychological Services or Occupational Therapy. Some individuals are able to access further coverage through work disability or OSAP bursary programs. If you are interested in finding out about your potential coverage, please feel free to use our information sheet "Questions for Insurance" to enable you to ask the most relevant questions to your provider in order to best determine your individual coverage. Please note that Springboard Clinic does not submit insurance claims on your behalf. We will however provide you with a detailed receipt that includes: the credentials of a registered clinician, session dates, session lengths, and the hourly rate of the service received.

→ **Your coaching hourly rate seems higher than other coaching services that I've seen online. Why is that?**

We use the term "Coaching" for our treatment sessions because we believe that our goal oriented, forward-thinking approach is highly effective for attention challenges. It is important to note, however, that our clinicians are all mental health experts who are trained to provide therapy and are overseen by our registered clinical psychologist. Our team members are

extensively educated and trained and our services are insurable as psychological services. In this way, our pricing should be compared to other psychological services rather than life coaching.

Our Team

→ What qualifications does your treatment team have?

You can see the qualifications of each team member on our website in the Our Team section. Springboard Coaches have a Masters degree in the mental health field and are therefore trained to provide support and therapy beyond the traditional coaching methodology. All coaching is also supervised by one of Springboard's registered clinical psychologists.

→ What happens if I don't like my coach/therapist?

Finding the right fit for a coach is the greatest predictor of therapeutic success. The alliance formed between your coach and you is personal, essential, and key to the process. If you do not feel that your coach is the right person to help you, you may always reach out to our Director of Coaching or our clinical psychologist. We will be happy to help make a seamless transfer to one of our other team members, or in some cases to a more optimal fit outside our facility.

Appointments

→ How do I make an appointment?

You do not require a referral to book an appointment at Springboard Clinic. Contact us directly by telephone at 416-901-3077 or via email at info@springboardclinic.com

→ Do you have a long wait list?

Our wait list fluctuates throughout the year. Our goal is for individuals to wait no longer than one month for accessing our services.

→ What if I need to cancel an appointment?

Assessment: We ask that you provide four business days' notice if you need to cancel your assessment appointment. This allows us enough time to contact a client on our wait list who is available for the lengthy assessment appointment. Your assessment deposit of \$300 is non-refundable if you do not cancel within 4 business days.

Treatment: "We ask that you provide 24 hours' notice if you need to cancel a coaching or medication appointment. Late fees apply if you do not cancel within 24 hours."

→ I'm scheduled for an assessment - can I bring my parent or partner?

It can be very helpful to include parents or significant others in your assessment process. Their input provides a fuller picture of your strengths and challenges, and whenever possible it can be helpful to include them in your treatment plan as well.

With that said, we advise that you consider ahead of time if you are comfortable with your family member hearing the answers to the questions you will be asked regarding your health, habits, and mental state. It is important that inviting another person does not impact your ability to answer honestly.

→ **How many coaching/therapy sessions will I need?**

Every individual is unique and so too is the journey through treatment. There may be many things you wish to work on, or only a few, so the length of treatment really depends on you. We generally recommend that people commit to weekly 1-hour sessions for the first 6-8 weeks in order to benefit from momentum, rather than spreading them out over time.

For more information about Springboard Clinic treatment programs and services, or to arrange an ADHD Assessment, please contact us at 416.901.3077 or email us at info@springboardclinic.com