

# Why consider remote coaching?

**Think you want to continue coaching but need it to be more convenient?** We offer video and phone coaching for clients who would benefit from this style of session. Feel free to ask us more information, or give it a try!

## How does it work?

- **Comfort and Connection:** Many clients find it more comfortable to be in their own space for coaching sessions. We have many clients who say they prefer remote coaching.
- **More convenient:** As long as you are in a private place and away from distractions, you can cultivate a space for coaching without travel logistics. You can avoid battling traffic, and reduce logistical headaches by doing your session at home or in a secluded space.
- **Moving away or live outside of the GTA?:** Stay in touch with your Springboard support system and have sessions from “afar”. We want you to feel the Springboard atmosphere right through the phone line! Of note, we can only provide remote services to individuals physically located within the province of Ontario.
- **Confidential and Secure:** Springboard uses Doxy, a secure videoconferencing platform specifically designed for healthcare providers. Doxy uses state-of-the-art security and encryption protocols, and is aligned with Springboard’s strict privacy and security requirements. In certain situations, clinicians and clients may decide to use Zoom for Health or have their session take place over the phone.

## What steps should I take to make sure I am ready for my appointment?

1. **Be logged into your email account.** At the time of your scheduled appointment, you will receive an invitation from your clinician by email. To start your session, click on the web link using a standard computer (we recommend Firefox or Chrome browsers) or on a mobile device. No special hardware or software are necessary to initiate the session.  
*Of note, your clinician’s doxy.me web address will always remain the same. After your first session, you can bookmark this address for easy access and to speed up the check-in process for future appointments.*
2. **Ensure your internet connection is strong/fast speed** so we don’t spend time on technical difficulties. Your experience is too important! If possible, connect with other individuals in your household to minimize other broadband usage at the time of your scheduled appointment (e.g., make sure nobody else at home is using Netflix!)
3. **Close other apps and browsers.** Before starting your video session, take some time to save your work and close any applications you do not need. If you experience issues with your connection, consider restarting your computer or switching to a different device.
4. **Have a backup phone number ready.** Should there be a technical hitch, your coach will call this phone number instead of using Doxy.

5. **Treat this appointment with the respect this therapeutic space deserves.** We cannot offer coaching/therapy when you are driving or in a public space without adequate privacy. If you are not in appropriate space for the session, it will be cancelled and a “No Show” appointment fee will be charged.
6. **Have headphones on hand.** It’s a great way to be hands free and also improve the quality of the audio. You may also want to test out your microphone and webcam in advance to make sure they are working properly.
7. **Have a note pad/paper with you** to keep notes for yourself and brainstorm throughout the session.
8. **Take a deep breath** and remember to trust the process. This session is about you and your journey.

## Clinician contact details

Prior to your first appointment, your clinician will send you a link by email which you can use to access the video conferencing software.

For future sessions, at the time of your appointment you can “check in” to your clinician’s waiting room by going to the Springboard doxy page (<https://springboard.doxy.me/>). From there, select the appropriate name from the drop-down menu.

We have also listed all of our clinician’s doxy.me URLs below for reference. This information will never change, so feel free to save your clinician’s waiting room URL to the “favourites” list in your browser for even easier access!

- Alysa Nichols - <https://springboard.doxy.me/alysanichols>
- Anna Marson - <https://springboard.doxy.me/annamarson>
- Ash Conway - <https://springboard.doxy.me/ashconway>
- Carlyn Hopkins - <https://springboard.doxy.me/carlynhopkins>
- Kim Abramowitz - <https://springboard.doxy.me/kimabramowitz>
- Laura Collins - <https://springboard.doxy.me/lauracollins>
- Laura MacNiven - <https://springboard.doxy.me/lauramacniven>
- Lynn Benrubi - <https://springboard.doxy.me/lynnbenrubi>
- Marissa Williams - <https://springboard.doxy.me/marissawilliams>

Our remote services may be eligible for coverage under many health benefits plans. For more information about Springboard Clinic contact us at 416.901.3077 or email us at [info@springboardclinic.com](mailto:info@springboardclinic.com)