



Winnipeg Regional Health Authority
Office régional de la santé de Winnipeg

Assistive Technology

PRODUCTS AND SERVICES

Communication Devices Program

Explanation of Service

Deer Lodge Centre (DLC)
2109 Portage Ave.
Winnipeg, MB R3J 0L3
Tel. (204) 831-3430
Fax (204) 885-2524
email: cdp@wrha.mb.ca
Web: deerlodge.mb.ca/cdp

Clinical Services Offered by the Communication Devices Program (CDP)

Referrals for the CDP – Who is Eligible?

- Adults (18 years and older), who are residents of MB and have a MB Personal Health Identification Number (PHIN)
- Must have a communication disability (speech alone does not meet daily communication needs)

Location: The CDP office is located in Deer Lodge Health Centre: 2109 Portage Ave

Services Offered:

- **Speech-Language Pathology (SLP):** Determine language, literacy, and/ or cognitive skills, related to the provision of an Augmentative and Alternative Communication (AAC) System
- **Occupational Therapy (OT):** Determine access, positioning and/ or mounting needs, related to the provision of an Augmentative and Alternative Communication (AAC) System
- **Rehabilitation Assistant (RA):** Under the direction and supervision of a clinician (SLP or OT) services provided by the RA may include: education/ training, group service provision, device programming/ troubleshooting, device maintenance and/ or cleaning, and other duties as assigned by the clinician.
- **Electronics Technologist (ET):** Maintains program equipment inventory as well as provides assessment and repair/ technical support for damaged and/ or malfunctioning hardware/ software.

Types of appointments offered:

- In-person, telephone, or virtual (Microsoft TEAMS, MB TeleHealth, or similar) appointments
- Individual, or group session (as determined by CDP staff)

What to expect from services at the CDP. **Services may include all or a portion of the following based on clinical assessment. These services may be provided by CDP staff or primary clinicians involved through alternate programs*

- **Assessment/ Consultation:** observation, information gathering, (in)formal assessments
- **Equipment Trials:** use of recommended equipment for 4 weeks at a time (up to 3 trials)
- **Intervention:** therapeutic sessions to develop skills
- **Equipment Rental:** short- or long-term rental at \$20/ month
 - Third party funding may be available (i.e. MSPD, MPI, WCB, etc.)
- **Post-Rental Follow-up:** Discussion post-rental to determine status of device use
- **Equipment Repair/ Replacement:** as required and determined by team



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What is expected of the client/ support network?

- Regular attendance and participation in appointments and assigned tasks
- Complete questionnaires/ forms ahead of the initial appointment, or when requested
- Care teams are expected to provide opportunities for use of the Communication System on a regular basis (daily at a minimum)
- Proper care and management of equipment
- Honest communication about the benefit/ use of the Communication System

Will my health information be kept confidential? Your privacy is very important to us. All staff members have taken PHIA (Personal Health Information Act) training and are committed to abiding by privacy legislation.

Is there a cost? All services, outside of rental fees, are free of charge. As per the Equipment Loan/ Rental Agreement form (CDP-02 ELRA), there are instances where an invoice may be sent for lost/ stolen and/ or damaged equipment.

Potential Risks and Benefits to Participating in the Communication Devices Program

POTENTIAL BENEFITS	POTENTIAL RISKS
<ul style="list-style-type: none"> • Improved communication • Increased participation in daily activities • Increased independence • Ability to direct personal care decisions • Greater social participation and engagement • Greater sense of self-worth • Enhanced quality of life 	<ul style="list-style-type: none"> • Learning new skills may cause frustration • No guarantee of specific outcomes • Time required to implement new skills • Misuse of equipment may lead to injury • Financial responsibility (for rental, and/ or equipment lost/ stolen/ damaged).

*** In order to receive service, please contact the Communication Devices Program (CDP) at 204-831-3430 to confirm the receipt and review of this document. Services will only proceed once the CDP receives consent from you or your legal decision maker.**

Thank you,

The Communication Devices Program Team