

Community and Therapy Services for Stroke Survivors in Ottawa

Caredove eReferral platform has a full listing of stroke services. Please find more information and refer your clients to community and therapy services via the website: www.caredove.com/champlaincss

APHASIA CENTRE OF OTTAWA

During the temporary closure of the Aphasia Centre of Ottawa, we are offering services in English and in French via telepractice and we are accepting new referrals. We are offering secure virtual communication groups and counselling services to both new clients and the families who are/were attending our programs. Clients who are unable to participate in virtual programs receive wellness check-in phone calls from staff.

ACTION POTENTIAL REHABILITATION

Though times have changed our commitment to our patients remains the same. We are open to see patients via Telerehab and for urgent clients in person as needed

Telerehab provided via a secure, easy to use platform. We offer a free set up call and trial before the scheduled Telerehab session to help with setting up the technology. Cost is the same as an in-clinic visit.

In the best case scenarios, the hospital PT would set the client up with a home program and we would then be able to supervise and progress this program via Telerehab but we know that at least in some cases, an initial visit will be needed.

Through telerehab we are able to offer:

- An initial assessment (in some situations, the presence of an assistant would be needed to facilitate this)
- Demonstration, review and correction of therapeutic exercises and activities. Depending on the situation, this could include bed mobility, transfers, strengthening, stretching and balance and gait exercises
- Prescription of home exercise programs with written programs to follow
- Advice and prescription of splints, prescription of walking aids
- Assessing for, setting up and supervising GRASP program for upper extremity function
- Instructions re setting up or supervising the use of Neuro-muscular Electrical Stim programs
- Prescription of aerobic exercise following specific stroke guidelines

Clients would need a device such as a desk top, laptop or iPad (a smartphone is not optimal as the screen is too small), high speed internet, space to perform exercises, a session partner in your home would be ideal.

In person services: We are still seeing a limited number of clients in person (in home or clinic) if deemed urgent or as an emergency. With regard to our stroke clients these might include:

- Those who have been discharged from the hospital and require physiotherapy support to remain at home
- Those who suffer from significant neurological or musculo-skeletal dysfunction and are reliant on physiotherapy for pain or to prevent hospital admission
- Those who are at risk of not being able to remain in their homes due to mobility issues and de-conditioning.

Please call us if you think we might be able to help. We would be very happy to talk to you and help guide you to services.

MAPLE CARE PHYSIOTHERAPY

Telerehabilitation - We understand that during these difficult times, treating stroke can be a huge challenge as progressive rehab therapies for recovery are extremely crucial. We are here for you and we continue to offer you care while putting health and safety as our top priority.

We have set up [telerehabilitation](#) physiotherapy services using video-conferencing with several safety and security measures in place. You only need a device in which you can communicate with video and audio. You do not need to download any software as we will provide a link to join a session. It's as simple as that! As telerehabilitation is new, we are offering a [15 to 30-minute free telerehabilitation discovery session with our physiotherapist](#) to address your concerns.

Through Telerehabilitation, we offer:

- Physiotherapy assessment and follow-up sessions
- Education and coaching
- Supervised physiotherapy exercise programs
- Progress monitoring and treatment plan adjustment
- Review of your home exercise plan.
- Advice on self-management
- Consultation
- Others

Ensuring Your Safety - Depending on the circumstances, your physiotherapist may or may not request the assistance from another person, such as your family member, to be present during assessment or treatment. *Note that depending on your cases, an initial in-person assessment might be needed, and to be done with increased precautions.*

Emergency In-Clinic/Home Visit Care - In-person care in the clinic or home is only available for emergency cases (As directed by Ministry), where not receiving physiotherapy services would cause significant harm and compromise the safety of the patients.

All in-person sessions are subject to passing a COVID-19 preliminary screening that we will conduct via phone prior to booking an appointment.

Contact us - Call us to book your appointment or speak with our therapist at **613-695-1111** or **613-691-1515**, or email us at info@maplecarephysiotherapy.com if you have any questions.

Read our TeleRehab FAQ at <https://maplecarephysiotherapy.com/telerehabilitation/> for more information.

The cost of telerehab is the same as an in-clinic visit.

NEUROGYM REHABILITATION

NeuroGym Rehabilitation is currently offering telerehab services and, to make teletherapy as effective as possible, we also offer the option of renting NeuroGym equipment in combination with your virtual sessions. Specialized equipment along with the direction of an experienced therapist can enable motor recovery when it would otherwise be difficult or impossible to accomplish.

We offer a free 15-30 minute consultation before the first telerehabilitation session so that you can see how the technology works, consult with the Physiotherapist about what therapy options we can offer you and address any questions or concerns you may have.

Most private health care plans are covering telerehabilitation physiotherapy sessions during COVID-19. We suggest you call your insurance company to confirm and discuss coverage.

NeuroGym Rehab teletherapy is offered via a secure online system called Insig Health. In order to participate in virtual sessions, clients receive a link by email and do not need to download any software. A device with a camera such as a laptop, iPad, desktop computer or smartphone and internet will be required. In some cases, it may be necessary to have a family member/session partner available to assist with training.

In-person visits are available for emergency situations and when the Physiotherapist deems it necessary for reasons of client safety. In-person visits will require preliminary COVID-19 screening by telephone prior to scheduling an appointment.

Feel free to contact us at (613) 523-9905 or email us at info@neurogymrehab.com if you have questions or would be interested in booking an appointment.

TRAC

Seeing nonessential clients via a virtual platform. The clients need either a laptop or a smartphone to access our platform.

- SLP – we are seeing clients for swallowing in their homes, assuming they pass our COVID-19 screen.
- PT – if deemed essential, we are seeing clients in their homes.
- OT – if deemed essential, we are seeing clients in their homes.

The cost of telerehab is the same as an in-clinic visit.

STROKE DAY PROGRAMS, CITY OF OTTAWA

Both locations closed until further notice

INTERPROFESSIONAL CLINIC AT PERLEY RIDEAU

Currently the Interprofessional Clinic at the Perley Rideau continues to provide some services to stroke clients in the community through the Ontario Telehealth Network (virtual appointment sessions). All sessions are conducted one-on-one over the internet with a registered Health Professional from our clinic.

In order to participate in telehealth sessions:

- Clients would need to have access to a computer/laptop or mobile device with a camera and microphone, and high-speed internet.
- Clients with relatively reduced cognitive abilities and/or those who are not as familiar with computers/technology, may require access to a support person for trouble-shooting purposes (i.e. a family member who is still visiting the client's home).
- Clients must be motivated and open to participating in this alternative method of service delivery.
- Clients with **significant** visual, auditory or cognitive deficits **may not** be candidates for this type of service delivery, call us to discuss. Clients with expressive language issues **ARE** still candidates.

Speech Language Pathology - We are able to complete most standardized assessments, as well as informally assess a client's functional communication needs. Clients who are appropriate for SLP telepractice may present with a variety of speech and language deficits. These include, but are not limited to:

- **Speech** - Acquired motor speech disorders (i.e. apraxia and dysarthria);
- **Language** - Oral/written and/or receptive/expressive language impairments
- **Fluency/Stuttering** – In the case of stroke clients, acquired/neurogenic stuttering
- **Cognitive communication** - Attention/concentration, memory, and executive functioning (i.e. verbal reasoning/problem solving, planning, and organization, etc.), specifically as it relates to communicative functioning

Please note that this applies to dysphagia/swallowing difficulties as well (i.e. the SLP can take a history of swallowing difficulties, partially assess oral motor functioning, and complete a meal observation). In the event that a client was judged to be at significant risk for choking/aspiration, or if an in-person evaluation was deemed necessary, a referral to LHIN services can be completed.

Regarding intervention, we can provide both structured and informal therapeutic activities, client and caregiver education, and provide recommendations and compensatory strategies for immediate communicative needs.

Occupational Therapy – As per the College of Occupational Therapists of Ontario, we continue see clients who have essential Occupational Therapy needs. Essential needs include those having difficulty with basic daily activities (eating, dressing, moving around their home environment, making their meals), who are at risk of deterioration if they do not receive service, or whose goals have a deadline (example return to work). If you are unsure if your need qualifies as essential, please contact the clinic and we can discuss.

Assessment might include: observation of functional tasks through observation, as well as some standardized evaluations for upper extremity function (arm and hand), and informal visuo-perceptual/cognitive screening. Intervention could include:

- Activity task practice (handwriting, dressing, eating, tying shoe laces...) with cues and strategies to improve performance.
- Activities and exercises to promote increased functional use of the affected upper extremity – arm and hand, including GRASP program.
- Activities and strategies to assist with difficulties in visuo-perceptual difficulties, memory and cognitive function.
- Development of home programs
- Education and recommendation of assistive devices or equipment

Physiotherapy – **Physiotherapy services are unavailable until further notice. We will update you when they resume.** Our physiotherapists are highly experienced and trained in stroke rehabilitation. Physiotherapy appointments by TeleHealth would include a detailed assessment, ongoing education for client and family, teaching and support to establish a safe and effective Home Exercise Program, regular re- assessments and progressions, and resources to encourage cardiovascular exercise at home.

NEUROLOGIC

We are pleased to continue to offer urgent / emergency care in-person visits at both our West and South-East clinic locations for stroke patients following the Ministry guidelines and restrictions for COVID-19. See below for further details.

We are also offering tele-rehabilitation services through our secure virtual care platform which uses video / audio conference technology to provide virtual care services at a distance. We are finding this method of service delivery very effective at this time. See below for further details.

Emergency/In person assessment or treatment: Clients who meet the eligibility criteria for essential or urgent care based on guidelines of the Ministry of health and College of Physiotherapists can be seen for in-person care. Patients must also pass a COVID-19 screening questionnaire which is done at the time of booking as well as at the time the appointment occurs. Our clinics and therapists are following strict safety guidelines and processes in order to provide safe in-person urgent care.

Virtual Care Service: Our virtual services are easy to use, private and convenient. The platform allows the following:

- Connection with one of our physiotherapists regardless of your location.
- Protection of privacy.
- Reduced travel time while ensuring you receive quality care
- Enhances the continuity of care when going into the clinic or receiving in-person care is not possible.
- Stroke assessments and treatments
- Stroke recovery education, exercise programs and progressions, demonstration of techniques and strategies to promote motor and sensory recovery and safe return to activities of daily living and follow-up care.
- Connection with a laptop, smartphone (Android or iPhone) or tablet (such as iPad) with a camera and microphone. No software installation is required.
- Provision of sessions with video and device audio, video only with telephone audio or audio only if desired.

Once the client reaches out to us and the appointment is made, the therapist will work with the patient to ensure that the all technologies are working appropriately at no cost to the client 15 minutes ahead of their scheduled appointment.


It can be very helpful, when possible to have a family member or caregiver present to assist the client and hold / turn the camera when working on certain aspects of care.

Our Virtual Care services cost the same as our in-clinic visit rates.

We will reach out to each referred client to determine their need and eligibility for in-person care versus virtual care and what services to offer depending on each individual situation.

Contact us: We can be reached directly at our 2 clinics at the contact phone numbers and emails below:

NeuroLogic Physiotherapy and The Centre for Myofascial Release

 Suite 201, 31 Northside Road

Phone: (613) 721-2738

Fax: (613) 721-8431

Email: neurologic@rogers.com

www.neurologicphysiotherapy.com

Lifemark Neurologic Physiotherapy St-Laurent

120 – 2255 St-Laurent Blvd.

Phone: (613) 454-0121

Fax: (613) 454-0122

Email: neurologic.stlaurent@lifemark.ca

www.neurologicphysiotherapy.com

**Please note: the organizations identified below indicated that they provide services appropriate for a person with stroke as part of an environmental scan for the eReferral to stroke services project in summer 2019. These services are listed as Stroke Services on CareDove. They were contacted this week and asked to provide a listing of their current offerings appropriate for a new stroke client referral. This is not meant to be a comprehensive listing of all community and therapy services available for stroke survivors in Ottawa (e.g. private therapists working alone are not listed).*

^To date (May 12) this list was updated weekly. The changes week-to-week were minimal so moving forward the list will be updated on a bi-weekly basis distributed by Tuesday morning.