

## 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](http://www.caredove.com/champlaincss)

### APHASIA CENTRE OF OTTAWA

The Aphasia Centre of Ottawa is 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 restrictions have been lifted, we know that the pandemic has not ended and there are still many safety considerations. Your health and safety remain our primary concern. Please be assured that we have worked diligently to put in place processes to keep you and our team as safe as possible. Some of these processes include health screening prior to your sessions, social distancing measures in the clinic, enhanced infection control procedures and the use of personal protective equipment.

We continue to offer the option of telerehab (videoconferencing) sessions when it is appropriate for your care. In some cases, it may be best to have some care via telerehab and some in- person visits.

If you would like more information please contact our office at 613-680-6400 or by email [info@actionpotentialrehab.ca](mailto:info@actionpotentialrehab.ca). We would be very happy to help in any way that we can.

Though clinic or home visits may look a little different, and your therapist's mask may hide her smile, please know that you can still count on our same commitment to your care.

### 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 the appropriate safety measures in place.*

**In-Clinic/Home Visit Care** –With the change in the Ministry’s Directive **all three clinics have now opened for in-person care**. We also provide care in patient’s home. Our clinics have reopened with additional safety procedures in place including increased infection control measures and physical distancing measures when possible and appropriate. All necessary protocols and precautions are in place to protect patients. Our Wellington location has specialized equipment’s like body weight support (Litegait and lightspeed) and functional electrical stimulation to help with balance and walking; and the SciFit Recumbent Stepper. Our experienced therapists direct your rehabilitation using various skills and specialized equipment to help you with your goals.

All in-person sessions are subject to passing a COVID-19 preliminary screening that we will conduct via phone prior to the 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](mailto: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 open for in-person visits by appointment. Stringent disinfecting procedures are in place and all staff wear appropriate personal protective equipment. We have a large clinic, which allows us to treat patients safely and comfortably. All patients are screened by telephone by the Physiotherapist to determine whether virtual or in-person appointments are most advisable. A COVID-19 screening is performed prior to each appointment and all patients must wear a mask when entering the clinic.

NeuroGym Rehabilitation also offers virtual rehabilitation therapy, and to make these sessions even more effective, 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 virtual rehabilitation session so that you can see how the technology works, consult with the Physiotherapist about our therapy options, and address any questions or concerns you may have.

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

NeuroGym Rehab Virtual Therapy is offered via a secure online system called Insig Health. 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.

Feel free to contact us at (613) 523-9905 to book an appointment. More information is available on our website at: [www.neurogymrehab.com](http://www.neurogymrehab.com) and you may email us at [info@neurogymrehab.com](mailto:info@neurogymrehab.com) if you have questions.

## TRAC

We recognize that this is a difficult time for family members and clients when trying to access rehabilitation services. We are currently offering services in-person and via a virtual platform. An initial consultation with our referral intake coordinator will provide additional details and we can decide together what type of service works best for you.

We are currently set-up to provide **speech-language pathology, occupational therapy, physiotherapy, and psychotherapy** services in in-person and virtual settings. The cost of telerehab is the same as an in-clinic visit.

For your safety, we are taking precautions and following COVID-19 safety procedures. In addition, each discipline is following their own college's guidelines.

If you have any questions or are interested in services, please contact us by phone (613-526-0877) or email ([info@tracgroup.ca](mailto:info@tracgroup.ca)).

## STROKE DAY PROGRAMS, CITY OF OTTAWA

Re-opening in September with both in-person and virtual programming.

## INTERPROFESSIONAL CLINIC AT PERLEY RIDEAU

The Interprofessional Clinic at the Perley Rideau is resuming in person sessions when appropriate for client needs. Please call the clinic at 613-526-7127 or contact at [ICadmin@prvhc.com](mailto:ICadmin@prvhc.com).

You can visit our website at [www.interprofessionalclinic.com](http://www.interprofessionalclinic.com)

We also continue to provide 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.

**Audiology** including complete hearing assessments, Hearing aid/Assistive listening devices dispensing, fittings, and follow-up; and wax removal.

**Speech Language Pathology** - We offer in-person and virtual visits. Clients who are appropriate for SLP services 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** – We offer in-person and virtual visits to those having difficulty with daily activities (eating, dressing, moving around their home environment, making their meals, planning and organizing...). Some interventions may not be available through virtual visits. Determination of in-person vs virtual visits will be made on a case by case basis. If you are unsure what type of service is best for you, please contact the clinic and we can discuss.

**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 offer 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.

**In person assessment or treatment:** We are once again offering in-person care (both in-clinic and in-home). 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**

1111 Suite 201, 31 Northside Road

Phone: (613) 721-2738

Fax: (613) 721-8431

Email: [neurologic@rogers.com](mailto:neurologic@rogers.com)

[www.neurologicphysiotherapy.com](http://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](mailto:neurologic.stlaurent@lifemark.ca)

[www.neurologicphysiotherapy.com](http://www.neurologicphysiotherapy.com)

*\*Please note: the organizations identified above 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 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).*

*August 13, 2020: As Ontario has moved into Phase 3 of re-opening, the changes to services available from the organizations above are minimal. Initially this document had been updated weekly and subsequently it was updated bi-weekly. Aug 13 is the last time this document will be updated unless there are significant changes to openings in Ontario (e.g. regression to Phase 1 or 2).*