

Manitoba **Possible.**

Manitoba Wheelchair Program Operating Procedures Manual

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Manitoba Wheelchair Program (MWP) Mission Statement

To continually develop, maintain and deliver relevant services that assist in the development of individual independence and community support for persons with disabilities.

Manitoba Wheelchair Program (MWP) Purpose and Scope

The Manitoba Wheelchair Program (MWP) is a program within Manitoba Possible that administers a centralized and province wide service enabling access to basic wheelchair mobility for all eligible Manitobans. The MWP includes long term wheelchair loans, service and maintenance of manual wheelchairs (MWC) and power wheelchairs (PWC), professional and technical support staff and serves over 14,000 Manitobans with disabilities who live in the community.

The MWP is based on Manitoba Health Policy and is governed and/or supported by three Government sectors:

- a. Winnipeg Regional Health Authority (WRHA) on behalf of Manitoba Health and Healthy Living
- b. Manitoba Department of Families – Employment and Income Assistance (EIA)
- c. Government of Canada – First Nations and Inuit Non-Insured Health Benefits (FNIHB)

The MWP is administered through the Winnipeg Regional Health Authority (WRHA) and the Manitoba Possible (on behalf of all Regional Health Authorities - RHAs) and is delivered through a Service Purchase Agreement (SPA). The WRHA provides funding to Manitoba Possible to purchase wheelchairs and support the administration and operation of a provincial wheelchair program. MWP provides recycled or new wheelchairs to community clients based on eligibility criteria.

MWP defines basic mobility as: the ability to move or be moved freely, safely, and easily.

The availability of safe and appropriate wheelchairs and services supports the health care system by:

- Promoting client's independence and assisting in mobility where an individual is capable of using a wheelchair independently.
- Enabling earlier discharge from hospital and preventing premature institutionalization into long term care.
- Preventing or reducing reliance on caregivers and health care providers.

Manitoba Wheelchair Program (MWP) Eligibility for Services

Clients eligible for a wheelchair through the MWP include individuals who are/have:

- a. A full-time resident of the Province of Manitoba and have a valid Manitoba Personal Health Identification Number (PHIN).
- b. A physical disability affecting one's mobility and requires a wheelchair for a minimum of 6 months.
- c. At the end stage of a life-limiting illness and are considered to be palliative.
- d. Been prescribed a wheelchair by an occupational therapist (OT) or physiotherapist (PT).
 - Prescriptions from other health care professionals such as a physician, nurse practitioner or registered nurse licensed to practice in Manitoba may be considered for some wheelchair categories in the absence of an OT or PT.
 - The prescribing health care professional must provide a thorough assessment of the client's physical disability to provide justification on the category of chair requested.

Clients not eligible for a wheelchair through the MWP include individuals who are/have:

- a. In the process of being paneled for a Personal Care Home.
- b. Eligible to receive a wheelchair through a third-party funder including but not limited to WCB (Worker's Compensation Board), FNIHB (First Nations Inuit Health Branch), MPI (Manitoba Public Insurance), Victim's Services, CFS (Child and Family Services).

The process for assessing and ordering wheelchairs is described throughout the MWP Operating Procedures Manual; some exceptions apply to the following two government sectors:

Government of Canada – Non-Insured Health Benefits (NIHB)

Clients eligible for a wheelchair via NIHB funding include individuals who are/who have:

- a. A resident of Manitoba,
- b. A 10-digit treaty number,
- c. A physical disability affecting one's mobility and requires a wheelchair for a minimum of 6 months,
- d. Not eligible to receive a wheelchair through a third party (i.e., WCB, MPI, CFS, Victims Services etc.),
- e. Not received a wheelchair through NIHB in the last 5 years; NIHB funds one primary mobility device every 5 years (e.g. walker, wheelchair),
- f. Been prescribed a wheelchair by a Health Care professional.

All wheelchairs, accessories and/or requests for repairs must be submitted to NIHB for funding approval. Repairs and/or equipment delivery will not be completed without approval.

In the event NIHB requests further information regarding the request, the MWP will contact the prescriber for further justification.

NIHB can provide a rental wheelchair for up to three months via the MWP. Funding authorization is required prior to delivery. All rental wheelchairs must be returned to the MWP after three months.

A separate Equipment Agreement for clients receiving NIHB funding is available on the Manitoba Possible – MWP website. All applications for clients eligible for NIHB funding must include this updated Equipment Agreement form.

Note: Prescriptions from other health care professionals such as a physician, nurse practitioner, physician's assistant or registered nurse licensed to practice in Manitoba may be considered in the absence of an OT or PT.

Note: Effective April 15, 2019, a physician's signature is no longer required on the application provided a licensed OT or PT has prescribed the equipment.

Employment and Income Assistance (EIA)

The Disability and Health Supports Unit (DHSU) will be responsible for any decision-making on behalf of the EIA Program. Refer to this website for further details <http://www.gov.mb.ca/fs/dhsu/index.html>.

Clients that may be eligible for a wheelchair through EIA include individuals who are/who meet the following criteria:

- a. A full-time resident of Manitoba.
- b. A valid Manitoba Personal Health Identification Number (PHIN).
- c. An active EIA file.
- d. Living in a personal care home (PCH) or institution and have an active EIA file.
- e. A physical disability affecting one's mobility and requires a wheelchair for a minimum of 6 months.
- f. Not eligible to receive a wheelchair through a third party (i.e., NIHB, WCB, MPI, etc.).
- g. Been prescribed a wheelchair by an OT or PT. In absence of an OT or PT, prescriptions from a health care professional including a physician, nurse practitioner or registered nurse licensed to practice in Manitoba may be considered.

EIA Clients Living in an Institution or Personal Care Home (PCH):

If a client has an active EIA file and requires a wheelchair available through the program, the prescriber must adhere to the following application process:

- Complete the appropriate MWP application.
- Complete the spec sheet of the wheelchair being requested.
- Fax both above forms to MWP for review and processing.

The MWP Clinical Specialist (OT) will review the request and forward their recommendation to EIA for funding consideration. The MWP Clinical Specialist (OT) will assess the application under the same MWP parameters of eligibility for basic mobility. Once MWP receives the notification of approval or denial, the MWP Clinical Specialist (OT) will contact the prescriber to inform them of EIA's decision. If EIA requires additional information, the MWP Clinical Specialist (OT) will contact the prescriber for the outstanding information.

EIA Clients Living in the Community

If a client requires a wheelchair parts/ accessories that are listed as option-to-purchase item (i.e., “see dealer”) and not available through MWP, the prescriber must attach a letter to the application form including: the justification for the part/accessory requested along with the justification of why the standard option does not meet the basic mobility need.

The MWP Clinical Specialist (OT) will review the application and forward the recommendation(s) to EIA for funding consideration. Once MWP receives notification of approval or denial, the MWP Clinical Specialist (OT) will contact the prescriber to inform them of EIA’s decision. The wheelchair will be ordered once approval or denial of the option to purchase item(s) has been made.

EIA Funded Equipment Return and Repairs

Returns: Whenever possible, the EIA Program will make efforts to recycle its wheelchairs and/or parts. When equipment is no longer needed, the wheelchair **must** be returned to MWP for recycling wherever possible. The process for returning a wheelchair is the same as that for the MWP and will be returned to the EIA equipment pool.

Repairs: When EIA has funded the initial cost of the wheelchair, then EIA will consider the costs to repair that wheelchair. The process for repairing a MWP program wheelchair is the same as that for the MWP. Please refer to the heading “Process to arrange servicing or repairs” for additional information. If EIA has originally funded an off program MWP wheelchair for an individual residing in a Personal Care Home or Institution, then repairs can be considered through a local vendor. Prior approval from the DHSU is required for any repairs.

Manitoba Wheelchair Program (MWP) Service Operations

Refer to the MWP website for a copy of the Policy Manual Resources, Application and Request Forms, MWC and PWC Spec Sheets - <https://www.manitobapossible.ca/wheelchair-services>

MWP Intake Line	204-975-3250
MWP toll-free	1-800-836-5551
MWP Intake E-mail	wcintake@manitobapossible.ca
MWP Fax #	204-975-3240
MWP Location	1857 Notre Dame Ave., Winnipeg, MB R3E 3E7
For Emergency Services Only	(204) 975-3250

A. Priority Level Criteria and Application Process

Prioritization of applications for new manual wheelchairs (MWC) or PWCs (PWC), as well as requests for repairs or maintenance are based on the following criteria:

Level	Priority Level Criteria
Urgent	<p><u>Definition:</u> Imminent client safety or risk of complication to the client, which can only be mitigated with provision or repair of a wheelchair. May include the following scenarios:</p> <ul style="list-style-type: none"> • Client is at end-of-life stage and requires a wheelchair as primary means of mobility – typically met with Category 1A/1B or Category 2A. • Client is in hospital and requires a wheelchair as a primary means of mobility upon discharge – typically met with Category 1A/1B, 2A or substituted option in our recycling pool. • Client is at high risk of hospitalization without the use of a wheelchair. • Client is not eligible for a wheelchair through any other program or funding and is community dwelling and/or will be discharged to the community. • Client is a full-time wheelchair user and has been rendered immobile without use of their wheelchair. • Client is a full-time wheelchair user, and their wheelchair is unsafe for use without repair.
Next	<p><u>Definition:</u> Client function and mobility is deteriorating and can be improved immediately/significantly with provision of a wheelchair. May include the following scenarios:</p> <ul style="list-style-type: none"> • A wheelchair is required to maintain client in the community and decrease risk of hospital admission. • There is risk of further client decline, injury, or admission to hospital. • Potential risk for injury to client or staff due to decline in mobility as assessed by an OT or PT (e.g., wheelchair provision can mitigate client and/or caregiver risk of injury in the home or community). • Categories 2C (HD), 3, and 4 are not often stocked in-house and need longer time frames for custom order, shipping, delivery, and setup.

Wait	<p><u>Definition:</u> Client function will improve with wheelchair provision or repair and equipment needs do not meet the above priority levels. May include the following scenarios:</p> <ul style="list-style-type: none"> • Client presently has a wheelchair that is safe for ongoing use in their home and community. • Client has caregiver supports to compliment mobility efforts beyond the client’s present functional capacity. • Wheelchair repair is cosmetic and/or does not negatively impact the client’s use or safety in their existing wheelchair. • Client has a safe and alternate means of mobility (e.g. private rental, loaned equipment). • Typically Category 5 and power dynamic positioning devices fall under this priority level as their availability depends on various factors including stock availability, shipping/receiving and volume of applications. • Exchange of equipment due to age/wear-and-tear – see Exchange Request Section.
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Time frames may be affected by the following unforeseen circumstances:

- Availability of reconditioned product or parts from the recycled pool.
- Manufacturer’s ability to supply ordered product and/or parts.
- Individual’s /client’s availability to accept wheelchair delivery.
- Volume demands which exceeds our annual budget.

The Intake team begins processing an application upon receipt of a fully completed application package. The package will typically include the application form for the specific category of chair requested, a signed copy of the Equipment Loan Agreement and Spec Sheets if applicable. All requests for MWC and PWC are reviewed by the MWP Clinical Specialist (OT), with the exception of Category 1A/B and 2A wheelchairs.

B. Repair/Maintenance Service

Service to the client’s equipment will be performed in their home, place of employment or education, the MANITOBA POSSIBLE’s Notre Dame Avenue depot or at an emergency location to meet safety and mobility as per outlined Priority Levels in Section A.

Process to Arrange Servicing or Repair

Service at 1857 Notre Dame or in the community can be arranged **by appointment only**. To schedule an appointment, call the MWP Intake Line at (204) 975-3250 or fax (204) 975-3240. Clients, caregivers, OT or PT must provide the following client information when scheduling a service call:

- Client’s first and last name
- Current address
- PHIN # (9 digits)
- Description of request and reason for request.

Clients or caregivers can also report any mechanical concerns or request repairs by calling MWP Intake Line or completing the MWP Parts Change/Repair Form and faxing to MWP Intake.

Rural clients who can manage repairs to their wheelchair can request the required parts for mail-out to their home address. This does not include electronic components and batteries that have been replaced within 12 months.

Please note: for safety reasons, any adjustments or parts exchange that will affect the safety or function of the wheelchair (i.e., speed increases, changes to the seat-to-floor (STF) height or static tilt), an OT or PT is required to submit the request.

C. Extended Hours and Emergency Services

For Emergency Services, call (204) 975-3250.

Extended hours are only available within the City of Winnipeg, St. Norbert and Middle Church.

Emergency services are available from:

- Monday to Friday, 4pm - 8pm
- Saturday, Sunday, and statutory holidays from 9am - 4pm.

An emergency is defined as *a situation where a full-time user is without mobility due to an unsafe or unusable wheelchair and/or where client safety may be in jeopardy*. The On-Call technician will triage each request to determine if the client is in a safe environment and will prioritize accordingly. In some cases, the client may be seen the next business day.

D. Maintenance Inspections

As outlined on the **Equipment Loan Agreement**, clients are responsible for regular maintenance, upkeep, and general cleanliness of their wheelchair.

Regular Maintenance inspections may be performed to ensure the clients' wheelchair is operating efficiently and safely and to reduce the need for major repairs. Maintenance inspection may include observing for:

- Broken, cracked or twisted frames/wheels.
- Peeling chrome torn or unsafe upholstery.
- Security of all nuts, screws, brakes and tires.
- Condition of bearings, brakes and tires.
- Drive assembly and power source.
- Suitability of equipment to consumer's needs and environment (e.g.: change in medical condition).

E. Parts Change/ Repair Request

A change in the client's physical, medical, or functional status may require a change in the configuration of their wheelchair, and in some instances an addition or an exchange of a program approved part.

If a parts change is requested *within 6 months* of receipt of a newly assigned wheelchair, clear and reasonable justification must be provided by an OT or PT. A request received within 6 months for the same part is subject to scrutiny and may not be approved.

To request for parts change, therapists must submit a completed **MWP Parts Change/Repair Form** and fax to MWP Intake.

F. Returning Equipment to MWP

Whenever possible, the MWP will make efforts to recycle its wheelchairs and/or parts to better serve Manitobans, except for NIHB-funded wheelchairs as clients own these chairs personally. If a client no longer requires the wheelchair issued by MWP, arrangements to return the chair should be made as soon as possible, through one of the following ways:

Winnipeg & Surrounding Areas:

- Drop off the wheelchair to our Warehouse at 1857 Notre Dame Ave in Winnipeg.
- Contact MWP Intake Line at (204) 975-3250 to have it picked up by a technician.

Outside of Winnipeg:

- Call MWP Intake Line to make shipping arrangements at (204) 975-3250 or toll-free **1-800-836-5551**.

G. Termination of Wheelchairs

MWP has the right to review or revoke access to a wheelchair if the following scenarios are encountered:

- Changes in physical function which may improve one's ability to the point of no longer requiring the wheelchair.
- An extended hospitalization.
- Deceased.
- Moved out of province.
- Intentional damage to a wheelchair.
- The wheelchair is not being used as per the information provided in the application.

Division of Responsibilities

In recognition of the collaborative nature of wheelchair service and provision, the MWP relies on each party to assume the responsibilities outlined below to meet the mobility needs of its clients.

MWP Responsibilities

- Development and periodic updates of the MWP Operating Procedures Manual.
- Ensuring that clients and prescribers adhere to MWP operating procedures.
- Adherence to the MWP eligibility criteria.
- Ongoing evaluation, education, and approval of MWP products.
- Effective and efficient use of MWP resources.

Prescriber Responsibilities

The prescriber is defined as a health care professional licensed to practice in Manitoba.

- OT, PT, physicians, nurse practitioners and registered nurses may prescribe Category 1 A/B wheelchairs.
- OT and PT may prescribe Category 2, 2C (std and HD) Category 3, Category MWC, Category 5 PWC and power dynamic positioning devices.

The partnership between health care professionals and the MWP is integral to meeting the needs of Manitobans who require assistance with their mobility. The prescriber will:

- Ensure that the client meets the eligibility criteria for the category of chair requested.
- Complete functional assessments and make recommendations for appropriate wheelchair and /or accessories.
- Inform applicant about MWP eligibility criteria, and operational procedures including the loan agreement so that the applicant can make an informed decision before the application is submitted to the MWP.
- Complete the appropriate MWP wheelchair application form(s) in a timely fashion following assessment.
- Maintain current knowledge of MWP operations and wheelchair assessment and prescription competencies.
- Maintain current knowledge of the wheelchairs offered through the MWP.
- Consult with the MWP Clinical Specialist as needed to gain additional understanding of wheelchair product(s) and of the MWP operations.

Client Responsibilities

Wheelchairs are provided on loan to the client and may not be sold. The wheelchair must be returned to MWP when the following applies:

- Client no longer needs the wheelchair.
- The wheelchair has been replaced by another program wheelchair.
- Client moves out of Manitoba and is no longer a Manitoba resident.
- Client becomes ineligible for the wheelchair for any other reason.

Client Responsibilities during Assessment Process:

- Participate in the assessment of their functional mobility.
- Provide necessary documentation to their therapist and to the MWP.
- Review and sign an “Equipment Loan Agreement”. Applications cannot be processed without this signature. *Note:* The therapist/prescriber may sign as a witness. In the event the client does not understand the loan agreement, the client’s legal representative must sign on the client’s behalf.

Client Responsibilities (including family, trustee/guardian) with Loaned Equipment:

- Take reasonable care and maintenance of the MWP owned wheelchairs.
- Maintain cleanliness of equipment.
- Keep equipment safe, warm, and dry (including if in storage). Wheelchairs cannot be left outside.
- Maintain batteries on PWCs (i.e., Regular charging of batteries).
- Wheelchair tie-downs/transport-ready systems must be used during transportation in a vehicle to secure your wheelchair.
- Inform the MWP when repairs are needed.
- Inform the MWP of changes to name, address, phone #, etc....
- Return the loan equipment to MWP as stated above (**Exception:** *Any equipment purchased by the client as an “Option to Purchase” will remain client’s property*).

NOTE: Clients who *exceed* standard repair request frequency and where inspection of the wheelchair suggests that he/she is not adhering to the loan agreement will have their service request reviewed by MWP Management which may result in a reassessment for wheelchair eligibility and safety of the current wheelchair.

Client is responsible for the following costs:

- a. Repair or replacement of Pneumatic tires and tubes. Charges may include:
 - \$20.00 per tire to Inflate the Tires
 - \$25.90 per Outer Tire replaced
 - \$14.44 per Inner Tube replaced
- b. Maintenance and repair of spoke wheels and replacement of spokes (quote will be provided).
- c. Maintenance, repair, and replacement of any “Option to Purchase items” that are not under warranty (e.g.: quad-link/swing-away joystick, side guards, etc.).

Basic Mobility Equipment: Manual Wheelchairs (MWC)

Eligibility Criteria for MWC

Category 1A (basic) wheelchair:

- Occasional users; e.g. Requires a wheelchair for outings
- Requires little to no adjustability in a wheelchair
- May or may not be able to self-propel
- Does not have a body weight in excess of 250 lbs.
- Diagnosed with an end stage, life-limiting illness and deemed Palliative

Category 1B (basic heavy duty) wheelchair:

- Eligibility as per category 1A **and**
- Has a body weight in excess of 250 lbs.

Category 2A wheelchair:

- Part time or full-time users
- May or may not be able to self-propel
- Might be able to walk approximately 25 meters with or without aid(s)
- Have a medical condition that may be further complicated by propelling a Category 1 wheelchair e.g. Limited strength and/or endurance or reduced energy for activities of daily living due to fatigue from propelling a Category 1
- Require minimal adjustability in a wheelchair
- Do not have a body weight in excess of 250 lbs.

Category 2C wheelchair:

- Full time or part time user
- Independent propeller
- Have physical limitations that precludes the use of Category 2A and whose functional performance will be increased with the use of Category 2C
- Might be able to walk up to 25 meters with or without aid
- Requires minimal adjustability of vertical and horizontal axles
- Does not have a weight in excess of 275 lbs.

Category 2C (HD) wheelchair:

- Eligibility as per Category 2C **AND**

- Has a body weight in excess of 250 lbs. but less than 350 lbs.

Note: This category will not be supplied for ease of caregiver.

Category 3A (Tilt-in-Space) wheelchairs:

- Full time user
- Non ambulatory
- Wheelchair Accessible home
- Accessible entrance such as a ramp, platform lift or street level entrance
- Client has caregiver support to apply tilt at regular intervals throughout the day
- Assessments and equipment trials completed to date support the application of tilt as basic and essential for the applicant
- Assessment results reveal the application of tilt is required to address the following issues:
 - *Pressure Management* (e.g. Pressure redistribution, wound management)
 - *Postural Support* (e.g. Eye gaze, trunk extension, stability in chair)
 - *Functional Optimization* (e.g. Improve sitting tolerance, improve posture for feeding/swallowing)
 - *Respiratory Function* (e.g. Improve ease of suctioning or vent care, improve breathing/ air exchange)

Note: Applications will not be considered where purpose is solely for non-mobility related activities example: rest, pain management.

Note: Prior to considering prescription of a Category 3A wheelchair, a trial with commercial seating products must be completed to verify that static tilt and/or recline in client's current wheelchair is an inadequate solution to postural or functional issues.

Note: Category 3A wheelchairs do not collapse for transport. **Please be sure to advise your clients of this before requesting the chair.** MWP **will not** provide a second collapsible chair to clients for transportation purposes.

Note: Category 3A wheelchairs are not equipped with backrest upholstery.

Note: Category 3A wheelchairs are equipped with a solid seat pan and basic headrest. The client must assume responsibility for any costs associated with recommended seating products.

Note: Health professionals and clients are welcome to make an appointment to see and/or trial Category 3 (adult) wheelchairs at 1857 Notre Dame or within their facility.

Category 3B (recline) wheelchair:

- Full time users
- Have ROM restrictions that require an open back to seat angle
- Have decreased postural control of their head and trunk
- Have respiratory issues that can be improved with the use of a recline

- Physiologic Function can be improved with the use of recline. (e.g. Orthostatic hypotension)

Category 4 (ultra-lightweight) wheelchair:

- Full time wheelchair user
- Independent propeller
- Requires a lightweight wheelchair that is recommended by an OT or PT based on completion of a seating and mobility assessment
- Independent self-propeller and has a physical functional limitation(s) that precludes the use of a Category 2C (e.g. Limited strength or endurance to self-propel)
- Limited capacity for activities of daily living (ADLs) whilst propelling Category 2C or similar wheelchair
- Functional performance will be increased with use of chair configurations only available on a Category 4 MWC.
- Requires the adjustability in a wheelchair that only Category 4 provides, e.g.: vertical and horizontal axel adjustments
- Wheelchair accessible home and entrance

Note: priority will be given to those applicants who require the wheelchair for school and/or work.

Note: Health professionals and clients are welcome to make an appointment to see and/or trial Category 4 wheelchairs at 1857 Notre Dame or in their facility.

Note: Category 4 wheelchairs will not be provided for ease of caregiver.

Manual Wheelchair (MWC) Application Process

In order to determine what equipment from the MWP is most suitable for their client, the prescriber must complete a wheelchair/seating assessment. Therapists may use MWP -Seating Assessment form if they don't have their own. There is no need to submit this form with the application.

Prescribers are encouraged to consider equipment selection on a spectrum from the most basic to most complex, taking into consideration the client's medical condition, physical and functional status, as well as environmental and safety issues.

Once the assessment has been completed and the prescriber confirms the client's eligibility to access the recommended wheelchair through the program, the corresponding application form and spec sheet (if applicable) must be completed and submitted to MWP. **In the event a prescriber, after completing their assessment, determines the client's mobility requirements do not meet eligibility criteria, an application need not be submitted.**

MWC Application Forms:

- 1) Access required MWC application forms on the MWP website. Fax or mail the completed forms including signed Equipment Loan Agreement to MWP. Any incomplete application form will be returned to the prescriber for completion. If the required information is not submitted within 30 days, the request may be closed.
- 2) All requests for categories 2C/ 2C (HD), 3, 4 are reviewed by the MWP – MWP Clinical Specialist (OT).
- 3) In the event parts considered “option for purchase” (OTP) are selected by the prescriber or client, a quote for the requested part will be sent to either the client or the third party identified for payment. Please note that the requested wheelchair will not be ordered until payment in full is received for the OTP part/accessory and/or the client has opted to proceed without the OTP item.
- 4) Request is approved if the application is deemed eligible for the Category being recommended. Once approved, the equipment pool is examined to determine when a wheelchair of matching specifications is available and cost- effective to recondition for assignment to the client. If the requested wheelchair is not available in the recycled pool, a new wheelchair will be ordered. An application may be deemed ineligible if the criteria for the applicant to access the Category being requested is not met and/or insufficient, incomplete and/or inaccurate information is provided in the application.
- 5) MWP Clinical Specialist (OT) will inform the prescriber when the application for Category 2C, 3 and 4 is not approved.
- 6) Equipment is assigned, and information entered in client's record.
- 7) Equipment is either delivered or made available for the client to pick up. Ideally, the previous equipment should be returned at this time unless prior arrangements have been made.

MWC Exchange Application Process

The program **does not** automatically exchange or replace wheelchairs after a period of time has elapsed. Clients must continue to meet the eligibility criteria for the requested category of wheelchair.

A request for wheelchair exchange may be submitted if:

- There was a change in client's body size and/or weight. Client no longer fits the chair, and it cannot be expanded or reduced in size to fit.
- The client has had a significant change in medical condition and/or functional presentation and the current wheelchair no longer meets the client's needs. Prescriber indicates what measures were taken to attempt to optimize use of the current wheelchair.
- Wheelchair is damaged beyond repair. Prescriber or client must arrange to have the wheelchair assessed by a MWP technician. MWP will advise the prescriber of the outcome of the assessment.

MWC Exchange Application Forms:

Procedure for exchanging MWCs is the same as procedure for requesting MWC.

Note: Clients will not automatically qualify for the same category as their current wheelchair. The exchange application form must provide sufficient justification related to the client's ongoing eligibility for the requested wheelchair.

- A growth kit will be ordered on Pediatric wheelchairs as an add-on to the child's current chair when appropriate.
- Exchanges will not be considered if the request comes within **6 months** of the original request without reasonable/sufficient justification.
- Exchanges will not be considered for 1" difference in width, depth or seat height unless there is sufficient justification.
- Clients in Personal Care Homes, Chronic Care or Institutions are not eligible for exchange wheelchairs unless they have EIA or NIHB funding.

Basic Mobility Equipment: Power Wheelchairs(PWC)

Eligibility Criteria for PWCs

Applicants must meet general program eligibility criteria to qualify for a PWC. Eligibility criteria include:

- A client cannot propel a MWC independently to meet his/her basic and essential mobility requirements in their home.
- Requires a PWC for more than 6 hours per day for work, school, recreation, ADL's and IADL's. (This criterion excludes applicants who request the PWC on a seasonal basis, example, for summer use only).
- Priority will be given to those requiring the PWC for ADL's, work and school.
- The client must have wheelchair accessible housing. A PWC will not be issued until a ramp built to code or a lift is installed and/or modifications to the home are completed to allow independent entry and exit to the home as well as to areas identified as essential for client to perform identified activities of daily living.
- Have suitable storage (i.e., Indoors, locked, heated and well-ventilated area). Note: Sheds and/or detached garages are not considered a suitable storage area.
- Ability to care for a PWC and ensure batteries are properly charged.
- Have sufficient judgment and cognitive capacity to safely and independently operate a PWC.
- The PWC must be used inside the client's home as well as in the community - **MWP will not provide PWCs to clients for community use only.**

NOTE: Applications for a PWC will not be considered within **two years** of receipt of a Category 4 wheelchair.

PWC Application Process

To select and prescribe a power mobility base through the MWP, the prescriber must complete a wheelchair/seating assessment. Therapists may use MWP -Seating Assessment form or similar, if not using their own. There is no need to submit the seating assessment form with the application unless requested by the MWP Clinical Specialist.

Equipment should be considered on a spectrum from basic to the more complex, taking into consideration the client's medical, physical, and functional status, as well as the environment in which they live and any potential safety issues. Specifications of the PWCs and options available through the program as well as options for purchase are identified on the Specification Sheets for the application PWC. Specification sheets/order forms for each model of chair offered through the program can be downloaded from the MWP website - <https://www.manitobapossible.ca/wheelchair-services> .

Once the assessment has been completed and the prescriber has assessed the client's eligibility for the recommended wheelchair through the program, the appropriate application form must be completed in full by the prescribing therapist. Application forms may be downloaded from the MWP website.

Fax or mail the completed MWP- Category 5 PWC Application Form, including the signed loan agreement to MWP Intake. If incomplete, the Intake Department will contact the prescribing therapist by email or phone for the necessary information. If the required information is not submitted within 30

days, the request will be closed, and the application will have to be resubmitted. The following steps are followed to complete the application process:

- 1) The application is reviewed by the MWP Clinical Specialist (OT).
- 2) Request is approved if the client is considered eligible for a PWC. An application is denied if the client does not meet with eligibility criteria for a PWC.
- 3) MWP Clinical Specialist (OT) will inform the prescribing therapist when the application for PWC is either approved or denied.
- 4) A letter will be sent to the client and prescribing therapist to inform them of the outcome of the application. Reason(s) will be provided if the application is denied. Clients may appeal any denial.
- 5) When the application is approved, the equipment pool is inspected first to see if an appropriate wheelchair is available and is a cost-effective option to recondition and assign to the client. If the requested wheelchair is not available in the equipment pool, a new chair will be ordered.
- 6) In the case of a conditional approval (e.g. Requires ramp, more training etc.), selection of PWC will not be initiated until confirmation from the prescribing therapist that the condition(s) of approval have been met.
- 7) In the case of purchasing upcharge parts, a quote for the requested part is sent to either the client or the third party identified for payment. Please note that the requested wheelchair will not be ordered until payment in full is received.
- 8) PWC is assigned, and the information is entered into the client's record.
- 9) The PWC is delivered to address specified on the application.

PWC Exchange Application Process

The program *does not automatically exchange nor grant replacements of PWCs* after a period of time has elapsed. A PWC exchange request may be submitted if:

- The client has had a major change in medical condition and/or functional presentation and the current PWC no longer meets the client's needs.
- The PWC is damaged beyond repair. The therapist or client must arrange to have the wheelchair assessed by a MWP Technician. MWP will advise the therapist and client of the outcome of the assessment.
- The client has had a major change in condition and current PWC is not able to be retrofitted with approved Power Dynamic Positioning Device.
- Parts are no longer available for outdated models.

To request an exchange of PWC, the prescribing therapist must:

- 1) submit a Category 5: PWC Application, indicate "Exchange" and provide justification for the exchange.
- 2) The application must provide adequate justification and reflect the client's ongoing eligibility for the provision of a PWC.
- 3) The prescriber must provide recent body measurements and sizing recommendations as this request is considered a new prescription.

A letter notifying the client and prescribing therapist of the outcome of the request will be sent out upon completed review of the application.

Conditional Approval of a PWC

Conditional Approval is when a client has been deemed to meet the eligibility for a PWC through the program but has failed to meet one or more stipulations of eligibility. If a client is granted “Conditional Approval”, a letter outlining the conditions required to meet all aspects of eligibility is sent out upon completion of the application review.

Conditions to the PWC approval must be met within 3 months after the client and the prescribing therapist were notified of the outcome of the application. If more time is required to satisfy the conditions of approval, the prescribing therapist must notify the MWP Clinical Specialist (OT) before the 3-month deadline to keep the application active.

A PWC **will not** be issued to the client until all the conditions have been met. Extensions to the three-month time frame may be granted with sufficient justification and will be evaluated on a case-by-case basis.

If no communication is received from the prescribing therapist or client within the first three months of conditional approval being awarded, the application will be closed, and a new application will be required.

Repairs to a Personally Owned PWC

As of October 1st, 2017, the MWP will no longer provide maintenance and/or repairs to PWCs that were not issued through the program. Only PWCs that were issued through the MWP are eligible for maintenance and repairs by MWP technicians. All clients currently receiving maintenance and repairs for non-program PWCs issued prior to October 1st, 2017, will be “grandfathered”.

MWP’s Limits to Provision of One Basic Mobility Device

Effective December 1, 2011, limits were imposed to clarify that the MWP will only provide one wheelchair per client. Any MWC previously assigned to a client must be returned upon provision of a PWC. For rural clients, a Bill of Lading will be shipped with the new PWC to facilitate shipping the previously assigned wheelchair back to MWP. Clients living in Winnipeg can either drop off the manual chair to 1857 Notre Dame Avenue or call MWP at 204-975-3250 to arrange for the MWC to be picked up.

For clients who were issued a PWC and back up MWC prior to December 1, 2011: the client may keep both wheelchairs. The program will provide maintenance and repair services to both the power and MWC until the chair is deemed no longer repairable by MWP. At that time, clients will no longer be eligible for a back-up MWC and must follow the new policy.

Basic Mobility Equipment: Power Positioning Devices

Eligibility criteria for Power Positioning Devices

The MWP can provide power tilt, power recline, and/or power elevating leg rests. These power dynamic positioning devices will be considered for clients who have **no ongoing caregiver support** to achieve the goals below, and whose assessment findings and equipment trials indicate that the equipment is minimally essential to achieve one or more of the following goals:

For Power Tilt OR Power Recline:

- **Maintain skin integrity** where there is a high risk of tissue trauma and an inability to effectively weight shift independently, and where commercial seating alone is not an adequate solution.
- **Maximize respiratory function** where there are measurable limitations and objective data can be provided to show improvements with use of tilt /recline.
- **Maintain independent mobility** through increased sitting tolerance where there is an inability to maintain a functional sitting position due to abnormal tone / reflex activity, postural instability, and/or joint spinal contractures/deformities and commercial seating alone is not an adequate solution.

Power Tilt AND Power Recline:

- Clinical assessment results demonstrate that power tilt or power recline alone is not an adequate solution to achieve goals above.

Power Elevating Leg Rests:

- Decrease in lower extremity swelling due to **chronic** edema in the lower extremities. Objective trial data must be provided.
- Individual is unable to independently operate manual leg rests AND requires dynamic elevation of lower extremities to manage orthopedic issues and/or tone

Note: Power elevating leg rest(s) will not be provided to manage general edema.

Note: Request for power tilt, power recline, or power elevating leg rests should not be considered where the purpose is solely for pain management, to facilitate transfers, swallowing, and/or rest.

Power Positioning Device: Clinical Considerations and Application Process

Evidence and justification must be provided to rule out that changes to the client's present wheelchair set up or seating configuration (i.e. seat angle or back/seat angle) do not successfully address postural and/or skin integrity needs.

Prescribers must trial and/or implement static seating components and/or static tilt and/or an open seat to back angle through set up changes to the client's current wheelchair before applying for a power positioning device through the MWP. Thorough postural and seating assessments should be completed to determine the set up and/or seating requirements that best accommodate the client's functional and postural needs.

If assessment and trial results indicate that fixed seating alone is not an adequate solution to meet the client's needs, an application for power dynamic positioning device may be submitted. Application forms may be downloaded from the MWP website.

- 1) Applications for power dynamic positioning devices must be completed in full by an OT or PT.
- 2) Complete a Power Positioning Device application if applicant already has a PWC supplied by MWP.
- 3) Complete a Category 5: PWC Application in addition to Power Positioning Device Application if the applicant does not have a PWC supplied by MWP.
- 4) Fax or mail completed application forms, including signed loan agreement to MWP. If incomplete, the application will be returned to the prescriber for completion. If the required information is not submitted within 30 days, the request may be closed.
- 5) Information from the application is entered into the consumer's record (client database).
- 6) Application is reviewed by the MWP Clinical Specialist (OT).
- 7) The therapist and the client will be informed of the outcome of their request for power dynamic positioning device. If approved, installation of the device will be done at 1857 Notre Dame Avenue.

Note: MWP will not install power dynamic positioning devices on non-MWP PWC.

Power Positioning Device Exchange Application Process

A therapist is required to complete the Category 5: PWC Application and the Power Positioning Device Application for any exchange requests for PWCs with power dynamic positioning devices. The application must provide adequate justification and illustrate the client's ongoing eligibility for the provision of a PWC and power positioning device. The prescriber must provide recent body measurements and sizing recommendations as this request is considered a new prescription. A letter notifying the client and prescribing therapist of the outcome of the request will be sent out upon completed review of the application.

Manitoba Wheelchair Program (MWP): Other Services and Policies

Assessment Wheelchairs & Clinic Space

The MWP assessment area is equipped with manual and PWCs that are reserved for assessment purposes.

- Assessment wheelchairs are intended to assist prescribers to finalize fit and assess functionality and/or accessibility.
- Assessment wheelchairs are assembled as closely to the requirements outlined by the prescriber but are subject to availability of trial equipment and/or accessories.

Requesting Assessment Wheelchair/Part(s)

To request an assessment wheelchair or part(s), the prescribing therapist must complete and submit the Trial Equipment and Clinic Space Booking Form available on the website -

<https://www.manitobapossible.ca/wheelchair-services>. Please specify the recommended wheelchair parameters including but not limited to desired seat width, desired seat depth, desired seat to floor height and any other accessories or specifications required for trial. Assessment equipment may or may not have all the requested parameters due to availability. In preparation for requesting a wheelchair for trial/assessment, the prescriber must review the Trial Equipment Usage Guidelines with the client and obtain a client signature.

All assessment equipment is available for a maximum of **three business days** and must be returned to MWP upon completion of the trial along with the signed Loan Form provided with the equipment.

**Please note: MWP will not deliver assessment chairs to a client's home. The cost of transporting the wheelchair to/from the client's home is the responsibility of the client.*

Booking Clinic Space

Assessments may be completed at 1857 Notre Dame Avenue, in hospital or a facility. To reserve use of the MWP Clinic Space, please fill out the Trial Equipment and Clinic Space Booking Form as above and fax to MWP Intake.

Fitting Appointments for Assigned Wheelchairs

Prescribers and clients may choose to attend an appointment at 1857 Notre Dame with a MWP technician upon provision of a new wheelchair to ensure adequate fit. Fitting appointments must be scheduled in advance **and** the prescribing therapist **must** be present. If the prescribing therapist is not present, the appointment will be rescheduled.

To arrange for a fitting appointment at 1857 Notre Dame Avenue, prescribers should contact MWP Intake to schedule an appointment and ensure the clinic space is available.

Clients in Hospital

Clients are eligible to receive their prescribed wheelchair while in hospital particularly if it is required for a safe discharge back into the community.

Clients with complex seating needs with an anticipated extended inpatient stay and discharge into the community, may be issued a wheelchair in advance of discharge to facilitate set up and training as required. MWP Intake must be notified of any changes to discharge location.

Clients in Isolation

When a client's wheelchair requires repairs while the client is being quarantined or in isolation, the facility staff or client must inform MWP staff when requesting a service call. The work order will indicate "isolation precautions" in the "alternate address" section.

The client's wheelchair should be removed from the isolation area and cleaned (according to facility guideline) by facility staff prior to technician involvement. The technician will not go into an isolation area to retrieve the equipment.

Clients in Personal Care Homes (PCH) and Institutions

A client is not eligible for an MWP wheelchair nor for an exchange of their current wheelchair if the paneling process is planned, has been initiated or if the panel application has already been approved.

Clients may retain their wheelchair and are eligible for ongoing maintenance if the client has been living in the community and has been issued their wheelchair no less than six months prior to starting the paneling process or entering the PCH.

Should the wheelchair assigned to a client in PCH be deemed irreparable by MWP, the wheelchair **will not** be exchanged nor replaced. Typically, equipment older than 10 years, are deemed obsolete and may not be supported or maintained by MWP.

The wheelchair will **not be** exchanged for a different size or for a different wheelchair category when a client is in a PCH.

Client Refusal of the Wheelchair

If the client refuses the prescribed wheelchairs at time of delivery or returns the wheelchair immediately after delivery the following will happen:

- The program will advise the prescriber of the refusal and reason(s) given. The program will hold the chair for 30 days to allow time for the prescriber to clarify the refusal with their client.
- The program will not re-issue a wheelchair for at least 6 months, at which time; a new application will have to be submitted.

Clients who are Unreachable/No Contacts

MWP will make every attempt to contact the client, prescriber and/or Next of Kin to arrange for wheelchair delivery using the contact information listed on the application.

If the client cannot be successfully reached within ten business days, the client will be notified by mail of MWP's attempts to contact the client and will be asked to contact MWP within two weeks of having

received their letter of notification.

In the event an assigned wheelchair cannot be successfully delivered to a client within 30 days, the application will be cancelled, and the assigned wheelchair will be returned to stock.

Lap Belts & Wheelchair Tiedowns

All wheelchairs provided through the MWP will be equipped with an auto style lap belt. **These lap belts are not intended to be used as restraint and should not be used as such when the client is being transported in a vehicle while seated in the wheelchair.**

Wheelchair Tiedowns or transit securement points must be used to secure a wheelchair in a vehicle whenever possible to comply with the Canada Highway Traffic Act.

Equipment and Accessories NOT Supplied by MWP

The MWP will not supply the following equipment. The client or third-party funder (if applicable) is responsible for any costs associated with:

- Seating components (cushions and backrests)
- Lap trays
- Crutch cane holders
- Walker holders/ Baskets
- O2 tank holders
- Tool kits
- Side guards/Spoke guards

Option to Purchase Part

The equipment available through the MWP is equipped with components and parts deemed to be basic and essential for wheelchair mobility. Some components and parts are available for purchase by the client and are identified on order forms as an Option to Purchase or "OTP". The following process must be used for options/ accessories that clients decide to purchase through the program:

- The prescribing therapist informs the MWP of where/to whom to send a quote for the requested OTP.
- The client and/or therapist are sent a quote by the accounting department at MWP. A wheelchair will not be assembled nor ordered for a client without acknowledgement of the client's decision to proceed with/without an OTP.
- Should the client agree to purchase the OTP part/accessory, MWP must receive full payment (via mailed cheque or money order) prior to the ordering the wheelchair.
- The purchased part/accessory will be listed in the clients file as owned by the client. Removable OTP parts become the property of the client.
- The client will be responsible for any labor costs incurred to repair any OTP part/accessory that is under warranty.
- If the OTP part/accessory needs repair and is no longer under warranty, the client must pay for parts and labor.

- If the OTP part/accessory needs replacement, the client is responsible for payment for the full price of replacement plus labor.

In the event the client declines to proceed with the purchase, the client or therapist must notify MWP so that the OTP request can be cancelled. The prescribed wheelchair will be ordered or assembled as prescribed without the OTP part/component.

When the wheelchair is no longer needed and returned to the program, the client may choose to either donate the OTP parts to the program or have it uninstalled by a MWP technician and returned to them/family.

Note: Not all OTP parts/accessories are removable to return to the client. The MWP encourages clients and therapists to consider this when selecting an OTP part/accessory.

Off-Contract Process

Prescribers must work with the MWP clinical specialist (OT) to ensure that all options for mobility bases have been explored prior to seeking out a mobility base that is off-contract. Prescribers are required to complete adequate assessments to support the justification for selecting an off-contract mobility base (i.e., a gap in categories, specific reasons why the on-contract chair does not meet client's need, etc.), and provide a written letter of justification outlining their findings. Off-contract requests are subject to delays as they require higher levels of approval. Please discuss the full process with the MWP clinical specialist (OT) if this is required.

Wheelchair Modifications

Prior approval for any modification must be obtained from the MWP Clinical Specialist (OT) before changes are made. The following information will be needed:

- Details of required modification
- Reason(s) for modifications
- Who will be completing the modifications?

MWP will not be responsible for any parts damaged during modification. Therapists must confirm with the MWP Clinical Specialist (OT) when the modifications have been completed and client's equipment information will be updated in the client data base.

Complaints

Clients or Prescribers who are dissatisfied with the services or equipment provided by the MWP are encouraged to contact the Manager of MWP at (204) 975- 3250 to voice their concerns.

Program Loan Equipment and Accessory Listing

WHEELCHAIR MODEL	OPTIONS AND ACCESSORIES PROVIDED BY MWP (SPECS)
CATEGORY 1A	
Breezy EC 2000	<ul style="list-style-type: none"> • Seat width: 16", 18", 20" • Seat Depth: 16" • Seat to floor height: 17.75" and 19.75" • Backrest height: 16" fixed • Arm Rest: Fixed height, removable • Arm Pads: Full and Desk length arm pads • Leg Rests: Swing-away - Standard and Elevating • Composite foot plates • 24" rear wheels • Tires: Solid, Low Profile Polyurethane • 8" casters • Dual vertical axle position • 24.5 overall width for 16" wide • 26.5 overall width for 18" wide • 29.5 overall width for 20" wide • Overall Weight approximately 41 lbs. • 250 lb. Weight capacity for 16" 18" wide • 300 lb. Weight capacity for 20" wide
CATEGORY 1B	
Breezy EC 2000 HD	<ul style="list-style-type: none"> • Seat Width: 22", 24" • Seat Depth: 18" • Seat to Floor Height: 21" • Backrest height: 16" fixed • Arm rest - Fixed height, removable • Arm Pads: Full and Desk length • Leg Rests: Swing-Away; Standard and Elevating • Aluminum foot plates • 24" mag rear wheels • Solid low-profile polyurethane • 8" casters • Single axle position • 30.5" overall width on 22" wide • 32.5" overall width on 24" wide • Overall Weight approximately 57 lbs. • 450 lb. Weight capacity on 22" & 24" wide

WHEELCHAIR MODEL	OPTIONS AND ACCESSORIES PROVIDED BY MWP (SPECS)
CATEGORY 2A	
Breezy EC 4000	<ul style="list-style-type: none"> • Seat Width: 16", 18", 20" • Seat Depth: 16" and 18" EXCEPT • Seat Depth: Only 18" seat depth on 20" W • Backrest Height: 16" or 18" • Seat to Floor Height: 17.75", 19.75" for 16" W and 18" Ws 19.75" for 20" W. • Arm Rests: Flip back, height adjustable • Arm Pads: Full and Desk length • Leg Rests: Swing-away; standard and elevating • Composite footplate • Dual position axle plate • 24" mag wheels • Tires: Solid Urethane or Full Polyurethane • Aluminum hand rims • 8" solid urethane casters • Amputee axle kit available only on 16" and 18" wide chairs • Brake extensions • Weighs 33.5 lbs. (without leg rests) • 23" overall width on 16" wide • 25" overall width on 18" wide • 27" overall width on 20" wide • 250 lb. Weight capacity
CATEGORY 2C / 2C(HD)	
Zippie GS	Refer to the applicable Wheelchair Specification form pertaining to the selected chair for details related to options available from the MWP and/or Options for Purchase.
Breezy Rubix/ Breezy Rubix HD	
Move/ Move HD	
CATEGORY 3	
Quickie SR45	Refer to the applicable Wheelchair Specification form pertaining to the selected chair for details related to options available from the MWP and/or Options for Purchase.
Quickie Iris	
Zippie Iris	
CATEGORY 4	
FOLDING FRAME	
Helio A6	Refer to the applicable Wheelchair Specification form pertaining to the selected chair for details related to options available from the MWP and/or Options for Purchase.
Helio C2 Kids	
Quickie M6	

WHEELCHAIR MODEL	OPTIONS AND ACCESSORIES PROVIDED BY MWP (SPECS)
CATEGORY 4	
BOX FRAME	
Quickie GP/ GPV/ GPSA	Refer to the applicable Wheelchair Specification form pertaining to the selected chair for details related to options available from the MWP and/or Options for Purchase.
RIGID FRAME	
Apex	Refer to the applicable Wheelchair Specification form pertaining to the selected chair for details related to options available from the MWP and/or Options for Purchase.
CATEGORY 5	
PWC – MID WHEEL DRIVE	
TDX SP	Refer to the applicable Wheelchair Specification form pertaining to the selected chair for details related to options available from the MWP and/or Options for Purchase.
Zippie Xperience2 Pediatric	
Xperience2 Standard and HD	
Quickie Xcel2 Bariatric	
PWC – REAR WHEEL DRIVE	
Torque SP	Refer to the applicable Wheelchair Specification form pertaining to the selected chair for details related to options available from the MWP and/or Options for Purchase.
Quickie Xplore2 – Standard & HD	
Zippie Xplore2 - Pediatric	
POWER POSITIONING DEVICE(S)	
Power Tilt	Amy Systems – contact MWP Clinical Specialist (OT) for more information.
Power Recline	
Power Elevating Leg Rests	

Note: Anti-tippers are provided on all wheelchairs with horizontal axle adjustability.

Definition of Terms

Attendant assist: client cannot propel wheelchair; is pushed all the time

Full time user: requires the use of the wheelchair for main means of mobility

Independent propeller: propels wheelchair independently; does not require assist at all.

Occasional user: clients who need the wheelchair for outings where there will be excessive walking **OR** those who walk some of the time and use the wheelchair for fatigue, and/or long outings. Usage is more than once per week.

Part time user: requires the use of the wheelchair daily but is still able to ambulate.

Partially independent propeller: propels the wheelchair independently but requires assist some of the time