



Manitoba Wheelchair Program
OPERATING PROCEDURES MANUAL
Society for Manitobans with Disabilities (SMD)

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Manitoba Wheelchair Services 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 the Society for Manitobans with Disabilities (SMD) 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 and power wheelchairs, professional and technical support staff and serves over 14,000 Manitobans with disabilities who live in the community.

The Manitoba Wheelchair Program is based on Manitoba Health policies 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 Society for Manitobans with Disabilities (SMD) on behalf of all Regional Health Authorities (RHAs) and is delivered through a Service Purchase Agreement (SPA). The WRHA provides funding to SMD 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. A recycled wheelchair is the first option considered if it meets the client's needs and is available within the existing equipment pool.

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; and/or,
- 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 their mobility and require 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 Physician, Nurse Practitioner or Registered Nurse licensed to practice in Manitoba may be considered for some wheelchair categories in the absence of an Occupational Therapist or Physiotherapist.

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 their mobility and require a wheelchair for a minimum of 6 months;
- d. Not eligible to receive a wheelchair through a third party (i.e. EIA, 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 an Occupational Therapist or Physiotherapist.

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 Manitoba Wheelchair Program. Funding authorization is required prior to delivery. All rental wheelchairs must be returned to the Manitoba Wheelchair Program after three months.

A separate Equipment Agreement for clients receiving NIHB funding is available on the SMD Wheelchair Services website. All applications for clients eligible for NIHB funding must include this updated Equipment Agreement form.

Note: Prescriptions from a Physician, Nurse Practitioner, Physician's Assistant or Registered Nurse licensed to practice in Manitoba may be considered in the absence of an Occupational Therapist or Physiotherapist

Note: Effective April 15, 2019, a Physician's signature is no longer required on the application provided a licensed Occupational Therapist or Physiotherapist has prescribed the equipment.

Employment and Income Assistance (EIA)

Clients eligible for a wheelchair through EIA include individuals who are/who have

- a. A full time resident of Manitoba;
- b. A valid Manitoba Personal Health Identification Number (PHIN);
- c. An EIA ID number;
- d. Living in a personal care home or institution and are under the age of 65;
- e. A physical disability affecting their mobility and require 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 Occupational Therapist or Physiotherapist. Prescriptions from Physician, Nurse Practitioner or Registered Nurse licensed to practice in Manitoba may be considered in absence of an Occupational Therapist or Physiotherapist.

EIA Clients Living in the Community:

If a client requires a wheelchair that is not available through SMD Wheelchair Services or requires parts/ accessories that are listed as upcharges, the prescriber must attach a letter to the application form including:

- Justification explaining why it is necessary to go outside of what the program offers for a wheelchair to meet the client's mobility needs.
- OR
- Justification for the part/accessory requested to meet the client's basic mobility.

The SMD-MWP Clinical Specialist (Occupational Therapist) will review the application and forward the recommendation to EIA for approval. Once SMD receives notification of approval or denial, the SMD – MWP Clinical Specialist (Occupational Therapist) will contact the prescriber to inform them of EIA's decision

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

SMD does not provide new wheelchairs or exchanges of current wheelchairs to clients who are living in personal care homes or institutions **unless** the client has EIA funding.

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

- Complete the appropriate SMD application,
- Complete the spec sheet of the wheelchair being requested, and
- Fax both to SMD for review and processing.

The SMD-MWP Clinical Specialist (Occupational Therapist) will review the request and forward their recommendation to EIA for approval. Once SMD receives notification of approval or denial, the SMD-MWP Clinical Specialist (Occupational Therapist) will contact the prescriber to inform them of EIA's decision. If EIA requires additional information, the SMD-MWP Clinical Specialist (Occupational Therapist) will contact the prescriber for the outstanding information.

If a client requires a wheelchair that is not available through the program, the prescriber must provide a letter of justification explaining why a program wheelchair is not appropriate for their client and why an alternate wheelchair is being requested. The prescriber must also attach the wheelchair specification sheet and a quote from the vendor who was consulted for the purchase of the recommended wheelchair. The SMD-MWP Clinical Specialist (Occupational Therapist) will review the request and then forward their recommendation to EIA for approval. EIA will then review the request and contact the prescriber directly to notify them of the approval or denial. At this point in the client is responsible for the repairs and SMD is no longer involved with this client or the application.

Return of EIA Equipment

When equipment is no longer needed, the wheelchair **must** be returned to SMD 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.

Manitoba Wheelchair Program Service Operations

Priority of Services: In order to meet the most urgent needs of safety and mobility the service priorities are as follows:

New Requests for Wheelchairs:

Processing of an application begins upon receipt of a **fully completed** application from the prescriber. In addition to client's medical and functional presentation, prioritization of applications includes the following:

- 1) **Urgent request:** new applications for either Category 1A/1B or Category 2A where the client is a full time wheelchair user and/or where discharge from hospital is imminent.
- 2) **Regular request:** all other applications for Category 1A or 1B and 2A.
- 3) **Category 2C, 2C(HD), Category 3 and Category 4:** these applications are not considered urgent as they are often not stocked in-house.
- 4) **Power wheelchairs and power dynamic positioning devices:** these applications are not considered urgent as their availability depends on various factors including stock availability, shipping/receiving and volume of applications.

Time frames may be affected by:

- 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; and/or
- Volume demands

Repair/Maintenance Service

Prioritization

Service to the client's equipment will be performed in their home, place of employment or education, the SMD's Notre Dame Avenue depot or at an emergency location to meet safety and mobility as follows:

- 1) **Urgent:** situations when clients are completely dependent on their wheelchair for mobility and/or are full time wheelchair users with no other means of mobility within their home environment. This includes clients whose equipment is deemed unsafe and should not be in operation.
- 2) **Regular:** situations when a client's safety is not an immediate a concern.

Process to arrange service:

Service at 1857 Notre Dame or in the community can be arranged by appointment only. To schedule an appointment, call (204) 975-3250 or fax (204) 975-3240.

Clients, caregivers, Occupational Therapists or Physiotherapists must provide the following client information when scheduling a service call:

- Client's first and last name
- Current address
- PHIN # (9 digits), and

- Description of request **and** reason for request.

For parts exchange identified by a therapist, a completed Parts Change/Repair Form must be completed and submitted to SMD Wheelchair Services.

Please note for safety reasons any adjustments or parts exchanges that will affect the safety or function of the wheelchair (i.e. speed increases, changes to the floor to seat height or static tilt) must be submitted by an Occupational Therapist or Physiotherapist.

Clients or caregivers can also report any mechanical concerns or request repairs by calling SMD Wheelchair Services at (204) 975-3250.

Rural clients who are able to 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.

Extended Hours Emergency Services:

Extended hours are only available within the City of Winnipeg, St. Norbert and Middle Church. Emergency services are available Monday to Friday, 4pm - 8pm and 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 technician on call will use their best judgment to determine if the client is in a safe environment and will prioritize accordingly, including determining that the client will be seen the next business day.

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

Maintenance Inspections

Clients are responsible for regular maintenance, upkeep and cleanliness of their wheelchair.

Regular Maintenance inspections may be performed to insure 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)

SMD Manitoba Wheelchair Services 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 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. Occupational Therapists, Physiotherapists, Physicians, Nurse Practitioners and Registered Nurses are able to prescribe Category 1 wheelchairs. Occupational Therapists and Physiotherapists are able to prescribe Category 2, 3, 4 manual wheelchairs, power wheelchairs 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:

- Determine if the client meets the eligibility criteria.
- Complete a client assessment and make recommendations for appropriate wheelchair and /or accessories.
- Inform applicant about Wheelchair Services 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 SMD 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 SMD OT 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 the SMD when the following applies:

- Client no longer needs the wheelchair;
- 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 mobility needs

Provide necessary documentation to their therapist and to the MWP

- Sign an “Equipment Loan Agreement”. The request will not be processed without this signature. The therapist/prescriber may sign as a witness, and if they feel 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);
- Maintain batteries on power wheelchairs (i.e. regular charging of batteries);
- Inform the program when repairs are required;
- 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*)

Client’s Responsibility for the Following Costs:

- 1) Repair or replacement of Pneumatic tires and tubes
 - MWP will supply the parts at no cost.
 - If requested, MWP will provide this service for a fee of \$20.00 per wheel (fee subject to change without notice). This service will only be completed at 1857 Notre Dame.
- 2) Maintenance and repair of spoke wheels and replacement of spokes.
- 3) Maintenance, repair and replacement of any “Option to Purchase” purchased by the client. (e.g.: quad link/swing-away joystick, side guards, etc.)

NOTE: Clients who exceed 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 Wheelchair Services Management; this may result in a reassessment for wheelchair eligibility and safety of their current wheelchair.

Returning Equipment to MWP

Whenever possible, the MWP will make efforts to recycle its wheelchairs and/or parts to better serve Manitobans. If a client no longer requires their SMD Wheelchair, arrangements to return the chair can be made as follows:

Winnipeg & Surrounding Areas:

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

Outside of Winnipeg:

- Call SMD Wheelchair Services to make shipping arrangements. (204) 975-3250 or toll-free **1-800-836-5551**

Basic Mobility Equipment

MANUAL WHEELCHAIRS

Definition of terms

- 1) 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.
- 2) Part time user - requires the use of the wheelchair daily but is still able to walk.
- 3) Full time user - requires the use of the wheelchair for main means of mobility.
- 4) Attendant assist - does not propel wheelchair. Is pushed all the time.
- 5) Partially independent propeller - propels the wheelchair independently but requires assist some of the time.
- 6) Independent propeller – propels wheelchair independently. Does not require assist at all.

Eligibility criteria for manual wheelchairs

Clients eligible for 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

Clients eligible for Category 1B (basic heavy duty) wheelchair:

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

Clients eligible for 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.

Clients eligible for 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.

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

Clients eligible for Category 2C (HD) wheelchair:

- Eligibility as per Category 2C **AND**
- Has a body weight in excess of 250 lbs but less than 350 lbs.

Clients eligible for 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:
 - b) Pressure Management (e.g. pressure redistribution, wound management)
 - c) Postural Support (e.g. eye gaze, trunk extension, stability in chair)
 - d) Functional Optimization (e.g. improve sitting tolerance, improve posture for feeding/swallowing)
 - e) 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.** SMD Wheelchair Services **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.

Clients eligible for 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)

Clients eligible for Category 4 (ultra-lightweight) wheelchair:

- Full time wheelchair user
- Independent propeller
- Requires a lightweight wheelchair that is recommended by an occupational or physiotherapist 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 manual wheelchair.
- 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.

Procedure for Requesting Manual Wheelchairs

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 SMD - Seating Assessment form if they don't have their own. There is no need to submit this form with the application.

Equipment should be considered on a spectrum from the most basic to more complex, taking into consideration the client's medical condition, physical and functional status, as well as environmental and safety issues. Specifications of manual wheelchair and options that are available through the program as well as options for purchase may be downloaded from the SMD website.

Once the assessment has been completed and the prescriber confirms the client's eligibility to access the recommended wheelchair through the program, the appropriate application form must be completed. **An application must not be submitted to Wheelchair Services if, after assessing the client's mobility requirements, the prescriber confirms the client does not meet eligibility criteria.** Application forms may be downloaded from the SMD website. www.smd.mb.ca

Manual Wheelchair Application Forms:

- a) MWP – Category 1A/ 1B Application Form
 - b) MWP – Category 2A Application Form
 - c) MWP – Category 2C/ 2C (HD) Application Form
 - d) MWP – Category 3 Application Form
 - e) MWP – Category 4 Application Form
- 1) Fax or mail a completed manual wheelchair application form including signed Equipment Loan Agreement to Wheelchair Services. 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 SMD – MWP Clinical Specialist (Occupational Therapist).

- 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 an application, the equipment pool is first examined to determine whether 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) SMD-MWP Clinical Specialist (Occupational Therapist) 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.

Procedure for Exchanging Manual Wheelchairs

The program **does not** automatically exchange nor replace wheelchairs after a period of time has elapsed.

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 Wheelchair Services technician. SMD will advise the prescriber of the outcome of the assessment.

Procedure for exchanging manual wheelchairs is the same as procedure for requesting manual wheelchair. The following forms are downloadable from the SMD website.

www.smd.mb.ca

- a) MWP – Category 1A/ 1B Application Form
- b) MWP – Category 2A Application Form
- c) MWP – Category 2C/ 2C (HD) Application Form
- d) MWP – Category 3 Application Form

e) MWP – Category 4 Application Form

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.
- Exchange 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.

POWER WHEELCHAIRS

Eligibility Criteria for Power Wheelchairs

Applicants must meet general program eligibility criteria in order to qualify for a power wheelchair. Eligibility criteria include:

- A client cannot propel a manual wheelchair independently to meet his/her basic and essential mobility requirements in their home.
- Requires a power wheelchair for more than 6 hours per day for work, school, recreation, ADL’s and IADL’s. (This criterion excludes applicants who request the power wheelchair on a seasonal basis, example, for summer use only).
- Priority will be given to those requiring the power wheelchair for ADL’s, work and school.
- The client must have wheelchair accessible housing. A power wheelchair 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 power wheelchair and ensure batteries are properly charged.
- Have sufficient judgment and cognitive capacity to safely and independently operate a power wheelchair

- **SMD will not provide power wheelchairs to clients for community use only.**
The power wheelchair must be used inside the client's home as well as in the community.

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

Procedure for Requesting Power Wheelchairs

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

Equipment should be considered on a spectrum from basic to the more complex, taking into consideration the client's medical condition, physical and functional status, as well as the environment in which they live and any potential safety issues. Specifications of the power wheelchairs and options available through the program as well as options for purchase are identified on the Specification Sheets for the application power wheelchair. Specification sheets for each model of chair offered through the program can be downloaded from the SMD website. www.smd.mb.ca

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 SMD website.

Fax or mail the completed MWP- Category 5 Power Wheelchair Application Form, including the signed loan agreement to Wheelchair Services. 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.

1. The application is reviewed by the SMD-MWP Clinical Specialist (Occupational Therapist)
2. Request is approved if the client is considered eligible for a power wheelchair. An application is denied if the client does not meet with eligibility criteria for a power wheelchair.
3. SMD – Clinical Specialist (Occupational Therapist) will inform the prescribing therapist when the application for power wheelchair 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 are able to 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 power wheelchair 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. Power wheelchair is assigned and the information is entered into the client's record.
9. The power wheelchair is delivered to address specified on the application.

Procedure for Exchanging Power Wheelchairs

The program does not automatically exchange nor replace power wheelchairs after a period of time has elapsed. A request for power wheelchair exchange may be submitted if:

- The client has had a major change in medical condition and/or functional presentation and the current power wheelchair no longer meets the client's needs.
- The power wheelchair is damaged beyond repair. The therapist or client must arrange to have the wheelchair assessed by a Wheelchair Services 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 power wheelchair 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 power wheelchair, the prescribing therapist must submit a Category 5: Power Wheelchair Application, indicate "Exchange" and provide justification for the exchange. The application must provide adequate justification and reflect the client's ongoing eligibility for the provision of a power wheelchair. 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 Power Wheelchair

Conditional Approval is when a client has been deemed to meet the eligibility for a power wheelchair 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 power wheelchair approval must be met within 6 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 therapist or client must notify the SMD – MWP Clinical Specialist (Occupational Therapist) before the 6 month deadline to keep the application active.

A power wheelchair **will not** be issued to the client until all the conditions have been met.

Extensions to the six month time frame can 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 six months regarding the status of the condition, the application will be closed and a new application will be required.

Repairs to Personal Owned Power Wheelchair

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

MWP’s Limits to Provision of Basic Mobility Device

Effective December 1, 2011, limits were imposed to clarify that the MWP will only provide one wheelchair per client. A manual wheelchair previously assigned to a client must be returned upon receipt of a power wheelchair. For rural clients, a bill of lading will be shipped with the power wheelchair for the client to use to ship the manual wheelchair back to SMD. Clients living in Winnipeg can either drop off the manual chair to 1857 Notre Dame or call SMD at 204-975-3250 to arrange for the manual wheelchair to be picked up.

For those clients who were already issued a power wheelchair and back up manual wheelchair prior to December 1, 2011:

- 1) The client may keep both wheelchairs. The program will continue to provide maintenance and repair service to both the power and manual wheelchair.
- 2) If the chair is deemed no longer repairable by SMD or there is a change in width requirement, the client will be provided with a Category 1 wheelchair of the same size as the irreparable wheelchair.

Power Dynamic Positioning Devices

Eligibility criteria for power dynamic positioning devices:

The Manitoba Wheelchair Program 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 the minimum essential to achieve one or more of the following goals:

For Power Tilt OR Power Recline:

- a) **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.
- b) **Maximize respiratory function** where there are measureable limitations and objective data can be provided to show improvements with use of tilt /recline.
- c) **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:

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

Power Elevating Leg Rests:

- a) Decrease in lower extremity swelling due to **chronic** edema in the lower extremities. Objective trial data must be provided.
- b) 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.

Procedure for requesting power dynamic positioning devices

Based on the therapists assessment findings, some clients may do well with fixed changes to the wheelchair seat angle or back/seat angle and may not require a dynamic positioning device. 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. A thorough seating assessment should be completed to determine which seat to back angle and/or seat angle are most functional and appropriate for the client. If 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 can then be made. Application forms may be downloaded from the SMD website.

- a. Applications for power dynamic positioning devices must be completed in full by an Occupational Therapist or Physiotherapist.

- b. Complete a Power Positioning Device application if applicant already has a power wheelchair supplied by Manitoba Wheelchair Services.
- c. Complete a Category 5: Power Wheelchair Application in addition to Power Positioning Device Application if the applicant does not have a power wheelchair supplied by Wheelchair Services.
- d. Fax or mail completed application forms, including signed loan agreement to Wheelchair Services. 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.
- e. Information from the application is entered into the consumer's record (client database).
- f. Application is reviewed by the SMD-MWP Clinical Specialist (Occupational Therapist).
- g. The therapist and the client will be informed of the outcome of the request for power dynamic positioning device. If approved, installation of the device will be done at 1857 Notre Dame Avenue.

Note: SMD will not install power dynamic positioning devices on non MWP power wheelchairs.

Procedure for Exchanging Power Dynamic Positioning Device

A therapist is required to complete the Category 5: Power Wheelchair Application and the Power Positioning Device Application for any exchange requests for power wheelchairs with power dynamic positioning devices. The application must provide adequate justification and illustrate the client's ongoing eligibility for the provision of a power wheelchair 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.

Option to Purchase Parts

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 SMD Wheelchair Services. 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, SMD 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 decides not to proceed with the purchase, the client or therapist must notify SMD Wheelchair Services so that the OTP can be taken off the request and the wheelchair can 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 SMD and returned to client/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.

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:

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

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.

Unreachable Client

SMD Wheelchair Services 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 SMD's attempts to contact the client and will be asked to contact SMD Wheelchair Services 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.

Modifications to the Wheelchair

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

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

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

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 Occupational Therapist or Physiotherapist. A request received within 6 months for the same part may not be approved, depending on the circumstances. Clients may opt to purchase new parts themselves.

To request for parts change, therapist must submit a completed Parts Change/Repair request to the Intake department of SMD Wheelchair Services.

Assessment Wheelchairs

The SMD-WCS assessment area is equipped with a number of manual and power wheelchairs that are available for assessment either at 1857 Notre Dame, in hospital or in the client's home*. To set up an appointment at SMD - WCS, call (204) 975-3250.

**Please note: SMD 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.*

To request a wheelchair for assessment, the prescribing therapist must complete and submit a MWP- Trial Equipment Request form, outlining 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 wheelchairs are intended to assist prescriber's 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.

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.

Trial Equipment is available for a maximum of **three business days**. Trial equipment must be returned to SMD-WCS upon completion of the trial.

Services to Clients who are 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 SMD staff when requesting a service call. The work order will indicate "isolation precautions" in the "alternative 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.

Lap Belts

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.**

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.

For clients with complex seating requirements who are expected to have an extended inpatient stay **and** discharge into the community is planned, equipment may be provided and issued to the therapist for set up and training as required prior to discharge. If there is a change in discharge location, SMD must be notified.

Clients Coming to SMD for Fitting of Assigned Wheelchairs

If a therapist or client chooses to come to SMD for fitting of their newly assigned wheelchair, an appointment must be made in advance **and** the prescribing therapist **must** be present. If the prescribing therapist is not present the fitting will be rescheduled.

Clients in Personal Care Homes (PCH) and Institutions

A client is not eligible for a 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 are entitled to retain their wheelchair, and are eligible for ongoing maintenance if a client has been living in the community and has already been issued their loan wheelchair prior to starting the paneling process and entering the PCH.

Should the wheelchair assigned to a client in a PCH be deemed irreparable by wheelchair services, the wheelchair **will not** be exchanged nor replaced.

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

Complaints

Clients or Prescribers who are dissatisfied with the services or equipment provided by the Manitoba Wheelchair Program can contact the Manager of SMD Wheelchair Services at (204) 975-3250 to voice their concerns.

Prescribers who are not satisfied with the provision of equipment as a result of a Quality Control and/or a Manufacturer concern may complete a Product Complaint Form as available on the SMD Wheelchair Services page at: www.smd.mb.ca .

Appeals

Prescribers may appeal the denial of a request for a manual wheelchair, power wheelchair or power seating components by submitting additional supporting documentation and a letter of justification to the SMD Clinical Specialist (Occupational Therapist). The application will be reviewed for re-consideration and the prescriber will be informed of the outcome.

In the event the client and/or the prescriber wish to pursue a second appeal, the client or prescriber may submit a letter of appeal requesting re-consideration to:

Kim Baessler
Program Consultant
Home Care Supplies & Equipment and Manitoba Wheelchair Program
Winnipeg Regional Health Authority
Phone: (204)223-3044 Fax: (204)940-2009

Program Loan Equipment and Accessory Listing

- a. Wheelchair Specifications Forms can be downloaded from the SMD website.
www.smd.mb.ca
- b. Anti-tippers are provided on all wheelchairs with horizontal axle adjustability.

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	
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 TS	
Zippie Iris	
CATEGORY 4	
FOLDING FRAME	
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.
Quickie LXI	
Quickie QXi	
Quickie 2	
Helio A6	
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	
Quickie Q7	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.
Apex	
CATEGORY 5	
POWER WHEELCHAIR – 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	
POWER WHEELCHAIR – 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	
Quickie Xcel2 - Bariatric	
POWER POSITIONING DEVICE(S)	
Power Tilt	Amy Systems – contact SMD Clinical Specialist (Occupational Therapist) for more information.
Power Recline	
Power Elevating Leg Rests	