

FREQUENTLY ASKED QUESTIONS

Who is eligible for a wheelchair through your program?

To be eligible for a wheelchair through the SMD Wheelchair program, each applicant must meet the following eligibility:

- Living in the community
- Have a 9 digit Manitoba Health card number
- Require a wheelchair for at least six months

The SMD Wheelchair Program loans wheelchairs to Manitobans for as long as they continue to need a wheelchair for basic mobility.

The wheelchairs offered through our program range from basic (for clients who only need a wheelchair for the occasional outing) to more complex (for clients who need a wheelchair full time). Please consult with a medical professional (Physician, Occupational Therapist, and Physiotherapist) to determine whether you are eligible for a wheelchair from our program.

Clients who have been paneled for, or living in, a Personal Care Home are not eligible for a wheelchair through our program.

How can I be assessed for a wheelchair?

Physicians, Nurse Practitioners or Registered Nurses may apply for a Transport Chair through the program.

If your mobility needs are more complex and you require a wheelchair for 6 or more hours per day to meet your mobility needs, an assessment and prescription from an Occupational or Physiotherapist is required.

To be referred to an Occupational Therapist or Physiotherapist, contact your Home Care Case Coordinator, Family Physician, or Community Service Worker to obtain a referral.

I've been approved for a wheelchair. How long will it take to receive the wheelchair?

The SMD Program is committed to providing exceptional service to their clients. The program is committed to providing manual wheelchairs within 3-4 weeks and power wheelchairs within 6-8 weeks. There are always exceptions due to circumstances beyond our control. If you have waited longer than the specified number of weeks, please do not hesitate to contact our office to obtain an update as to the status of your wheelchair (204) 975-3250.

My chair is in need of repairs. What should I do?

Wheelchair Services provides maintenance and repair services in clients' homes, workplaces or schools within the City of Winnipeg and surrounding areas from Monday to Friday (8 AM – 4 PM), excluding Statutory Holidays. Emergency (After Hours) repair service is also available Monday to Friday (4 pm – 8 pm) and weekends and Statutory Holidays (8 AM – 4 PM).

******All repairs that are done in-house for manual and power wheelchairs are done by appointment only******

To request a repair, or for more information about the program, contact us:

Winnipeg & Surrounding Areas: **204-975-3250**

Outside of Winnipeg: **1-800-836-5551**

I've moved. Can I take my SMD Wheelchair with me?

If you have moved within the province of Manitoba, you are entitled to keep your SMD wheelchair. Please report your new address and (if applicable) new telephone number to SMD Wheelchair Services so that we can update your file with your new contact information. Call us at: (204) 975-3250.

If you are moving outside of Manitoba, you must return your chair as the program is intended for Manitoba residents only.

I no longer need my wheelchair. What can I do?

SMD Wheelchair Services prides itself on recycling wheelchairs and/or parts to better serve Manitobans. If you no longer need your SMD Wheelchair, here are your options:

Winnipeg & Surrounding Areas:

- Drop off the wheelchair to our Warehouse at 1857 Notre Dame Ave in Winnipeg
- Contact us at (204) 975-3250 to have it picked up by one of our technicians.

Outside of Winnipeg:

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

I've moved into a Personal Care Home. Can I keep my SMD Wheelchair?

If the paneling process is planned, has been initiated or if the panel application has already been approved, you are not eligible for a wheelchair from the SMD Wheelchair program.

If you have had your wheelchair for more than six months, you may keep your wheelchair, and remain eligible for ongoing maintenance. Should the wheelchair ever become irreparable or no longer meets your needs, the wheelchair **will not** be exchanged or replaced.

Once you have been admitted to a Personal Care Home, kindly report your new address to SMD Wheelchair Services by calling: (204) 975-3250.

Clients who have had their SMD Wheelchair for less than six months and are relocating to a Personal Care Home must return the SMD wheelchair.

I've moved to an Assisted Living Complex. Can I keep my SMD Wheelchair?

Assisted Living and/or Supportive Housing are considered community-living. Persons living in these housing options remain eligible for wheelchairs, repairs and/or maintenance from the SMD Wheelchair Program.

I no longer need my wheelchair, but my neighbor/friend/loved one needs one. Can I loan mine to them?

No. The wheelchair is on loan to you for your personal use and mobility. The chair remains property of the Winnipeg Regional Health Authority Manitoba Wheelchair Program.

My caregiver/spouse is having a hard time lifting my chair into our vehicle. Can SMD provide a lighter chair?

Unfortunately, SMD cannot offer a lighter weight chair solely for this purpose. Our transport chairs weigh up to 30lbs, so it is important to consider this during the application process. If a chair of this weight will not be suitable for you, speak to your health care professional about rental or purchase options that may be available for you outside of the program.

How can I find out the overall width and overall depth of my wheelchair?

Knowing the overall width and depth of your chair is important when planning home renovations, transportation, even work station set up. Every chair varies slightly in these measurements depending on accessories or other items that may have been added to your chair.

In order to determine the overall width and depth of your wheelchair, it is best to measure!



To measure the overall length of your chair, take the measurement from the back of the rear wheel, to the front edge of the footrest.



To measure the overall width of your chair, take the measurement the distance between the outside edges of the hand rims.