



# COMMUNITY THERAPY SERVICES INC.

101 – 1555 ST. JAMES STREET

WINNIPEG, MB R3H 1B5

TELEPHONE (204) 949-0533 FAX (204) 942-1428

## INSTRUCTIONS FOR REFUGEE-STATUS CLIENTS RECEIVING FEDERAL ASSISTANCE

- 1) CONTACT IRCOM: You may contact IRCOM at 204-943-8765 to find out which program the client belongs to and who their 'liaison' is.
  - This person may be able to assist with scheduling the initial appointment.
- 2) REQUEST TRANSLATOR: Fill out the LAIS Request form to request a translator, and fax it back to 204-940-8650.
  - You can save the form and fill it out on the computer, or print and fill it in by hand.
- 3) COMPLETE HOME VISIT/ASSESSMENT.
- 4) REQUEST QUOTE FOR EQUIPMENT: If your assessment has determined that equipment is required, request a quote from HT Mobility (Lisa Hughes) – this can be requested verbally, and the quote should be faxed back to the CTS therapist.
- 5) COMPLETE THE EQUIPMENT PRESCRIPTION: Therapist to fill in the "CTS Splint/ Equipment Prescription" form, with the UCI# included.
- 6) FAX DOCUMENTS: Once the HT Mobility quote is received, fax both the quote and the CTS Prescription form to Bridgecare Clinic (fax: 204-940-4387 / phone: 204-940-4384)  
*IMPORTANT: Fax this "Attention: Kim Hiebert"*  
*\*Make sure to include Kim's last name as there are 2 "Kims" in this office.*
- 7) FOLLOW-UP PROCESS: BridgeCare/Kim Hiebert will send the entire equipment request package to HT Mobility/Lisa Hughes, who will in turn complete and send all required documents to the Interim Federal Health Program.

### Notes:

- CTS Therapists do NOT need to complete the Interim Federal Health Certificate of Eligibility or IFHP Medical/General Services Claim forms.
- HT Mobility is the only vendor used to provide equipment through BridgeCare/IFHP.
- Clients are eligible for Manitoba Possible wheelchairs as long as they have a Manitoba Health number.

Acronym	Agency/Program	Website/Info	Phone	Fax
IRCOM	Immigrant and Refugee Community Organization of Manitoba	<a href="http://www.ircom.ca/">http://www.ircom.ca/</a>	204-943-8765	204-943-4810
LAIS	Language Access Interpreter Services	<a href="https://professionals.wrha.mb.ca/old/professionals/language/files/InterpreterReqForm.pdf">https://professionals.wrha.mb.ca/old/professionals/language/files/InterpreterReqForm.pdf</a> (request form) <a href="https://professionals.wrha.mb.ca/old/professionals/language/languages.php">https://professionals.wrha.mb.ca/old/professionals/language/languages.php</a> (languages)	204-940-8564	204-940-8650
IFHP	Interim Federal Health Program	<a href="http://www.cic.gc.ca/english/refugees/outside/arriving-healthcare/practitioners.asp">http://www.cic.gc.ca/english/refugees/outside/arriving-healthcare/practitioners.asp</a> (website) <a href="https://docs.medaviebc.ca/providers/benefit_grids/IFHP-Benefit-Grid-Basic-Coverage.pdf">https://docs.medaviebc.ca/providers/benefit_grids/IFHP-Benefit-Grid-Basic-Coverage.pdf</a> (benefit grid)		
IRCC	Immigration, Refugees and Citizenship Canada	<a href="https://www.canada.ca/en/immigration-refugees-citizenship.html">https://www.canada.ca/en/immigration-refugees-citizenship.html</a>		
--	BridgeCare Clinic	425 Elgin / Referral via Welcome Place	204-940-4384	204-942-4387