

Augmentative and Alternative Communication (AAC) Clinic



WHAT IS AUGMENTATIVE AND ALTERNATIVE COMMUNICATION?

Augmentative and Alternative Communication (AAC) refers to methods that either supplement or replace an individual's speech and/or writing.

AAC techniques or devices can be used to enhance participation in important life activities.

AAC methods may include:

- Unaided approaches (*e.g., use of body language, facial expression, eye gaze, and partner strategies*)
- Low-tech devices (*e.g., alphabet/spelling boards, displays with pictures and/or words*)
- High-tech devices (*e.g., computers and speech generating devices*)

A combination of AAC methods are often used to help someone communicate effectively.

WHO DOES THE AAC CLINIC AT WEST PARK HEALTHCARE CENTRE SERVE?

Adults (*18+ years of age*) who:

- Have a congenital (*from birth*) physical disability that impacts face-to-face and/or written communication

OR

- Are past or present patients/clients of any West Park Healthcare Centre service and have a physical disability that impacts face-to-face and/or written communication

WHAT SERVICES DOES THE CLINIC PROVIDE?

- Comprehensive assessment of communication needs and communication and physical abilities by Speech-Language Pathologists and Occupational Therapists
- Recommendations based on communication needs and abilities for AAC tools and techniques
- Device trials, customization, set-up, and training for clients/caregivers
- Prescriptions (*lease or purchase*) with ADP funding* (*if eligible*)
- Ongoing support for the communication system

WHAT ARE THE FEES FOR THIS SERVICE?

There is no fee charged for assessment and consultation. The cost of purchasing or leasing an AAC system is the responsibility of the client (*who may be eligible for ADP funding**).

WHAT CAN A CLIENT EXPECT FROM AAC SERVICE?

The AAC assessment will entail:

- A discussion of the client's communication needs
- An assessment of communication and physical skills
- An assessment of the ability to use AAC techniques and devices
- Multiple sessions over a period of several months whereby appointments may be scheduled every 1 – 2 weeks

Following assessment, an AAC system may be recommended and prescribed with set-up and training as required. We offer both in-person and virtual care. The most appropriate options at each stage of service delivery will be discussed with you and your clinician.

Depending on a client's need, clients are encouraged to have the support of a Communication Facilitator. A Communication Facilitator is a person who acts as the primary contact person and is trained in how to use and maintain the client's AAC system.

TO MAKE A REFERRAL: Complete the referral form on our website (<https://www.westpark.org/Services/AAC>) or call the Intake Inquiry Line at

(416) 243-3600 ext. 34679

WHERE ARE WE LOCATED?

170 Emmett Avenue, 2nd Floor
Toronto, Ontario M6M 2J5

Phone: (416) 243-3600 ext. 30200

Fax: (416) 243-3662



FOR INFORMATION & DIRECTIONS: www.westpark.org or (416) 243-3600

**The Assistive Devices Program (ADP) of the Ontario Ministry of Health and Long-Term Care provides funding assistance towards approved communication devices for eligible individuals. Leasing and purchasing options may be available.*