



SERVICE AUX LARYNGECTOMISÉS ET
PROGRAMME D'AIDE À LA COMMUNICATION
(SAL-PAC)

User's Guide

This document was revised by

Les Services d'orthophonie

du CHU de Québec-Université Laval et du CHUM

2020 Revision

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1. DESCRIPTION

Major ENT surgeries can lead to significant communication difficulties for patients. Because of this, the ministère de la Santé et des Services sociaux du Québec designed two programs to distribute communication aids to people who have undergone these types of surgery: the *Service aux laryngectomisés (SAL)* and the *Programme d'aide à la communication (PAC)* (in English, *Laryngectomy Service and Communication Assistance Program*). They also provide some rehabilitation and support services, as well as care products.

These programs are managed by the speech-language pathology services of two hospital centres:

- The CHU de Québec-Université Laval (CHU de Québec) for patients in eastern Québec
- The Centre hospitalier de l'Université de Montréal (CHUM) for patients in western Québec

The health professional who registers you in the SAL-PAC will tell you which hospital centre you must contact, according to where you live.

The following pages provide information for you and your loved ones about the programs available. If you have questions, don't hesitate to ask the health professional who registers you with the SAL-PAC. You can also contact the supraregional distribution centres, whose contact details appear in this guide. The guide also contains the *Declaration of Commitment*, which we ask you to sign, in order to access the SAL-PAC.

The terms and conditions in this guide will remain in force until the publication of a subsequent version.

2. SAL-PAC OPERATING RULES AND PROCEDURES

2.1. SAL-PAC CLIENTELE

The Service aux laryngectomisés (SAL) serves people who have undergone a total laryngectomy.

The Programme d'aide à la communication (PAC) is for people experiencing speech difficulties (voice, articulation, resonance) because of

- head and neck cancer
- a major and persistent ENT medical impairment that is not related to a central neurological, neurodegenerative or pulmonary disorder.

The SAL-PAC are only available to people covered by the Régie de l'assurance maladie du Québec (RAMQ), i.e., those who hold a valid Québec health insurance card.

The SAL-PAC are also available to members of the Canadian armed forces residing in the province of Québec and who hold a valid Blue Cross card. The SAL-PAC only cover the holder and does not cover healthcare for family members and dependants.

The services provided under the SAL-PAC are offered to non-hospitalized patients. However, some communication aid devices may be issued to SAL users during their hospitalization.

Those who are covered by the following are excluded from the SAL-PAC:

- Provincial government:
 - Commission des normes, de l'équité, de la santé et de la sécurité au travail (CNESST)
 - Indemnisation des victimes d'actes criminels (IVAC)
 - Société de l'assurance automobile du Québec (SAAQ)
 - Programme ministériel des aides techniques à la communication (PMATCOM)
- Federal government:
 - Veterans Affairs
 - Indigenous Services Canada
 - Correctional Service Canada
 - Any other program for immigrants or refugees

Where appropriate, SAL-PAC professionals may take steps to ensure complementarity among the various programs.

2.2. SAL-PAC REGISTRATION

A healthcare professional, usually a speech-language pathologist, will register you for the SAL-PAC. If there is no speech-language pathologist at the institution where you underwent your surgery, the supraregional distribution centres (CHU de Québec or CHUM) will enter into an agreement with your institution and another healthcare professional (nurse, physician, social worker, etc.) who can register you.

In order to register you, the healthcare professional must fill out a registration form that includes your personal information.

2.3. FILE CLOSURE

For the *Service aux laryngectomisés*, the file remains open throughout the user's life.

For the *Programme d'aide à la communication*, the user will be notified in writing of the closure of a file that has remained inactive for one year.

2.4. USER RESPONSIBILITIES

SAL-PAC users agree to

- identify at least one resource-person and
 - Inform that person of the responsibilities described in this document;
 - Inform that person if a communication device has been loaned.
- notify the SAL-PAC supraregional distribution centre of any change in contact information (mailing address, telephone, email);
- apply the action plan established with the speech-language pathologist or the ENT physician;
- be aware of the quantities of products allowed and respect what is allowed (see the *List of Products and Quantities Allowed*);
- accept that a loaned device will not always be new;
- respect all safety rules pertaining to the use of communication aids and care products;
- use the material correctly, and for the purpose for which it was provided;
- regularly maintain the communication aids that have been loaned or given and follow the instructions provided to that end;
- keep the assigned material and do not trade, give away or sell it;
- return the loaned device to the supraregional distribution centre if it is no longer being used or if another means of communication is chosen;
- notify the supraregional distribution centre if the communication device breaks. In case of breakage of the device or a part, return it to the distribution centre;
- pay the replacement costs for any communication aid and its parts if it is stolen, lost or damaged through negligence or abuse, fire or vandalism;
- provide the supraregional distribution centre with a medical prescription or a recommendation from the speech-language pathologist for any request or change related to tracheoesophageal prostheses, flexible tubes and speaking valves.

The supraregional distribution centres (CHU de Québec or CHUM) will directly contact any users who do not respect their commitments, in order to remedy the situation. The program managers reserve the right to exclude users who continue to disregard their commitments to the SAL-PAC afterward. In such cases, users will receive a letter explaining the reasons for their exclusion.

2.5. Costs

All communication aid devices and supplies provided by the SAL-PAC are free of cost.

If a loaned device is defective, it is replaced or repaired and the costs are borne by the SAL-PAC, unless it was stolen, lost or damaged through negligence or abuse, or as the result of a fire or an act of vandalism. The SAL-PAC thus reserve the right to decide whether or not a damaged device will be replaced.

It is advisable to inform your insurance company and your loved ones that you have been loaned a communication device.

2.6. MATERIAL PROVIDED

The SAL-PAC divide the material into two categories:

- Loaned: communication aid device
- Given: communication supplies and care products

Each user is entitled to the loan of one communication aid device. Supplies and care products are distributed according to the amounts allowed.

Ask your speech-language pathologist or health professional about what types of devices, supplies and care products are available. They can guide you according to your situation and your needs.

2.7. ASSESSMENT OF NEEDS

Depending on the type of material required, different professionals may make an initial request to the SAL-PAC:

- Communication aid devices: speech-language pathologist only
- Communication supplies: speech-language pathologist or ENT physician
- Care products: speech-language pathologist, ENT physician or nurse

Afterward, the users can make renewal requests for material themselves.

Users cannot make the initial request or modify it.

Some specific requests made to the SAL-PAC are reviewed by its provincial committee responsible for managing exceptions (comité provincial de gestion des exceptions). The committee forwards its decision to the health professional who made the request, who will then provide you with the response.

2.8. DISTRIBUTION OF MATERIAL

2.8.1. COMMUNICATION AID DEVICES

Your communication aid is sent directly to the professional who made the request for you. The professional will then give it to you and explain how to use it. However, material can be sent directly to your home (for example, if a device breaks down). The supraregional distribution centres always remain the owners of communication aid devices. When the devices are returned to the distribution centres, they repair them as needed and sanitize them in accordance with the relevant standards so that they can be redistributed to others. If you must change the type of device you are using, another professional assessment will be necessary.

If you must return your device, we advise you to bring it yourself or send it directly to your supraregional distribution centre. However, in the latter case, because the

SAL-PAC does not pay postage expenses, you must assume those costs. The *Communication Aid Return* form will be given to you in person or by mail.

If you give your device to someone else (such as your speech-language pathologist) to take to the supraregional distribution centre for you, ask that person to complete the *Communication Aid Return* form and keep a copy of it as proof.

2.8.2. Communication Supplies and Care Products

Supplies and other materials are sent out once a month, either by mail to your home or directly to your speech-language pathologist or another professional. When you place your order, make sure to include all the supplies or material you will need for the coming month.

2.9. REHABILITATION SERVICES

The SAL-PAC prefer that users undergo rehabilitation at the institution where the surgery was performed. If it is impossible for your institution to provide this service, it can direct you to another institution where the service is provided.

3. COMMUNICATION AID CARE

Regular maintenance is necessary to ensure that communication aids remain in good working order. Make sure that you follow the instructions on the maintenance sheet given to you by your healthcare professional.

CONTACT INFORMATION FOR THE SAL-PAC SUPRAREGIONAL DISTRIBUTION CENTRES



FOR EASTERN QUÉBEC

CHU de Québec-Université Laval–Hôtel-Dieu de Québec
Service aux laryngectomisés, Programme d'aide à la communication
11 Côte du Palais, room 1565
Québec City, Québec G1R 2J6
Telephone: 418 691-5095
Fax: 418 691-5377
Email: programmesalpac@chudequebec.ca



FOR WESTERN QUÉBEC

Service aux laryngectomisés, Programme d'aide à la communication
Centre hospitalier de l'Université de Montréal
Pavillon C, 9e étage
1000, rue Saint-Denis
Montréal QC H2X 0C1
Tel. : 514 890-8236
Fax : 514 412-7899

You can contact the distribution centres during regular clinic hours.

IMPORTANT INFORMATION

ASSOCIATION QUÉBÉCOISE DES LARYNGECTOMISÉS

The association has the goal of establishing links among the members and their areas. To that end, the Association organizes activities to periodically bring their members and their loved ones together. It is thus the perfect place to receive information, support, and certain supplies, in addition to giving laryngectomees a chance to practice their “new voice.” In addition, the Association’s volunteers actively participate in the rehabilitation of people who have recently undergone surgery by visiting them, before and after surgery.

Contact information:

École Marguerite-de-Lajemmerais
5556 Sherbrooke St. East
Montréal, Québec H1N 1A2
Telephone: 514 259-5113
Website: <http://fqlar.qc.ca>
Email: fqlar@fqlar.qc.ca

INFORMATION DOCUMENTS

“New Voice, New Life: Guide for Laryngectomees”

PRINTABLE DOCUMENTS:

chumontreal.qc.ca/patients/salpac

INFORMATION ABOUT THE SAL-PAC PROGRAMS IS AVAILABLE ON THE FOLLOWING WEBSITES:

CHU de Québec-Université Laval: chudequebec.ca/salpac

CHUM: chumontreal.qc.ca/patients/salpac



Service aux laryngectomisés,
Programme d'aide à la communication
Hôtel-Dieu de Québec
11 Côte du Palais, room 1565
Québec City, QC G1R 2J6
Tel.: 418 691-5095
Fax: 418 691-5377



Service aux laryngectomisés,
Programme d'aide à la communication
CHUM
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Tel. : 514 890-8236
Fax : 514 412-7899

DECLARATION OF COMMITMENT

In Québec, two institutions administer the SAL-PAC. In your case, you will deal with the following supraregional distribution centre (check)

- CHU de Québec-Université Laval
- CHUM

You hereby acknowledge that the devices that may be loaned to you remain the property of your distribution centre. You also acknowledge that your distribution centre may control the amount and type of supplies and care products that could be provided to you.

Furthermore, you may not sell, exchange, modify or repair any device or product yourself. If there is breakage or if the device or products are no longer being used, the devices and their parts must be returned to the distribution centre. In the event of your death, one of your loved ones or a resource person who you have designated must return the device and all its parts to your distribution centre.

We wish to inform you that the devices, communication supplies and care products are very expensive and it is essential that good use be made of them. This is a shared responsibility between yourself and the distribution centre. Please inform yourself of the extent of your responsibilities and those of the distribution centres (verso).

The distribution centres will directly contact users who do not respect their commitments in order to correct the situation. The managers of the programs reserve the right to exclude any users who do not to respect their commitments towards the SAL-PAC following this process. In that case, the user will receive a letter explaining the reasons for his or her exclusion from the programs.

I certify that I am aware of the care policies and my responsibilities.

Initials: _____



Service aux laryngectomisés,
Programme d'aide à la communication
Hôtel-Dieu de Québec
11 Côte du Palais, room 1565
Québec City, QC G1R 2J6
Tel.: 418 691-5095
Fax: 418 691-5377



Service aux laryngectomisés,
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MANAGEMENT OF DEVICES, SUPPLIES AND CARE PRODUCTS: A SHARED RESPONSIBILITY

RESPONSIBILITIES OF THE SUPRAREGIONAL DISTRIBUTION CENTRE:

- Provide services (devices, supplies, clinical support) to optimize communication
- Ensure that the material supplied responds to the actual needs of the user
- Provide care products
- Repair or replace devices that are worn out or damaged through normal use
- Provide a spare tracheoesophageal prosthesis for future use
- Periodically contact users to verify that they are regularly using the type of communication device they received from the SAL-PAC
- Control the quantities of supplies and care products provided

RESPONSIBILITIES OF USERS OR THEIR REPRESENTATIVES

- Identify at least one resource-person and
 - Inform that person of the responsibilities described in this document;
 - Inform that person if a communication device has been loaned.
- Notify the SAL-PAC distribution centre of any change in contact information (mailing address, telephone, email).
- Apply the action plan established with the speech-language pathologist or the ENT physician.
- Be aware of the quantities of products allowed and respect what is allowed (see the *List of Products and Quantities Allowed*).
- Accept that a loaned device will not always be new.
- Respect all safety rules pertaining to the use of communication aids and care products.
- Use the material correctly, and for the purpose for which it was provided.
- Regularly maintain the communication aids that have been loaned or given and follow the instructions provided to that end.
- Keep the assigned material and do not trade, give away or sell it.
- Return the loaned device to the distribution centre if it is no longer being used or if another means of communication is chosen.
- Notify the distribution centre if the communication device breaks. In case of breakage of the device or a part, return it to the distribution centre.
- Pay the replacement costs for any communication aid and its parts if it is stolen, lost or damaged through negligence or abuse, fire or vandalism.
- Provide the distribution centre with a medical prescription or a recommendation from the speech-language pathologist for any request or change related to tracheoesophageal prostheses, flexible tubes and speaking valves.

I certify that I am aware of the conditions of care and my responsibilities. Initials: _____

User's name (block letters): _____

RAMQ: _____ Expiry date: _____

User's signature (or his/her representative): _____ Date: _____



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 Fax : 514 412-7899

COMMUNICATION AID RETURN

Date: _____

User's name: _____

DESCRIPTION OF THE COMMUNICATION AID:

- Device: _____ Number: _____
- Accessory: _____
- Accessory: _____
- Accessory: _____

Returned by: _____
 Relationship with user: _____

Telephone no.: _____

Reason for return: _____

Received by (name): _____

Contact information: _____

I understand that, by accepting this communication aid, I am responsible for returning it to the distribution centre within 10 days.

Signature: _____

Date: _____



SERVICE AUX LARYNGECTOMISÉS,
PROGRAMME D'AIDE À LA COMMUNICATION

CARE PRODUCTS
ORDER FORM
CHU DE QUÉBEC-UNIVERSITÉ LAVAL

Orders are shipped once a month only. Orders are not systematically renewed. For all repeat orders, please complete this form and return it to us by mail, email or fax to

Service aux laryngectomisés et
Programme d'aide à la communication
(SAL-PAC)

CHU de Québec-Université Laval
Hôtel-Dieu de Québec
11 Côte du Palais, room 1565
Québec City, QC G1R 2J6

Telephone: 418 691-5095

Fax: 418 691-5377

Email: programmesalpac@chudequebec.ca

Please note that there is a time delay for delivery and there are no rush orders.

Please enter the amount of material required for a 4-week period:

MATERIAL	MAXIMUM AMOUNT PERMITTED	QUANTITY
Tracheo ribbon (100m)	6 rolls of 100m or 12 rolls of 50m per year	
15.2cm non-sterile cotton tip applicators	3 bags of 100 units per month	
Small 6" tracheal brushes	4 per month	
0.9% 5ml NAACL saline solution	1 box of 100 units per month	
10cm x 10cm drain sponges	2 boxes of 50 units per month	
10cm x 10cm non-sterile sponges	2 boxes of 100 units per month	
1.25cm hypoallergenic cloth tape	2 rolls per month	
2.5cm hypoallergenic cloth tape	2 rolls per month	
Cotton filters for laryngectomees	4 per month	
Foam filters for laryngectomees	4 per month	
Adhesive foam squares	1 package of 30 units per month	
Servox battery	2 per year	
9V Cooper Rand battery	2 per month	

The SAL-PAC reserves the right to limit quantities.

LAST NAME: _____ FIRST NAME: _____

ADDRESS: _____

CITY: _____ POSTAL CODE: _____

TELEPHONE: _____ DATE OF BIRTH: _____

If you have provided us with a change of address, is this a permanent change? YES NO

Other requests: _____



SERVICE AUX LARYNGECTOMISÉS,
PROGRAMME D'AIDE À LA COMMUNICATION

CARE PRODUCTS
ORDER FORM
CHUM

Orders are shipped once a month only. Orders are not systematically renewed. For all repeat orders, please complete this form and return it to us by mail, email or fax to

Service aux laryngectomisés et
Programme d'aide à la communication
CHUM
Pavillon C, 9e étage
1000, rue Saint-Denis
Montréal QC H2X 0C1

Telephone: 514 890-8236
Fax: 514 412-7899
Email: SAL-PAC.chum@ssss.gouv.qc.ca

Please note that there is a time delay for delivery and there are no rush orders

Please enter the amount of material required for a 4-week period:

MATERIAL	MAXIMUM AMOUNT PERMITTED	QUANTITY
Tracheo ribbon	6 rolls of 100m or 12 rolls of 50m per year	
15.2cm non-sterile cotton tip applicators	3 bags of 100 units per month	
Small 6" tracheal brushes	4 per month	
0.9% 5ml NAACL saline solution	1 box of 100 units per month	
10cm x 10cm drain sponges	2 boxes of 50 units per month	
10cm x 10cm non-sterile sponges	2 boxes of 100 units per month	
1.25cm hypoallergenic cloth tape	2 rolls per month	
2.5cm hypoallergenic cloth tape	2 rolls per month	
Cotton filters for laryngectomees	4 per month	
Foam filters for laryngectomees	4 per month	
Adhesive foam squares	1 package of 30 units per month	
Servox battery	2 per year	
9V Cooper Rand battery	2 per month	

The SAL-PAC program reserves the right to limit quantities.

NAME: _____ FIRST NAME: _____

ADDRESS: _____

CITY: _____ POSTAL CODE: _____

TELEPHONE: _____ DATE OF BIRTH: _____

If you have provided us with a change of address, is this a permanent change? YES NO

Other requests: _____

LIST OF PRODUCTS AND QUANTITIES ALLOWED

The brands are listed for information purposes only and are not intended to be restrictive. Moreover, this list is subject to change without notice.

Communication devices	Quantities allowed
Voice amplifiers and accessories	
Voice amplifier	1 per 5 years or according to the product's lifespan
Microphone (lapel, headset or goose neck) for voice amplifier	1 per 5 years
Foam microphone cover	2 per year
Cloth carrying bag for amplifier	1 per 5 years
Telephone devices	
Telephone with voice amplifier	1 per 10 years or according to the product's lifespan
Teletypewriter (TTY)	1 per 10 years or according to the product's lifespan
Artificial larynges	
Intra-oral or neck-held artificial larynx	1 per 5 years or according to the product's lifespan
Flexible or rigid tube for artificial larynx	30 per year
Regular or adapted (extended grip) sound generator	2 per year
Cord for sound generator	4 per year
Oral adapter for neck-held artificial larynx	1 per 2 years
Charger for neck-held artificial larynx	1 per 10 years
Case for neck-held artificial larynx	1 per 5 years
Communication supplies	Quantities allowed
Standard tracheoesophageal prostheses	
Patient-changeable prostheses (Blom-Singer Duckbill, Blom-Singer Low pressure, or Provox NID)	8 per year
Indwelling tracheoesophageal prostheses	
Indwelling prostheses (all types of Blom-Singer Indwelling, Provox 2, or Provox Vega)	6 per year
Occluder-type tracheoesophageal prostheses	
TEP occluder	4 per year
Accessories for tracheoesophageal prostheses	
Catheter	6 per year
Dilator	1 per year
Pipette to clean tracheoesophageal prostheses	6 per year
Brush to clean tracheoesophageal prosthesis	12 per year
Insertion capsule for tracheoesophageal prosthesis	90 capsules per year
Plug insert for tracheoesophageal prosthesis	3 per year
Silicone flange (Provox XtraFlange)	8 per year
Hands-free valves and accessories	
InHealth hands-free valve	1 per year

Replacement diaphragm for InHealth valve	1 per year
Provox hands-free valve	1 per year
Arch for Provox FlexiVoice hands-free valve	1 per year
Rigid valve housing	2 per year
Foam discs or thin discs for rigid valve housing	12 boxes of 30 units per year
Adhesive housing	12 boxes of 30 units per year
Skin prep pads	8 boxes of 50 units per year (max. 1/day)
Skin TAC adhesive barrier wipes	8 boxes of 50 units per year (max. 1/day)
Bottle of adhesive	12 per year
Adhesive remover wipes (Remove)	8 boxes of 50 units per year
Speaking valves	
Passy Muir, Portex <u>or</u> Shiley speaking valves for tracheotomized patients	6 to 8 per year depending on model
Flexible tubes, stoma buttons and accessories	
Stoma button or flexible tube Inhealth laryngectomy tube, Provox Lary Button, Provox Lary tube (standard, fenestrated or with ring), Bentec T Vent, <u>or</u> Bivona T Vent	3 per year
Tube holder for stoma button or flexible tube	12 per year
Other supplies	
Adhesive foam squares (Kapitex laryngofoam)	12 packages of 30 units per year

Care products	Quantities allowed
Cotton filters for laryngectomy with ties	48 per year
Foam filters for laryngectomy with ties	48 per year
Tracheo ribbon (50 or 100m rolls)	6 rolls of 100m or 12 rolls of 50m per year
15.2cm non-sterile cotton tip applicators	36 bags of 100 units per year
Small 6" tracheal brushes	48 brushes per year
0.9% 5ml NaCl saline solution	12 boxes of 100 per year
10cm x 10cm non-sterile sponges	200 units per month
Drain sponges	100 units per month
1.25cm hypoallergenic cloth tape	24 rolls per year
2.5cm hypoallergenic cloth tape	24 rolls per year
Batteries for Servox artificial larynx	2 batteries per year
9V batteries for Cooper Rand artificial larynx	24 batteries per year

Devices and supplies requiring an atypical request	Quantities allowed
Dedicated speech synthesizer	1 per 10 years or according to the product's lifespan
Electronic tablet or computer with speech synthesis	1 per 10 years
Bag or case for speech synthesizer	1 per 5 years
Flexible tube attachment system with clips (LaryClips)	12 boxes per year
Housing for hands-free valve with metal ring (Provox FreeHands Support)	6 per year
Provox FreeHands Support Adhesive	12 boxes per year