

A baby wearing a white cranial remolding helmet, holding a green toy sheep. The image is overlaid with a blue tint.

PBO

GROUP

PROSTHETICS
BRACING
ORTHOTICS

CRANIAL REMOLDING PATIENT HANDBOOK

INTRODUCTION

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LET'S GET MOVING

At PBO Group we don't just appreciate your business. We value the fact that you've trusted us with your health. Our team is committed to providing all clients with best-in-class care.

PBO stands for Prosthetics, Bracing and Orthotics and our team of dedicated professionals is passionate about helping you achieve your health and lifestyle goals.

Our five Ontario clinics offer convenient access to superior care for a range of healthcare services, including:

- Prosthetics
- Off-the-Shelf and Custom Bracing
- Orthotics
- Compression Therapy
- Cranial Remolding
- Osseointegration Support

If you have any questions, please reach out to the Client Service Team at any time through our website at www.pbogroup.ca or by calling 1-877-331-3395 or by using any of the site-specific phone numbers or email addresses below.

PBO NIAGARA: HOTEL DIEU SHAVER REHABILITATION CENTRE

547 Glenridge Avenue, St. Catharines, Ontario L2T 4C2

PHONE: 905-688-2553

EMAIL: clientcareniagara@pbogroup.ca

FAX: 905-688-3230

HOURS: Monday to Thursday – 8am to 5:30pm

PBO NIAGARA: ST. CATHARINES HOSPITAL SITE

1200 Fourth Avenue, St. Catharines, Ontario L2S 0A9

PHONE: 905-688-3288

EMAIL: clientcareniagara@pbogroup.ca

FAX: 905-346-2825

HOURS: Monday to Thursday – 9am to 6pm | Friday – 9am to 1pm

INTRODUCTION

LET'S GET MOVING *continued*

PBO KAWARTHA

1-210 Hunter Street West, Peterborough, Ontario K9H 2L2

PHONE: 705-745-1341

EMAIL: clientcarekawartha@pbogroup.ca

FAX: 705-745-7307

HOURS: Monday-Thursday 8:00am to 5:00pm | Friday 8:00am to 4:00pm

PBO BARRIE

100-115 Bell Farm Road, Barrie, Ontario, L4M 5G1

PHONE: 705-737-3021, 1-800-461-5609

EMAIL: clientcarebarrie@pbogroup.ca

FAX: 705-737-4002

HOURS: Monday – Thursday, 8:30am to 5:00pm | Closed Noon to 1:00pm
Friday, 8:30am to 2:00pm

PBO OWEN SOUND

810 10th Avenue East, Owen Sound, Ontario N4K 3H7

PHONE: 519-371-0001

EMAIL: clientcareowensound@pbogroup.ca

FAX: 519-371-4338

HOURS: Monday – Thursday, 9:00am to 4:00pm



PATIENT CARE

PATIENT CARE

WARRANTY

At PBO Group, we are committed to ensuring that all client devices and supports are of the highest quality materials, well fit and built to last. We believe in our products and offer the following warranties from the date of final fit.

CUSTOM-MADE DEVICES

Assuming normal usage, all custom-made devices are warranted against defects for 6 months. Fit and function for these devices is warranted for three months after final fit, with the exception of cases of significant changes in weight.

CUSTOM-MADE PAEDIATRIC DEVICES

Assuming normal usage, paediatric devices are warranted against defects for two months. Fit and function for these devices is warranted for one month.

SOFT SUPPORTS, PRE-MADE DEVICES, SHOES, COSMETIC ELEMENTS AND CONSUMABLES

These items are solely covered by the warranty provided by the original manufacturer.

MANUFACTURER WARRANTIES

PBO Group also supports manufacturer's warranties to componentry. The client is responsible for the cost of shipping and/or related labour.

Please note that the Ministry of Health (ADP) does not contribute to the costs of repairs under any circumstance.

LET'S WORK TOGETHER

To maximize the success and longevity of your device, please notify us immediately of any problems, visit us annually for maintenance and never attempt to modify a device yourself.



FUNDING

FUNDING

OVERVIEW

PBO Group works closely with our clients to assess their needs and support them in exploring all available funding opportunities.

PBO GROUP HAS BILLING PRIVILEGES WITH THE FOLLOWING FUNDING SOURCES:

- Assistive Devices Program (ADP)
- Workers Safety Insurance Board (WSIP)
- Department of Veterans Affairs (DVA)
- Non Insured Health Benefits For First Nations and Inuit (NIHB)
- Ontario Disability Support Program (ODSP)
- Ontario Works (OW)
- Assistance for Children with Severe Disabilities (ACSD)
- War Amps of Canada
- Champs Program
- March of Dimes
- Easter Seals
- Private Health Insurance Plans

If you have any questions about accessing additional funding for your devices, the PBO team is here to help you.



WEAR & CARE

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INFANT HELMETS

New infant helmets should be broken in gradually to help avoid any skin irritation. Follow these tips for a better break-in experience:

- Change is hard for everyone. Recognize that the first week may be difficult.
- If you notice redness, it could be caused from the excessive sweat your child is producing. The sweating will subside after the first week.
- If your baby is sweating a lot, use cornstarch-based baby powder to help with the sweat.
- If the redness looks like the skin is irritated, try using a natural cream, like Eucerin, to help create a barrier between the skin and the helmet.
- If the skin looks like it is a dark red and/or purplish colour, the helmet is creating too much pressure and should be removed immediately.
- If the redness persists, contact our office.

RECOMMENDED WEEK ONE HELMET BREAK-IN SCHEDULE

DAY	HELMET ROTATION	WORN DURING NAPS?	WORN DURING NIGHTTIME?
1	1 hour on, 1 hour off, repeat until bedtime	No	No
2	2 hours on, 1 hour off, repeat until bedtime	No	No
3	4 hours on, 1 hour off, repeat until bedtime	Yes	No
4	6 hours on, 1 hour off, repeat until bedtime	Yes	No
5	7 hours on, 1 hour off, repeat until bedtime	Yes	No
6	8 hours on, 1 hour off, repeat until bedtime	Yes	Yes
7	23 hours on, 1 hour off	Yes	Yes

Check skin each time helmet is removed.

CLEANING THE HELMET

- To keep your child's new helmet clean you can remove the fabric liner and hand wash using mild soap and warm water. Rinse well and hang to dry. The firm structure of the helmet can be washed using a mild soap and warm water by hand in the sink as if it were a dish.

INFANT HELMET WARRANTY

All helmets provided by PBO Group have a lifetime warranty. If at any time you feel unsure about your child in their helmet, please do not hesitate to call us. We are here to help.