



PBO

GROUP

PROSTHETICS
BRACING
ORTHOTICS

**ORTHOTICS
PATIENT HANDBOOK**

INTRODUCTION

INTRODUCTION

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

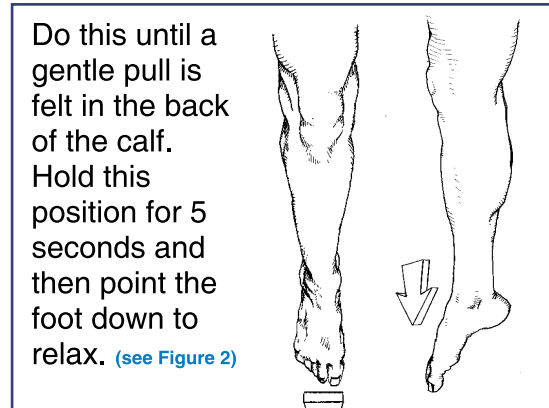
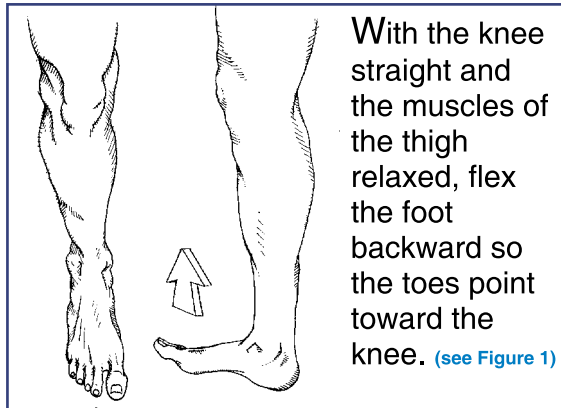
PBO Group also supports manufacturer's warranties to componentry. The client is responsible for the cost of shipping and/or related labour.

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.

CALF STRETCH



PERFORM THIS SIMPLE STRETCH WHILE:

- Lying in or sitting on your bed
- Sitting in a chair with your leg supported by a stool
- Relaxing on the couch

STEP 1: Begin with your knee straight and your thigh muscles relaxed.

STEP 2: Flex your foot forward, so your toes point toward your knee.

STEP 3: Continue flexing your foot until you can feel a gentle pull in the back of your calf.

STEP 4: Hold this position for 5 seconds, then, point your foot down to relax.

SHOE FITTING TIPS

Poor-fitting shoes can lead to foot pain, corns, calluses, hammertoes, bunions and other foot problems. Follow these simple tips to help ensure a proper fit.

- Buy shoes at the end of the day when feet are at their largest.
- Measure both feet and fit the shoe to your larger foot.
- There should be a thumb width between your longest toe and the end of the shoe. Note that your big toe may not be your longest toe.
- Remove the insole from the shoe and stand on it. Your foot should not overlap the insole.
- Do not expect shoes to stretch.
- There should be enough room in the shoe for your toes to wiggle.
- Try on shoes with the socks that you will most often wear.
- The shoes should initially be comfortable with minimal slipping at the heel.
- If you are fitting the shoe with a foot orthotic, ensure that the shoe has a removable insole. Remember that the foot orthotic will take up a little more room than the original insole.
- Shoe sizes vary by manufacturer, so select your shoes by fit, not size.

If you suffer from the loss of feeling in your feet, take extra care. The shoe may seem like it fits when in fact it is too tight. This can cause calluses or blisters and lead to dangerous infections.

**ALWAYS REMEMBER ...
IF THE SHOE DOESN'T FIT, DON'T BUY IT!**



CONDITIONS

DROP FOOT

WHAT IS DROP FOOT?

Drop Foot is a general term used to describe the inability to lift the front of the foot off the ground. If you have drop foot, you may drag the front of your foot on the ground when you walk and/or compensate for your weakness. This can result in back, hip or knee pain.

Drop Foot is a sign of an underlying neurological, muscular or anatomical problem. It can be temporary or permanent, depending on the underlying condition.

HOW IS DROP FOOT TREATED?

Treatment for Drop Foot can help decrease pain and improve balance and can include:

- An Ankle Foot Orthosis (AFO) that goes inside the shoe along the length of the foot and up the back of the calf. The AFO prevents the foot from dropping and provides ankle support during ambulation. This method can help reduce the risk of falling.
- Muscle stimulation is a newer treatment method for Drop Foot. Electrodes are specifically placed on the muscle to transmit an electrical signal to stimulate a muscular contraction to pick the foot up.

IS THERE FUNDING AVAILABLE FOR DROP FOOT TREATMENT?

- The Ministry of Health's Assistive Devices Program (ADP) is a funding program that will provide up to 75% of the cost of a custom Ankle Foot Orthosis. The client and/or their supplementary insurance program covers the remaining 25%. If you are on ODSP, OW or ACSD, ADP will pay up to 100% of the approved Ankle Foot Orthosis cost.
- Health benefit programs will cover their approved amount for custom Ankle Foot Orthosis or muscle stimulation.

PERIPHERAL NEUROPATHY

WHAT IS PERIPHERAL NEUROPATHY?

Peripheral Neuropathy is a condition that occurs as a result of damage to the peripheral nervous system. This damage distorts and/or interrupts signals between the brain and the rest of the body, most commonly in the extremities.

WHAT ARE THE SYMPTOMS OF PERIPHERAL NEUROPATHY?

SYMPTOMS OF PERIPHERAL NEUROPATHY CAN INCLUDE:

- Numbness, tingling and prickling sensations
- Sensitivity to touch
- Muscle weakness
- Lack of sensation or pain

IN MORE EXTREME CASES SYMPTOMS CAN INCLUDE:

- Burning pain
- Muscle wasting
- Paralysis
- Organ and gland dysfunction

HOW IS PERIPHERAL NEUROPATHY TREATED?

Treatment for Peripheral Neuropathy can include:

- Bracing and supports to help reduce the pain, minimize the impact of physical disability and protect insensate body parts by:
 - Compensating for muscle weakness
 - Alleviating nerve compression
 - Cushioning insensate areas
 - Supporting unstable joints

CONDITIONS

POSTERIOR TIBIA TENDON DYSFUNCTION (PTTD)

WHAT IS POSTERIOR TIBIA TENDON DYSFUNCTION (PTTD)?

Posterior Tibia Tendon Dysfunction is the most common type of flatfoot that develops during adulthood. It is often referred to as “adult acquired flatfoot.” It typically occurs in just one foot, but some people may develop it in both. PTTD is usually progressive, which means it will continue to get worse, especially if it isn’t treated in the early stages.

WHAT CAUSES PTTD?

PTTD is often caused by the overuse of the posterior tibial tendon. Symptoms usually occur after activities that involve that tendon, such as running, walking, hiking or climbing stairs.

WHAT ARE THE SYMPTOMS OF PTTD?

SYMPTOMS OF PTTD GET WORSE AS THE CONDITION PROGRESSES AND CAN INCLUDE:

- Pain along the inside of the ankle
- Swelling
- Flattening of the arch
- Inward rolling of the ankle

HOW IS PTTD TREATED?

TREATMENT FOR PTTD CAN INCLUDE:

- Orthotic devices or bracing
- Immobilization
- Physical therapy
- Medications
- Shoe modifications
- Surgery

CHARCOT'S JOINT

WHAT IS CHARCOT'S JOINT?

Charcot's Joint, also known as Charcot's Foot and Charcot's Disease, is a progressive destruction of a joint, most commonly the foot and ankle. It develops in people who cannot sense pain and are unaware of the early signs of an injury. People with diabetes and spinal cord injuries are especially at risk. Damage to the foot and ankle can occur unknowingly and gradually over the years and then rapidly progresses with permanent deformity resulting in just a few weeks.

WHAT ARE THE SYMPTOMS OF CHARCOT'S JOINT?

Early stage symptoms include:

- Joint stiffness
- One foot/ankle warmer than the other

Later stage symptoms include:

- Pain, sometimes extreme
- Deformity and collapse of the arch of the foot
- Ulcers over deformed bones, possibly leading to infection and amputation

Preventing Charcot's joint from progressing into later stage symptoms is very important to help avoid foot deformities that can result in regular shoes no longer fitting.

HOW IS CHARCOT'S JOINT TREATED?

The healing process for Charcot's Joint can take between one and two years and requires a lifetime of professional footcare. Early stage treatment includes:

- Use of a wheelchair, walker, crutches or cane for 3-6 months (or longer) to reduce weight and/or immobilize the foot/ankle

The second stage of treatment involves:

- Use of appropriate footwear, custom foot orthotics and/or bracing to protect the foot/ankle

LYMPHEDEMA

WHAT IS LYMPHEDEMA?

Lymphedema is a disorder of the lymphatic system that occurs when a duct is blocked or damaged, resulting in swelling that can impact upper and lower extremities. It is estimated that over 500,000 Canadians suffer from Lymphedema. Lymphedema is progressive and, if left untreated, can become a very serious condition.

WHAT CAUSES LYMPHEDEMA?

Primary Lymphedema is associated with aplasia of the lymph capillaries and usually begins distally and spreads in a proximal direction. Secondary Lymphedema can be the result of a malignant tumour infiltrating the lymph system or from a cancer operation where the lymph nodes have been resected.

HOW IS LYMPHEDEMA MANAGED?

Complex Decongestive Therapy involves four elements that, when used in combination, have a high success rate of improving lymph transport. These four elements are:

- Compression garments
- Manual lymph drainage
- Skin care
- Exercise therapy

CONDITIONS

OSTEOARTHRITIS OF THE KNEE

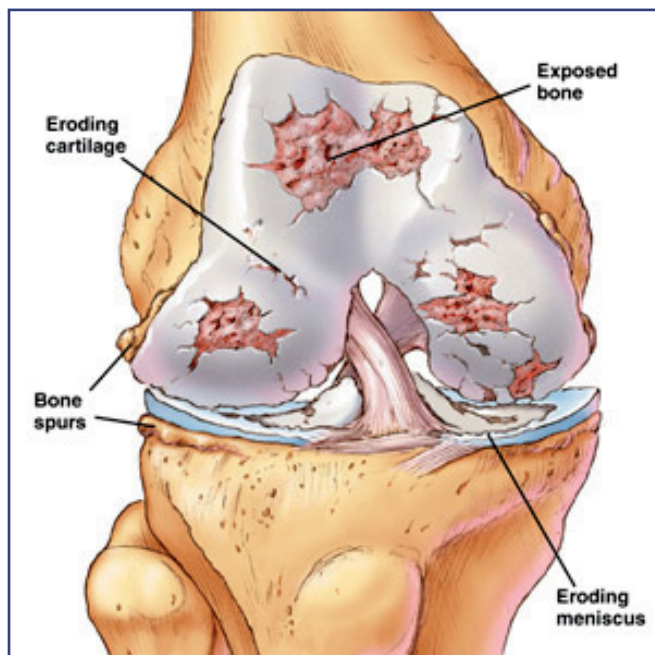
WHAT IS OSTEOARTHRITIS OF THE KNEE?

Osteoarthritis of the Knee is the most common type of arthritis. It causes the degeneration of the articular cartilage of the knee joint.

As the cartilage of the affected joint becomes soft, erosion occurs at higher-friction areas. This causes the cartilage to lose its protective nature, which can lead to a change in the shape of the underlying bone, which in turn can lead to increased pain.

WHAT ARE THE TREATMENT OPTIONS FOR OSTEOARTHRITIS OF THE KNEE?

- Custom foot orthotics
- Soft knee supports
- Custom “unloading” knee braces
- Visco elastic supplements
- Medication



CONDITIONS

PLANTAR FASCIITIS AND HEEL SPURS

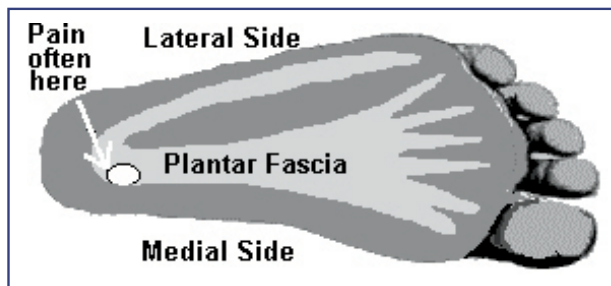
WHAT IS PLANTAR FASCIITIS?

The Plantar Fascia is a thick, fibrous material on the bottom of the foot that helps to maintain the arch, general structure and stability of the foot.

Plantar Fasciitis is a common foot problem that starts as a dull, intermittent pain in the hall and/or arch of the foot that may progress to a sharp, persistent pain. In most cases of Plantar Fasciitis, the first few steps taken in the morning are the most painful.

WHAT IS A HEEL SPUR?

Heel Spurs are a later, more advanced form of Plantar Fasciitis.



HOW ARE PLANTAR FASCIITIS AND HEEL SPURS TREATED?

If unaddressed, Plantar Fasciitis can become a chronic condition and it may take several months before the painful symptoms improve. Therefore, it's important to seek treatment as early as possible. Common treatments include:

- Ice
- Rest
- Custom Foot Orthotics
- Night Splints
- Medication

MORTON'S NEUROMA

WHAT IS A NEUROMA?

A Neuroma is a painful condition that is also referred to as a pinched nerve or nerve tumour. The most common neuroma in the foot is a Morton's Neuroma, which affects the front half of the foot, most often between the third and fourth toes.

WHAT ARE THE SYMPTOMS OF A NEUROMA?

When the tissue around a nerve thickens, the following symptoms can occur:

- Sharp burning in the foot
- Tingling or numbness in the toes
- A feeling as if you are standing on a pebble

WHAT CAUSES A NEUROMA?

There are several factors that can contribute to a Neuroma, including:

- Wearing tight, poor-fitting or high heeled shoes
- Repetitive trauma, injury and overuse to the ball of the foot
- Foot deformities
- Poor foot biomechanics

WHAT ARE THE TREATMENT OPTIONS FOR NEUROMAS?

- Change of footwear
- Custom foot orthotics
- Rest
- Anti-inflammatory medication
- Cortisone injections
- Surgery



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

WEAR & CARE

ORTHOTICS

New orthotics should be broken in gradually to limit joint and muscle discomfort and increase the success of your orthotics.

FOLLOW THESE TIPS FOR A BETTER BREAK-IN EXPERIENCE:

- Begin wearing your orthotics for one hour the first day.
- Continue to increase each break-in period by one hour per day (as tolerated) until you can consistently wear them for an entire day.
- Minor problems can be addressed at your recheck appointment, but if you experience significant pain or blistering, STOP wearing them and contact us for an appointment.
- Wear your orthotics with clean, dry socks and shoes or sandals that fit properly and are designed for orthotics.
- Socks and shoes should be in good condition and appropriate to any medical condition.

TAKE PROPER CARE OF YOUR ORTHOTICS BY:

- Removing them from shoes daily to dry
- Removing grit and sand from shoes
- Periodically hand washing them with mild soap and water and allowing them to air dry

Book an annual check-up appointment to ensure your orthotics continue to offer a great fit.