

What you need to know...

# IF YOUR WHEELCHAIR (MANUAL OR MOTORIZED) OR MOBILITY SCOOTER BREAKS

It is important to keep up with the maintenance of your mobility aid; nevertheless, unexpected failures may still occur.

## \*What is an emergency?

- Damage having a significant impact on your security, your posture, or your daily activities. Example: burst tires, broken footrest, unsafe brakes, pierced Roho cushion, broken backrest, significant electrical malfunction, etc.

## What to do if your wheelchair malfunctions?

- **If you are able to make your way to your nearest technical aids service:**

Contact the technical aids service near your home and **take a schedule appointment**. The technical aids service will determine the urgency of your situation and schedule an appointment.

- **If your wheelchair or scooter is immobilized:**

- Step 1: Consult the section on this topic « Have you checked ? »
- Step 2: If this does not solve your problem, contact the roadside assistance service. Note that only urgent issues will be repaired. An additional maintenance appointment with your local technical aids service may be required.

## Have you checked ?

- **If you have a motorized wheelchair or a mobility scooter:**
  - Did you charge your battery all night ?
  - If this is not the case, charge it for at least 24 hours (1 day).
  - Did you plug it in a wall outlet ?
  - Is the wall outlet working ? If necessary, try a different outlet.
  - Has the mobility aid been exposed to rain or snow ? If so, please dry indoors for 24 hours (1 day).

### IMPORTANT

Do not plug with an extension cord.

- **If you have a motorized wheelchair specifically:**

- When driving in a tilted position, a red « Turtle » mode (or red light) may appear in the controller's screen and stop you from driving. If so, place your seat tilt upright (vertical), this will adjust the setting.
- Check if the « motorized » function is active ?  
Your appliance may be in « Manual » (neutral) and not « Motorized ». With the assistance from another person, check that your appliance is not in manual pushing mode. Most buttons are found under the appliance. Please refer to the manufacturers technical details to find it.



## Contact information for your establishment

### Technical aid services of Montreal

#### Centre de réadaptation Lucie-Bruneau (CRBL)

**\*This facility excluding repair of mobility scooters**

2305, Laurier East Avenue, Montreal, (Quebec) H1H 2N8

Telephone: 514-527-4527 # 712240

Email Address: sat.crbl.ccsmtl@ssss.gouv.qc.ca

#### Centre de réadaptation Lethbridge-Layton-Mackay (CRLLM)

**\*This facility excluding repair of mobility scooters**

7005, de Maisonneuve Boulevard West, Montreal, (Quebec) H4B 1T3

Telephone: 514-487-1770 # 43273

Email Address: accueilSAT.clethb@ssss.gouv.qc.ca

#### Institut de réadaptation Gingras-Lindsay de Montréal (IRGLM)

6300, Darlington Avenue, Montreal, (Quebec) H3S 2J4

Telephone: 514-340-2080

Email Address: sat.irglm.ccsmtl@ssss.gouv.qc.ca

### Roadside assistance

Direct line for IRGLM roadside assistance: 514-340-2705

Services 7 days a week, from 9 AM to 9 PM

Closed December 25th and January 1st



## Recommendations for maintaining your mobility aid

Manual wheelchair	Motorized wheelchair and mobility scooter
Every week: <ul style="list-style-type: none"> <li>• Check the tire pressure.</li> </ul>	Every day: <ul style="list-style-type: none"> <li>• Completely recharge the batteries.</li> <li>• Be careful with your batteries, they must be used reasonably.</li> </ul>
Every month : <ul style="list-style-type: none"> <li>• Inspect the state of your brakes.</li> <li>• Wash the fabrics and the frame.</li> </ul>	Every week: <ul style="list-style-type: none"> <li>• Check the tire pressure.</li> </ul> Every month : <ul style="list-style-type: none"> <li>• Make sure the breaking system is working properly.</li> <li>• Wash the fabrics and the frame</li> </ul>

### Your mobility aid, your responsibility

- You are responsible for your appliance and its regular maintenance.
- You must keep it clean and in good condition.
- You must schedule 2 general maintenance appointments per years to maintain your mobility aid.
- If your batteries no longer retain their charge, plan scheduling an appointment before a power outage occurs.