



**AUSTIN SPEECH LABS**

stroke recovery one word at a time

# Welcome Packet

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# Client Services

## **Boot Camp**

The intensive speech and cognitive therapy provided by Austin Speech Labs is structured in eight-week “Boot Camp” sessions. Our clients can come up to five days a week for 3- 6 hours each day and receive individual, group and computer therapy. We build in breaks between Boot Camp sessions, so that our clients have time to absorb what they have learned and apply it in their daily lives. It also allows clients and caregivers to see progress and decide if they need more therapy to achieve their goals.

The different type of therapy clients receive at Austin Speech Labs will target similar focus areas including reading, writing, auditory processing, automatic speech, memory, cognition, conversation, vocabulary, and language.

## **Individual Therapy**

Clients work one-on-one with a trained speech therapist that assists them with their specific areas of need.

## **Group Therapy**

Clients are placed into groups based on their comprehension levels and common interests to work on the different speech and cognitive areas in a more social setting.

## **Computer-Based Therapy**

Clients spend an hour working on various cognitive and language-based therapy programs that supplement their individual sessions.

## **Music Therapy**

Clients work one-on-one with a certified music therapist that uses elements of music to target speech goals and objectives.

## **Teletherapy**

Teletherapy is offered to those clients who cannot come to the office for therapy.

# Absentee Policies

**Doctor Appointment/Sick:** Austin Speech Labs will credit clients for a maximum of two (2) therapy days missed due to an illness or doctor appointment when given a 24-hour notice.

**Vacation:** Austin Speech Labs will adjust therapy billed hours if we are notified of the vacation days **in advance of the start of the Boot Camp session.**

**Unexcused Absences/No-Shows\*:** Three (3) missed therapy appointments without notification will result in dismissal of Boot Camp session.

**Inclement Weather:** Austin Speech Labs' first priority is the safety of our clients and employees. Therefore, Austin Speech Labs will be closed for therapy when it is inclement weather and will not offer make up days. **Austin Speech Labs follows [Austin Independent School District](#) policies for closures. If the school district closes Austin Speech Labs will be closed. If the school district opens on a delayed schedule with a 2-hour delay, we'll open at 10:00 AM– but if they open any later, we'll open when they do.** If delays or cancellations occur, Austin Speech Labs will update this information on [Facebook](#), [twitter](#) and [austinspeechlabs.org](http://austinspeechlabs.org). Please feel free to follow the school districts websites directly to get the most recent status.

Should you have any questions or concerns about our absentee policies, please contact Shelley Adair (512-914-9371) or Shilpa Shamapant (512-294-6300).

# Fees for Services

Austin Speech Labs aims to keep our rates low so that clients can get the services they need at an affordable price for the length of time necessary. We are able to offer low rates by partnering with university students in Central Texas that are pursuing a degree in Communication Sciences, by writing grants, and by a very supportive community that has donated generously

*\*We accept cash, checks and credit card for payment. There is a 3% charge for credit card fees. You can pay by credit at [www.austinspeechlabs.org](http://www.austinspeechlabs.org) or in the office. We do not accept insurance.*

**Evaluation:** \$100 initial evaluation fee. Re-evaluations are \$50 if conducted within 12 months of the initial evaluation date and \$100 after 12 months of the initial evaluation date. The initial evaluation lasts about an hour and a half and is completed prior to enrollment in the first boot camp. Subsequent evaluations are free of charge unless there is over a twelve-month time passage between treatments. Evaluations are not subject to discounted rates.

**Boot Camp Therapy:** \$30 per hour for speech, language, cognitive, and music therapy. Therapy fees are billed once per Boot Camp Session and reflect all scheduled hours. Invoices are distributed the second week of each Boot Camp. **Payment is expected in full upon receipt.** To support your long-term therapy goals, the therapy fee will be reduced to \$20 per hour after completion of 5 Boot Camp sessions.

**Individual Therapy:** \$30 per hour for individual sessions

**Tele-therapy:** \$30 per hour for individual tele-therapy sessions

**Administrative Fee:** There is a \$30 administrative fee attached to every boot camp invoice. This fee helps to cover the cost of our accountant, administrative and ongoing research fees. With five Boot Camp sessions, clients can anticipate paying this fee five (5) times each calendar year. This fee remains the same regardless of therapy hours received each session.

**Sliding Scale:** If you are unable to provide payment for therapy, you may apply for sliding scale discounted fees. For more information please ask the administrative assistant for the appropriate application. If deemed eligible for discounted fees, necessary paperwork will need to be re-submitted and will be re-evaluated every 12 months.

**Payment Plan:** Boot Camp sessions are billed for the total amount of therapy hours scheduled for 8 weeks. If you are unable to pay the amount in full, we are happy to work with you. If you would like to set up a payment plan, please see the administrative assistant.

## Social Media

For updates follow us on our social media accounts:

- “Like” us on Facebook
- Follow us on Twitter: austinspeechlab
- Instagram: @AustinSpeechLabs
- Website: [www.austinspeechlabs.org](http://www.austinspeechlabs.org)

\*We offer Wi-Fi for our caregivers and family members.

## **2019 Boot Camp Dates**

- 1) January 14 – March 8
- 2) March 25 – May 17
- 3) June 3 – August 2 (*No Boot Camp July 1 – July 5*)
- 4) September 3 – October 25
- 5) October 29 – December 20

*\*Individual one hour therapy sessions  
will be offered between Boot Camps*

### **Austin Speech Labs is closed on the following holidays:**

New Year's Day – Jan. 1

Memorial Day – May 27

Independence Day – July 4 (*No Boot Camp July 1 – July 5*)

Labor Day – Sept. 2

Thanksgiving Day and Friday Following – Nov. 28 & Nov. 29

Christmas Day – Dec. 25

### **Save the Dates:**

Amplify Austin – Feb. 28 & Mar 1

One Word At A Time Event – May 2

World Stroke Day Health Fair – Oct. 29

Year End Celebration Brunch – TBD

## Caregiver Support

Caregivers are an essential part of the Austin Speech Labs family. We understand that a stroke is devastating for family members as well. We prioritize creating a therapy environment that is supportive for everyone involved. Throughout the therapy process, beginning even before the initial evaluation, we will answer any questions you may have about stroke, therapy, or Austin Speech Labs. Keeping the caregivers updated on progress is a priority at Austin Speech Labs.

We offer caregiver support groups through-out the year. If you are interested in more information, please contact [staff@austinspeechlabs.org](mailto:staff@austinspeechlabs.org).

## Transportation

- **Capital MetroAccess** is a demand-response, shared-ride service for people whose disabilities prevent them from riding regular bus and rail service. MetroAccess service complies with the Americans with Disabilities Act of 1990 (ADA). All persons who, by reason of disability, are unable to use Capital Metro's fully accessible bus and rail services may be eligible for MetroAccess Service. Individuals interested in becoming a certified MetroAccess rider must go through an eligibility process. For information about the eligibility process, to request a MetroAccess application (applications should be brought to your eligibility appointment, not mailed) or to schedule an appointment, **please call (512) 389-7501 or visit [capmetro.org/metroaccess](http://capmetro.org/metroaccess).**
- **City of Austin Senior Transportation** provides low cost transportations for seniors Monday through Friday. **Call 512-974-1464 or visit [austintexas.gov/seniors](http://austintexas.gov/seniors) (scroll down to services section).**
- **Drive a Senior** is a non-profit service that provides free transportation to seniors with low-income and/or rural residence. **Visit [driveasenior.org](http://driveasenior.org).**
- **CARTS** is regional public transportation for the surrounding counties around Austin. **Please visit [ridecarts.com](http://ridecarts.com).**
- **Ride Austin** is a community ride-share program similar to UBER. **Visit [rideaustin.com](http://rideaustin.com)**

# Language Problems

## Post Stroke Language Problems

Caregivers may hear one or more of the following terms during the rehabilitation process:

### Aphasia

Aphasia is a communication disorder resulting from damage to the language areas of the brain, specifically the left hemisphere. Persons with aphasia may have difficulty in speaking, auditory comprehension, reading, and writing. The American Speech-Language-Hearing Association estimates that approximately one million people in America have aphasia and that every year about 80,000 people acquire the disorder.

Treatment of aphasia at Austin Speech Labs is focused on the individual client's deficits and is oriented to meet everyday demands and personal goals.

### Apraxia of Speech

Apraxia of speech is a motor speech disorder. Like aphasia, it is caused by damage to the areas of the brain related to speech. The amount or degree of the damage is often indicative of the severity of the disorder. People with apraxia have difficulty sequencing speech sounds in syllables and words.

At Austin Speech Labs, the speech therapist or therapist assistant will guide the client through activities designed to recover speech abilities and overall communication proficiency. Through repetition of sounds, syllables, words, and sentences, the client will practice the proper mouth movements to retrain speech muscles. If necessary, the therapists will work on slowing the client's rate of speech to ensure all sounds are being targeted appropriately.

### Dysarthria

Dysarthria is a motor speech disorder. After a stroke or other brain injury, the speech muscles (the muscles of the mouth, face, and respiratory system) can become weak. This weakness can result in slow or no movement of the muscles.

At Austin Speech Labs, individuals with dysarthria will be guided through a treatment plan that may include slowing their rate of speech, improving breath support, reaching an appropriate volume, and improving articulation of speech sounds so speech is more intelligible.

### Cognitive

At Austin Speech Labs, we believe language and cognitive skills go hand-in-hand. Cognitive skills, such as planning, organizing, attention, problem solving and memory, are all a part of therapy. Therapists at Austin Speech Labs incorporate cognitive skills along with speech, and language therapy to help clients retrieve words and speak sentences.

# FAQ

## **How long does it take to recover?**

The recovery process is different for each individual client. Among other factors, it is dependent on the type and severity of the damage and the amount of therapy received.

## **What do we work on?**

At Austin Speech Labs we work on speech, language, and cognitive skills. Therapy is customized to the individual needs of each client.

## **How often will I receive therapy?**

After the client is evaluated he or she and the caregiver will consult with their clinician to decide on their schedules.

## **What if I do not live in Austin?**

If you do not live in Austin, we offer telecommute therapy through the computer. We request you travel to our office to attend an initial evaluation. This requirement allow our staff to get to know the client, and it gives us an opportunity to earn the client's trust in our services.

## **What does a typical day look like at Austin Speech Labs for a client?**

Clients typically spend three-hour blocks of time at Austin Speech Labs. This time will include at least one group session, led by a therapist or therapist assistant. Groups generally last one hour and include four to five clients. For the other two hours, the client may receive an hour of computer therapy with a program specifically chosen to target individual needs, and one hour of individual therapy with a speech therapist, therapist assistant, or supervised volunteer. All clients receive one-on-one attention during their three-hour blocks of time at Austin Speech Labs.

## **How much does it cost?**

We understand you will need more than one boot camp session to recover. Our fees are affordable to allow you to receive therapy for multiple boot camp sessions. We also offer sliding scale fees for clients requiring financial assistance. Please see page 6 for current fees.

## **Do you need a caregiver present during therapy?**

We are a nonprofit organization and have volunteers helping us. Our staff is not trained to do transfers or take clients to the restroom. If a client requires assistance with transfers and/or going to the restroom, we request that a caregiver be available during therapy to help. We have a caregivers' room so individuals can relax and unwind while the client is in therapy – wi-fi is provided.