

Incontinence Supplies Guide for Parents

Children's disABILITY Services provides incontinence supplies (such as diapers and wipes) for eligible children ages three and older, who require incontinence supplies for disability-related reasons and who do not have coverage under any other public or private health care plan.

Applying for Incontinence Supplies

Step 1

Download the *Medical Supply Request and Justification Form* from the Disability Health Supports Unit website at www.manitoba.ca/fs/dhsu or you can also get a copy of the form mailed to you by calling 204-945-4393 or 1-877-587-6224.

Step 2

Complete the following sections of the *Medical Supply Request and Justification Form*.

- In section 1, enter your child's information.
- In section 2, complete the diagnosis and type of supply boxes only. You can apply for diapers, pull-ups and wipes without the recommendation of a medical professional.
- In section 3, tell us which supplies are needed for your child (e.g., diaper or pull-ups, sizes, wipes) from the attached Incontinence Supplies List.

Step 3

Return the *Medical Supply Request and Justification Form* to the Disability Health Supports Unit by mail, fax or email:

Disability and Health Supports Unit – Provincial Services
102-114 Garry Street
Winnipeg, MB R3C 1G1
Email: disandhealthsupports@gov.mb.ca
Fax: 204-945-1436

The Disability Health Supports Unit (DHSU) reviews and assesses all requests on behalf of Children's disABILITY Services. You will receive a letter from the DHSU if your request has been approved and then you can order incontinence supplies for your child.

Ordering Incontinence Supplies

If ordering incontinence supplies for the first time, call the Materials Distribution Agency (MDA) at 204-945-3000 or 1-800-561-8313 to make arrangements for your first order. When placing an order with MDA, you will be asked for your child's name and Personal Health Identification Number (PHIN), which is listed on your Manitoba Health Card.

To reorder supplies, you will need to contact MDA. Orders are accepted by telephone at 204-945-3000 or 1-800-561-8313, or by email at e-order@gov.mb.ca.

Please place your order a minimum of one week before you expect to need more supplies.

Frequently Asked Questions - Incontinence Supplies

How many diapers could I receive for my child?

You may receive up to six diapers per day (150 to 180 per month), depending on your child's daily usage, with diapers for school or daycare included in the amount of supplies provided. Up to five pull-ups per day may be provided when your child is actively toilet training.

Supplies are provided only for eligible children enrolled with Children's disABILITY Services.

My child needs a different size of the same product, who should I contact?

Contact the Materials Distribution Agency (MDA) at 204-945-3000 or 1-800-561-8313 to order a different size of the same product for your child.

My child is showing signs that she is ready to toilet train. Who should I contact about changing my order from diapers to pull-ups?

Contact the Disability and Health Supports Unit (DHSU) at 204-945-4393 or 1-877-587-6224 to speak to a service advisor about changing from diapers to pull-ups or briefs.

Can I have different products for day and night time?

Yes, as long as the products are listed in the Incontinence Supplies List. Please speak to a service advisor at the DHSU to change your order.

How do I apply for catheters for my child?

Please have a qualified medical professional complete the *Medical Supply Request and Justification Form* if your child requires catheters. This is to ensure that the catheter is the correct size and has the correct tip for your child.

Can I be reimbursed for supplies that I buy?

No, we do not reimburse for supplies bought by families. If your child's needs are not met by the supplies we provide, please speak to a service advisor at the DHSU about other products on the Incontinence Supply List or to discuss alternatives to meet your child's needs.

How much time in advance should I place my order to ensure I receive the supplies before I run out?

Please contact MDA a minimum of one week before you expect to run out of supplies. You can receive enough supplies for two months per order.

I want to know if my order has been sent. Who do I contact?

Please call MDA at 204-945-3000 or 1-800-561-8313. When contacting MDA, remember to have your child's nine-digit PHIN from your Manitoba Health Card.

I have more questions, who do I contact?

Please call the DHSU at 204-945-4393 or 1-877-587-6224 to speak with the duty staff. If necessary, please leave a message and a DHSU staff will return your call.

Incontinence Supply List

Diapers

Size 3 (16 – 28 lbs.)
Size 4 (22 – 27 lbs.)
Size 5 (27+ lbs.)
Size 6 (35+ lbs.)
Size 7 (41+ lbs.)

Wipes

Unscented Wipes

For children who have outgrown diapers

Daytime Brief

Brief Adjustable Youth	waist size 18" – 26" (latex-free, slim line)
Brief Adjustable Small	waist size 24" – 32" (latex-free, slim line)
Brief Adjustable Medium	waist size 32" – 44" (breathable sides for air circulation)
Brief Adjustable Medium	waist size 32" – 44" (high absorbency – slim fit)
Brief Adjustable Large	waist size 45" – 58" (latex-free, slim line)

Night-time Brief

Youth	waist size 18" – 26" (latex free, maximum capacity)
Small	waist size 24" – 32" (latex free, maximum capacity)
Medium	waist size 32" – 44" (latex free, maximum capacity)
Large	waist size 45" – 58" (latex free, maximum capacity)

Pull-on Brief

X-small	waist size 17" – 28" Soft breathable fabric, tear away sides
Small	waist size 22" – 36" Soft breathable fabric, tear away sides
Medium	waist size 34" – 48" Soft breathable fabric, tear away sides
Large	waist size 44" – 54" Soft breathable fabric, tear away sides

For children actively toilet training only

Pull-up Style Diaper

Boys 2T-3T (size 4) 16 - 34 lbs.	Girls 2T-3T (size 4) 16 - 34 lbs.
Boys 3T-4T (size 5) 30 - 40 lbs.	Girls 3T-4T (size 5) 30 - 40 lbs.
Boys 4T-5T (size 6) 37+ lbs.	Girls 4T-5T (size 6) 37+ lbs.