



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 six-week to eight-week long “Boot Camp” sessions. Our clients can come up to five days a week for 1 - 6 hours each day and receive individual, group and computer-based 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 types 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.

Teletherapy

Teletherapy is offered to those clients who cannot or do not want to come to the office for therapy.

Mini Camp

Mini-camps are new this year and offer clients group therapy during our Boot Camp breaks. No individual therapy is offered during these camps.

Absence Policies

Doctor Appointment/Sick/Technical Difficulties: 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, and/or technical difficulties during a teletherapy session. Austin Speech Labs does not offer make up sessions.

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.**

No-Shows: Three (3) missed therapy appointments **without notification** (no call or email) will result in dismissal of the Boot Camp.

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 or credits for hours missed. Austin Speech Labs follows [Austin Independent School District](#) policies for closures. If delays or cancellations occur, Austin Speech Labs will update this information on [Facebook](#), [twitter](#) and [austinspeechlabs.org](#).

Teletherapy Policies

Austin Speech Labs will not provide teletherapy if a client is in a car, in a public place, or out of the state of Texas. A 24-hour notice is required to change an in-person therapy session to a teletherapy session.

COVID-19 Policies

COVID-19 Vaccination: We no longer require our clients to be vaccinated in order to receive therapy in person.

Office Safety: Masks are optional in the office. Screens and face shields are used when necessary during therapy.

Positive Test and Exposure: Austin Speech Labs follows Austin Independent School District's [COVID-19 Response Flowchart](#).

Should you have any questions or concerns about our policies, please contact Shelley E. 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. There is a \$13 fee for returned checks. You can pay by credit at 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.

Therapy Fee: \$35 per hour for speech, language, and cognitive 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. Failure to make payment will result in interruption of therapy services.**

Teletherapy: \$35 per hour

Administrative Fee: There is a \$50 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 email us at staff@austinspeechlabs.org or call 512-992-0575. If deemed eligible for discounted fees, necessary paperwork will need to be re-submitted and will be re-evaluated every 12 months.

Payment Plan: Sessions are billed for the total amount of therapy hours scheduled for each boot camp. 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 email staff@austinspeechlabs.org.

Social Media

For updates follow us on our social media accounts:

- “Like” us on Facebook
- Twitter: austinspeechlab
- Instagram: @AustinSpeechLabs
- Youtube: Austin Speech Labs OWAAT
- LinkedIn: austin-speech-labs

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

2024 Boot Camp Dates

- 1) Jan 16 - March 8
- 2) March 18 – April 26
- 3) June 3 – July 26 (*No Boot Camp July 4*)
- 4) September 3 – October 25
- 5) October 30 – December 20 (No Boot Camp Nov. 28,29)

2024 Mini Camps

- 1) May 6 - May 24
- 2) August 5 - August 23

Austin Speech Labs office is closed on the following holidays:

New Year's Day – Jan. 1

Memorial Day – May 27

Independence Day – July 4

Labor Day – Sept. 2

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

Christmas Day – December 25

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 important at Austin Speech Labs.

We offer caregiver support groups through-out the year. If you are interested in more information or to join the caregivers' email list, please contact 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.**
- **City of Austin Senior Transportation** provides low cost transportations for seniors Monday through Friday. **Call 512-974-1464** or visit 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.**
- **CARTS** is regional public transportation for the surrounding counties around Austin. **Please visit ridecarts.com.**
- **Ride Austin** is a community ride-share program similar to UBER. **Visit 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 allows 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 one to three-hour blocks of time at Austin Speech Labs. This time typically includes 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 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 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.

How can I find your office? Here is a helpful map, but please feel free to call if you are having trouble finding us.

