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# CAIU Early Intervention Assistive Technology Lending Library PROCEDURES

## INTRODUCTION

### What is the AT Lending Library?

**The CAIU Early Intervention Assistive Technology Lending Library (CAIU EI AT LL) is a library of assistive technology and resource materials available to early intervention professionals within the CAIU service area. These materials are available for short term trial to effectively assess the assistive technology needs of children Birth to 5.**

The purpose of these procedures is to provide guidance on the operation of CAIU EI AT LL to early intervention professionals. These procedures should be reviewed with the recipients upon receipt of the loaned item.

The AT materials were purchased using **American Recovery and Reinvestment Act of 2009: IDEA Recovery Funds for Services to Children and Youths with Disabilities (ARRA)** –Federal Grant money during the 2009-2011 time period.

### Equipment Inventory

The CAIU EI AT LL inventory consists primarily of specialized assistive technology devices that are otherwise difficult for an individual to obtain for trial use.

The CAIU EI AT LL inventory is limited to assistive technology devices which are intended for personal use by an individual, for demonstration or for training.

### Request Process

#### Who May Request Loans

Requests for equipment loans may be made by an early intervention specialist (i.e. occupational therapist, physical therapist, special instructor/teacher) for trialing, training or demonstration purposes.

Requests may also be made by service providers who wish to use devices for demonstration or training. Requests made for classroom or child use will take priority over requests made for demonstrations or trainings.

**Request forms are available from CAIU Website (Go to [www.caiu.org](http://www.caiu.org)>Resources>For Communities>EI AT Lending Library). They may also be obtained by calling 717-732-8400 ext.8099 or emailing [eiatlendinglibrary@caiu.org](mailto:eiatlendinglibrary@caiu.org).**

**Completed request forms can be sent to EI AT Lending Library via mail (55 Miller Street, Enola PA 17025) or email [eiatlendinglibrary@caiu.org](mailto:eiatlendinglibrary@caiu.org). The CAIU AT Grant coordinator assisting the recipient is responsible for explaining to the borrower his/her responsibilities, and reviewing with the borrower the value of the item(s) being requested.**

#### Completing the Request Form

In order to access the CAIU EI AT LL, a request form must be completed. All items on the request form must be filled in. Forms that are incomplete will be returned to the intended borrower for completion.

#### How Many Devices Can An Individual Borrow?

Individuals may request 3 items per loan period for the purpose of comparing and contrasting them. Individuals may borrow only 1 high tech communication device per student/loan period. Exceptions may be made at the discretion of a CAIU EI AT LL coordinator or supervisor.

#### Processing Request Forms

Request forms can be submitted via email, mail or in person to Kim Moran at the Capital Area Intermediate Unit. Please refer to the "Request Process" above for contact information. All request forms must have a signature in order to be processed. Forms being sent via email can be signed by the borrower at the time of pick up.

Some specialized items will only be lent to a professional within the specified discipline (i.e. occupational therapist, physical therapist, speech therapist, special instructor/teacher). These items are clearly identified (by an "OT, PT or SLP" under Support Required) on the inventory list.

The requirement for a support person may be waived if the recipient has previously used the requested or similar device. The CAIU EI AT LL coordinator needs to make this judgment in each situation; it is not automatic just because the person has borrowed the device before.

### **Delivery and Pick Up**

Once the request form is completed and signed, The CAIU EI AT LL coordinator will contact the recipient when the requested item(s) are ready for pick up. All items will be picked up at the CAIU (55 Miller Street, Enola PA) during an agreed upon day/time. If the requested item is not available, the requester will be notified and put on a waiting list.

Upon pick up, the CAIU EI AT LL coordinator will review the policies and procedures, inventory list, value of the items being borrowed and the due date with the borrower. Signatures will be obtained at that time.

## **Loan Period**

The standard loan period is 6 weeks from the assigned pick up date.

Recipients may request an extension to the loan period. Extensions are for a 4 week period, which begins at the time the original loan period would have ended. A maximum of one extension will be granted as long as there is no one on the waiting list for the desired item.

Recipients requesting an extension to the loan period are to contact the CAIU EI AT LL coordinator no less than one week prior to the scheduled return date. The CAIU EI AT LL coordinator will then check the status of the item and contact the recipient to inform him/her if the extension is granted and the new due date. Recipients requesting extensions will be reminded that the object of the program is to give individuals an opportunity to try devices, not to provide long-term loan of devices. The CAIU EI AT LL coordinator should offer the recipient information on funding the device, and/or refer him/her to the funding advocate for Pennsylvania's Initiative on Assistive Technology at the Institute on Disabilities for additional technical assistance in procuring funding for a device, if needed.

## **Recipient's Responsibilities and Liability**

The support person requesting the loan must be skilled in the use of the specific device that is being requested.

Upon picking up the loan package, the recipient and the CAIU EI AT LL coordinator will check the parts in the package against the inventory sheet provided. The recipient will then sign a form acknowledging that all items were included in the loan package upon pick up.

The recipient is responsible for proper handling and application of the device.

The recipient is responsible for returning all components in accordance with the inventory sheet to the AT Lending Library. If a recipient does not return all components of a device and/or notify AT Lending Library staff about problems with returning it, he or she is financially responsible for the replacement value of the device or any missing components.

In the case of loss of a device, the recipient will be held financially liable. Contact the CAIU immediately to report a loss (717-732-8400 ext. 8099).

In the case of theft, the recipient is held responsible. The recipient should immediately report the incident to the police and provide a copy of the police report to the CAIU.

The recipient is not held responsible for equipment breakage or malfunction that occurs during normal use. However, the recipient may be held liable if she/he does not notify the CAIU EI AT LL staff immediately if an equipment breakage or malfunction occurs.

All items and devices should be returned in good condition. The borrower is responsible for making sure the items are cleaned and packaged safely for transport. Please refer to instruction manuals for proper cleaning techniques of devices. **DO NOT** use cleaners on any touch or computer screens.

It is illegal to copy any software that is the property of the CAIU EI AT LL. The recipient is responsible for the software loaned to him/her as part of the loan package.

**Failure to comply with these responsibilities will result in the recipient's loss of future access to the CAIU EI AT LL.**

The recipient will receive a Recipient Satisfaction Survey upon return of the equipment, each time an item is borrowed. These responses will help us continually improve the CAIU EI AT LL.

## **Waiting List**

Individual place on the waiting will be contacted as soon as the item becomes available

In an effort to provide a consumer-responsive program, waiting lists will be periodically reviewed to identify items that frequently appear, indicating that additional units may be ordered as funding becomes available.

## **Management of Lost and Damaged Items**

### **Missing items:**

When an item is returned, it will be inspected by the CAIU EI AT LL coordinator and the inventory list will be reviewed. Missing items will be noted on the inventory sheet at the time of return. The recipient will also be notified via phone or email of the missing items and their replacement costs. If the CAIU EI AT LL coordinator does not get a response from the borrower within 5 business days, a certified letter will be sent.

### **If the item/s is worth \$50 or less:**

A letter will be sent that specifies the missing component/s and instructs the recipient to return them to the CAIU. The letter should also make the following points:

- 1) a response is required within the next two weeks, giving a specific deadline;
- 2) the recipient loses access to the CAIU EI AT LL until he/she responds and demonstrates that an effort has been made to locate the missing item/s or returns them to the CAIU.

If the recipient cannot locate the missing item/s, but the CAIU is convinced that a reasonable effort has been made, access to CAIU EI AT LL will be re-instated. If the recipient does not respond to the letter, his/her borrowing privileges remain suspended.

### **If the item/s is worth more than \$50:**

In a letter, the CAIU EI AT LL coordinator lists the missing component/s and instructs the recipient to return them to the CAIU, as per terms of the loan program. The letter should include a copy of the instruction sheet that is packed with each kit, highlighting recipient responsibilities and reviews the following points:

- 1) a response is required within two weeks, giving a specific deadline;
- 2) the recipient is financially liable for the replacement cost of any missing components that are not returned;
- 3) the replacement cost of the missing component/s;

- 4) the recipient will be invoiced for the replacement cost of the component/s if they are not returned by the deadline; and
- 5) the recipient loses access to the CAIU EI AT LL until the items are returned or paid for.

The CAIU EI AT LL coordinator should log all attempts at contacting recipients.

If the borrower does not respond, then the CAIU will issue an invoice to the recipient that is sent via certified mail.

**Damaged items:**

In the event that a recipient reports damage to equipment, his/her liability is based on whether the damage reasonably occurred during normal usage. This assessment will be made by the CAIU EI AT LL coordinator.

In any situation in which the recipient is judged to be liable for damages, the CAIU will issue an invoice for the cost of the repair or replacement. The letter to the recipient will be sent as certified mail.

**If the cost is \$50 or less:**

The CAIU EI AT LL coordinator sends a letter to the recipient and specifies the item/s that was returned in a damaged condition and describes the damage. The letter should also make the following points.

- 1) the recipient violated the conditions of the loan process by failing to immediately report the damages to the CAIU;
- 2) the recipient is suspended from access to the loan program and may not request additional loans until he/she has contacted the CAIU to review responsibilities for access to the loan program.
- 3) any additional violation of the responsibilities of recipients will result in permanent suspension of borrowing privileges.

**If the cost is more than \$50:**

The CAIU EI AT LL coordinator sends a letter to the recipient and specifies the item/s that was returned in a damaged condition and describes the damage. This letter should include a copy of the recipient's signed request form highlighting responsibilities and make the following points:

- 1) the recipient violated the conditions of the loan process by failing to immediately report the damages to the CAIU;
- 2) the recipient is responsible for repair or replacement of damaged equipment if the damage is beyond normal wear and tear;
- 3) the recipient will be issued an invoice for the cost of replacement or repair;
- 4) the recipient loses access to the loan program until the payment is made.

The CAIU EI AT LL coordinator will handle the repair process (either in-house or return to manufacturer for servicing/warranty service).

**Items that are not return when a loan is due:**

If an item or device is not returned to the CAIU when it is due (as indicated on the lease agreement), the CAIU EI AT LL coordinator should immediately contact the recipient to assess what has happened. If unable to reach the recipient by phone or email after three attempts, the CAIU EI AT LL coordinator sends a certified letter. In the letter, the CAIU describes the item or device in detail and instructs the recipient to return it to the CAIU, as per terms of the loan program. The letter should include a copy of the instruction sheet that is packed with each item or device, highlighting recipient responsibilities and reviews the following points:

- 1) a response is required within two weeks, giving a specific deadline;
- 2) the recipient is financially liable and will be invoiced for the replacement cost of the item or any components that are not returned;
- 3) the replacement cost of the item or device
- 4) the recipient loses access to the loan program until the item or device is returned or paid for.

The CAIU EI AT LL coordinator should log all attempts at contacting recipients.

**Tracking and record keeping of missing, damaged, and overdue items:**

**A) Item is returned:** Once an overdue item has been returned, the CAIU EI AT LL coordinator will notify the recipient that his/her privileges have been reinstated.

**B) Payment is made:** Once a payment is made, the CAIU will send a letter to the recipient stating that his/her access to the loan program has been reinstated.

**C) Recipient does not respond or makes no restitution:** The CAIU keeps a master list of all individuals who have lost access to the loan program.

**For additional information contact:**

Capital Area Intermediate Unit

55 Miller Street

Enola, PA 17025

**717-732-8400 ext. 8099**

**[egiatlendinglibrary@caiu.org](mailto:egiatlendinglibrary@caiu.org)**

**[www.caiu.org](http://www.caiu.org)**