

UCP Early Intervention Assistive Technology Lending Library Policies, Procedures, and Liabilities

The purpose of these procedures is to provide guidance on the operation of the UCP EI ATLL. These procedures should be reviewed with the recipients upon receipt of the loaned item.

About UCP's Assistive Technology Early Intervention Lending Library (UCP EI ATLL)?

The UCP's Early Intervention Assistive Technology Lending Library (UCP EI AT LL) is a library of assistive technology and resource materials available to parents, caregivers, and early intervention professionals. These materials are available for short term trial to effectively assess the assistive technology needs of children Birth to 5. The UCP EI AT LL inventory consists primarily of specialized assistive technology devices and equipment for which a "try before you buy" period will be helpful.

Who May Request Loans

Requests for equipment loans may be made by parents, caregivers, and early intervention specialists (i.e. teacher, speech therapist, occupational therapist, physical therapist, vision or deaf and hard of hearing specialist or consultant) for trial, demonstration, or training purposes. **If parents/caregivers request seating, positioning, or mobility equipment may require a note from a therapist to ensure an appropriate match.**

Loan forms are available by visiting www.community-links.net, calling 717-737-3477, or emailing atlibrary@ucpcentralpa.org

Borrowing Procedures

Parents, caregivers, and early intervention specialists (i.e. teacher, speech therapist, occupational therapist, physical therapist, vision or deaf and hard of hearing specialist or consultant), can borrow items from UCP's EI AT LL. In order to do so, the following steps need to be completed:

1. Review the Procedures and the Responsibility and Liability forms.
2. Review the Equipment Inventory to ensure the desired item(s) or material(s) are available for loan. Some specialized items will require a support person (a person who will train/assist recipient in using the equipment). **If parents/caregivers request seating, positioning, or mobility equipment may require a note from a therapist to ensure an appropriate match.**
3. Complete and submit the request form via mail (UCP Central PA, 925 Linda Lane, Camp Hill, PA), email atlibrary@ucpcentralpa.org, or fax 717-737-9017. 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.
4. Once a request form is received, a UCP EI AT LL representative will call or email to arrange a pick up day and time. If a desired item is already on loan, the requester will receive notification that he/she has been placed on a waiting list.
5. The standard loan period is 4-weeks. Recipients may request an extension to the loan period. A maximum of two extensions will be granted as long as there is not a waiting

list for the item. The objective of the program is to give individuals an opportunity to try equipment and devices, not to provide a long-term loan of the devices.

6. Items will be returned to UCP at 485 St. John's Church Road, Camp Hill. Make sure all items are returned clean and in working order along with any accessories, cases and manuals.

Note: the person signing the application is assuming responsibility and liability. A person can sign for the initial loan, and transfer responsibility to another person by having them complete the application again, and signing for responsibility and liability.

How many devices can I 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 UCP EI ATLL coordinator or supervisor.

Delivery and Pick Up

Once the request form is completed and signed, The UCP EI ATLL coordinator will contact the recipient when the requested item(s) are ready for pick up. All items will be picked up at the UCP (485 St. John's Church Road, Camp Hill) during an agreed upon day/time. If the requested item is not available, the requester will be notified and put on a waiting list.

Loan Period

The standard loan period is 4-weeks. Recipients may request an extension to the loan period. A maximum of two extensions will be granted as long as there is not a waiting list for the item. The objective of the program is to give individuals an opportunity to try equipment and devices, not to provide a long-term loan of the devices.

Recipients requesting an extension to the loan period are to contact the UCP EI ATLL coordinator no less than one week prior to the scheduled return date. The UCP EI ATLL 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.

Recipient's Responsibilities and Liability

The support person identified on 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 UCP EI ATLL 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. 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.

Waiting List

Individuals placed 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

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 or theft of a device, the recipient will be held financially liable. Contact the UCP immediately to report a loss (717-737-3477).

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 UCP EI ATLL staff immediately if an equipment breakage or malfunction occurs.

Failure to comply with these responsibilities will result in the recipient's loss of future access to the UCP EI ATLL.

Missing items:

When an item is returned, it will be inspected by the UCP EI ATLL coordinator. Missing items will be noted on the back of the application 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 UCP EI ATLL 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 UCP. The letter should also make the following points and include a copy of the signed application form:

- A response is required within the next two weeks, giving a specific deadline;
- The recipient loses access to the UCP EI ATLL until he/she responds and demonstrates that an effort has been made to locate the missing item/s or returns them to the UCP.
- If the recipient cannot locate the missing item/s, but UCP is convinced that a reasonable effort has been made, access to UCP EI ATLL 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:

A letter will be sent that specifies the missing component/s and instructs the recipient to return them to UCP. The letter should also make the following points and include a copy of the signed application form:

- A response is required within the next two weeks, giving a specific deadline;
- The recipient is financially liable for the replacement cost of any missing components that are not returned;
- The replacement cost of the missing component/s;
- The recipient will be invoiced for the replacement cost of the component/s if not returned.
- The recipient loses access to the UCP EI ATLL until he/she responds and returns the missing items to the UCP or pays the replacement costs.

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 UCP EI ATLL 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 UCP EI ATLL 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:

- The recipient is suspended from access to the loan program and may not request additional loans until he/she has contacted the UCP to review responsibilities for access to the loan program.
- Any additional violation of the responsibilities of recipients will result in permanent suspension of borrowing privileges.

If the cost is more than \$50:

The UCP EI ATLL 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:

- The recipient is responsible for repair or replacement of damaged equipment if the damage is beyond normal wear and tear;
- The recipient will be issued an invoice for the cost of replacement or repair;
- The recipient is suspended from access to the loan program and may not request additional loans until he/she has contacted the UCP to review responsibilities for access to the loan program, and makes payment.
- Any additional violation of the responsibilities of recipients will result in permanent suspension of borrowing privileges.

- Once restitution has been completed, a letter will be mailed to the recipient reinstating their borrowing privileges.

Items that are not return when a loan is due:

If an item or device is not returned to UCP when it is due (as indicated on the lease agreement), the UCP EI ATLL coordinator will contact the recipient to assess what has happened. If unable to reach the recipient by phone or email after three attempts, the UCP EI ATLL coordinator sends a certified letter.

A letter will be sent that specifies the unreturned component/s and instructs the recipient to return them to UCP. The letter should also make the following points and include a copy of the signed application form:

- A response is required within the next two weeks, giving a specific deadline;
- The recipient is financially liable for the replacement cost of any missing components that are not returned;
- The replacement cost of the missing component/s;
- The recipient will be invoiced for the replacement cost of the component/s if not returned.
- The recipient loses access to the UCP EI ATLL until he/she responds and returns the missing items to the UCP or pays the replacement costs.
- Once restitution has been completed, a letter will be mailed to the recipient reinstating their borrowing privileges.

The UCP EI ATLL coordinator will log all attempts to contact recipients of damaged, missing, or unreturned equipment. All mail will be sent by certified mail. A list will be kept of all individuals who have lost borrowing privileges.