

## PROCEDURE FOR REPLACEMENT OF VATP EQUIPMENT NOT RETURNED BY HIREABILITY

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### OVERVIEW:

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This procedure is to define the process by which HireAbility (DVR) will replace VATP equipment.

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### POLICY

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If an item belonging to VATP is lost, broken, or failed to be returned the person or agency the item was loaned to will be responsible for the replacement of any item over \$20.00.

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### PROCEDURE

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1. AT Specialist (ATS) becomes aware that HireAbility client has **lost, broken, or failed to return** VATP owned equipment during loan.
  - **Lost** items will be replaced only after ATS and VC (Vocational Counselor) have agreed upon a fair time for client to recover and return item(s).
  - **Broken** equipment will be replaced at HireAbility office expense
  - **Failure to return items:** On a case-by-case basis we will decide if the ATS sends letter to client requesting return, or if the VC determines a failure to return. If there is no response from client, initiate replacement process.
2. ATS informs director and Assistive Technology Services Coordinator (ATSC) via email that item has been lost, broken, or failed to be returned.
3. Once determined that items need to be replaced, ATSC sends email to district Regional HireAbility Manager and cc's VC



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informing them that bill will be coded for their office. If the item will not be replaced, check the item in, and notify ATSC so they can remove the item from AT4All.

4. ATS informs AT Director and ATSC that item(s) have been added to Wish List with note that order is a VR replacement item(s). Note should include the name of the VR district office, and the regional director.
5. ATS puts equipment on Admin Checkout in AT4All. When new item arrives, the ATSC will then check the item back in and update the inventory tag.
6. ATSC orders new items via purchase order, receives, inventories and routes replacement equipment to the tryout center the equipment belonged to.
7. When invoice is received, ATSC will code with HireAbility district office billing code and have the AT Program Director sign. Route to DAIL BO. ATSC will scan and email copy of signed replacement invoice to admin at DO.
8. ATS adds Managers Note under client listing in AT4All noting past equipment loss.