

## PROCEDURE FOR DEVICE LOANS

### OVERVIEW

This procedure is to define the process by which the VT AT Program processes loans of AT equipment.

### POLICY

Loans are available to any Vermonter with any need.

Short-Term Equipment Loans are issued for 30 days at a time. Exceptions may be made with agreement by both VATP staff and consumer, based on specific need. If there is a waiting list for a device, the loan cannot be extended.

Consumers are responsible for any repairs or replacement costs incurred due to abuse, negligence, loss, or theft during the lending period.

The equipment is only to be used in a smoke-free environment.

Consumer must sign an Agreement for Loaned Devices form, which acknowledges receipt of the device, understanding, and agreement with the loan terms. By receiving this form with the device(s), borrower agrees to these terms.

Included on the Agreement for Loaned Devices form is a three-question survey which must be completed by consumers regarding the purpose for which the loan was used, any decision made about the devices borrowed, and satisfaction with the service received. Consumers are responsible for returning the Device Loan survey at the time the devices are returned.

The VATP does not limit the number of devices that can be borrowed at one time.



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Consumers with overdue, outstanding loans will not be issued new loans until late equipment has been returned.

Because equipment is located at multiple Regional Tryout Centers, consumers may need to borrow equipment from multiple locations at one time. In this situation, VATP staff requesting this, are responsible for contacting the appropriate regional location(s) to confirm that TOC has the needed item. The loan will be checked out for the client by the ATS who is requesting the loan from that tryout center for their client and the TOC who has the item will mail out the loan. In this way the AT Specialist can remain in contact with clients in their region, as well as be notified when the loan is due.

When an AT Specialist is taking items to a public awareness event, they will admin check out these items to themselves.

When an AT Specialist wants to take a piece of equipment from another tryout center for their own professional development, that tryout center will admin check a loan out to them for the purpose of professional development. It is the responsibility of the loaning entity to check in the loan once the item is returned.

VATP staff is responsible for either preparing equipment for pick-up or shipping out equipment via UPS within 3 business days of the loan request. Exceptions include the item not being available, needing repair, or is delayed due to a waiting list.

VATP staff is responsible for providing acknowledgement of receipt of loan request within two (2) business days.

Loans must be returned by the consumer, either in person or via UPS/Fed Ex (with pre-paid shipping label) to the appropriate regional location.



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VATP staff is responsible for troubleshooting any issues with equipment loans once the consumer receives the device(s). This does not refer to training; however, it involves assisting the consumer if a device is not working properly or if they are uncertain about operating the device. VATP staff may offer troubleshooting in the following ways:

- Providing information via phone or email regarding the device operation
- Providing an Equipment Demonstration, for which an appointment must be scheduled
- Referral to equipment vendor or outside provider

If a device is broken or malfunctioning during the equipment loan, VATP staff is responsible for replacing the device by informing the AT Services Coordinator that the malfunctioning device needs repair or replacement.

If it is determined that a consumer needs individual training, VATP staff will make a referral to the appropriate outside provider.

VATP staff is responsible for tracking loans they have issued and contacting consumers if needed, to manage late loans.

VATP staff is responsible for cleaning equipment, checking its function, and returning it to inventory once it is returned. If a device is broken or has missing parts, staff must inform AT Services Coordinator. A plan of action will be developed to obtain reimbursement from the consumer, repair or replace the device, or take it out of inventory. VATP staff is responsible for entering all data into AT4All Vermonters regarding the device loan. If the Device Loan survey was not completed by the consumer, VATP staff is responsible for contacting consumer to obtain survey answers.



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Online loan requests cannot be counted as and I and A for federal data unless meaningful interaction has occurred between borrower and ATS. However, the request may be logged on our internal I and A tracking system for historical purposes.

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## **PROCEDURE**

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Short-Term Equipment Loans will be initiated as a result of an Equipment Demonstration, Information & Assistance Event, or direct request.

1. Consumers will call or email the Regional Tryout Centers or VATP Central Office 800-750-6355; [dail.atinfo@vermont.gov](mailto:dail.atinfo@vermont.gov) to request a loan. Additionally, loan requests can be made directly online using the website AT4All Vermonters [www.vt.at4all.com](http://www.vt.at4all.com)
2. VATP staff will contact the consumer within 2 business days to arrange the method for obtaining the equipment.
3. Consumers will have equipment shipped to them via UPS/Fed Ex with a prepaid return label or they may pick up equipment in-person.
4. VATP staff will prepare the loan based on the consumer's preferred method of receiving the equipment. Staff will check equipment to ensure that it is functioning properly, charge or replace batteries if needed, make certain it is clean, and that all necessary peripherals are with the devices.
5. If equipment is being shipped, VATP staff will ensure that it is safely packaged. A shipping label will be generated through UPS or Fed Ex along with a pre-paid return label.



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6. Consumers will receive item(s) usually within 5-7 business days following the request, unless the item is currently unavailable, in need of repair, or is delayed due to a waiting list.
7. VATP will remain available during the loan period to assist with troubleshooting in case any issues arise.
8. At the end of the 30-day loan period, unless an alternative loan period is set, consumer is responsible for returning the device(s) and device accessory(s) cleaned and in good working order. They will either return the device(s) in-person or via UPS/Fed Ex with the prepaid shipping label. Devices should be returned in the original shipping box, with provided packing material.
9. VATP staff will first clean the device following the process as described:
  - a. Appropriate PPE (ex. gloves, etc.) must be worn by person cleaning devices
  - b. Clorox wipes (or other brand with similar properties) are used to clean surfaces of larger devices
  - c. Alcohol prep pads are used to clean smaller devices and for stubborn dirt.
  - d. Person cleaning device should wash hands thoroughly for (min. 20 seconds) after cleaning devices.
  - e. UV wands are used to sanitize softer surfaces.
10. VATP staff will check device(s) for functionality, replace batteries or charge devices if needed, clean them, and remove data and/or any identifying information from the devices.
11. VATP staff will inform the AT Services Coordinator if any device is broken, malfunctioning, or missing peripherals. AT Services Coordinator will consult with AT Program Director regarding resolution.

12. VATP staff will check items back into AT4All and enter included Device Loan data. If Device Loan Survey is not included, VATP staff will contact consumer to obtain survey results, within 3 business days, to check loan back in.

13. Devices will be returned to inventory by VATP staff members.

### **Interoffice Loan Scenario(s)**

For a client:

1. If an ATS is requesting equipment for a client from another TOC, the requesting TOC will create the loan in AT4All and will print out the loan form that gets enclosed in the box with the equipment. The tryout center shipping the equipment, follows the shipping process as above (steps 4-11).

### **Online Loan Request Through AT4All:**

AT Services Coordinator receives online loan request via AT4All. ATSC will forward the email loan request(s) to the regional TOC where the loan requestor is from to alert them of loan request(s). ATSC will also enter an I and A with the loan items requested and email the I and A # to the regional TOC. AT Specialist will view the request details and, if the item requested is from another try out center's inventory, then:

- Confirm if their own TOC has the requested items that have been requested from other TOC's. AT Specialist will then cancel the pending loan at the other TOC.
- If not, reach out to the borrower and suggest alternate items.



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- If no alternative suggestion is satisfactory to the borrower then initiate an interoffice loan for the requested item.

Note: Item loan requests that come in from programs other than the three main tryout centers will be handled by BTOC, WTOC and CTOC staff based on the region where the request comes from.

For AT staff:

1. Equipment for professional development, conferences, or trainings should be admin checked out by the staff person engaging in that PD activity regardless of the Tryout Center where the equipment resides. It is the responsibility of the staff using the equipment to arrange for any shipping or equipment pick-up required, and to check items back in from admin checkout, after the tabling event.

Note: Admin checkouts made to other staff will not generate late loan notices, so staff members are reminded to view Admin Checkout no less than quarterly, but preferably monthly.