

North Carolina Infant-Toddler Program Procedural Guidance

Reference: Assistive Technology (AT) Policy and AT Loan Procedural Guidance

Tracking Loaned AT Equipment

Introduction

Assistive Technology is a service required to be made available by the NC Infant Toddler Program. To be eligible to access any assistive technology device or service through the Infant-Toddler Program, a child must be enrolled in the Infant-Toddler Program or have an Interim Individualized Family Service Plan (IFSP), and have identified on their IFSP the need to use assistive technology services and devices as described in the Assistive Technology Procedural Guidance.

To the maximum extent possible, all assistive technology determined as a need through the IFSP process, will be made available by loan. The loaned technology will be made available as long as needed by the child and family to achieve established IFSP outcomes up to the child's third birthday. In order for the loan program to have a comprehensive inventory of AT equipment that is available in a timely manner, it is necessary for the Child Development Services Agency (CDSA) staff to monitor the use and return of the equipment. The following procedures will maximize access to and availability of the AT Loan Program inventory.

Procedures

1. Responsibilities of the Service Coordinator

- A. The EISC/Provider is to deliver the equipment to the child's home/school or provider as designated on the IFSP. The equipment can be delivered after the EISC has thoroughly checked the equipment and it is fully functioning. A picture of the equipment may be taken by the AT Contact for equipment valued over \$500.00.
- B. If the loan is to a provider, the EISC is to go over **ALL** statements pertaining to the provider on the Loan Agreement Form and obtain the provider's signature. If the loan is to a parent, the EISC/Provider is to go over **ALL** statements on the ***NC ITP AT Loan Agreement/Return/Transfer Form*** with the parent and the provider if appropriate. The EISC is to obtain signatures from the parent **AND** the provider on the ***NC ITP AT Loan Agreement/Return/Transfer Form*** if the provider will be assisting the family with the equipment.
- C. The EISC is to address how this equipment is for a trial assessment and if the equipment is determined appropriate, explain to the parent(s) that the next step would be to purchase the equipment or secure a specific device loan.
- D. The EISC/Provider is to educate the parent on all equipment being loaned, especially for positioning/mobility and augmentative communication equipment. For example, the Physical Therapist would review how to use a stander, gait trainer, or feeder seat and adjust it to the child's

body. The Speech Language Pathologist would go over set up and operation of an augmentative communication device.

- E. The EISC discusses with the parent(s) the value of all loaned equipment and the importance of maintaining the equipment in a clean manner and in good repair. The EISC explains that loaned equipment is to be returned when goals are met or the child ages out of the program. The following script can be individualized and used by the EISC to decrease a parent's possible unease using an expensive AT device (equipment over \$500).
 - *The AT loaning program has the ability to offer many types of equipment at various costs including some AT devices that may be expensive due to the intricacy of the equipment and advanced technology. We want you to be aware that the device/equipment that your IFSP Team suggested for your child does cost over \$500/\$1000/\$2000. The IFSP Team feels that this is the most appropriate AT device for your family. We will support you in learning how to use it and monitor how your child responds to it. (Explain additional care needed to maintain equipment). Please let us know if you have any questions about the care and maintenance of the equipment which you are being loaned. We are happy to support the needs of your child and hope this equipment leads to the success of his/her goals.*
- F. The EISC gets updates at least monthly on equipment when monitoring visits at home or in the community where the equipment is being used or via email/telephone with the parent and/or provider. The EISC finds out if the equipment is/is not successful for the child or if any repairs are needed. The EISC also assesses if additional support is needed.
- G. When the equipment is no longer needed, the EISC/Provider makes arrangements with the family to return the AT equipment to the CDSA as soon as possible. Within **3** days of returning the equipment to the CDSA, the EISC completes and submits the ***NC ITP AT Loan Agreement/Return/Transfer Form*** to the AT Program. If the EISC is not responsible for submitting the return form, the EISC immediately contacts the AT Contact notifying him/her of the returned equipment so that the AT Contact can complete and submit the ***NC ITP AT Loan Agreement/Return/Transfer Form***.
- H. The EISC is also responsible for sending out the Aging Out Reminder letter to the family. JIRDC will send these letters via email to the EISC 45 days prior to the child's third birthday. Upon receipt, the EISC customizes the letter with the family's contact information and sends it to the family 30 days prior to the child's third birthday.

2. Process of Securing Lost/Unreturned AT Equipment

- A. If loaned AT equipment is no longer needed or a child is aging out of the program, the EISC contacts the family to make arrangements for the equipment to be dropped off at the CDSA or picked up by the EISC or Provider. If the EISC or Provider cannot pick up the items, they may ask the AT Contact to pick up the equipment. If the CDSA cannot pick up the items, the EISC can notify JIRDC and JIRDC will pick up the equipment (last resort).
- B. The EISC will make three (3) attempts using various methods such as phone call, home visit, and/or email to obtain the loaned AT equipment.
- C. If the EISC cannot secure the equipment in 3 attempts, the EISC will notify the AT Contact. The AT Contact will contact the parents/guardians by phone requesting return of the equipment. The

AT Contact will also send a follow up letter to the parents/guardians outlining the equipment to be returned, efforts made to obtain it, and a date for return. The AT Contact will send a copy of the letter to JIRDC. (JIRDC needs the copy in order to have the child's mailing address.)

- D. If the parent is still unresponsive, the AT Contact will notify JIRDC. JIRDC will call the parents/guardians requesting return of the equipment and will send out a follow up letter as well including the information in step #3. JIRDC will send a copy of the letter to the AT Contact.
- E. If the parent is still unresponsive, JIRDC will notify the AT Contact. The AT Contact will notify the CDSA Director who will send a letter to the family requesting the AT equipment be returned giving a return by date. A template letter is available for the CDSA Director to use.
- F. If the parent/guardian fails to return the equipment, the AT Contact will complete an ***NC ITP AT Loan Agreement/Return/Transfer Form*** and submit it to JIRDC. JIRDC will process the form and take the equipment off the AT Loan Inventory.
- G. If the parent/guardian notifies the EISC that the loaned AT equipment has been lost, the EISC or AT Contact completes the ***NC ITP AT Loan Agreement/Return/Transfer Form*** and submits it to JIRDC. JIRDC will process the form and take the equipment off the AT Loan Inventory.