

# North Carolina Infant-Toddler Program Procedural Guidance

Reference: Assistive Technology Policy and iPad Use as Assistive Technology in EI

## *iPad Procedures for AT Contacts*

### **Introduction**

To be considered an Assistive Technology service, as defined by the NCITP, the iPad and related applications (apps) need to be determined by the IFSP team to be a device that is needed by the family and a need that cannot be met through other supports and services. The IFSP team must determine that the iPad, after assessment and trial, is the device that will work best, based on the unique needs of the child and family, to meet the established IFSP outcome(s). (*For additional information, see the Procedural Guidance for iPad Use as Assistive Technology in Early Intervention.*)

### **Roles and Responsibilities of the AT Contact**

- The AT Contact has the primary responsibility for the care and local use tracking of the CDSAs iPads.
- The AT Contact communicates with the Central Office AT Contact or the AT loan administrator with all questions related to general use, care, maintenance, application needs, and operating system updates; general procedures provided below.
- The AT Contact notifies the Central Office AT Contact for programmatic support and technical assistance, each time an IFSP team is considering an iPad for assessment and trial.

### **Procedures**

#### **1. Technical Procedures and Information**

##### **A. iPad Identifiers**

Each iPad has three identifiers:

- NCITP Name and Inventory Number – Each iPad has a Name and Inventory number that begins with “NCITPAT” followed by a number; for example NCITPAT12. The name of the iPad can be found on the iPad in “Settings” then ‘General’ and ‘About’ sections. In addition, a number, such as ‘12’, is written in black on the back of each iPad. A corresponding inventory number is also written on other iPad accessories (e.g. cases, covers, and chargers).
- Serial Number – The serial number is issued by Apple and is located in small writing on the back (lower, middle) of the iPad; or in “Settings” then ‘General’ and ‘About’ sections.
- DHHS / DPH Asset Tag Number – The asset tag number is on a sticker affixed to the back of each iPad.

- Apple Care Protection Plan – Each iPad has an Apple Care Protection and an associated number that will be provided to AT Contacts. This plan expires May 2014.

## B. Internet Access

- The iPads have Wi-Fi capability in order to access the internet.
- The internet can be accessed through any local community Wi-Fi hotspot.
- Internet access is needed to download applications and update the iPad operating system.
- The internet should always be accessed wirelessly. NCITP AT iPads should not be connected to State owned or personal computers in order to access the internet.
- CDSA AT contacts, other CDSA staff, providers, and families should only access the internet on an iPad in order to perform the necessary functions related to Assistive Technology. (*See information regarding Family Use of iPads.*)

## C. Applications (Apps)

- Information on using applications (apps) on the iPad are provided in the guidance, “iPad How To for CDSA AT Contacts”.
- When downloading apps, the NCITP AT Apple ID and password are required.

The Apple ID and password will be provided to each CDSA AT Contact and Director. This information should be maintained in a secure and confidential location and should not be shared with other CDSA staff, providers or families.

- Free Apps – Apps that are available for no cost can be downloaded at any time by the AT Contact. Apps should be appropriate for children age birth to three and appropriate to assist the enrolled child and family in meeting established IFSP outcomes.
- Apps with a Cost –
  - Dependent on available funds, \$500 annually may be available to purchase appropriate apps to assist the enrolled infant or toddler with a disability in meeting established IFSP outcomes.
  - AT Contacts may submit an app for consideration for purchase to the Central Office AT Contact. App purchase requests can be made using the *NCITP Assistive Technology iPad App Request* form. The request must justify the app’s appropriateness for children 0-3 with disabilities and how the app can meet a need that cannot be met through other supports and services.
  - Approval **must** be obtained from the Central Office AT Contact **prior** to purchasing and downloading apps for which there is a cost.
  - All apps will be purchased by the Central Office AT Contact or designee.
  - Purchased apps can be downloaded by up to five (5) CDSA AT Contacts. If additional CDSAs would like to download the app, the AT Contact would contact the Central Office AT Contact or her designee and an additional app will be purchased.

## **D. iCloud**

- All of the NCITP iPads are linked to the same Apple ID and iCloud account.
- iCloud stores the content of the iPads, including downloaded and purchased apps. Content stored in iCloud is sent wirelessly to the other NCITP AT iPads that are on the same iCloud account.
- The iPad assigned to each CDSA will back up to iCloud automatically when connected to Wi-Fi.
- iCloud will also allow you to see and download apps used by other CDSAs. This function is available in the App Store icon – touch “Purchased” at the bottom of the screen.
- If there is a cost for an app, only five iPads in the system will be allowed to use the app before an additional app must be purchased.

## **E. Care / Cleaning (Instructions from the Apple iPad User Guide)**

- To clean an iPad, unplug all cables and turn off iPad.
- Use a soft, slightly damp, lint-free cloth. Avoid getting moisture in openings.
- Do not use window cleaners, household cleaners, aerosol sprays, solvents, alcohol, ammonia, or abrasives to clean iPad.
- The iPad screen has an oleophobic coating; simply wipe the screen with a soft, lint-free cloth to remove oil left by your hands. The ability of this coating to repel oil will diminish over time with normal usage. Rubbing the screen with an abrasive material will further diminish its effect and may scratch the screen.

## **F. Charging Battery**

- NCITP AT iPads must always be charged using the wall (power outlet) adapter provided.
- NCITP AT iPads should not be connected to State owned or personal computers to charge the battery.
- Battery life is approximately 10 hours during normal use.

## **2. Programmatic Procedures**

### **A. IFSP Processes**

- The *Assistive Technology Framework* process should be used to guide all IFSP team decisions about Assistive Technology, including use of iPads as an AT device.
- The iPads and related apps available for loan through the NCITP are primarily used during the assessment and trial phase.
- Assessment and trial activities are listed as activities for corresponding IFSP outcome(s).
- If an IFSP team is requesting the use of an iPad for assessment and trial, the team must notify the CDSA AT Contact for programmatic support and technical assistance and may notify the Central Office AT Consultant.

The following information should be provided to the CDSA AT contact:

- IFSP outcome(s)

- Documentation of IFSP and AT Framework process that led to the decision for iPad trial.
- If after assessment and trial, an IFSP team determines that an iPad (and related apps) is the needed AT device for the child and family, the iPad can be loaned to the family beyond the assessment and trial phase while needed to achieve related IFSP outcomes.
  - Because iPad and tablet technology are popular devices, many families may be interested in acquiring an iPad for long term use. EISCs should assist families in accessing the available community resources that may assist in obtaining or purchasing an iPad for the family.

If a family has an iPad for personal use, an NCITP AT loaned iPad may still be needed for use during the assessment and trial phase if the IFSP determines a specific app is needed to meet the related IFSP outcome.

## B. Loan Requests / Returns

The same AT loan request and return procedures used for all AT devices should also be used for iPads.

- An *NCITP Assistive Technology Loan Request* form must be sent to the loan administrator when an iPad is loaned to a family for assessment and trial.
- An *NCITP Assistive Technology Loan Agreement/Return/Transfer Form* must be signed by the family prior to leaving the iPad with the family.
- An *NCITP Assistive Technology Loan Agreement/Return/Transfer Form* must be forwarded to the loan administrator (JIRDC) when the iPad is no longer being used by the family.
- Confidentiality - When an iPad is returned to the CDSA, the AT Contact should check the device for and delete any personally identifiable information, family pictures or videos from the device.

## C. Family Use of iPads

- When an iPad is loaned to a family, the family should be provided a copy of the iPad Use and Care Instructions for Families. This document should be reviewed with the family prior to the family signing the *NCITP Assistive Technology Loan Agreement/Return/Transfer Form*.
- The loaned iPad can only be used by the family as Assistive Technology with the enrolled child as indicated on the child's IFSP.
- The loaned iPad should not be used by family members for internet browsing or to access personal email.

## D. AT Categories

- If an iPad is selected as the AT device needed for a child and family, Assistive Technology is then listed as a service on the IFSP Service Delivery Plan.
- Based on the "Approved Assistive Technology Categories for Early Intervention" in the NCITP Assistive Technology Policy, iPads would be considered in the Category of Augmentative Communication or Adaptive Toys and Switches.
- AT Contacts should guide IFSP teams to consider the following related to these two AT categories during the assessment and trial phase:

## **Augmentative Communication (AAC) / Adaptive Toys and Switches**

Choosing an iPad for play and/or communication involves multiple considerations. Given that there are many technology solutions that might meet the play and communication needs for a child, it is necessary to prioritize the language components of an AAC solution and the play needs of a child versus making decisions, for example, based on appearance or ease of use at first encounter. Assessment and equipment trials as outlined in the *NC ITP Assistive Technology Loan Procedures* and as part of the *AT Framework* can assist the IFSP team with making appropriate decisions. When considering an iPad and apps for communication and play versus other technology options, the following questions are helpful with the AT Framework process:

1. Is the iPad the best or only tool for enhancing play and communication for this child?
2. What features of the iPad or what other circumstances make it the best or only tool for enhancing play or communication for this child?
3. IFSP team member observations and documentation may reference:
  - size of screen
  - portability
  - ease activation (e.g. “swipe” versus other touch screen technology)
  - ease of programming, changing vocabulary and support for programming
  - ease of use in daily routines and natural learning settings
  - caregiver acceptance and interest
  - child acceptance and interest
4. Specific to AAC, the following are questions to consider when trying iPad communication apps to meet communication needs and the IFSP outcome versus other AAC communication devices.
  - Can the child sequence symbols to construct phrases; speak out a constructed phrase; build from one set of symbols to a larger set per page as language grows?
  - What is the ease of programming, changing vocabulary and support for programming?
  - What are the types of symbols available; ease of importing them?
5. For both categories of AT, what other AT has been tried and what were the results?