



Operational Procedure Number 5.14	
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DEPARTMENT	Client Services
SUBJECT	Equipment Loan Program
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APPROVED DATE	September 2017
REVIEWED BY (Title & Signature)	Nadine Buchanan
REVIEW DATE	September 2017

OPERATIONAL PROCEDURES

Preamble

Personal Attendant Care's (PAC) equipment loan program is designed to assist clients who lack financial resources or the ability to acquire specialized equipment to facilitate care or mobility. Funding for this program is provided through one-time funding made available in March 2014 by the Central East LHIN. Recipients must be active clients of PAC and have a demonstrated need for specialized equipment. Recipients must be willing to take responsibility for the care and use of equipment.

Objectives

This operational procedure provides a framework for the following:

- The administration of the equipment loan program
- A criteria for the selection of clients eligible for the program
- The process for applying, allocating, delivery and returning equipment

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Procedures

Assigning Equipment to Client

1. A Client Service Supervisor, Personal Support Worker, family member, occupational therapist or other professional / practitioner may provide a referral for a client in need of specialized equipment. A client may also make a request to PAC upon learning about our program.

An application form must be completed and submitted to the Client Service Supervisor to determine eligibility.

2. The Client Service Supervisor reviews application form and makes appropriate recommendation based on the following criteria:
 - Demonstrated need verified by Personal Support Worker and Supervisor
 - Client does not have access to other programs providing equipment
3. Application form is forwarded to Equipment Loan Coordinator who verifies that equipment is in stock and available for release. Once verified the Equipment Loan Coordinator shall:
 - Contact client and advise that equipment is available
 - Prepare confirmation letter with terms and conditions and loan agreement form for client to complete and sign. Letter can be mailed or delivered by PSW.
4. Client completes loan agreement and signs or makes mark on front and back acknowledging terms and conditions, assumption of risk and waiver of liability and indemnity
5. Completed agreement is returned to Equipment Loan Coordinator who enters relevant information on tracking sheet, and makes arrangement for delivery to client.
6. Loan Agreement copy is placed in Equipment Loan Binder, client file, and pdf in network file *Client Information/Equipment Loan Program/Loan Agreements*

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Return of Equipment

1. The client/family is to inform PAC that the equipment is no longer in use or unusable. Where a Supervisor or Personal Support Worker observes that PAC's equipment is no longer in use are appropriate, they may approach the client/family regarding its return.
2. Upon notification of returns, the Equipment Loan Coordinator shall process an Equipment Return Form and arrange for pick-up by Motion Specialties. Smaller items may be returned to PAC by the client or a delegate.
3. Equipment condition is assessed by equipment provider, noted on Equipment Return Form and further action determined. Actions can include:
 - Return to inventory and made available to clients on waiting list
 - Equipment sterilization or repair before return to inventory
 - Disposal based on equipment provider assessment
4. Equipment Return Form is matched with Loan Agreement and filed in Expired Loan Agreements and discharged client file.
5. Inventory list is updated by Equipment Loan Coordinator documenting action taken

Attached Forms

Equipment Loan Application	5.1(i)
PAC Equipment Loan Letter	5.1(d)
PAC Equipment Loan Agreement (office)	5.1(e)
PAC Equipment Loan Agreement (client)	5.1(f)
Item Return Letter	5.1(k)
Equipment Return Form	5.1(j)