ReRUN

The Nebraska ReUse Network

Best Practices Manual
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Introduction and Purpose

The Nebraska ReUse Network (ReRUN) is a group of agencies focused on raising awareness of assistive technology (AT) reuse activities, promoting benefits and availability, and connecting people to the equipment they need. These agencies, individually and collaboratively, provide a wide variety of reuse activities. Such activities involve any practice which facilitates the reuse of AT. Those include, but are not limited to, promotion of reuse and referrals to reuse programs, and/or the acceptance, pickup/delivery, storage, sanitation, refurbishment, reassignment and transport of assistive devices. Each agency must determine the scope of their reuse activities, and what devices, if any, they will or will not accept. The purpose of this manual is to provide best practices for these various reuse activities. The manual will be updated on an annual basis to account for network growth and changes

ReRUN Network Partners

ReRUN is based on statewide, regional and local reuse programs working together as partners in order to facilitate reuse in all forms. In this document, those programs will be referred to as ReRUN Partner Programs. This network model allows partner program to know where other reuse programs are, who to contact or refer people to, and what equipment and services are available.

Reuse Network Partner Programs should demonstrate a commitment to:

- Connecting consumers to high-quality used equipment.

- Performing all or some of the following reuse activities:
    - Accepting AT donations
    - Sanitizing AT for reuse
    - Storing AT until it can be matched with a new user. This may include storing equipment until it is ready for its next step in the reuse process (i.e. pending repairs, replacement parts, reassignment to new user, etc.)
    - Repair/Refurbishment. This may include part/component replacement, electrical repair, upholstery repair, etc.
    - Reassigning/Redistributing equipment. This includes appropriately matching reused equipment to a new user.
    - Transporting/Relocating AT for consumer use or other reuse activities, such as repair, sanitization, storage, recycling, reassignment etc.
    - Recycling of AT, including the reuse of parts and/or recycling of equipment
    - Information and referral activities. Some participating programs, for various reasons, may choose to participate in ReRUN only in this capacity. In those cases, the main function of the ReRUN Partner

Program would be do distribute information about the network and refer consumers and agencies to participating programs.

- Adhering to the best practices outlined in this manual

- Conducting public awareness and outreach activities to support their individual programs, and ReRUN. Educate partners and the public about reuse, ReRUN activities, and refer users to ReRUN Program Partners

- Referring equipment, which does not fit the programs acceptance criteria and/or inventory needs, to other network partners.

- Being environmentally conscious and responsible. Equipment at the end of its usable life is to be disposed of using environmental responsible methods.

- Keeping everyone involved with the program safe from injury and disease when:

- Delivering/transporting equipment
    - Training staff and volunteers to properly clean move and set up equipment
    - Reassigning/redistributing equipment
    - Treating everyone-vendors, volunteers, donors, recipients, and partner agencies-with respect

- Participating in network activities (i.e. trainings, summits, presentations) when possible.

What is Assistive Technology?

Assistive technology is any device, gadget, hardware, software, or durable medical equipment (DME) that is used to help people improve their capabilities. Reuse equipment can include, but is not limited to:

- Amplified specialized telephones
- Canes
- Commodes
- Communication Device
- Pap/Bi-Pap
- Crutches
- Grab bars
- Hospital beds, manual and electric
- Lifts
- Ramps
- Scooters, motorized
- Shower benches and chairs
- Standers

- Toilet risers
- Transfer boards
- Transport
- Chairs Walkers
- Wheelchairs, manual and electric

OPERATIONS NOTE: Agencies should consider their capability to evaluate, sanitize, refurbish, and match equipment before accepting donations, especially where medical, bathing, toileting and other personal care equipment is concerned. For example, no ReRUN Partner Program should accept and reassign C-Pap/Bi-Pap machines unless they have a qualified technician on staff to properly sanitize, set-up and provide training on the device. ***No ReRUN agency should refurbish assistive technology unless they are certified to do so.*** Information on evaluation, sanitization, refurbishment and reassignment is included in this manual.

Equipment Donations

The next section will cover best practices when accepting and working with donated equipment. If a ReRUN Partner Program chooses to take donations of equipment, said program shall consider the following best practices. The type of equipment accepted is at the discretion of the ReRUN Partner Program.

Equipment Donations-Public Awareness

If a ReRUN Partner Programs accepts equipment donations, it is important that program make the public, and partners, aware of the programs equipment donation policies and procedures. Some considerations are outlined below. Programs may choose to develop/ utilize a website, social marketing platforms, or other marketing tools, such as brochures, in order to publicize this information. Whenever communicating program information with the public, it is important to be clear, courteous and helpful.

- What is the contact information for the program? Is there a specific contact person for donation inquiries?
- What types of are equipment are accepted? Are their certain requirements devices must meet in order to be accepted? If so, what are the requirements?
- Will the program pick-up equipment? Or must equipment be dropped off?
- Are drop offs only accepted during certain hours? Or days of the week? Times of the year? Is there a separate drop off site?

Programs may also want to utilize public awareness tools to notify partners, and the public, when available equipment supplies are low and donations are needed.

Equipment Donation Evaluation

It is very important ReRUN Program Partners carefully evaluate donation offers and equipment. ***This includes verifying the donor is the owner of the item(s), and therefore has the right to donate the equipment.*** Programs must be careful to not

weigh themselves down with equipment, and avoid accepting donations just for the sake of accepting donations. Programs must consider their capacity to deal with donated items, and should consider such questions as:

- How old is the item?
- Is there a current need for the device(s)? Is the equipment out of date?
- Is the equipment at the end of it's useable life? Should it be recycled? ***ReRUN programs can access statewide recycling information via WasteCap Nebraska, at www.wastecapne.org***
- What is the program's current inventory? Does the program have enough storage space? If not, can the item(s) be stored at another partner location?
- Is the device in good working condition?
- Does the program have the appropriate/certified technical expertise to fix the item if it is broken? Is there another ReRUN program the agency could partner with to fix the item? Are funds needed/available to repair the equipment?
- Are all the original pieces included with the item? Are parts missing? Do parts need to be replaced?
- If the equipment is missing parts, are those parts vital? If so, are those parts available or can they be replaced? Does the program have the funds/expertise to replace the missing parts? Is there a partnership in place to assist with replacing the missing parts?
- Is the item clean? If no, does the program have the capability, either on site or through a partner, to properly sanitize the item? ***Personal care items should be cleaned and disinfected prior to donating.***
- Can the item be dropped off at the ReRUN program site? Are ReRUN program staff available to assist with drop off? If not, can the program arrange for transport of the item?

ReRUN partners should also utilize the following tools when evaluating equipment donations:

FDA Recall List http://www.fda.gov/MedicalDevices/Safety/ListofRecalls/,
Initial telephone inquiry worksheet (see appendix A)
Equipment intake forms (see Appendix A). ***These forms can also be used for processing equipment once the ReRUN program has accepted it.***

Refusing Donated Equipment

Upon evaluating the donation, the program may decide an item or items cannot be accepted. ***Donations should be refused in a kind, courteous and respectful manner.*** Thank the donor for contacting the agency, and explain why it is not possible to take his or her donation. If possible, refer the consumer to another ReRUN partner. Is there another agency in the area that will accept the equipment? If so, make sure the person has the contact information for this agency. Is the device at the end of it's usable life? If so, kindly refer the consumer to an appropriate recycler.

WasteCap Nebraska maintains a listing of recyclers, statewide, at www.wastecapne.org/recycling-guide. The program should be ready to make referrals and offer other possible solutions. The program should have other program/agency contact information readily available in order to quickly make referrals.

Donation Transport

If it is determined a donation can be accepted, the next step is determining how the donation will be dropped off or picked up. **NOTE:** If a donation is accepted, but upon drop off/pick up of the item, it is discovered the item is not clean, is damaged, not working, or not as described, it may be in the program's best interest to refuse the donation at that point. This should be done, again, with respect and courtesy to the person donating the item. ***If the ReRun Partner Program is willing to accept damaged items and/or items with missing parts, the items MUST be repaired by a certified individual before being reassigned to a consumer.***

Donation Drop Off

ReRUN programs may require all donations be dropped off at the ReRUN program or other designated site. When arranging large equipment drop-off ask the person dropping off equipment if he or she will bring someone to help. Make sure staff are aware so that persons can safely lift or help with transfer if needed. Staff should always ask for help with heavy equipment to avoid injury. Best practices for moving and lifting equipment are included in this section. Equipment that is too heavy to lift or too large to move/store should not be accepted.

Donation Pick Up

The ability to pick up donated items is at the discretion of the ReRun Partner Program. Each agency must determine and set their own policies/procedures for item pick-up, but should consider the following best practices.

Scheduling and Picking Up Equipment:

- Obtain an accurate address.
- Obtain an accurate phone number for the person who will be at the location/residence on pick-up day.
- Ask for directions to the pick-up location; confirm directions with staff and/or consumer.
- Find out if there is a preferred location (i.e. loading dock, side or back entrance) for pick-up and any other special instructions.
- Schedule a time frame for the pick-up.
- Call the pick-up contact, the day before the appointment, to confirm.

- Remind the donor to call the ReRUN Partner Program if a problem arises.

- If a problem arises, the program should contact the donor and reschedule. Inclement weather or dangerous road conditions are valid reasons to reschedule.

- Bring a tarp and any other tools (dollies, carts, ramps, sanitary bags, gloves, sanitizer, etc.) needed for moving the equipment.

- Equipment being retrieved may need to be bagged prior to loading.

- Staff should make sure they have adequate manpower to pick-up the device.

- Program staff should be polite through out the donation and pick-up process. as they leave a lasting impression of the program.

Safely Lifting/Moving Equipment

Staff should be trained in proper lifting techniques, as these are critical to safety. This includes being trained to properly plan for lifting and moving an item. Proper methods of lifting and handling protect against injury, and make the work easier. Before staff moves a piece of equipment, they should consider:

- Does the item need to be lifted manually?
- How heavy is it?
- Can it be taken apart before moving?
- Where is the item being moved from?
- Where does it have to go?
- What route needs to be followed?

A heavy mobility device, with a charged battery, can be turned on and driven for most of the route. Staff should consider using equipment or tools such as a dolly, hand truck, or portable ramp to move a device.

When using mechanical help, staff must remember to push, not pull as this provides more control, and greater leverage. Equipment should be fastened to the equipment/tool to prevent it from slipping or falling.

When lifting with a partner, both individuals need to coordinate efforts. Ideally, workers should be of approximately the same size for team lifting. One individual needs to be responsible for control of the action to ensure proper coordination. If one worker lifts too soon, shifts the load, or lowers it improperly, one or both parties may be injured,

If a piece of equipment is being removed from a tight spot, individuals should:

- Position themselves as close to the device as possible
- Slide the device out to get it closer
- Ensure there is adequate room for hands and arms.
- Allow as much room as possible to set the load down.
- Check the path from place to place - remove tripping hazards and protect openings.
- Turn on lights to improve visibility.
- Choose the safest route of travel, not the fastest.

If the item needs to be moved manually, and it is heavy or ungainly, staff should make sure there is adequate help available. Staff should practice these techniques when lifting items:

- Size up the load.
  - Do not attempt to load items that appear to be too heavy or awkward, especially without assistance.
  - Ensure there is enough space for movement, and the area is free of tripping hazards

- Feet should be placed shoulder width apart, with one foot beside and the other foot behind the object that is to be lifted. Do not lift if balance is off or cannot be stabilized.

- Bend at the knees; do not stoop. Keep the back straight, but not vertical. Tucking in the chin straightens the back.

- The load should be gripped with the palms of hands and fingers. A palm grip is more secure. Tuck in the chin; again, to make certain the back is straight before starting to lift.

- Use body weight to start the load moving, and then lift by pushing up with the legs. This makes full use of the strongest set of muscles.

- Keep the arms and elbows close to the body while lifting.

- Carry the load close to the body. Don't twist while carrying the load. To change directions, staff shifts the position of the foot and then turn the whole body.

- Beware of the path of travel

- To lower the object, bend the knees. Again, staff should be careful not to stoop.

- To deposit the load on a bench or shelf, place it on the edge and push it into position. Make sure hands and feet are clear when placing the load.

- It may be helpful to post “Do’s” and Don’t” of proper lifting/moving in places where staff can easily see. See Appendix B for an example.

Sanitizing Assistive Technology

Each ReRUN Partner Program must make sure equipment is properly sanitized before accepting, storing, refurbishing, and/or reassigning to a new user. Proper sanitization protects staff and consumers by avoiding and preventing the spread of germs and infections. It is also crucial in maintaining a standard of quality for the used equipment being redistributed. ***The redistribution of unclean items is dangerous and a poor reflection on ReRUN and Partner Programs.*** Certain equipment, especially personal care items, should be sanitized prior to be being accepted. In addition, ReRUN Program Partners need develop processes and procedures to ensure ALL equipment is thoroughly cleaned after being accepted. Each program should also provide adequate safety training and resources. It may be necessary for the program to partner with a provider or facility (i.e. a DME vendor, sanitization company, or hospital with sanitization facilities) in order to clean accepted equipment. NOTE: If the ReRUN program does not have adequate facilities, partnerships, supplies, space, staff, etc. to sanitize a piece of equipment, the device should NOT be accepted and should be referred to a program/partner with the capacity to clean the device.

When sanitizing equipment, programs must always follow any manufacturer instructions for cleaning the device, use the appropriate tools, and follow cleaning product instructions for mixing and/or proper use.

Sanitizing Supplies and Common Cleaning Products:

Each ReRUN Partner Program should maintain cleaning supplies to be used for sanitation of donated items for re-utilization. Suggested supplies include:

- Disposable gloves
- Safety glasses, masks
- Cleaning towels, rags
- Bucket or tote
- Brush Sponge
- Wire Bottle Brushes for small crevices
- Alcohol based hand sanitizer/rub
- Soap and access to hot water

- Chemical germicidal disinfectants, cleaners, wipes
- Enzyme cleaner, that mixes with water, for cleaning hard surfaces, and is effective against grease, blood, and food or protein stains.
- A spray and wipe product that cleans and deodorizes, without the need to rinse. Use on vinyl, stainless steel, other metals, ceramic, and fabric.
- Upholstery Cleaner
- Fabric protector
- Fabric refresher

Work Area

The ReRUN Program Partner, if possible, should have a dedicated work area for cleaning and disinfecting equipment. Access to the area should be limited to the individuals who perform these tasks. Ideally, the area will have separate room air exhaust to avoid dispersing fumes into other areas, a sink with access to tap water including hot water, an area for mixing solutions, an area for cleaning tools, secure storage for chemical products, good lighting and appropriate disposal facilities for waste. The work area should conform to the requirements set by the Occupational Safety and Health Administration (OSHA) and the Environmental Protection Agency (EPA.)

Information about the proper cleaning of objects (a procedures manual and/or a collection of manufacturer instructions) and the correct usage of chemicals should be readily available/visible in the work area.

Steps to Protect Staff:

In order to protect themselves and others in the work area, staff should follow these best practices when cleaning equipment.

- Wash hands with hot water and soap before beginning. Apply soap to all hand surfaces, rinse and dry thoroughly.
- Put on disposable gloves before handling equipment. If staff cannot wear disposable gloves due to sensitivity, an alcohol based hand rub should be used after handling each piece of equipment.
- Put on new gloves before cleaning the next piece of equipment
- Wash hands after cleaning equipment
- Wear protective masks, glasses, clothing as necessary

Protective Attire

Persons performing cleaning and disinfecting activities should wear appropriate protective clothing. Chemicals should not be used when is skin exposed, due to

potential splashes and spills. Long pants and long sleeve shirts are advisable, and may need to be supplemented by wearing an apron, smock, lab coat and/or other protective garments.
Safety equipment including safety glasses, disposable gloves and masks should be available.

Guidelines for Mixing Chemicals:

OPERATIONS NOTE: ReRUN Partner Programs should provide safety resources and training as necessary. The manufacturers recommendations for mixing chemicals should be followed. If chemicals require mixing for disinfecting, the user should mix only in the strength recommended for the specific application.
Full strength should not be used when dilution is recommended. Any person using chemicals should always read the manufacturer's instructions and mix as prescribed for the specific use. Commercial chemicals sometimes are so concentrated that they require only a small amount of chemical with the water.

Different commercial chemicals should not be mixed together. This may cause an undesirable reaction, or alter the effectiveness of the chemicals.

Only the quantity of disinfectant needed at the time should be mixed. Some chemicals lose their effectiveness after a period of time. Also, extra mixture presents additional storage and safety issues.

Chemicals should be used as recommended. ***The disinfectant should be applied to the object as indicated in the manufacturer recommendations.*** Chemicals should not be allowed to drip into closed areas where they may cause damage. Objects should be rinsed and/or dried as recommended.

Adequate contact time should be allotted for the disinfectant to be effective. For surface cleaning, alcohol works very quickly. Bleach usually requires about five minutes of contact time while phenols require 10 minutes. Instructions should be followed for contact time. The work area should not be left unattended, nor objects exposed longer than recommended. The work area should be cleaned thoroughly after the use of chemicals. After equipment is cleaned, any spills in the work area should be cleaned. Objects that may have been splashed inadvertently with disinfectant need to be cleaned to avoid any adverse reactions. Used towels and wipes should be disposed of appropriately. Re-usable towels and clothing that become contaminated with chemicals should be placed in a designated area for proper laundering/throw away. Excess chemical solution should be discarded in compliance with OSHA and EPA regulations. Chemicals and mixed solutions should be stored in a safe manner in secure areas.

Recommended Sanitization Practices for Equipment Pick up/Drop off/Delivery:

- Hands must be washed before touching any equipment.
- Staff should put on disposable gloves before handling equipment.
- If multiple pieces of equipment are being picked up, staff should put on new gloves after handling each piece of equipment.
- If staff cannot wear disposable gloves due to sensitivity, an alcohol based hand rub should be used after handling each piece of equipment.
- Equipment should be inspected before loading. If it is not clean, sanitizing procedures should be followed, or staff can request the item be cleaned before it can be loaded. Staff may need to reschedule a pick-up time if the item needs further cleaning.
- Equipment should be bagged before being placed in the pick-up vehicle if at all possible.
- If an individual brings a donated device to a ReRUN location, it should be bagged and stored away from the public until it can be removed for cleaning and sanitizing.

Sanitizing Equipment

The following are considered best practices for sanitizing reused equipment

- Only trained staff should be allowed to sanitize equipment. If ReRUN Partner Programs are sanitizing equipment, those programs must develop processes and procedures to properly train staff on sanitization and safety practices.
- Equipment should be cleaned and sanitized in a designated work and/or storage area (see previous “Work Area” section).
- If equipment must be stored before it can be sanitized it should be kept in a bag and stored separately from sanitized equipment. To provide additional protection, staff may bag sanitized equipment while the devices are in storage.

- Equipment should be cleaned and sanitized before being taken to a provider for repair unless the provider is responsible for a portion of the sanitizing process.

- Equipment that is going to be delivered, after repairs, should be cleaned and sanitized again before the delivery.

Steps for cleaning Equipment:

- *Follow the product instructions.*

- If the germicide is added to hot water, make an adequate amount of the solution to clean the equipment.

- Wash your hands with soap and hot water and dry them thoroughly.

- Put on gloves. It might be necessary to put on eye protection as well.

- Remove visible stains.

- Clean and deodorize all surfaces, including upholstery.

- Other surfaces on devices may be allowed to air dry or be dried with a clean absorbent towel.

- Throw out any remaining cleaning solution and dry out the bucket if using a germicide/hot water solution.

Equipment Refurbishment

In addition to sanitizing equipment, it may be necessary for devices to undergo repair/refurbishments before the items can be stored, transported or reassigned. ***ReRUN programs should NOT accept devices in need of repair/refurbishment, unless the program has trained persons, on staff, that are certified to make the repairs.*** Repairs performed by non-certified individuals could cause the equipment to be faulty, and put the end user, and the program, at risk.

In most cases, ReRUN Program Partners will not be able to staff certified technicians. Therefore, in order to facilitate reuse, those programs should attempt to partner with DME vendors and/or technicians in the area that possess the necessary certifications in order to repair equipment. If such partnerships are in place, the ReRUN program may choose to accept equipment, which requires refurbishment/repair.

If equipment is determined to be beyond repair, programs should work with the DME vendors and/or recyclers, to ensure the equipment, and its components, are reused and/or recycled. For example, a DME vendor may have use for certain parts of a wheelchair. The vendor may take these parts, but the rest of the wheelchair may need to be transported to a recycling facility.

Evaluating Equipment for Redistribution/Reassignment

Once equipment is properly sanitized and/or refurbished, its next step in the reuse process must be determined. Most likely the equipment will be stored until it can be matched with another user. This process is called reassignment, or redistribution. The end user could be a consumer in need of the used equipment, or it could be another ReRUN Partner Program. Each partner should set their own processes and procedures for reassigning equipment including transport, forms, fees, tracking, etc. Below are some best practices to consider when developing reassignment processes.

Program Outreach and Awareness

In order to reassign equipment, it is important to make the public, and partners, aware of the program and available equipment. Programs may choose to develop/utilize a website, social marketing platforms, or other marketing tools, such as brochures, in order to publicize this information. Programs must ensure partners, and the public, are aware of the program's reassignment policies and procedures, such as fees and pick-up/deliver practices. In addition, maintaining an organized inventory is vital to reuse program success.

ReRUN partners must choose the appropriate inventory and awareness tools based on the needs of the program. Programs may choose to use spreadsheets, list serves, social networking, web based databases such as AT4ALL.com, or other websites to manage and feature their equipment.

Matching Equipment

It is very important that equipment be matched appropriately, as providing consumers with quality equipment that meets their needs is a direct representation of ReRUN and participating programs. Assistive technology is not one-size-fits-all. Seating measurement and matching guides have been included in the manual for reference/use (see Appendix C) as a resource. ***Whenever possible, programs should work with a DME vendor, seating or Technology Specialist to assess the fit of the device.*** Programs should also consider the following factors when reassigning equipment:

Functional skills and limitations:

- Height and weight of the end user. Programs must be careful to provide equipment that is appropriate for the build of the consumer, and avoid reassigning devices that are too large/small. This can make the equipment difficult, or even painful to use.
- Physical conditions. What is the consumer's disabling condition? Is the end user experiencing a temporary or permanent condition? How is the condition going to progress? What is the consumer's skin integrity? Will the equipment exacerbate that, or any other, conditions? What is the consumer's strength level, in both lower and upper extremities? What is their grip and/or hand function? For example, with grab bars, the program must determine if the consumer has the appropriate hand/grip strength to grip the bars.
- Is the equipment related to vision/hearing loss? Not all vision/hearing loss is the same. Therefore, vision/hearing loss equipment must be carefully matched to the level of vision/hearing loss. For example, amplified phones have different decibel levels. The level must match the need. When matching this type of equipment, Partner Programs should consult with groups or agencies that work with hearing and/or vision AT.
- Transfer ability. Does the equipment require the consumer be able to transfer on his/her own? Does the end user have the ability to transfer on his/her own? If not, what assistance is required to transfer? Is such assistance available to the consumer?

Need:

- What are the needs of the consumer and/or agency? Does the equipment meet the need? For example, if a consumer is looking for a mobility device, it must be determined what mobility device best meets the need. Is it a walker? Scooter? Manual or power chair?

How the equipment will be used:

- How does the consumer plan to use the device? For example, a consume may be looking for a scooter to take with her when she goes shopping. In this case, the ReRUN Program Partner would need to determine if the agency's available scooters would be able to fit in the consumer's vehicle. And how will the consumer load and unload the scooter? Does the equipment require assistance in order for the consumer to use it? If so, does consumer have access to such supports? Are those supports able to assist?
- Reassignment considerations will vary depending on the equipment. As the equipment pool grows and changes, programs should consider providing additional training for staff so they can match new equipment appropriately.

For example, if a ReRUN program obtains ramps for reuse, staff should be trained on how to appropriately match ramps to a user, taking into consideration things such as rise and slope.

Equipment Transport

A ReRUN Partner Program may elect to deliver equipment, or partner with another agency or company to transport the equipment. Equipment may also require transport to be stored, repaired, recycled, etc. If transport services are being provided, the following are considered best practices for the transport of equipment.

Scheduling Transport

- Obtain an accurate address and ask for directions to the drop off location (house, facility, vendor, etc.)
- Obtain a phone number for the delivery contact and an alternate number if possible, especially for the person who will be at the delivery location. If at all possible, the individual who will be using the equipment should be present during the delivery and demonstration.
- Determine if there is a preferred location for delivery (loading dock, back or side entrance) and if there are any other special instructions.
- Schedule a time frame for the delivery. For example, 10:00 a.m. – 12:00 p.m. on Tuesday.
- Call to confirm delivery the day before.
- Remind the consumer/contact person to call the ReRUN Partner Program if there are any issues with the scheduled delivery date.
- If a problem arises for the delivery staff, staff must call the consumer/contact person to reschedule.

Transporting of Equipment

- Equipment should be cleaned and/or sanitized before being delivered, unless it is being transported to a sanitization facility. If equipment does not appear to be clean, staff should re-evaluate whether or not is should be transported.

- Program staff will load and secure the equipment. Before loading, staff should make sure the transport vehicle is of adequate size to transport the equipment, and any tools necessary for delivery. Staff should not force a device to fit into the vehicle, as this could damage the equipment and/or make delivery more difficult. Equipment should be placed in the trunk or secured in the cargo area of the SUV or truck with tie downs, bungee cords, and/or tarps. If using a car, put the equipment in the trunk to protect staff in case of an accident.

- Staff should have the name of the individual expecting delivery, address, phone number and approximate arrival time, before transporting.

- Be sure the individual awaiting transport is provided with a contact number for the program.
- Staff should contact the individual, at the drop off location, if they are running late.
- Program staff should unload the equipment. If the drop-off site has staff that can assist with unloading, it may be possible to work with said staff. This may be necessary to ensure there is adequate assistance for delivery. Everyone involved should use safe lifting and moving practices.
- Staff should bring any tools, including portable ramps, which may need for moving or assembling the equipment.
- Staff should be polite upon arrival as they leave behind a lasting impression of the program and ReRUN.
- To increase customer satisfaction and help ensure customer safety, qualified individuals should demonstrate how the device works.
- For manual and power wheelchairs and scooters, looking at the overall fit of the seat in relationship to the customer's hip and knees. Even if you have done measurement prior to delivery. If acceptable, proceed with demonstrating how the device works.
- For bath benches and shower chairs, staff should ensure the items fits in the bathroom, tub or shower stall.
- For patient lifts and hospital beds, qualified staff (i.e. DME Vendors, Technology Specialists) should assemble the device and demonstrate use.

Whenever possible, the program should work with a DME or Technology Specialist to demo and assess the fit of the device

- Have the customer confirm he/she understand how to operate the device.
- If the device is not an appropriate match for the customer, bring it back to the program and tell the consumer, staff can work with him/her to find a more appropriate device.
- If it is determined the device is a match for the customer, the device can be left in his/her possession. ReRUN Partner Programs should develop a form and/or survey to verify the consumer is taking ownership of the device. See Appendix D for an example of the form the Nebraska Assistive Technology Partnership (ATP) uses. It displays the questions ATP is required to ask all users, as well as some disclaimer language. ReRUN Program Partners should consider developing their own forms to meet their program needs.

Outcomes, ReRUN Awareness and Promotion

The success of ReRUN, and Partner Program, depends on involving as many partners as possible. Public awareness and a positive image allows the programs to:

- Educate agencies, groups, funding sources, local and State government, and individuals on AT and the positive, multi faceted impact of reuse.
- Receive donations of high quality or lightly used equipment.
- Provide more people with access to high quality equipment at low/no cost.
- Maintain an adequate amount of inventory to meet the needs of consumers
- Expand the program inventory as new categories are accepted based on donations and evidence that the program can meet the needs of a new audience.
- Document a high return on investment to attract additional program sponsors.

Outcomes

ReRUN Partner Programs should track data and outcomes. Programs may need to adhere to reporting requirements set by funding partners. In addition, data tracking can assist in accessing funding and building the program's capacity to further reuse, as well as assist in raising awareness of the program and the entire network. Programs should devise methods to track and document all reassigned and recycled equipment. They should also collect and publish consumer testimonials and success stories. Success stories, published via newsletters, websites, and/or social networking, provide first-hand accounts of the benefits of reuse. Programs should be advised they may have to develop and use marketing release forms in order to publish consumer focused success stories, as the stories may contain confidential information. An example of such a release is provided in Appendix D. ReRUN Partner Programs should ***NEVER*** publish stories, with consumer identifying information, without the consumer's written permission and/or a release form being completed.

Whenever possible, the program should also track dollars saved due to reusing equipment. This can be a powerful tool when demonstrating the benefits of reuse. Programs can calculate savings by finding the Manufacturer Suggested Retail Price (MSRP) of the equipment, and then subtracting the amount the consumer paid to the ReRUN Partner Program for the device.

For example, if the MSRP of a walker is $50.00, and the consumer is able to obtain it from a ReRUN program for $5, the savings to the consumer equals $45. Tracking such

savings, over a period of time, can demonstrate the large amount of money saved, by Nebraskans, through the reuse of equipment.

Tracking and publicizing reuse from donation to reassignment shows the many benefits of reuse and the impact in can have on a community and statewide. Demonstrating these benefits is key to the growth, and success, of ReRUN.

APPENDIX A

Equipment Evaluation Forms

These can be used for evaluating donated equipment, or for intake after the equipment has been accepted.

ReRUN: Initial telephone inquiries to donate item

DATE_____ NAME_____

CONTACT INFO_____
LOCATION OF ITEM_____

ITEM	AGE	CONDITION*	COMMENTS

To help determine the condition of an item ask questions such as: are there any tears in the upholstery? Are any parts missing? Is anything bent? Does the battery work? How old is the item?

	YES	NO	MAYBE
Does it work?			
Can you deliver it to us?			
If not: is there someone to help load it, if we can arrange pick up?			
Is it clean? Has the item been in contact with blood or bodily fluids?			
Are you the original owner?			
Are all the original pieces included? Do you have the manual? Is it on the FDA Recall list? Are there accessories or spare parts for the equipment? (i.e. cables, chargers, cord, etc.)			

Equipment Checklists:

Communication Devices		
GENERAL	**Inspection Complete**	**Action Needed**
Clean and sanitize the device and all components		
Parts available from the manufacturer		
Device needs to be sent to manufacturer for diagnostic testing		
Determine model and specifications		
Account for all parts		
Reset and delete old files		
Make sure all cells are working		
Make sure auditory output is clear		
Check scanning lights		
Check jacks		
Check switches		
Check A/C adapter and wire		
Check carrying case		
POWER/BATTERIES		
Does it fully charge		
How long does it hold a charge		
PHYSICAL APPEARANCE		
Check for cracks		
Make sure it is clean		

	Inspection Complete	Action Needed
Check overlays		
Check clasps		
Check hardware		
Check straps		
Make sure screen is free of cracks or scratches		

Manual wheelchairs		
GENERAL		
Wheelchair rolls straight (no drag or pull to one side)		
FRAME AND CROSS BRACES		
Inspect for loose or missing hardware		
Inspect for bent frame or cross braces		
WHEEL LOCKS		
Does not interfere w/tires when rolling		
Pivot points free of wear and looseness		
Wheel locks easy to engage		
SEAT AND BACK UPHOLSTERY		
Inspect for rips or sagging		
Inspect for loose or broken hardware		
TIRES		
Inspect for flat sports, wear, or cracks		
At least half the tread remains		

	Inspection Complete	Action Needed
If pneumatic tires, properly inflated		
REAR WHEELS		
No excessive side movement or binding when lifted or spun		
If equipped, quick-release axles lock work		
HANDRIMS		
Inspect for signs of rough edges or peeling		
SPOKES		
Inspect for cracked or broken spokes		
FRONT CASTER		
Inspect wheel/fork assembly for proper tension by spinning caster		
Caster should come to a gradual stop		
Loosen/tighten lock nut if wheel wobbles noticeably or binds to a stop		
Wheel bearings are clean and free of moisture		
CLEAN AND SANITIZING		
Clean and sanitize upholstery, armrests, and all other components		
POWER WHEELCHAIRS		
GENERAL		
Wheelchair rolls straight (no drag or pull to one side)		
If not rolling straight, check tire pressure		

	Inspection Complete	Action Needed
If not rolling straight, balance motors (up to 10% deviation)		
CLOTHING GUARDS		
Ensure all fasteners are secure		
ARMS		
Secure but easy to release		
Adjustment levers engage properly		
Adjustable height arms operate and lock securely		
WHEEL LOCKS		
Does not interfere w/tires when rolling		
Pivot points free of wear and looseness		
Wheel locks easy to engage		
ARMRESTS		
Inspect for rips in upholstery		
Armrest pad sits flush against arm tube		
SEAT AND BACK UPHOLETERY		
Inspect for rips or sagging		
Inspect fasteners		
Custom seating secure to chair frame		
Custom seating locks work correctly		
FRONT RIGGING		
Footrests/leg rests solid and secure (hangers, extension tubes)		
Check footplates for smooth operation and tightness		

	Inspection Complete	Action Needed
Check swing away latches for smooth operation, secureness		
Heel loops secure		
DRIVE WHEELS		
Axel nut and wheel mounting nuts secure		
No excessive side movement or binding when lifter and spun when disengaged (free-wheeling)		
Lockout hubs work properly		
Check motor brush condition		
Check gearboxes for leakage		
ELECTRONICS AND WIRING		
Clear previous programs and reset w/manufacturer standard programs		
Check fault logs		
Test all drive switches for proper function (joystick, head array, sip and puff, etc.)		
Check all cables, wiring harnesses, and electrical connections for the wear and damage		
Check battery charger for correct function and performance		
Check integrity of battery box(es) and batteries		
Load test batteries (program and power stall-no more than 2v drop)		
FRONT STABILIZERS-MWD WHEELCHAIRS ONLY		
Bolts are tight		
Adjusted for desired ride		

	Inspection Complete	Action Needed
CASTERS		
Inspect wheel/fork assembly for proper tension by spinning caster		
Caster should come to a gradual stop		
Loosen/tighten lock nut if wheel wobbles noticeably or binds		
CASTER/WHEEL/FORK/HEAD TUBE		
Ensure all fasteners are secure		
TIRES		
Inspect for flat spots, wear, or cracks		
Check for at least half tread remains		
If pneumatic tires, check for proper inflation		
CLEAN AND SANITIZE		
Clean and sanitize upholstery, armrests, and all other components		

SCOOTERS		
GENERAL		
Scooter drives straight (no excessive drag or pull to one side)		
BRAKE		
Does not bind or interfere w/travel		
Brake easy to disengage/engage		
UPHOLSTERY		
Inspect for rips/tears		

	Inspection Complete	Action Needed
FRONT WHEEL		
Inspect wheel/for assembly for proper tension by spinning wheel		
Wheel should come to a gradual stop		
Loosen/tighten lock nut if wheel wobbles noticeably or binds to a stop		
Wheel bearings are clean and free of moisture		
TILLER		
Ensure that tiller adjustment handle engages/disengages properly and securely		
Scooter stops completely when throttle is released (does not continue to roll)		
SEAT		
Inspect seat swivel for release and engagement		
Seat locks into the determined swivel positions		
TIRES		
Inspect for flat spots, wear, and cracks		
If pneumatic tires, check for proper inflation		
Check to see if at least half tread remains		
CLEAN AND SANITIZE		
Clean and sanitize upholstery and armrests		
Clean and sanitize molded frame and all other components		
FRONT and REAR SHOCKS-PANTHER MX 4 ONLY		
Bolts are tight		

Scooters, Continued	Inspection Complete	Action Needed
HEADLIGHTS		
Inspect headlight bulbs for proper operation		

MOBILITY and POSITIONING		
Check to ensure parts are still available from manufacturer		
Determine model and size		
Account for all parts		
Check for cracks		
Check for sharp edges		
Check for stains		
Check to make sure upholstery is intact		
Make sure straps are secure		
Check for stress cracks on welds		
HARDWARE		
Check for stripped threads		
Make sure wings are on wing nuts		
Check to be sure casters are secure		
OPERATION		
Check hydraulics		
Check chain		
Make sure it is aligned properly		

MOBILITY and POSITIONING, continued	Inspection Complete	Action Needed
Check for smooth operation		
CLEAN and SANITIZE		
Clean and sanitize all components		

PATIENT LIFTS		
CASTER BASE		
Inspect for missing hardware		
Base opens/closes w/ease		
Inspect casters/axel bolts for tightness		
Inspect caster for smooth swivel and roll		
SHIFTER HANDLE		
Operates smoothly		
Locks adjustable base whenever engaged		
THE MAST		
Mast MUST be securely assembled to boom		
Inspect for bends or deflections		
THE BOOM		
Check all hardware and swivel bar supports		
Inspect for bends or deflections		
Inspect bolted joints of boom for wear		
Inspect to ensure the boom is centered between base legs		
SWIVEL BAR		

PATIENT LIFTS, continued	Inspection Complete	Action Needed
Check the bolt/hooks for wear or damage		
Check sling hooks for wear or deflection		
MANUAL/HYDRAULIC PUMP/ELECTRIC ACTUATOR		
Check for leakage		
Inspect hardware and boom		
Check for wear or deterioration		
Cycle to ensure smooth quiet operation		
NOTE: If damaged, return to factory		
PUMP HANDLE and CONTROL VALVE		
Check pump handle for smooth operation		
Check control valve open and close easily		
CLEAN and SANITIZE		
Clean and sanitize all components		
SLINGS and HARDWARE		
Note: Check all sling attachments to ensure proper connection and patient safety		
Inspect sling material and straps for wear		

HOSPITAL BEDS		
General		
Check bed components for obvious damage		
Examine each item carefully for scratches, nicks, dents, or any other damage		

HOSPITAL BEDS, continued	Inspection Complete	Action Needed
Inspect power supply cord for cuts/damage		
HEAD/FOOT SPRING SECTION		
Inspect welds on the head/foot springs for stress cracks		
Inspect the fasteners for wear/looseness		
Inspect the head/foot springs for bend, warping, or stress damage		
Inspect the center mounting rivets and center mounting latches to ensure all links are intact		
SPRING FABRIC		
Check spring fabric to ensure all links are intact		
Replace missing or bent links		
HEAD/FOOT MOTORS/PULL TUBES		
Inspect head/foot pull tube mounting hardware for wear		
Inspect head/foot pull tubes for bends, wear, or stress damage		
Clevis pin on head pull tube should not be bent		
Tighten all motor mounting hardware		
HEAD/FOOT BED ENDS		
Inspect the panels and trim for holes and sharp edges		
Open both head/foot beds ends by removing the panel boards		
Inspect cable for wear		
Inspect ACME screws for lubrication (Apply a light silicon based grease if necessary)		
Reinstall the panel boards		

HOSPITAL BEDS, continued	Inspection Complete	Action Needed
Inspect the corner locks for wear, cracks, or stress damage		
CASTERS		
Check lock on both locking casters to ensure they are operational		
Check that the locking casters are positioned diagonally from each other on the bed set-up		
Check casters to ensure they roll properly		
DRIVE SHAFT		
Make sure the spring button works properly and lock both halves of the drive shaft		
Check the connections on both ends of the drive shaft for wear/bends		
Check entire drive shaft for bends or stress damage		
JUNCTION BOX		
Check power cord for chafing cuts or wear		
Make sure all attaching hardware is securely tightened		
Check electrical connections for wear or cracks		
PENDANT		
Check pendant cord for chafing cuts or wear		
Check all pendant functions		
Head raises/lowers properly		
Foot raises/lowers properly		

HOSPITAL BEDS, continued	Inspection Complete	Action Needed
Head/foot ends raise/lower properly (semi-electric and electric only)		
Note: If any failures are experienced, try a new pendant and repeat this section		
Check to see if all buttons correspond to an actual working function		
MOTORS		
Check motor cords for chafing cuts or wear		
Check range of movement on al motors to ensure they do not bind in the FULL UP/DOWN position		
NOTE: If binding occurs, adjust the motor pull tube by turning clockwise or counter clockwise (in or out) enough to allow the motor to shut off automatically. Failure to do so ill damage the motor's internal gears		
CLEAN and SANITIZE BED		
Check for gross contaminants and stains		
Sanitize w/a hospital strength disinfectant and wipe w/a damp cloth immediately		

APPENDIX B

DO:

Tuck in the chin to keep the back as straight as possible while lifting.
Lift with the leg muscles
Ask for help with the heavy, awkward items.
When possible, use mechanical equipment to move heavy items

DON'T

Use your back muscles to do lifting.
Try to lift and lift an item that is too heavy of awkward.
Twist your body while carrying an object.
Attempt team lifting without proper coordination.

The wrong way!

The right way!

APPENDIX C-Seating Measurement and Matching Guide

Rough Measurements for Seating Matches

Reliable measurements make it easier to find a good equipment match for a customer. The purpose of this form is to obtain specific device measurements to increase the likelihood of a good fit. Use a tape measure to determine the values. The most important measurements for these devices are seat width and depth. Staff should also note size, maximum weight, and components. Since most program staff are not seating specialists, these measurements are used as a guide during the matching process.

_____**Seat width**: Measure seat surface from side to side.

_____**Seat depth**: Measure from seat back to seat front.

_____**Seat surface to top of headrest**: Measure from seat surface to top of headrest (if available).

_____**Seat surface to top of seat back**: Measure from seat surface to top of seatback.

_____**Seat surface to floor**: Measure from seat surface to floor.

Customer Measurements Guide

The purpose of this form is to obtain rudimentary measurements to decrease the frequency of false matches. **Please note that these measurements are not intended to guarantee appropriate assessment or fit**. The person should be seated on a firm surface with feet flat. Provide body measurements, not chair measurements.

Height:_____**Weight**_____

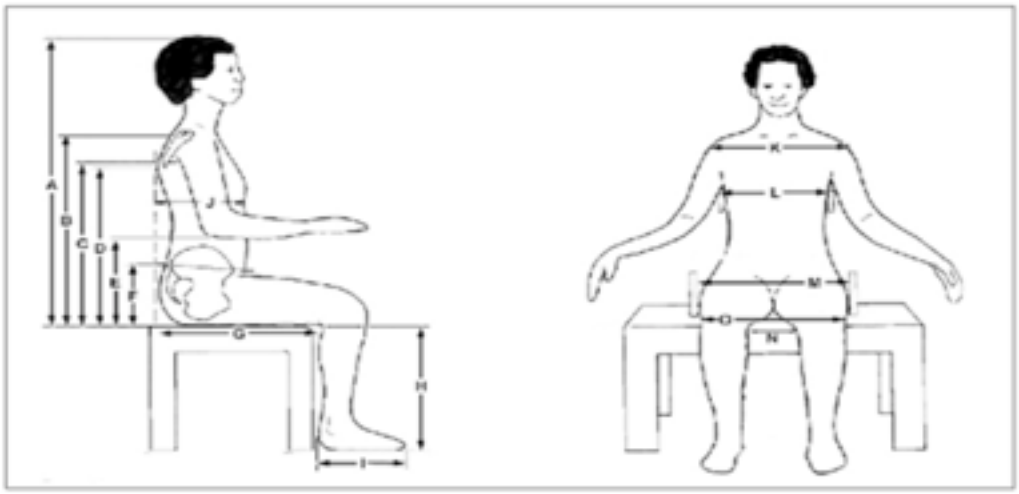
A. _____**Seat surface to top of head**: Measure from seat surface (where buttocks contact the seat surface) to top of head. This measurement is especially useful for tilt systems, recliners, and those with headrests or high backs.

B. _____**Seat surface to top of shoulder**: Measure from seat surface (where buttocks contact the seat surface) to top of shoulder. This measurement is especially useful for wheelchairs with high backs.

G. _____**Behind knee to back of hips**: Measure from seat back (where buttocks contact the seat back) to just back of knees when knees are bent at 90 degrees and subtract about 2 inches.

H. _____**Heel to back of knee**: Measure from floor (where bottom of heel contacts floor) to back of the knee when knees are bent at 90 degrees. If the person intends to propel with his feet, you want to be sure that the wheelchair seat is close enough to the floor to work. Hemi chairs are closer to the floor than standard chairs. You can also change tires on some wheelchairs to get closer to the ground.

M. _____**Lap width**: Measure the hips at the fullest part. You can add up to 2 inches to the number depending on the amount of room the individual wants. If you were to place two books on either side of the hips, you would measure straight between the two books instead of curving up and over the lap like a seatbelt would.



Does wheelchair need seatbelt? _____YES _____NO

Does wheelchair need leg rests? _____YES_____NO

Does wheelchair need elevated leg rests? _____YES ____ NO

APPENDIX D: FORMS

AT4ALL.COM Equipment Acceptance & Survey

Recipient's Name

Recipient's Agency

Street Address

Equipment Received:

City I State I Zip Code

Phone I Email

Please answer the following questions about the services you received. This information is needed to provide high-quality services and to meet the requirement of receiving federal funding.

1. The primary purpose for which I need (or the person I represent needs) an AT device or service is related to: (Please mark only one answer.)

☐ Education- participating in any type of educational program

☐ Community Living- carrying out daily activities, participating in community activities, using community services, or living independently

☐ Employment- finding or keeping a job; getting a better job; participating in an employment training program, vocational rehabilitation program, or other program related to employment

2. Why did you choose to obtain an AT device/service from our program? (Please mark only one answer.)

☐ I could only afford the AT through this program (I could not afford it through other programs.)

☐ The AT was only available to me through this program. (I am not eligible for don't qualify for other programs, the AT is not covered by other funding sources or the device i needed is not provided by other programs.)

☐ The AT was available to me through other programs but the system was too complex or wait time too long

☐ None of the above. Please explain: _____

3. Which of the following best reflects your level of satisfaction with the services you received?

☐ Highly Satisfied ☐ Satisfied ☐ Satisfied somewhat ☐ Not at all satisfied

By signing this form I agree to hold the Assistive Technology Partnership harmless and waive any liability that may arise as a result of possession or use of the above equipment received. I have been informed of the need for professional assistance in setting up and using some types of equipment and agree to be responsible for any such arrangements necessary.

Signature _____ Date _____

Assistive Technology Partnership
Nebraska Department of Education

3901 North 27th Street, Suite 5
Lincoln, NE 68521
402.471.0734

Information & Media Information Release

I give permission to the Assistive Technology Partnership to use my photograph, videotape, and personal information (including, but not limited to name, disability, needs, referral to ATP, etc.) in marketing materials and presentations about their services (printed newsletters, brochures, display boards, powerpoint presentations, newspapers, radio, television, Internet, etc.). I understand that the information will be made available to a variety of audiences, including organizations, potential consumers and the general public.

I am aware that people will be able to identify me from the photographs, video or information.

This release will remain in effective indefinitely, unless I withdraw my consent at anytime for any reason, by notifying the Assistive Technology Partnership in writing.

I am at least 19 years old and I understand this release.

_____	_____	_____	_____
Address	City	State	Zip

_____	_____
Phone Number	Name (printed)

_____	_____
Signature of Consumer	Date

_____	_____
Signature of Parent/Guardian (if the individual listed above is younger than 19)	Date

Rev. 5.12.09