

Total Source for Hearing-Loss and Access TSHA

Assistive Technology Purpose, Policy, and Procedures for the Total Source for Hearing-loss and Access (TSHA) Equipment Loan Program.

The Assistive Technology Center is located at the TSHA office in Tulsa, OK.

8740 E. 11th St. Suite A
Tulsa, OK 74112
918-832-8742 v/tty
888-311-3523v/tty
FAX: 918-834-4329

Purpose: The purpose of the Assistive Technology Center (ATC) is to offer a variety of assistive technology devices for a short-term loan, to Oklahomans with disabilities, so a trial can be experienced before a purchase is considered.

Policy: Equipment available through the ATC program will be used for short-term loans, demonstration, evaluation for appropriate device, or for self-familiarization of device usage.

Requests for equipment loans may be made by a person with a disability, family members, advocates, businesses, or service providers (e.g. therapist, teacher, rehabilitation counselor).

The borrower and/or their agent agree to comply with any limitations that may be part of the loan, such as no copying of software.

The borrower and/or their agent agree to pay for any damage due to negligence.

All borrowers are encouraged to contact the ATC program staff if they have problems during the loan period.

The borrower may request a maximum of two (2) devices at any one time.

The length of the device loan is 42 days

Loan Extension: Any renter wishing to extend a loan period must provide a written request identifying the reason for the extension to the ATC Program 10 days prior to the expiration date of the original loan. An extension may or may not be granted. A loan library review committee will consider the request and notify the renter whether or not the request for extension has been granted within five days. Cost for the additional rental period will be billed at the original rate.

The borrower and/or their agent is encouraged to come to TSHA to obtain equipment they wish to borrow. However, shipping is available upon request. Requester is

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responsible for all shipping costs including but not limited to postage, insurance, and certified mail.

Anyone who has failed to comply with the conditions of previous loans will NOT be considered for additional loans until a positive plan for future compliance is presented to and approved by the ATC Program Coordinator.

Failure to comply with the stated conditions could subject you to legal consequences.

Procedures:

1. Contact the ATC Program by calling 1-918-832-8742 for an appointment or to have Loan Request Form mailed or emailed.
2. Forms will be mailed or emailed to the applicant for completion. ATC may provide telephone assistance upon request.
3. The form must be completed and a signed original, with required fees, sent back TSHA. Incomplete forms may delay processing the loan request. If you are not sure about information being requested on the form please contact ATC at 1-918-832-8742.
4. Accepted forms of payment are cash, check or credit card.
5. Upon receipt of the original signed form and required rental fees, ATC will:
 - Notify the person requesting the equipment of an approximate date the item will be available.
 - If an item is not immediately available, ATC staff will inform the person requesting the equipment they will be placed on a waiting list for the. Loans are made on a first come, first serve basis and filled in the order received. Forms are date-stamped with the date they arrive in the office via U.S. Mail.
6. Shipping is available upon request. Requester is responsible for all shipping, insurance and certified mail costs.
7. After the item(s) is returned, the borrower may be called to monitor our service and their satisfaction.
8. ATC staff will check each item returned to assure it is working properly and that all necessary parts are included. The borrower will be billed for any replacement or repair costs.
9. Failure to return the equipment to ATC will subject you to legal action.

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42 day Rental Rates:

\$50.00

- ✓ \$50.00 refunded to TSHA members upon return of equipment in working order and with all accessories.
- ✓ \$40.00 refunded to non-members upon return of equipment in working order and with all accessories.

Payment: Total payment must be received prior to equipment being obtained. Payment is made to:

TSHA
8740 E. 11th St.
Tulsa, OK 74112

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Loan Library Categories: The following is the basic grouping, along with a few examples to help you find what you may be looking to borrow.

Amplified Telephones, In-Line Amplifiers, Captioned Phones, TTYs
Alert Systems
Personal Amplified Listening Devices
Vibrating Alarms, Pillow Shakers
Variety of Amplified Devices

I have read and understand these policies and procedures and agree to their terms.

Name: _____

Date: _____

TSHA Staff Initials: _____