Policies and Procedures for the AT Demo Lab

The Assistive Technology Demonstration Lab is provided by Tools for Life under the mandate of the Assistive Technology Act of 1998 as Amended 2004 Title III, Section 4. This lab is to assist Georgians with disabilities to make an informed decision when selecting assistive technology devices appropriate to their needs in support of their ability to be independent in the area they choose, whether, work, school, independent living, or recreation. For the purpose of this policy and procedures manual AT demonstrations will be defined as:

*Device demonstrations compare the features and benefits of a particular AT device or category of devices for an individual or small group of individuals. The purpose of a device demonstration is to enable an individual to make an informed choice.*

*Whenever possible, the participant should be shown a variety of devices. Device demonstrations should not be confused with training activities at which devices are demonstrated. Training activities are instructional events designed to increase knowledge, skills, and competencies, generally for larger audiences.*

*Device demonstrations also should not be confused with public awareness activities at which devices are demonstrated. The key difference is that device demonstrations are intended to enable an individual to make an informed choice rather than merely making him or her aware of a variety of AT.*

*In a device demonstration for an individual, guided experience with the device(s) is provided to the participant with the assistance of someone who has technical expertise related to the device(s). This expert may be in the same location as the participant or may assist the participant through Internet or distance learning mechanism that provides real-time, effective communication to deliver the necessary device exploration.*

*A demonstration is characterized by its interactive nature whereby the participant can interact with an expert to increase their knowledge and understanding about the details and functions of a device; the participant drives the demonstration and has the ability to interact and have their individual questions about the device addressed. If the demonstration is conducted via the internet or distance learning mechanism it must be a real-time, interactive demonstration that provides one-on-one assistance to the participant. A web-based demonstration that is archived or is a static presentation without interaction is considered an awareness activity, not a demonstration.*

*If a demonstration is to be conducted without the participant having direct (hands-on) access to the devices to be demonstrated, the interaction must be structured to ensure the device can be adequately explored to enable decision-making. For many types of AT devices, it will not be possible to provide adequate interaction in a demonstration without the device being in the hands of the participant.*

* *Catalyst*

**Policies and Procedures**

**Demonstrations are to be conducted by knowledgeable staff who will compare the features and benefits of a particular AT device/software for an individual or small group of individuals.**

Demonstrations are meant to be conducted as a hand-on exploration of devices and how they work. At certain times other modalities can be employed if needed, such as using a web cam over the internet. Demonstrations should consist of 3 items if possible to compare and contrast features that could assist in the area the individual would like to be independent and not focus on brand name

Staff members should be able to talk about funding opportunities for the devices such as, Vocational Rehabilitation, Medicare/Medicaid, alternative financing solutions, and grants.

**Demonstrations can be given at a scheduled appointment, assessment, tour, training, or walk-in.**

Demonstrations can be given to an individual with a disability, caregiver, family member, service providers, and other stakeholders such as employer to become familiar with availability, features, funding, etc. An individual can request to see certain product demonstrated or ask for a sampling of devices. If an individual is unsure what they would like to have demoed, the staff person may ask more detailed questions. At that time, if possible the staff member will demo the devices or make arrangement for a demonstration at a later date or alternative locations. A two hour time block is generally reserved for a device demo.

At times, it is possible to show a device demo that is not scheduled. If this occurs, a knowledgeable staff member will conduct the demo and record in TFL staff database system.

**Prior to demonstrations, a knowledgeable staff member will check the items to be demonstrated that they are working and are in the lab**

When possible, the TFL staff member will check item the day before to make sure that the item is in the lab, batteries are charged and device is working properly. If batteries are not fully charged it is recommended that the devices be plugged in and charged overnight. If equipment is out on loan, if possible, have equipment returned the day before, so that TFL staff can clean the item and make sure it works as well.

On the day of demonstration, TFL staff will make sure the AT lab area is accessible; turn on any needed computers, and have equipment clean and ready.TFL staff will make sure that any personal information from pervious loaner will also be cleared off.

**At the end of demonstration, all demos should be recorded in the Tools for Life staff database section under the Device Demo tab and clean up in AT Demo lab**

All demonstrations should be recorded into the TFL staff database at the end of the demo. The individual name does not need to be recorded. To record a demo in the database:

1. Go to [www.gatfl.org](http://www.gatfl.org) and click on DIRECT SERVICE DATABASE on the bottom of the page or use the direct link <https://gatfl.gatech.edu/sri/users/login>

2. Sign-in with user name and password.

3. Click on Add by Device Demos

4. Scan or type in the barcode number of the device

5.\*\*\*Must associate demo with a Customer

 \*\*\*If unable to add in a customer associate the demo with Staff member that gave the demo

6. Add in number of individuals who attended the demo

7. \*\*\*Must record if a decision was made

8. \*\*\*Must record satisfaction of the individual

TFL staff will make sure that the area is clean and equipment is properly stored and sanitized at the end of a demonstration. Individuals will be given information about possible funding, equipment exchange programs, loan opportunities, and Credit-Able.

**Demonstrations can be conducted without the Tools for Life Staff**

Professionals in the field of assistive technology, such as school personnel, speech language pathologist, and occupational therapist/physical therapist are able to schedule a time with the AT Demo Lab to provide their own consultation and demonstration services. Tools for Life may not be involved with this. If this happens, TFL staff will assist in scheduling and preparing the equipment that will be demoed, clean-up and documenting the demo in the TFL database. TFL will make sure that they receive the required following information:

1. Device that was demoed and barcode number
2. Be associated with the individual or staff member
3. Decision that was made
4. Satisfaction of the individual

This information can be given to Martha Rust via e-mail or support call to record into the database system.