

Assistive Devices Program
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MEMORANDUM

To: Registered Authorizers & Vendors
Assistive Devices Program (ADP)
Wheelchair, Positioning & Ambulation Aids

From: David Schachow, Senior Manager

Date: March 1, 2012

Re: **Central Equipment Pool (CEP) High Technology Wheelchairs**

- **Successful Applicant**
- **Policies & Procedures**

The Central Equipment Pool (CEP) for High Technology Wheelchairs provides ADP clients throughout Ontario with high quality new and recycled power wheelchairs and power tilt/recline units at discounted prices and provides a rebate on the client's costs once the equipment is returned to the pool. In addition to the opportunity to purchase recycled equipment, a consistent level of service to ADP clients across the province has been established by consolidating all high-technology services in one responsibility centre. This is a recycling pool and as such, clients are provided with quality reconditioned equipment that meets their individual requirements when available.

Successful Applicant

As a result of an application process, Shoppers Home Health Care has been awarded the contract to manage and operate the Central Equipment Pool (CEP) for High Technology Wheelchairs for the Assistive Devices Program. Ontario residents who wish to access ADP funding for their power wheelchair and power dynamic tilt/recline unit must purchase all the equipment from CEP. Individuals who choose to purchase power dynamic tilt and/or recline units outside CEP are not eligible for ADP funding for the power wheelchair and other seating components.

The following policies and procedures have been in place since the inception of CEP and are outlined below for your review.

High Technology Wheelchairs - ADP Definition

For the purpose of CEP, high technology wheelchairs are defined as power wheelchairs/bases that, in addition to other seating components, also include a power dynamic positioning device - power tilt and/or power recline - as a component.

Access to ADP Funding Assistance

- The ADP authorizer must provide a complete prescription that includes all the components of the system that the client requires and that meet ADP eligibility criteria.
- All the components of the system - power wheelchair/base, seating devices, and the power positioning devices (tilt and /or recline) - must go through CEP.
- Requests for the addition of power dynamic tilt and/or recline to an existing power wheelchair/base must also go through CEP.
- Only CEP (managed by Shoppers Home Health Care) is authorized to provide service and modifications to CEP equipment.

Note: Applications for High Technology Wheelchairs must include a completed **Justification for Funding Chart** confirming the applicant's eligibility through equipment trials.

CEP Support for the Client & ADP Authorizer

1. All inquiries regarding assessment equipment are responded to within one business day.
2. Equipment for demonstration and assessment purposes is delivered within two weeks of a request, as well as ongoing technical support and follow-up service. All clients throughout Ontario receive fair and equitable service regardless of where they live.
3. CEP provides a province-wide on-call emergency service.
4. On-site technical support and service is provided to assure that each individual's needs are met throughout the assessment, prescription and follow-up process.
5. *Revised* - Preventative maintenance program will be scheduled on all CEP chairs at no cost to the client.
6. *Revised* - CEP provides free service, labour and parts on manufacturing defects offered on all CEP chairs for the time period a client has the chair in suitable operation. Clients are responsible for keeping their chair in good working order and will be charged for repairs required due to normal wear and tear (example batteries, tires, etc.) and misuse of the chair.
7. Regular training sessions are offered to ADP Authorizers in the appropriate selection and use of ADP approved equipment available.

Paying for CEP Equipment:

ADP pays the 75 per cent of the approved amount based on existing funding guidelines and policies. The client and/or their agent will pay CEP the remaining 25 per cent. Prices for new equipment are in line with existing prices in the market place minus set discounts. Prices for recycled equipment are set according to an established formula. The client signs a contract indicating that the equipment will be returned to CEP once it no longer meets his/her needs. The contract defines expectations for equipment maintenance and outlines the responsibilities of CEP and the client. The client and/or their agent will receive a portion of their initial contribution when the equipment is returned. The rebate is determined on a set formula and is based on the age and condition of the equipment.

Personal seating devices (e.g. cushions, head and back supports) will be owned solely by the client and are not returned to CEP.

For further information contact the CEP at 416-701-1351 or 1-800-395-6661.

Original signed by:

David Schachow
Senior Manager