



## **California Reuse Programs: Indicators of Quality**

Created by the AT Network, A Project of CFILC

Adapted from the Pass It On Center



Organization:

Site address and contact information:

Name of person completing the survey:

Date:

Please complete the self-assessment survey using the following scale:

5= Excellent

4= Good

3= Neutral

2= Poor

1= Very Poor

## **Sustainability**

1. Our program collects and maintains data about donations, customers, re-use activities, and outcomes.

1   2   3   4   5

2. Our program uses goals, outcomes<sup>1</sup>, and customer satisfaction data<sup>2</sup> to make decisions and modify the program.

1   2   3   4   5

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<sup>1</sup> Outcomes: Results measured with objective analysis of program's progress toward building capacity goals.

<sup>2</sup> Data: Includes survey or any information obtained from customer input.

3. Our re-use program has a written sustainability plan including the following element(s). Please check each box that applies.

- Diversification of sources of income
- Strategies for enhancing community support
- Retention of employees and volunteers
- Long-term financial planning
- Succession planning for program leadership

Please select the number according to the number of boxes checked above.

1 2 3 4 5

### **Program Operations**

4. Our program has written policies and procedures specifying types of devices that will be accepted for donation.

1 2 3 4 5

5. Our program has written device-specific procedures for evaluating the conditions and repairs needed for donated equipment.

(For example, the evaluation could be a checklist of features and functions to be evaluated or a work order for the repair technician.)

1 2 3 4 5

6. Our program has written procedures that monitor device recalls. We send information on any safety alerts to customers to prevent liability for the program.

(For example, our program subscribes to FDA e-mail notification of device recalls, market withdrawals and safety alerts, and manufacturer's suggested method of recall communication.)

1 2 3 4 5

7. Our program has implemented device-specific written procedures that are consistent with manufacturer instructions for refurbishing and repairing devices. We have appropriate safety methods in place for repairing and refurbishing devices for customers.

(For example, trained technicians and device-specific procedures that specify tools, chemicals and/or processes consistent with manufacturer instructions.)

1 2 3 4 5

8. Our program has a detailed and accurate process to track the inventory of available devices.

1 2 3 4 5

9. Our program uses accounting procedures to ensure proper use of funds.

1 2 3 4 5

10. Our program has adequate space and services to store donated equipment appropriately. We separate newly-donated equipment from repaired and sanitized equipment to avoid cross contamination and easily identify appropriate devices ready for reassignment.

1 2 3 4 5

11. Our program has written policies and procedures for removing stored data from donated digital devices.

1 2 3 4 5 Not-applicable

12. Our program's website has a written policy posted explaining types of devices accepted.

1 2 3 4 5 Not-applicable

13. Our website is compliant with W3C Web Content Accessibility Guidelines.

1 2 3 4 5 Not-applicable

14. Our program's facility is physically accessible for employees, contractors, volunteers, and customers.

1 2 3 4 5

15. Our program has a legally compliant written procedure to dispose of end-of-life and non-usable AT equipment.

1 2 3 4 5

16. Our facility has adequate space to ensure work safety, effectiveness, and privacy in dealing with customers and records when conducting AT re-use activities.

1 2 3 4 5

17. Our program has written policies and procedures to confirm that the donor has the right to sell or donate the equipment.

1 2 3 4 5

18. Our program has implemented a written procedure to pick up donated equipment. The appropriate procedures for handling equipment to minimize the risk of accidents and injuries to program staff.

1 2 3 4 5

19. Our program has written procedures to assess Manufacturer's Suggested Retail Price (MSRP) value for inventory and reporting on donated devices.

1 2 3 4 5

20. Our facility, equipment for repair, and vehicles are safe and secure for employees, contractors, volunteers, and customers. Safety and security of the facility affect worker recruitment and willingness of customers to use the program.

1 2 3 4 5

21. Our program has device-specific written sanitization procedures that are consistent with the manufacturer's recommendations for the sanitization of equipment.

1 2 3 4 5

### **User Services**

22. Our program delivers, or works with other groups or services to deliver, assigned devices to customer who live in our service area.

(For example, if the program lacks the capacity to provide delivery, it could arrange delivery with other organizations, or put the customer in touch with another organization to arrange delivery.)

1 2 3 4 5

23. Appropriately trained staff follows documented procedures that match customers to appropriate devices. Matching devices to customers should be done only by those with appropriate training.

(For example, depending on the situation and type of technology, you may seek a physical therapist, occupational therapist, seating specialist, assistive technology professional, assistive technology supplier, or rehabilitation engineer to reassign devices to customers appropriately.)

1 2 3 4 5

24. Our customers are informed of available and appropriate device options and are allowed to participate in the choice of device.

1 2 3 4 5

25. Our customers are given a trial period with the device.

1 2 3 4 5

26. Our program has written policies and procedures for trained delivery personnel to complete intake forms and determine program eligibility.

1 2 3 4 5

27. Our customers are given basic training on features, operation, maintenance, safety, and troubleshooting.

1 2 3 4 5

### **Supplier and Manufacturer Relationships**

28. Our program collaborates with AT vendors, suppliers, and manufacturers.

1 2 3 4 5

### **Marketing**

29. Our program has examined the demographics of the population that may be in need of donated AT, the potential for donors and support, and has assessed the program's ability to serve the population.

1 2 3 4 5

30. Our program has a marketing plan to reach out to potential donors, volunteers, partnering organizations, and individuals that could provide resources for our program.

1 2 3 4 5

31. Our program has a marketing plan to reach out to people in need of assistive technology.

1 2 3 4 5

32. Our marketing approaches include partnerships with other organizations that share similar goals.

1 2 3 4 5

33. People First Language<sup>3</sup> is used in all facets of our program to show sensitivity to the dignity and rights of all individuals.

1 2 3 4 5

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<sup>3</sup> Always focus on the individual, not the disability. Use “people first” language – This means, refer to the individual first, then to his or her disability. Please visit, [http://www.kintera.org/site/c.edJFKKNqFoG/b.7723881/k.2FA2/Respectful\\_Disability\\_Language.htm](http://www.kintera.org/site/c.edJFKKNqFoG/b.7723881/k.2FA2/Respectful_Disability_Language.htm), to obtain more information.