

Visual Aids Policy and Administration Manual

Assistive Devices Program
Ministry of Health & Long-Term Care

February 2016

www.health.gov.on.ca/adp

Table of Amendments

This page will list all substantive changes to policies and procedures listed in the Manual.

Section	Change	Date
110.05	Updated definition of Optician	October 1, 2014
115.03	Updated to align with the new Authorizer Agreement	October 1, 2014
200	Added information about warranties	October 1, 2014
410.03	Removed prior authorization requirement	October 1, 2014
510.05	Removed prior authorization requirement	October 1, 2014
725	Updated process	October 1, 2014

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Introduction

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Part 1: Introduction to Visual Aids Policy and Administration Manual

100 Purpose of the Manual

The purpose of the Manual is to present the policies and procedures for ADP funding of Visual Aids. They are:

- Optical Aids
- Reading Aids
- Writing Aids
- Orientation & Mobility Aids

This Manual is intended to complement the Policies and Procedures Manual for the Assistive Devices Program (ADP Manual).

This Manual forms part of the agreement between the Ministry of Health and Long-Term Care and the Vendor, and the agreement between the Ministry of Health and Long-Term Care and the Authorizer. The Ministry reserves the right to revise this Manual.

100.01 **Intended Target Audience**

This Manual is intended to be used by Authorizers and Vendors who have an agreement with the Assistive Devices Program (ADP) to provide Devices and services related to Visual Aids, as well as the SEEPAC and Regional Assessment Centres (RACs). The Manual is also useful to Physicians, Optometrists or Ophthalmologists (who are not Authorizers) with a role in Visual Aids.

105 Protecting Personal Health Information

Authorizers and Vendors must comply with all applicable privacy laws governing information regarding their Clients.

See the ADP Manual, Part 700, Protection of Personal Information and Personal Health Information.

110 Definitions

Capitalized terms used in this Manual shall have the meaning associated with them as set out in the ADP Manual or such meanings as described below.

- 110.01 **Closed Circuit Television (CCTV)** means an electronic optical enlargement system developed to assist visually impaired persons with reading tasks.
- 110.02 **Manual** means this Visual Aids Policy and Administration Manual
- 110.03 **Ophthalmologist** means a professional who holds a valid certificate of registration from the College of Physicians & Surgeons of Ontario (CPSO) and licensed to practice in Ontario, and to whom a certificate in the specialty of ophthalmology has been issued by the Royal College of Physicians and Surgeons of Canada.
- 110.04 **Optical Aid** means a low vision aid, which by virtue of its optical properties, improves the user's level of visual performance, e.g. spectacle-mounted monocular
- 110.05 **Optician** means a professional who holds a valid certificate of registration from the College of Opticians of Ontario and licensed to practice in Ontario
- 110.06 **Optometrist** means a professional who holds a valid certificate of registration from the College of Optometrists of Ontario and licensed to practice in Ontario

- 110.07 **Orientation and Mobility Aid** means a device which, in combination with specialized training, enables a person with little or no usable vision to travel safely and extensively in unfamiliar surroundings.
- 110.08 **Orientation and Mobility Instructor** means a professional who has obtained a permanent certificate as an orientation and mobility instructor from the Canadian National Institute for the Blind (CNIB) or diploma from Mohawk College Orientation and Mobility Instructor Program
- 110.09 **Prescriber** means a Physician, an Ophthalmologist or Optometrist who determines an Applicant's vision functioning level and confirms that an Applicant is a candidate for a Visual Aid.
- 110.10 **Product Manual** means the Product Manual- Visual Aids
- 110.11 **Regional Assessment Centres (RACs)** means Assistive Devices Program (ADP) designated regional assessment centres for Visual Aids.
- 110.12 **Rehabilitation Teacher** means a professional who teaches communication, personal and home management, orientation and leisure time activities to people who are blind or who have low vision, and who has obtained a permanent certificate as a Rehabilitation Teacher from the CNIB or diploma from Mohawk College Rehabilitation Teacher Program
- 110.13 **Sight Enhancement Devices** means devices which help to enhance one's functional vision (for persons with low vision)
- 110.14 **Sight Enhancement Equipment Pool and Assessment Centre (SEEPAC)** means the person or entity selected by the Ministry to operate the sight enhancement (CCTV) equipment pool and assessment centre.
- 110.15 **Sight Substitution Devices** means devices which substitute for one's vision (for persons with no functional vision or with total blindness)
- 110.16 **Specialist Teacher of the Blind** means a professional who holds specialist qualifications as a teacher of people who are blind and holds an Ontario Ministry of Education and Training Ontario's Teacher's Qualifications Record Card showing Points 1 & 2, and Blind Specialty.

- 110.17 **Visual Aid** means an Optical Aid or writing aid or reading aid or Orientation and Mobility Aid which helps to enable a person with vision loss to increase their independence.
- 110.18 **Vision Rehabilitation Worker** means a professional trained in the specialty of low vision who has obtained a permanent certificate of Vision Rehabilitation from the CNIB.
- 110.19 **User Support** means an in-depth lesson for the Client and facilitator in the use of the reading and/or writing system beyond set-up to ensure that the Client is able to use it effectively in completing common everyday reading and writing tasks.

For more definitions, see the ADP Manual, Policy 110, Definitions.

115 Roles and Responsibilities

In the process of confirming eligibility for Funding, the ADP Applicant/Client, the Authorizer and the Vendor have a specific role and certain rights and responsibilities.

Additional information may be found in the ADP Manual, the Authorizer Agreement, and the Vendor Agreement.

115.01 **Roles and Responsibilities of the Applicant or Client:**

- Is responsible for arranging for an assessment with an Authorizer and providing the necessary and accurate information to the Authorizer.
- Will make an informed decision including but not limited to, whether or not to proceed with an Application Form based on the accurate information provided by the Authorizer and the Vendor during the assessment and the ADP application process.
- Provides the necessary and accurate information required on the Application Form, Section 1 – “Applicant’s Biographical Information.”

- Should carefully review all the information on the Application Form, including Section 3 – “Applicant’s Consent and Signature” prior to signing this section.
- Has the right to seek a second opinion if he/she disagrees with the Authorizer’s assessment of his/her Visual Aids needs.
- Is responsible for paying his/her portion (25 percent) of the Approved Price of the administration fee to the Regional Assessment Centre, where applicable.
- Is responsible for paying his/her portion (25 percent) of the Approved Price of the Authorized Device and User Support, where applicable, directly to the Vendor. Exception: where the Authorized Device is an Optical Aid, the Applicant pays the difference between the cost of the Optical Aid and the ADP funding contribution.
- After the Authorized Device is received, follows up with the Vendor and/or Authorizer as appropriate, regarding questions or difficulties with the Authorized Device.
- Obtains and provides quotations regarding non-registered vendor purchases or for repairs, as required.

115.02 **Roles and Responsibilities of the Prescriber:**

Roles and Responsibilities of the Prescriber (Optometrist or Ophthalmologist)

- Ensures that the individual’s vision-related medical and surgical needs are being adequately addressed and managed before an assessment is conducted for any specific Visual Aid.
- Diagnoses the causal disorder for the visual impairment and verifies responsiveness/amenability to conventional medical, surgical or refractive treatment.

- Determines the individual's level of visual functioning through a clinical assessment and records.
- Determines whether the individual is a candidate for a Visual Aid and records his/her visual functioning level on the eye report.
- Provides the individual with a copy of his/her eye report to take to the appropriate type of Authorizer.

Note: Some Optometrists and Ophthalmologists are also Authorizers and Vendors, and as such, they may perform the role of Prescriber, Authorizer and Vendor, provided that the conflict of interest requirements in the ADP Manual are followed.

115.03 **Roles and Responsibilities of the Prescriber (Physician)**

- Performs the assessment for individuals with blindness (congenital or acquired) to confirm the individual's long term physical condition and the need for a Visual Aid. Applies to first time Applicants.
- Records the reason for the blindness on a referral that is provided to the Authorizer.

115.04 **Roles and Responsibilities of the Authorizer:**

- Is the gatekeeper to the Program and assumes the leadership role in the assessment process, confirmation of the Applicant's eligibility, and timely completion of the Application Form.
- Is an essential resource for the Applicant regarding the different types of Visual Aids available to meet his/her basic sight enhancement or sight substitution needs.
- Performs a thorough assessment to determine the Applicant's eligibility to apply for funding assistance, confirms the need for the Visual Aid, determines and authorizes the appropriate Visual Aid to meet the Applicant's optical needs, reading needs, writing needs, and/or orientation

& mobility needs based on his/her physical disability and visual functioning level.

- Will provides the Applicant with accurate information about the ADP policies and procedures, eligibility criteria and the estimated cost to purchase the Authorized Device.
- Will provide the Applicant with the applicant information sheet.
- Will provide the Applicant with a list of Vendors serving his/her community and advise Applicants to consider more than one Vendor to compare options, service plans and, if relevant, prices. Lists are available on the ADP website.
- Follows up with the Client, as needed, after the Authorized Device has been provided by the Vendor to ensure that it meets the Client's visual functioning level.
- Must not submit an Application Form to the Program for an individual who does not meet the ADP eligibility criteria.
- Maintains current knowledge of Visual Aids for which he/she is registered to authorize.
- Must continue to meet all conditions specified in his/her executed Authorizer Agreement and all applicable Manuals

115.05 **Roles and Responsibilities of the Vendor:**

- Orders and provides prompt delivery to the Applicant of the Authorized Device specified on the Application Form and User Support, where applicable.
- Where the make and model of Authorized Device is not required on the Application Form, the Vendor will work cooperatively with the Applicant and the Authorizer to ensure the Applicant's choice of make and model of Authorized Device is appropriate to meet the Applicant's basic needs.

- Provides configuration/ set-up of the Authorized Device as required and instructions for its proper and effective use, operation, care and maintenance.
- Collects from the Applicant, 25 percent of the Approved Price of the Authorized Device and services (e.g. User Support) listed in the Product Manual except for Optical Aids where the ADP does not set an Approved Price. For Optical Aids, the Vendor collects from the Applicant, the difference between the Vendor's price for the Authorized Device and the ADP funding contribution.
 - **Note:** Vendors may charge less than the ADP Approved Price for the Visual Aid, and User Support.
- Provides the Applicant with a fully itemized invoice for the Visual Aid purchase, including User Support, where applicable, and a copy of the manufacturer's warranty.
- Submits the Application Form to the Program for processing.
- Keeps an adequate stock of Visual Aids that they are authorized to sell (exception: custom made Optical Aids), honours manufacturer's warranties for the benefit of Clients and provides after-sales service such as repairs and maintenance services.
- Provides repair quotations, as necessary, to the Applicant and/or to the ADP.
- Maintains current knowledge of the Visual Aids for which they are authorized to sell and listed in the Product Manual.
- Must continue to meet all conditions specified in their executed Vendor Agreement and the Manuals.

Devices Covered

2

Part 2: Devices Covered

200 Devices Covered

The Visual Aids approved for ADP funding are listed in the Product Manual. They are:

- Optical Aids
- Reading aids
- Writing aids
- Orientation and Mobility Aids

In order to list Visual Aids with the Program the manufacturer/distributor responsible for the product in the Ontario market must warranty the product for a minimum period from the date that the Device is delivered/dispensed to the Client. See below.

The procedure for manufacturers/distributors to apply for approval of a new and/or updated product is available upon request from the Program Coordinator.

For all generic Visual Aids funded by the Program, the Vendor may only provide Devices that have a minimum warranty period from the date that the Device is delivered/dispensed to the Client.

Visual Aid	Minimum Warranty Period
all Optical Aids, excluding contact lenses	1 year
contact lenses	60 days
all reading aids, excluding CCTVs and software	1 year
all writing aids, excluding software	1 year
all Orientation and Mobility aids	1 year

Note: The warranty periods do not apply to equipment purchased from non-registered vendors, where permitted. Applicants purchasing equipment from non-registered vendors, where permitted, should inform themselves of the equipment warranty period prior to purchasing the equipment.

205 Optical Aids

- magnifiers
- illuminated magnifiers
- monoculars
- monocular stands and accessories
- spectacle mounted low vision aids

- spectacle mounted low vision aids options & accessories
- custom spectacle mounted low vision aids
- custom spectacle mounted low vision options & accessories
- field enhancement Visual Aids
- binoculars
- frames for low vision aids
- specialized lenses
- contact lenses

210 Reading Aids

- CCTVs
- audio book playback machines
- Optical Character Recognition (OCR) technology, such as:
 - standalone reader (hardware and software combined)
 - hardware
 - software
- User Support (reading)

215 Writing Aids

- low tech writing aids, such as:

- braille, such as Perkins Braille
- Id Mate
- high tech writing aids, such as:
 - Personal Information Manager (PIM)
 - computer system – stationary
 - computer system – portable
- additional options, such as:
 - external monitor
 - screen magnification software
 - speech synthesizer – hardware only
 - screen reading software
 - refreshable braille display
 - braille translation software
 - braille embosser (printer)
- User Support (writing)

220 Orientation and Mobility Aids

- standard white canes

225 Items Not Funded by ADP

- Devices used for solely one purpose such as school, work, sports, recreation or social activities.
- Devices used intermittently or used as a backup.
- Devices purchased from suppliers that are located out-of-province.
- Devices that are not listed in the Product Manual.
- Devices that are purchased or leased before they are authorized.
- Writing aids used for computer aided learning or therapeutic purposes.
- Surgically implanted lenses (intraocular lenses).
- Used Devices unless provided by the SEEPAC (CCTVs).
- Vision tests, handling fees, dispensing fees.
- Harmonized Sales Tax (HST).
- Extended warranties/service plans

230 Repairs/Batteries

The ADP does not provide funding towards the cost of repairs, maintenance and/or batteries for any Device.

See Part 5 of this Manual for policies specific to the Sight Enhancement Equipment Pool and Assessment Centre (SEEPAC) (CCTVs)

Applicant Eligibility Criteria for Visual Aids

3

Part 3: Applicant Eligibility Criteria for Visual Aids

300 Basic Visual Aids Requirements

The Applicant must meet the eligibility criteria for Program benefits. **See ADP Manual, Policy 300, Eligibility Criteria for Program Benefits.**

The Applicant must have long-term low vision or blindness that cannot be corrected medically, surgically or with ordinary eyeglasses or contact lenses (e.g. corrected vision in the better eye is in the range of 20/70 or less).

The Applicant's visual functioning is reduced to such a level that he/she is unable to perform common, regular, every day, age-related visual tasks.

The intended use of the Visual Aid(s) is to facilitate viewing (near, mid-range and/or at a distance), reading, writing and orientation and mobility tasks, and promote functional well-being and independence in a variety of regular daily activities and environments such as home, school, recreation, sports and work.

305 Individual Identified as Ineligible by Authorizer

An Application Form must not be submitted to the Program if, after assessing the visual requirements of the Applicant, the Authorizer confirms that the individual does not meet the ADP eligibility criteria.

310 Applicant Identified as Ineligible by ADP

An Applicant may be deemed ineligible if the criteria for his/her access to the Program are not met or where information supplied in connection with an Application Form is insufficient, incomplete and/or inaccurate.

In cases of denial, the Vendor and the Applicant will be advised of the reason.

Confirmation of Eligibility for Devices Required

4

Part 4: Confirmation of Eligibility for Devices Required

400 Service Delivery Models for Visual Aids

400.01 Applicants with Low Vision

Applicants with low vision who are applying for funding assistance towards Visual Aids must:

- See a Prescriber who is an Ophthalmologist or an Optometrist who ensures that the Individual's vision-related medical and /or surgical needs are being adequately addressed and managed, and who determines that the individual is a candidate for a Visual Aid,
- Be assessed by an Authorizer, and
- Purchase the Visual Aid from a Vendor. Exceptions: A computer purchase, or purchase of other Visual Aids where there is no Vendor located in the community (within 100 km from home).

400.02 Applicants with Blindness

Applicants with blindness who are applying for funding assistance towards Visual Aids must:

- See a Prescriber who is a Physician (e.g., a family doctor) or Ophthalmologist or Optometrist who confirms the individual's long term physical condition (e.g. blindness) and the need for a Visual Aid,
- Be assessed by an Authorizer, and

- Purchase the Visual Aid from a Vendor. Exceptions: A computer purchase, or a purchase of other Visual Aids, where there is no Vendor located in the Applicant's community (within 100 km from home).

400.03 **Authorizers and Vendors**

Authorizers for Visual Aids are comprised of a diverse group of health professionals. The Authorizer that an Applicant must visit for an assessment is dependent on the type of Visual Aid.

Vendors for Visual Aids are authorized to sell certain types of Visual Aids e.g. high tech Visual Aids or low tech Visual Aids. The Applicant will purchase the Authorized Device from the appropriate Vendor.

400.04 **Current Eye Report**

For applicants with low vision, a current eye report (no older than one year) from an Optometrist or Ophthalmologist may be required for the Authorizer to conduct the assessment, as the Applicant's functional vision must be taken into consideration during the assessment process.

405 **Eligibility Criteria for Optical Aids**

The Applicant must be assessed by an Authorizer for Optical Aids and purchase the Authorized Device(s) from a Vendor who is authorized to sell Optical Aids.

The same Optometrist or Ophthalmologist may be the Prescriber, the Authorizer and the Vendor.

Spectacles may be authorized under the following circumstances:

- Distance corrections with a minimum equivalent spherical component that is greater than + or - 10.00 Dioptres (+10.50-1.00x90 would not be covered since it can be transposed to +9.50+1.00x180).

- Bifocal corrections where the bifocal addition is greater than +4.00 Dioptres.

Selective transmission lenses of any power (including plano lenses) may be prescribed (includes Corning CPF lenses).

Contact lenses may be authorized under the following circumstances:

- The contact lens correction must be greater than + or - 10.00 Dioptres. (Contact lenses are covered for any low vision individual with a refractive error greater than + or - 10.00 Dioptres.) This endpoint ensures that most aphakic corrections for low vision individuals will be eligible for coverage.

Special aperture lenses, selective transmission contact lenses and piggyback lenses are also covered.

410 Reading Aids (Sight Enhancement and Sight Substitution)

There are three types of reading aids. They are:

- low tech reading aids (such as playback machines for reading digital audio books);
- high tech reading aids (such as Optical Character Recognition – OCR - Systems);
- CCTVs (Sight Enhancement Applicants only).

Authorizers of low tech and high tech Visual Aids are encouraged to work as a team to ensure that the Applicant is informed about the kinds of Visual Aids available to meet his/her needs, the ADP policy regarding funding one device per function is followed, and to ensure that the Authorized Device meets his/her needs.

410.01 **Eligibility Criteria for Low Tech Reading Aids**

The Applicant must be assessed by an Authorizer for low tech reading aids and purchase the Authorized Device from a Vendor who is authorized to sell low tech Visual Aids.

A low tech reading aid may be authorized when:

- The Applicant has a stated need to use a reading aid on a regular basis, more than three to four times a week. Determination of use may be influenced by age, health, skill level and degree of participation in the community; and
- The Applicant is satisfied with the capacity to play digital audio books or magazines, and has no need for the use of a high tech reading aid such as a CCTV or an Optical Character Recognition (OCR) system.

410.02 **Eligibility Criteria for High Tech Reading Aids**

The Applicant must be assessed by an Authorizer for high tech Visual Aids (reading aids) located at Regional Assessment Centres, and purchase the Authorized Device from a Vendor who is authorized to sell high tech Visual Aids.

A high tech reading aid can be authorized when:

- The Applicant has a stated need to use a reading aid on a regular basis, more than three to four times a week. Determination of use may be influenced by age, health, skill level and degree of participation in the community; and
- The Applicant agrees to learn the operation of an OCR system and is satisfied with the performance of current technology which permits most printed materials (which are not unusually formatted or coloured) to be put into synthetic speech; and
- The Applicant states a need to read materials essential to his/her personal independence that are not available in any source other than standard print; and/or

- The Applicant identifies extensive text editing needs where the text is not available other than through the use of an OCR system.

410.03 **Eligibility Criteria for Closed Circuit Televisions (CCTVs)**

The Applicant must be assessed by an Authorizer for CCTVs or an Authorizer for high tech reading aids at Regional Assessment Centres for CCTVs or for Sight Enhancement Devices. CCTV units are only available on a prepaid lease program. **See this Manual, Part 5, Sight Enhancement Equipment Pool and Assessment Centre (SEEPAC) CCTV Authorization Policies and Delivery Guidelines.**

A CCTV may be authorized when:

- The Applicant has a stated need to use a reading aid on a regular basis, more than three to four times a week. Determination of use may be influenced by age, health, skill level and degree of participation in the community; and
- The Applicant's reading cannot be improved to a satisfactory level with Optical Aids or with non-optical low tech reading aids such as playback machines for digital audio books, and the Applicant has no need to use a high tech reading aid, such as an OCR system.

415 **Writing Aids (Sight Enhancement and Sight Substitution)**

There are two types of writing aids:

- Low tech writing aids (such as such as Perkins Braille or ID Mate); and
- High tech writing aids (such as a Portable Information Manager (PIM) or a computer system (including monitor and printer). These devices may be enhanced through the addition of other adaptive software and hardware.

Authorizers of low tech and high tech Visual Aids are encouraged to work as a team to ensure that the Applicant is informed about the kinds of Visual Aids available to meet his/her needs; the ADP policy regarding funding one device per function is followed, and to ensure that the Authorized Device that meets his/her needs.

415.01 **Eligibility Criteria for Low Tech Writing Aids**

The Applicant must be assessed by an Authorizer for low tech writing aids and purchase the Authorized Device from a Vendor who is authorized to sell low tech writing aids.

A low tech writing aid may be authorized when:

- The Applicant has a need to write braille text, can demonstrate the capacity to learn braille and requires the Device to learn Braille; or
- The Applicant has no need to use a braille and is satisfied with the performance of another low tech writing aid such as an ID Mate; or
- The Applicant has no need for a high tech writing aid (sight enhancement Applicants only).

415.02 **Eligibility Criteria for High Tech Writing Aids**

The Applicant must be assessed by an Authorizer for high tech Visual Aids employed at a Regional Assessment Centre, and purchase the Authorized Device from a Vendor for high tech Visual Aids.

A high tech writing aid can be authorized when the Applicant:

- Has a stated need to use a writing aid on a regular basis, more than three to four times a week. Determination of use may be influenced by age, health, skill level and degree of participation in the community. Applicants must be able to communicate basic ideas using written, symbolic, sign language, or other form of standard 'person-to-person' communication; and

- Is required to create text in electronic format and/or format printed text on a regular basis; and
- Has a need to review previously electronically stored information

415.03 **Authorization of Additional Devices for High Tech Writing Aid Users**

If a **Portable Information Manager (PIM)** is authorized for a sight substitution Applicant, it can be enhanced by a refreshable braille display (**unless the braille display is an integral part of the PIM**) and/or a braille embosser, if the Authorizer determines through the assessment, that one or both are required.

If a **portable computer system** is authorized for a sight enhancement Applicant, it can be enhanced by an external monitor, if the Authorizer determines through the assessment it is required.

If a **stationary or portable computer system** is authorized for a sight enhancement Applicant, it can be enhanced by screen magnification software, if the Authorizer determines through the assessment it is required.

If a **stationary or portable computer system** is authorized for a sight substitution Applicant, then it can be enhanced by any of the following if the Authorizer determines through the assessment that any of the following are required:

- screen reading software (primarily for sight substitution)
- hardware speech synthesizer
- *refreshable braille display
- *braille embosser
- *braille translation software

* see eligibility criteria for high tech braille devices

415.04 **Eligibility Criteria for High Tech Braille Devices**

High tech braille devices such as a refreshable braille display, braille embosser or braille translation software may be authorized as a part of the high tech writing aid when:

- The Applicant has the tactile ability to read Braille; and
- The Applicant is an avid braille user who uses braille for his/her every day writing needs; or
- The Applicant's hearing impairment makes speech output ineffective.

420 Eligibility Criteria for Orientation and Mobility (O&M) Aids:

The Applicant must be assessed by an Authorizer for Orientation and Mobility Aids (white canes) and purchase the Authorized Device from a Vendor who is authorized to sell low tech Visual Aids.

The Devices available are organized into 2 groups:

- standard mobility cane
- fiberglass or graphite mobility cane

An Orientation and Mobility Aid (white cane) may be authorized when the Applicant is able to travel independently.

425 Set-up and User Support

425.01 Set-up

Basic set up is the responsibility of the Vendor. For ADP purposes, "set up" refers to the assembly and configuring of the new reading and/or writing system (includes hardware and software components) and an introduction

to the Client/facilitator of the Device(s) (how the components interface with each other) and its basic operation.

Set up of the Devices also includes:

- taking components out of boxes and putting them together;
- installing peripherals including adaptive technology and hardware;
- installing and configuring computer system software, application software and adaptive technology software; and
- testing all accessory components and software for proper operation.

Further support on the operation of the reading or writing system may be necessary. To ensure effective use of the Authorized Devices, a support person in the Applicant's environment is important. It is highly recommended that Clients have a facilitator involved in the ongoing support of users of high tech Visual Aids who are under 19 years of age, or first time users of high tech Visual Aids. The facilitator may be a family member, a caregiver, a friend, a neighbour, a trained volunteer or a group home counsellor. The Client can work with his/her facilitator and with local resource persons who can provide ongoing support in the community.

425.02 **User Support**

User Support may include:

- one-on-one tutoring for the assistive device in configuration and operation;
- interface to other Approved Devices; and
- providing information on the material covered in a tutorial on the appropriate media.

Funding may be provided for up to 10 hours of User Support training for approved high tech reading aids and up to 10 hours of User Support training for approved high tech writing aids. The Approved Price for User Support is a maximum of \$40.00 per hour. ADP Clients are responsible for paying 25

percent of the Approved Price of the User Support and for paying any expenses incurred in obtaining User Support, e.g. travel, meals, or accommodation. The Vendor invoices the Program for 75 percent of the ADP Approved Price for the User Support after it is provided to the Client.

At the time the User Support is authorized, the Authorizer must explain to the Client the difference between “set-up” and User Support training funded by the Program. Authorizers must emphasize to the Client the benefit of having a facilitator present during the User Support training, and the importance of **not** altering the computer system prior to or during the training period, such as installing additional software, adding other peripherals or changing system defaults.

The Vendor must ensure that the Client has a clear understanding of what is included in User Support training funded by the ADP and the roles and responsibilities of both the trainer and Client. The Client must receive training on the use of the adaptive hardware and software.

User Support training does not include time required to set up the computer system or keyboard training. The Vendor will work with each Client in an effort to set a training schedule that will begin as soon as possible after the Client receives his/her computer system (e.g. within 30 days) and should be completed within 6 months.

When possible, the facilitator should be present during the training so that the Client can be supported in the use of the reading or writing system between and after the training sessions. It is highly recommended that User Support training be limited to no more than 3 to 4 hours at a time.

The Vendor must employ qualified and experienced individuals to provide User Support training to Clients. Due to conflict of interest issues, the same Authorizer who authorizes the User Support may not provide the training.

Note: Vendors have a maximum of one year from the Authorizer’s date on the Application Form, to provide the total number of User Support hours to the Client and to invoice the Program for the hours provided. Clients who have not received all of the User Support hours within one year of the date of authorization, are not be eligible for ADP funding towards any outstanding

hours, at any future date. The Client must sign the invoice(s) or a proof of delivery document and it must be attached to the invoice.

The Vendor must maintain an up-to-date record of User Support training for each Client including the following information:

- Client name
- Application Form number (assigned at time application is approved)
- User Support (ADP catalogue number) listed in the Product Manual
- total number of hours authorized
- dates User Support training provided
- number of User Support training hours supplied
- brief description of the User Support training provided
- name of trainer
- signature of trainer signature of Client
- balance of hours to be supplied

Sight Enhancement Equipment Pool and Assessment Centre (SEEPAC) – CCTV Authorization Policies and Delivery Guidelines

5

Part 5: Sight Enhancement Equipment Pool and Assessment Centre (SEEPAC) – CCTV Authorization Policies and Delivery Guidelines

This section describes the policies and delivery guidelines of the ADP Visual Aids category as it pertains to Closed Circuit Television (CCTV) devices.

This part of the Manual is intended for use primarily by staff at the SEEPAC, staff at the RACs for high tech sight enhancement Visual Aids and staff at the RACs for CCTVs, as listed in Appendix A

500 Eligibility Criteria for CCTVs

See this Manual, Section 410.03, Eligibility Criteria for Closed Circuit Televisions (CCTVs).

Note: RACs for high tech sight enhancement Visual Aids and RACs for CCTVs are informed by the SEEPAC of the inventory of CCTVs. When stock reaches a count of 20 CCTVs of a specific make and model, staff at the RACs will contact the SEEPAC before the Authorizer authorizes a specific make and model for Applicants, to insure availability of stock.

505 CCTV Delivery Model

The SEEPAC estimates the anticipated quantity and generic attributes of the CCTV equipment inventory required each year. This inventory of CCTV systems is purchased each year through a competitive tender process.

Assessment and authorization of CCTVs are conducted by Authorizers for high tech Visual Aids and Authorizers for CCTVs employed at RACs for high tech (sight enhancement) Visual Aids or at RACs for CCTVs, respectively.

The subsequent distributions of authorized CCTV Devices are coordinated by the SEEPAC through a Prepaid CCTV Lease Program (PPCLP). Profiles of assessments and authorizations are prepared by the SEEPAC for subsequent analysis and reporting to ADP.

510 Prepaid CCTV Lease Program (PPCLP)

A CCTV equipment lease agreement must be completed, and signed by the Applicant for the first time he/she leases a CCTV, and for any subsequent CCTV replacements. A copy of the Application for Funding Visual Aids form with Applicant payment must be received before the CCTV is delivered.

Each CCTV Authorizer may sign the CCTV Equipment Lease Agreement on behalf of the SEEPAC.

510.01 **Cost Ceilings, Costs Covered and Not Covered**

ADP may contribute to the lease of CCTVs. Approved Clients are responsible for paying:

- 25 percent of the Approved Price of the Authorized Device (CCTV), and
- 100 percent of the maintenance and administration fee (to cover servicing/repairs while the CCTV is under lease)
- 25 percent of the Approved Price of the administration fee

ADP will cover the cost of shipping when authorized by SEEPAC, between:

- the manufacturer/distributor and the RAC or the SEEPAC
- the SEEPAC and the RAC
- the Client and the SEEPAC

The SEEPAC should be contacted by staff at the respective RAC when a Client requires modifications to a CCTV, e.g. Client with multiple physical disabilities requiring modification to his/her CCTV.

510.02 **Payment, Invoice and Reimbursement**

Where applicable, the RACs invoice ADP for 75 percent of the Approved Price of the administration fee listed in the Product Manual (exception SEEPAC) and must charge the Client for 25 percent of the administration fee. The RACs cannot bill the Client more than 25 percent of the administration fee listed in the Product Manual.

The RACs submit invoices to Ministry of Health and Long-Term Care, Financial Management Branch, Program Payments, as they would for any other Approved Devices and will be reimbursed according to ADP policies

510.03 **Repairs / Servicing / Troubleshooting**

For repairs and servicing of the CCTV, Clients must first contact the RAC where the CCTV was authorized. The SEEPAC technologist is the second point of contact for repair/troubleshooting. Any equipment problem that cannot be rectified by the RAC staff will be directed to the proper repair facility by SEEPAC. SEEPAC service facilities must be used to repair all lease inventory equipment out of warranty, if minor repairs or set-up problems cannot be addressed by staff at the RAC in consultation with the SEEPAC technologist. ADP will pay all repair costs of equipment in the pool. The Client will be supplied with a back-up CCTV while his/hers is being repaired.

510.04 **Transferring Ownership to the Client at the End of the Lease Period**

Ownership of a CCTV automatically converts to the Client at the end of 5 years from date of delivery. The Client is then responsible for maintenance and repairs for the CCTV and assumes any and all liabilities for the CCTV.

SEEPAC will notify the Clients by letter, 2 weeks prior to the CCTV changing ownership.

510.05 **Terms for Returning a CCTV or Replacement of a CCTV**

Clients will be credited for their leased CCTV towards a replacement CCTV at a depreciated rate or Clients will receive a refund, where the CCTV is returned, and the Client does not obtain a replacement.

The value of a CCTV will be determined by deducting 10% per 6 month period (SEEPAC will withhold a minimum of 6 months PPCLP payment) of the depreciating value of the system.

For example: if a new CCTV costs: \$2,000, deduct 10% of the new cost (=\$200) to arrive at value 6 months: \$1,800

For a replacement - the Client is charged 25% of the ADP Price of a replacement CCTV minus any credit from an ongoing lease (25% of the depreciated value of their current CCTV).

For a return - The Client will receive back 25% of the depreciated value of their CCTV, from the SEEPAC.

510.06 **Replacement Due to Change in Medical Condition or Growth/Atrophy**

Clients can apply for ADP funding to replace a CCTV (before or after the 5 year designated funding period) on the recommendation of the Authorizer, if replacement is required because of change in medical condition or growth/atrophy, and the Client's current CCTV no longer meets his/her basic needs.

The Authorizer must check the appropriate box in Section 2 of the Application for Funding Visual Aids form. The Client must return the original CCTV to the SEEPAC, if it is still under lease.

515 Inventory Provided to CCTV Authorizing Centres

Demonstration Devices are provided to the RACs for the purpose of Client assessments or staff training, as appropriate. Demonstration CCTVs will be supplied to RACs after the annual competitive tender process. Other demonstration and administration equipment will be requested annually through SEEPAC.

These Devices may be requested to be transferred by SEEPAC as required and must be available for immediate shipment at the request of SEEPAC. Inventory at a RAC is the responsibility of the RAC and the RAC will complete inventory checks at the request of SEEPAC. The RAC will be responsible for the value of any lost Devices.

520 Miscellaneous

- SEEPAC retains any Devices which will be needed to repair demonstration or leased Devices.
- SEEPAC maintains a list of surplus Devices for sale. Devices are sold on a first come, first served basis at depreciated prices to Clients referred to SEEPAC by the RACs. All monies received are payable to the Ministry of Finance.
- Any remaining Devices are offered to distributors or service contractors for parts use.
- SEEPAC, RACs and ADP have no responsibility for Devices sold during these transactions

Device Eligibility

6

Part 6: Device Eligibility

600 Number of Devices Funded & Designated Funding Periods

Based on the Authorizer's assessment, the Applicant may require more than one device.

Sight Enhancement Applicants may be eligible for up to:

- A maximum of three Optical Aids. (one for near viewing, one for mid-range viewing, one for distance viewing) For example: a spectacle-mounted magnifier (for reading), a hand held monocular (for spotting) and a spectacle-mounted monocular (for viewing a computer monitor); and
- One reading aid (high tech or low tech); and
- One writing aid (high tech or low tech); and
- One Orientation and Mobility Aid

Sight Substitution Applicants may be eligible for up to:

- One reading aid; and
- One low tech writing aid; and
- One high tech writing aid; and
- One Orientation and Mobility Aid.

Designated Funding Periods

The designated funding period identifies how long a Device should, in most cases, remain in good repair, under normal wear. Funding is not automatically provided towards a replacement Visual Aid at the end of the designated funding period.

Optical Aids	Designated Funding Period
magnifiers (all types)	5 years
telescopes (hand-held and spectacle-mounted)	5 years
binoculars	5 years
field enhancement aids	5 years
specialized glasses	3 years
contact lenses	1 year
frames for spectacle mounted low vision aid	3 years
spectacle-mounted low vision aid	5 years

Reading Aids	Designated Funding Period
playback machines for digital audio books	5 years
enlarging optical systems, e.g., CCTV	5 years
Optical Character Recognition (OCR) systems	5 years

Writing Aids	Designated Funding Period
brailers and other low tech aids	5 years
computer hardware and software	5 years
specialized peripherals e.g., external speech synthesizers	5 years
braille access Devices e.g., refreshable braille displays	5 years

Orientation and Mobility Aids (O&M)	Designated Funding Period
white canes	1 year

605 Requests for a Replacement Device

The Program will provide funding during or following the designated funding period for a new Visual Aid under certain circumstances. **See ADP Manual, Policy 220, Replacement of Funded Devices.**

605.01 Normal Wear

If during or following the designated funding period, the Visual Aid is no longer working, not covered under warranty, and the cost to repair it is more than one third of the original purchase price, the Client can apply for funding assistance towards the cost of a new Visual Aid if all other eligibility criteria are met. The Vendor must submit a quotation showing the estimated cost of repairs and/or copies of repair bills together with a newly completed Application Form.

Funding and Payment

7

Part 7: Funding and Payment

700 Policies

No payment of an approved Device shall be made to anyone other than a Vendor, unless otherwise specified. Lists of registered vendors in specific geographic areas can be obtained from the ADP website.

705 Funding Amount for ADP Clients

For eligible Clients, the ADP will pay 75 percent of the Approved Price for Visual Aids listed in the Product Manual, except for Optical Aids where the ADP pays 75 percent up to a maximum contribution.

Vendors may not charge more than the Approved Price for the Authorized Device. Vendors invoice the ADP for 75 percent of the Approved Price.

See Product Manual for components included in the Approved Price. Invoices will not be paid where the cost of the Authorized Device exceeds the Approved Price.

The Vendor may charge less than the Approved Price for the Authorized Device. Should the Vendor charge less than the Approved Price for the Authorized Device, then the Vendor must adjust both the ADP portion (75 percent) and the Client portion (25 percent) accordingly.

Note: ADP does not set Approved Prices for Optical Aids listed in the Product Manual. The Vendor invoices the ADP for the funding contribution (75 percent up to a maximum contribution) and charges the Client the difference between the Vendor's price of the Optical Aid and the ADP funding contribution. For example: To determine the maximum contribution of a magnifier (VOMND2001),

calculate 75 percent of the amount listed in the “Approved Price” column of the Product Manual ($\$60.00 \times 75\% = \45.00). The ADP maximum contribution for the magnifier is 75 percent up to a maximum of \$45.00. If the Vendor’s price for the magnifier is \$40.00, then the ADP contribution is \$30.00 (75 % of \$40.00). If the Vendor’s price for the magnifier is \$60.00, then the ADP funding contribution is \$45.00 (75% of \$60.00 = \$48.75. The limit is 75 % of the Vendor’s price up to a maximum of \$45.00

710 Funding for Ministry of Community and Social Services (MCSS) Benefits Recipients

Co-payment for Clients receiving Social Assistance Benefits:

- Ontario Works (OW)
- Ontario Disability Support Program
- (ODSP) Assistance to Children with Severe Disabilities (ACSD)

For Clients receiving social assistance benefits through OW, ODSP or ACSD as of the date reviewed and approved by an Authorizer, the ADP will pay 100 percent of the ADP Approved Price, except for Optical Aids where the ADP pays 100 percent of the Vendor’s price up to a maximum contribution. The ADP maximum contributions for MCSS Applicants receiving Optical Aids, are listed in the Product Manual in the “Approved Price” column.

715 Delivery of Device

The Vendor will provide the Authorized Device together with a fully itemized invoice to the Client, advise the Client regarding the warranty and after-purchase services offered, and provide a copy of the manufacturer's warranty and user manual for the Device.

720 Expiry Date of the Application for Visual Aids

The Application Form is considered current and valid for one year from the Authorizer assessment date.

Note: The expiry date will not be extended. After the expiry date, a new assessment must be completed and a new Application Form must be submitted to the ADP.

725 Use of Non-Registered Vendors

Applicants purchasing computers may choose to use a Vendor or any Ontario supplier.

Applicants purchasing high technology equipment may choose to use any Ontario supplier, if there is no Vendor in the Applicant's community (within 100 km).

When purchasing from a supplier in Ontario that is not registered with the ADP, the Applicant is required to:

- Pay the supplier for the full cost of the purchase. The cost of the Visual Aid cannot be more than the Approved Price listed on the Product Manual.
Note: The ADP does not set an Approved Price for Optical Aids.

- Provide the completed Application for Funding Visual Aids form to:

Ministry of Health and Long-Term Care
Assistive Devices Program
5700 Yonge St. 7th floor
Toronto, ON, M2M 4K5

Note: The application must be received by the Ministry of Health and Long-Term Care, Assistive Devices Program within one year from the Authorizer assessment date. Applications received after one year from the Authorizer assessment date are considered staled dated and will not be processed.

When the application has been processed, the Applicant will receive a letter with information about the status of the application and the number that must be used for invoicing purposes.

If the application is approved, the Applicant sends the fully itemized invoices together with a copy of the letter to:

Ministry of Health and Long-Term Care,
Financial Management Branch,
Program Payments,
P.O. Box 48,
49 Place D'Armes, 2nd Floor
Kingston, Ontario, K7L 5J3

Note: The invoices must indicate "paid in full"

The Ministry will then reimburse the Client directly for the eligible funding amount.

Invoicing Procedures

8

Part 8: Invoicing Procedures

800 Invoicing Details

Refer to the ADP Manual, Part 9, Invoice Processing and Payment.

805 ADP Processing Errors

In the event of an ADP processing error being identified following funding approval, the ADP will co-operate with the Authorizer and Client to make any necessary corrections.

The Authorizer must notify the ADP in writing of the error(s) along with a request for the approval to be amended.

810 Authorizer Errors & Omissions

In the event of an Authorizer error and/or omission being identified following funding approval, the ADP will co-operate with the Authorizer to make any necessary corrections.

The Authorizer must return a copy of the page of the Application Form to the ADP with the errors highlighted along with a request for the approval to be amended.

815 Client Refusal of Delivered Devices

In the event of Client refusal either at the time of delivery or immediately thereafter, the ADP will co-operate with the Client, Authorizer and Vendor to resolve the situation

Authorizers

9

Part 9: Authorizers

900 Authorizer Status

Ophthalmologists, Optometrists, Vision Rehabilitation Workers, Specialist Teachers of the Blind, Rehabilitation Teachers, Orientation and Mobility Instructors, or other professionals wishing to be registered with the ADP for Visual Aids must be registered as Authorizers for the respective type(s) of Visual Aids

905 Requirements for Registered Authorizer Status

905.01 Ophthalmologists

Ophthalmologists who hold a valid certificate of registration from the College of Physicians and Surgeons of Ontario (CPSO) and licensed to practice in Ontario, and to whom a certificate in the specialty of ophthalmology has been issued by the Royal College of Physicians and Surgeons of Canada.

905.02 Optometrists

Optometrists who hold a valid certificate of registration from the College of Optometrists of Ontario and licensed to practice in Ontario.

905.03 **Vision Rehabilitation Workers**

Vision Rehabilitation Workers who have obtained a permanent certificate of Vision Rehabilitation from the Canadian National Institute for the Blind (CNIB)

905.04 **Rehabilitation Teachers**

Rehabilitation Teachers who have obtained a permanent certificate as a Rehabilitation Teacher from the Canadian National Institute for the Blind (CNIB) or diploma from Mohawk College Rehabilitation Teacher Program.

905.05 **Specialist Teachers of the Blind**

Specialist Teachers of the Blind who hold an Ontario Ministry of Education and Training Ontario's Teacher's Qualifications Record Card showing Points 1 & 2, and Blind Specialty

905.06 **Orientation and Mobility Instructors**

Orientation and Mobility Instructors who have obtained a permanent certificate as an orientation and mobility instructor from the Canadian National Institute for the Blind (CNIB), or diploma from Mohawk College, Orientation and Mobility Instructor Program

905.07 **CCTV Authorizers**

Individuals who have completed the Mohawk College Vision Aids Technology Certificate Program (courses ADT10-ADT30) and who are employed at a Regional Assessment Centre (RAC) or CCTV Centre.

or

Individuals will be considered on a case-by case who are employed at a Regional Assessment Centre (RAC) or CCTV Centre and provide the following information:

A letter from an established (active) ADP CCTV Authorizer who has fulfilled the role of mentor and advisor to the applicant in achieving the qualifications

and can verify that the applicant has achieved the requirements listed below.

- At least 2 years of experience working with people with physical disabilities, preferably those who are visually impaired or blind.
- Knowledge of eye conditions resulting in serious vision loss as well as resources and services available to assist blind and visually impaired persons.
- Ability to work collaboratively with other professionals who perform assessments, recommend Visual Aids and/or provide training to the visually impaired or blind within and outside of the scope of ADP.
- Knowledge of low technology and Optical Aids as alternatives or enhancements to high technology devices.
- Working knowledge of current adaptive sight enhancement and sight substitution technology for the visually impaired and blind including: software for the blind and visually impaired (e.g. screen reading, screen magnification software), optical character recognition (OCR) software and hardware, note takers/personal information managers, playback machines for digital audio books (e.g., DAISY readers)
- Sound working knowledge of optical enlargement systems/closed circuit television systems (CCTVs).
- Experience demonstrating CCTVs to people of different ages, capability and background.
- Ability to analyze pre-assessment information; identifying needs and problems related to different daily tasks carried out in different environments such as: home; school; work, community/leisure; and recommending the most appropriate and cost effective technology solutions.
- Ability to prepare written assessment reports and recommendations for clients in appropriate/accessible format.

- SEEPAC training on CCTV assessment protocols and CCTV ordering system.

For temporary CCTV Authorizer status: hands on experience with five (5) CCTV assessments.

For permanent CCTV Authorizer status: minimum 80 hours of practical hands on experience performing assessments in the ADP CCTV Centre and/or sight enhancement visual Regional Assessment Centre.

905.08 **High Technology (High Tech) Visual Aids Authorizers**

Individuals who hold a certificate from the Mohawk College Vision Aids Technology Certificate Program (courses ADT10-ADT50), and who are employed at a Regional Assessment Centre (RAC).

or

Individuals will be considered on a case-by case who are employed at a Regional Assessment Centre (RAC) and provide the following information:

A letter from an established (active) ADP high tech Visual Aids Authorizer who has fulfilled the role of mentor and advisor to the applicant in achieving the qualifications and can verify that the applicant has achieved the requirements listed below.

- At least 2 years experience working with people with physical disabilities, preferably those who are visually impaired or blind.
- Knowledge of eye conditions resulting in serious vision loss as well as resources and services available to assist blind and visually impaired persons.
- Ability to work collaboratively with other professionals who perform assessments, recommend Visual Aids and/or provide training to the visually impaired or blind within and outside of the scope of ADP.
- Knowledge of low technology and Optical Aids as alternatives or enhancements to high technology devices.

- Sound working knowledge of and experience with current adaptive sight enhancement and sight substitution technology for the visually impaired and blind including: software for the blind and visually impaired (e.g., screen reading, screen magnification and braille translation software), hardware speech synthesizers, optical character recognition (OCR) software and hardware, note takers/personal information managers, braille embossers, refreshable braille displays, playback machines for digital audio books (e.g., DAISY readers) and optical enlargement systems/closed circuit television systems (CCTVs).
- Experience installing, testing and demonstrating computer or other high technology sight enhancement/substitution equipment to people of different ages, capability and background.
- Ability to analyze pre-assessment information; identifying needs and problems related to different daily tasks carried out in different environments such as: home; school; work, community/leisure; and recommending the most appropriate and cost effective technology solutions.
- Ability to prepare written assessment reports and recommendations for clients in appropriate/accessible format.
- SEEPAC training on CCTV assessment protocols and CCTV ordering system.

For temporary High Technology Authorizer status: hands on experience with five (5) CCTV assessments, five (5) high technology sight enhancement assessments and five (5) high technology sight substitution assessments.

For permanent High Technology Authorizer status: minimum 80 hours of practical hands on experience performing assessments in the ADP high technology sight substitution and sight enhancement visual Regional Assessment Centre.

910 General Authorizer Policies

Detailed information about Authorizer registration, policies and procedures, are found in the **ADP Manual, Part 4, General Authorizer and Vendor Policies, and Part 5, Authorizers.**

915 Who Can Authorize What Devices

915.01 Authorizers - Ophthalmologists or Optometrists

Authorizers who are Ophthalmologists or Optometrists may authorize:

- magnifiers (not spectacle mounted)
- telescopes, binoculars
- field enhancement
- specialized glasses
- contact lenses
- spectacle-mounted low vision aid
- non-prescription absorptive filters

915.02 **Authorizers – Vision Rehabilitation Workers**

Authorizers who are Vision Rehabilitation Workers may authorize:

- magnifiers (non-spectacle mounted)
- telescopes, binoculars
- non-prescription absorptive filters
- audio book playback machines

915.03 **Authorizers - Rehabilitation Teachers or Specialist Teachers of the Blind**

Authorizers who are Rehabilitation Teachers or Specialist Teachers of the Blind may authorize:

- audio book playback machines
- braille such as Perkins Braille
- other low tech writing aids – ID Mate, VoiceMate

915.04 **Authorizers - Orientation and Mobility Instructors**

Authorizers who are Orientation and Mobility Instructors may authorize:

- standard canes

915.05 **Authorizers - CCTVs**

Authorizers for CCTVs may authorize:

- CCTVs

915.06 **Authorizers - High Technology (High Tech) Visual Aids**

Authorizers for high tech Visual Aids who are employed at RACs (Sight Enhancement) may authorize:

- reading aids including: audio book playback machines, OCR technology devices and CCTVs
- writing aids such as computer systems, monitors, printers
- Sight Enhancement Devices such as screen magnification software, large monitors and screen readers
- brailers such as Perkins Braille
- other low tech writing as such as ID Mate

Authorizers for high tech Visual Aids who are employed at RACs (Sight Substitution) may authorize:

- reading aids including: audio book playback machines and OCR technology devices
- writing aids such as computer systems, monitors, printers
- Sight Substitution Devices such as screen readers, Personal Information Managers (PIM), refreshable braille displays and braille embossers
- brailers such as Perkins Braille
- other low tech writing aids such as ID Mate

Vendors

10

Part 10: Vendors

1000 Vendor Status

Vendors wishing to submit a request for funding to the Ministry for Visual Aids must be registered as Vendors for the appropriate type of Visual Aids.

Vendors applying for registration status must complete the vendor application package for Visual Aids and return it to the Program together with the required documentation/attachments. Applicants must be established Visual Aids retailers and outline their training (including manufacturer training) and experience working with the Visual Aids for which they wish to be registered to sell, and experience working with Visual Aids users.

Vendors applying for registration status for Visual Aids must provide a letter from each of the manufacturers whose products they intend to sell through the ADP, confirming that they are an **authorized dealer**. Vendors must be authorized dealers for **at least two product lines** in each device category that they wish to vend for the ADP.

Vendors who do **not** provide repair services on their premises must submit a copy of all service agreements.

1005 Staffing Requirements for Vendors

All Vendors must employ individuals with good working knowledge of the Devices which they are authorized to sell and who are experienced working with visually impaired clients/Visual Aid users, including provision of instructions for the effective use and maintenance of devices, and technical support.

Vendors of high tech Visual Aids must employ individuals who, in addition to the above qualifications, are:

- Knowledgeable about computer systems and Visual Aids including specialized hardware and software.
- Experienced in configuring computer systems and installing specialized Visual Aids hardware and software.
- Experienced in providing instruction/training on the use, care, maintenance, of Visual Aids including specialized hardware and software, as well as after care service including troubleshooting and repairs, and
- Able to provide technical support and user support training to Visual Aids users.

1010 Optometrists and Ophthalmologists as Vendors

For Optical Aids, the same Optometrist or Ophthalmologist may be the Prescriber, Authorizer and Vendor.

1015 General Vendor Policies

Detailed information about Vendor registration and policies and procedures is found in the ADP Manual in the following areas:

- Part 4, General Authorizer and Vendor Policies;
- Part 6, Vendors;
- Part 7, Personal Health Information, and
- Part 9, Invoice Processing and Payment.

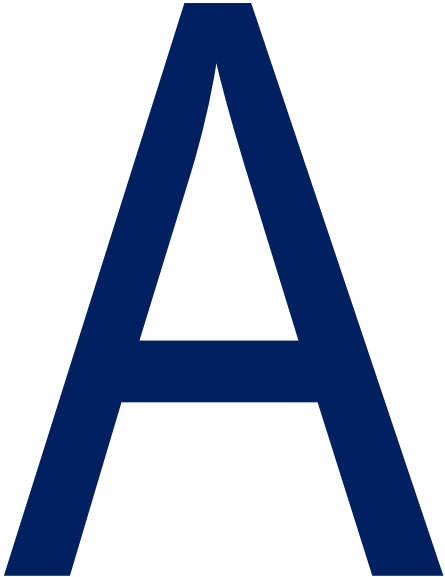
Note in Particular:

- i. Policy 405, Conflict of Interest
- ii. Policy 415, Advertising
- iii. Policy 420, Referrals
- iv. Policy 600, Applying for Registration – New Vendor
- v. Policy 601, Applying for Registration – Additional Vendor Location or Additional Category of Devices
- vi. Policy 602, Maintaining Registration as a Vendor
- vii. Policy 615, Relationships of Hospitals and Vendors
- viii. Policy 620, Vendors Sharing Proceeds with Long-Term Care Homes
- ix. Policy 640, Informing Persons of the Program
- x. Policy 660, Refusal to Supply for Safety Reasons
- xi. Policy 665, Warranties of Purchased Devices
- xii. Policy 670, Repairs of Purchased Devices
- xiii. Policy 700, Protection of Personal and Personal Health information
- xiv. Policy 905, Rebates

The ADP Manual is available at:

http://www.health.gov.on.ca/en/pro/programs/adp/policies_procedures_manuals/docs/pp_adp_manual.pdf

Appendix



Appendix A

Assistive Devices Program (ADP) Designated Regional Assessment Centres (RACs) for Visual Aids

RACs provide Sight Enhancement & Sight Substitution High Technology Device Assessments unless stated otherwise.

Centre for Sight Enhancement

University of Waterloo
Waterloo ON N2L 3G1
Tel: (519) 888-4708
Fax: (519) 746-2337

CNIB Hamilton

115 Parkdale Avenue South
Hamilton ON L8K 6K4
Tel: (905) 528-8555
Toll Free: 1-888-275-5332
Fax: (905) 527-9536

CNIB Ottawa

1355 Bank Street, Suite 101
Ottawa ON K1H 8K7
Tel: (613) 563-4021
Fax: (613) 563-1898

CNIB Sudbury

303 York Street
Sudbury ON P3E 2A5
Tel: (705) 675-2468
Fax: (705) 675-6635

CNIB Thunder Bay - CCTV assessments only

229 Camelot Street
Thunder Bay ON P7A 4B2
Tel: (807) 345-3341
Fax: (807) 345-0786

CNIB Toronto

Technical Aids Centre
1929 Bayview Avenue
Toronto ON M4G 3E8
Tel: (416) 486-2500
Fax: (416) 480-7699

Inclusive Design Research Centre

Vision Technology Service
205 Richmond Street W, 2nd floor
Toronto ON M5V 1V3
Tel: (416) 977-6000 ext. 3967
Fax: (416) 977-9844

The Vision Institute - CCTV assessments only

16 York Mills Road, Suite 110
North York ON M2P 2E5
Tel: (416) 224-2273
Fax: 416-224-9234

The W. Ross MacDonald School - sight substitution assessments only

350 Brant Avenue
Brantford ON N3T 3J9
Tel: (519) 759-0730
Fax: (519) 759-4741