



Recyclable benefits: recycle vendor service

Alberta Aids to Daily Living
Program Manual Section ZR

This publication is issued under the Open Government Licence – Alberta
(<http://open.alberta.ca/licence>).

Alberta Health
Alberta Aids to Daily Living
Telus House, 13th Floor
10020 100 Street NW
Edmonton, Alberta T5J 0N3

This publication is available online at <https://open.alberta.ca/publications/aadl-program-manual-z>

Alberta Aids to Daily Living Program Manual Section ZR – Recyclable Benefits: Recycle Vendor Service | Alberta Health
© 2022 Government of Alberta | June 29, 2022 |

Contents

Policy ZR – 01	4
Recycle Vendor Services Description	4
• Policy Statement	4
Policy ZR – 02	5
Recycle Vendor Qualifications	5
• Policy Statement	5
• Procedure	5
Policy ZR – 03	7
Recycle-Out	7
• Policy Statement	7
• Procedure	7
Policy ZR – 04	9
Recycle-In	9
• Policy Statement	9
• Procedure	9
Policy ZR – 05	10
Recycle Equipment Internal Transfers	10
• Policy Statement	10
• Procedure	10
Policy ZR – 06	11
Recycle Equipment Repairs	11
• Policy Statement	11
Policy ZR – 07	12
Recycle Equipment Parts Change	12
• Policy Statement	12
Policy ZR – 08	13
Recycle Equipment Trials	13
• Policy Statement	13
Policy ZR – 09	14
Surplus Equipment Services	14
• Policy Statement	14
• Procedure	14
Policy ZR – 10	15
Definitions	15



Policy ZR – 01

Recycle Vendor Services Description

Policy Statement

Alberta Aids to Daily Living (AADL) Program Manual Section ZR contains information on recycle services related to recyclable equipment and the recycle vendor.

AADL recyclable equipment includes wheelchairs, lifters, pediatric walkers and standing frames. AADL retains full ownership of this formally-recycled equipment.

Recycle benefits are authorized by AADL-approved authorizers and provided through AADL-approved recycle vendors. Authorized equipment is provided from the AADL recycle inventory first and if not available, is purchased new. Once purchased, it is considered recycle equipment.

Recycle services for the recycle vendor include recycle-out/refurbishing, recycle-in, internal recycle, equipment trials and surplus services.

Recycle services are provided on AADL-owned recycle equipment including wheelchairs, lifters, homecare beds and accessories, pediatric standing frames and pediatric walkers. Homecare beds and accessories are provided by the vendor with the AADL bed contract.

AADL does not fund recycle services for equipment that is privately owned or obtained through other funding agencies.

Policy ZR – 02

Recycle Vendor Qualifications

Policy Statement

AADL recycle vendors must meet certain qualifications in order to be approved to provide recycle services for AADL.

Facility Inspection

AADL recycle vendors must pass an AADL recyclable benefits program on-site facility inspection. The inspection evaluates the site's accessibility, parking, product availability for customers, equipment in place to safely transfer clients with patient lifts when necessary, repair/maintenance areas, equipment cleaning capabilities, sufficient space to trial and demonstrate equipment, health and safety compliance and storage space.

The site visit determines compliance with [Alberta Labour Building Standards for Barrier Free Design](#).

AADL Standing Offer Contracts

The AADL Recycle Services for Wheelchairs and Large Mobility Equipment standing offer contract is managed through Service Alberta's Corporate Purchasing Section. The contract is awarded via a competitive Request for Proposals process.

Vendors may not assign or sub-contract the contract without the written consent of Service Alberta and AADL.

AADL recycle vendors must comply with all requirements in the Request for Proposals and with AADL policies and procedures.

AADL recycle vendors must have general liability insurance in accordance with the *Alberta Insurance Act*, in an amount not less than \$2 million inclusive per occurrence insuring against bodily injury, personal injury and property damage including loss of use. Such insurance must include blanket contractual liability.

Technician Requirements

Vendors must employ a technician with a certificate for each lifter manufacturer with which the vendor has a contract.

Vendors must employ a technician with a minimum of one year experience repairing medical equipment other than lifters for the Manual Wheelchairs and Recyclable Large Equipment benefit categories.

Power wheelchair vendors must employ one power wheelchair technician with two years' experience on the bench and in-house. This technician is considered a head technician and must have certificates for two consecutive years for each manufacturer the vendor deals with. Subsequently, the head technician must recertify every second year.

Additional power wheelchair technicians working in the same location must obtain a certificate from each manufacturer the vendor deals with when the course becomes available. They must be supervised and train under the head technician until they obtain the appropriate certificate.

Procedure

Vendors:

- Ensure all technicians meet qualifications.
- Submit request for AADL facility inspection.
- Obtain standing offer contract through Service Alberta corporate purchasing process.
- Participate in AADL facility inspection and resolve any deficiencies identified.
- Submit technician certificates to AADL.
- Ensure staff participate in continued education and training related to AADL products and administrative requirements.

AADL:

- Completes an AADL facility inspection at the vendor's proposed location of business.
- Identifies deficiencies and provides information to assist the vendor in resolving the deficiencies.
- Approves the AADL facility inspection and notifies Service Alberta.
- Receives technician certificates and notifies Service Alberta of which vendors can provide services for which manufacturer.

Policy ZR – 03

Recycle-Out

Policy Statement

AADL uses a recycle program to provide wheelchairs to Albertans. Previously-used equipment in the recycle inventory will be considered for client use before purchasing new equipment.

Equipment provided to clients from the AADL recycle inventory must go through a recycle-out process to be approved and provided as recycle equipment.

AADL directs the recycle vendor to provide recycle equipment from inventory when the total recycle-out cost is less than \$1,000. Consideration is also given based on the age of the equipment. Costs include requested configuration changes, parts, labor and shipping. The vendor must use recycled parts whenever possible when refurbishing equipment.

All equipment recycled-out must be fully operational, clean and safe prior to shipment to the client.

All equipment recycled-out must be delivered fully assembled, with setup information and basic maintenance and operating instructions.

Procedure

Recycle Vendor:

- Receive equipment request (Generic Specification form) from the authorizer or assessor.
- Conduct a search of the recycle inventory and notify the authorizer of match, comparable substitute or no match within two business days.
 - The recycle vendor will make the best efforts and use the knowledge of certified technician staff to identify suitable equipment that meets order specifications.
 - If inventory is available that meets order specifications, the recycle vendor will provide the authorizer with a recommendation listing up to three suitable options.
 - If no suitable inventory is available the recycle vendor will provide the authorizer with written confirmation that the inventory was exhausted, including the date of the search, specifications searched and the name of the employee who completed the search.
- If matched, notify authorizer of refurbishing costs within three days and gets approval from the authorizer and client.
- If approved and authorization has been posted on the Alberta Blue Cross online health portal, collect the client's cost-share portion before beginning the refurbish.
- Complete the refurbish as approved.
- Provide the equipment to the client within contract timelines and notify authorizer of delivery date.
- Work with authorizer and make adjustments as required to meet the needs of the client.
- Submit claim to Alberta Blue Cross within 20 business days of the service date.

Authorizers:

- Submit Generic Specification form requesting equipment.
- Receive written confirmation of match or choices available from recycle vendor and notify client of cost.
- Submit authorization and upload any applicable documents to Alberta Blue Cross online health portal.
- Confirm cost-share amount provided by the recycle vendor with the client.
- After delivery, assess client with equipment. Check equipment at time of receipt to ensure that the configuration was supplied as ordered and that it is clean and functional. If accepted by the client, the client keeps the equipment.
- Inform client that equipment must be returned to AADL when no longer needed or suitable.

- Up to 90 days after equipment is delivered to the client, submit a request to recycle vendor to modify or repair the equipment, if necessary. Arrange to return equipment to recycle vendor if vendor is not able to pick it up.
- If equipment is not suitable, start process over again.

Policy ZR – 04

Recycle-In

Policy Statement

When an AADL client no longer needs to use equipment received from the AADL that is recyclable, it must be returned to the AADL recycle vendor. The equipment is recycled in to the recycle inventory for use by another AADL client or for eventual surplus.

Clients or authorizers (requested on behalf of clients) are expected to return equipment to an AADL recycle vendor no later than seven days after the client no longer needs it. If clients are not able to return it, they are expected to call the recycle vendor and arrange for equipment to be picked up.

The AADL recycle vendor must accept equipment returned by clients or when clients request for equipment to be picked up from anywhere in Alberta.

Procedure

Authorizers:

- Provide client with information, including where to send the equipment and how to send it. May also contact the vendor on behalf of the client.
- Ensure client information, including client name, date of birth, address and Alberta Personal Health Number are attached or accompany the equipment being returned to the vendor.
- Can contact the recycle vendor and make arrangements for transporting the equipment to the vendor, if necessary.
- May return equipment via courier to the AADL recycle vendor on behalf of client using collect on delivery services if the recycle vendor is unable to pick up the equipment and the client is unable to drop it off. The recycle vendor will provide the information to complete this.

Clients:

- Contact recycle vendor to advise them of equipment that requires recycle-in.
- Attach name, address, date of birth and Alberta Personal Health Number to the equipment being returned to the vendor.
- If the recycle vendor is unable to pick up the equipment, arrange for transporting the equipment to the vendor via courier or drop-off. The recycle vendor will provide information to the client on how to complete this process.

Recycle Vendor:

- Accept or pick up AADL-owned recyclable equipment no longer required by the client. Ensure that forms or documents that includes client's name, Alberta Personal Health Number and date of birth are attached to or accompany the equipment.
- If unable to pick up the equipment and the client is unable to drop it off, provide the client with the necessary information to complete a return via courier.
- Complete an initial assessment of equipment to determine if it is in "excellent," "good" or "poor" condition.
- Enter the data in the recycle inventory database maintained by the recycle vendor as "recyclable," "used for parts," "donation" or "surplus" and places the equipment in recycle storage.
- Submit claim to the Alberta Blue Cross online health portal for recycle-in fees.

AADL:

- Receives regular reports from recycle vendor on recycle-in activity.

Alberta Blue Cross:

- Pays vendor recycle-in fees.

Policy ZR – 05

Recycle Equipment Internal Transfers

Policy Statement

Recycle equipment internal transfers occur when AADL-owned recycle equipment is transferred from one AADL client to another client in the same location (i.e. with the same facility). This is permitted when an AADL authorizer determines the equipment no longer meets the needs of one client but meets the needs of another.

The equipment being transferred must be appropriate for, and successfully trialed by, the client receiving it.

Manual wheelchairs, pediatric standing frames, pediatric walkers and lifters may be internally transferred. Power wheelchairs may not be internally transferred.

The equipment must be in good working order. Any repairs and/or parts changes must be minor, and be deemed cost-effective by AADL. Repairs and part changes that are more than the yearly amount allowed for the client require prior approval from AADL.

The authorizer is responsible for ensuring the equipment has been cleaned according to infection control standards.

Procedure

Authorizers:

- Complete authorization on the Alberta Blue Cross online health portal for the equipment required.
- Complete and submit Generic Specification form to the recycle vendor. Check off the internal transfer, serial number of the equipment being transferred and adds the previous client's name, date of birth and Alberta Personal Health Number.

Clients:

- Agree to pay cost-share (unless exempt) if any repairs or parts changes are required.
- Sign the Client Consent form giving permission to use personal and health information.

Recycle Vendor:

- Receive Generic Specification form from authorizer indicating an internal transfer.
- Update recycle inventory database of recycle-in and recycle-out.
- Submit claim to Alberta Blue Cross for internal transfer fee.

Vendors:

- Accept requests to repair or provide parts changes on internally transferred AADL equipment.
- Process repairs/parts changes according to Policy ZN – 07 Recycle Equipment Repairs and Policy ZN – 08 Recycle Equipment Parts Changes in AADL Program Manual Section ZN – Recyclable Benefits: New Purchase and Repair.

Alberta Blue Cross:

- Receives authorization.
- Processes claim from recycle vendor.



Policy ZR – 06

Recycle Equipment Repairs

Policy Statement

Repairs are completed by AADL-approved vendors who provide new equipment only and do not have a standing contract with AADL for recycle equipment services. See Policy ZN – 07 Recycle Equipment Repairs in AADL Program Manual Section ZN – Recyclable Benefits: New Purchase and Repair for details.



Policy ZR – 07

Recycle Equipment Parts Change

Policy Statement

Repairs are completed by AADL-approved vendors who provide new equipment only and do not have a standing contract with AADL for recycle equipment services. See Policy ZN – 08 Recycle Equipment Parts Changes in AADL Program Manual Section ZN – Recyclable Benefits: New Purchase and Repair for details.



Policy ZR – 08

Recycle Equipment Trials

Policy Statement

Authorizers will access the recycle inventory directly through the recycle vendor. Authorizers seeking to trial equipment following a comprehensive assessment of the client will request the equipment from the recycle vendor before requesting new equipment. If recycle equipment is available, authorizers will assess the client with that equipment and, if found suitable, the client may keep the equipment.

If no equipment is available through the recycle vendor, the authorizer may proceed with the client's preferred vendor. See Policy ZN – 09 Equipment Trials in AADL Program Manual Section ZN – Recyclable Benefits: New Purchase and Repair for details.

Authorizers may contact AADL directly if an assessment chair is required through recycle.

Policy ZR – 09

Surplus Equipment Services

Policy Statement

AADL recycle equipment remains the property of the Government of Alberta until it is declared surplus. AADL, within the Ministry of Health, determines which AADL recycle equipment is appropriate for surplus and coordinates with Service Alberta's Surplus Sales to manage the sales and disposal of surplus equipment.

The AADL recycle vendor prepares AADL recycle equipment deemed surplus by AADL for pick up by Service Alberta.

The AADL recycle vendor determines the condition of AADL recyclable equipment during the recycle-in process ("excellent," "good" or "poor"). This information is used in identifying equipment appropriate for surplus.

Procedure

Recycle Vendor:

- Enter data in the recycle inventory database for equipment deemed "surplus" and notify AADL.
- Prepare the equipment for pick up by Surplus Sales.
- Arrange pick up by Surplus Sales when equipment is ready.
- Submit surplus claim to Alberta Blue Cross online health portal.

Alberta Blue Cross:

- Continues to pay for storage of surplus equipment from the date of sending the work order to the vendor until Surplus Sales picks up the equipment.
- Pays surplus fees.

AADL:

- Completes a surplus declaration on each piece of AADL recyclable equipment deemed surplus.
- Sends a work order to the recycle vendor to surplus the equipment.

Policy ZR – 10

Definitions

Approved Product List

The approved product list is a list of equipment that AADL purchases. Only products listed on the approved product list will be purchased. This list is revised once the new purchasing agreements are in place.

Equipment Trial

An equipment trial involves the client and caregiver trying equipment to determine which will meet the needs of the client. The trial must include accessing the home entrance and rooms, any vehicle the equipment will be transported in, environments where the equipment will be used such as school/work/community and outdoors (especially in rural setting). Clients may keep recycle equipment following a trial if the equipment works for them and the cost-share is paid.

Formal Recycle

Formal recycle includes all manual wheelchairs, power wheelchairs and large equipment owned and tracked by AADL. This equipment is recycled-in when the client no longer needs it, and recycled-out when an AADL authorizer requests the equipment with the same or similar measurements/options.

Internal Transfer

An internal transfer occurs when an authorizer requests an AADL wheelchair or piece of large recyclable equipment be reassigned from an AADL client who no longer needs it to one who does. Some restrictions apply.

Recycle-In/Out

Recycle-in is when a wheelchair or piece of large equipment is returned to a recycle vendor. Recycle-out is when AADL assigns a piece of equipment from the recycle inventory to a client. Recycle-out equipment is refurbished prior to being sent out to the client.

Recycle Inventory

The recycle inventory includes all the equipment owned by AADL that are tracked in the equipment inventory. AADL equipment is stored at recycle vendor s' locations.

Recycle Vendor

A recycle vendor is a vendor who has a contract to provide recycled equipment for AADL. AADL recycle vendor s are active in recycling AADL inventory and refurbishing AADL wheelchairs and recycle equipment.

Service Date

The service date is the date the equipment is delivered to the client. For power wheelchairs, it is the date the validation certificate has been signed.

Standing Offer

A standing offer is a written agreement between a vendor and Her Majesty, which allows for the supply of goods with pricing, where there is no commitment from Her Majesty to purchase any goods. Standing offers for AADL products are managed by Service Alberta.

Substitute Wheelchairs

Substitute wheelchairs are wheelchairs of a different model than requested by the authorizer. These wheelchairs are deemed to match the measurements and features requested on the specification sheet provided by the authorizer.

Surplus Equipment

Once equipment is no longer economical to repair or refurbish, AADL removes it from formal recycle. This equipment is used for parts and/or declared as surplus. Surplus equipment is handled through Surplus Sales in Service Alberta.