

Case Management Society of New England

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Policy 32-04

Date: November 20, 2004

Policy and Procedure: Use of chapter equipment – laptop computer and LCD projector

Purpose

The purpose of this policy is to ensure the highest possible level of safety and function of the chapter's laptop/projector equipment for the full length of its anticipated useful life.

Policy

The laptop/projector is permanently stored in a secured location by the Executive Director (ED), or designee, as identified by the ED or Chapter President. *For the purpose of simplifying this policy, mention of the ED also includes "or designee" unless specifically excluded.*

The laptop/projector is available for use at chapter events by members of the Executive Board, Program Committee, Leadership Committee and Conference Committee within the geographic region of the Chapter, unless express permission is granted to take the laptop outside of this area.

Eligible users promise to adhere to all guidelines and procedures contained in this policy, including all policy attachments.

Making reservations

The ED maintains a reservation log (attachment A). Eligible users are responsible for contacting the ED to reserve the laptop/projector for a specified date(s). Users will not be permitted to reserve for dates over than ninety (90) days beyond the current date. Reservations should be made by the person designated as responsible for the equipment during its period of use.

The preferred mode of communication to make reservations is written electronic mail or telephone with direct 'live' contact with the ED. This provides the requestor with a chronological record of the request.

When more than one reservation request is made for the same date, the ED will review all requests. The ED determines if sufficient time exists between uses to allow both parties access to the equipment. A reasonable effort will be made to coordinate an exchange between users. If it is not possible to coordinate an exchange, the first request (as evidenced by date / time of request) will be granted.

Loan program guidelines

The user accepts responsibility to accommodate his/her schedule in arranging for transfer of the equipment to / from the site of permanent storage. Equipment may be picked up at the chapter office, or at another location as determined by the ED.

All first-time laptop/projector users are mandated to complete an "Orientation to Use". This demonstration provides new users with the basics of safe set-up and operation of the equipment and is intended to reduce the risk of accidental or inadvertent misuse or breakage. Equipment orientation may take place as a one-on-one session or in a group (e.g., Executive Board meeting).

The user agrees to adhere to the set-up and use guidelines included with the equipment, including but not limited to the manufacturer's user manual and quick-help guides developed by the chapter.

Both laptop and projector should be attached to a properly grounded, surge protected A/C power supply.

To avoid additional costs relating to repairs and or replacement of lost components, it is essential that all users adhere to the following:

- Upon set up of the equipment, the user refers to the "Laptop/Projector User Checklist" to ensure all necessary equipment is present. (attachment B)
- Upon conclusion of use, the checklist is utilized to ensure all necessary equipment is present and placed back into the appropriate carrying case.
- Signing / initialing of the checklist denotes that all items are present and in the good working condition.

At the end of the reservation period, the user returns the laptop/projector to the ED within the next seven (7) day period. If another reservation exists within that seven (7) day period, the equipment is returned promptly in consideration of the next user.

Following each period of use, the ED completes the "Laptop/Projector ED Checklist" (attachment C). This verifies all equipment associated with the laptop/projector are present and in good working order. Any equipment problem noted by the ED is recorded in an "Incident Report" (attachment D). All variances are reported to the ED and Technical Consultant for review and recommendation to the Executive Board. Responsibility for replacement / repair cost(s) will be determined according to chapter policy and/or Executive Board recommendation.

The cost of routine maintenance of the laptop and projector is the responsibility of the chapter and is provided for in the annual budget. The following list includes anticipated maintenance items: Service covered under equipment warranty, lamp replacement, software purchase and upgrades. This is not an all-inclusive list.

The replacement cost for lost connectors, cords, extensions, remote controls and/or any other ancillary equipment not returned or non-functional upon return will be determined based on findings of the Incident Record. The chapter and extensions should include a budget line item for covering the cost of replacements such as power cords, surge protectors, connection cords, remote control, etc.

The user is personally responsible for the equipment until it is returned to the ED.

Troubleshooting

In the event the laptop/projector does not work upon set-up, please follow these steps:

1. Shut down all equipment
2. Re-check all connections by removing and re-plugging them into the corresponding outlet
3. Restart the laptop first
4. Restart the projector second

If equipment does not work following the re-start procedure, refer to the list of contact names / numbers in the laptop carry case and call for assistance (attachment E).

Do not attempt advanced corrective procedures without first contacting the ED, or designee as instructed by the ED.



Signed Off:

Teresa M. Treiger, Chapter President, 2004-2005
CMSNE

Date: 11/20/04

Laptop/Projector ED Checklist

This checklist may be used for multiple returns. Verify each 'met' item with a check mark. If any item is 'not met' indicate "NM" in the corresponding box and complete an "Incident Record".

Item	Date	Date	Date	Date	Date	Date
Laptop and projector returned within expected timeframe						
Carry cases clean and intact						
Case zippers and closures intact						
Laptop						
Upon opening the carry case, laptop appears clean and intact						
Lid opens, clasp closure functions as previously						
All cords present and intact						
Connect with power supply easily						
Turns on without incident (complete independent test of laptop prior to testing laptop/projector)						
Screen appears clean and intact, displays clear image						
Turns off without incident						
Projector						
Upon opening the carry case, projector appears clean and intact						
Lens cap in place, removed/replaced easily						
All cords present and intact						
Connects with laptop and power supply easily						
Turns on without incident						
Projects clear image						
Focus adjusts easily and without incident						
Remote control present and fully functional						
Turns off without incident						
General						
All connectors, cords and remote present and replaced into designated carry case						
Laptop and projector placed into designated carry case						
Equipment placed in cool, dry and secure location pending next use						

Laptop/Projector Incident Record

This record is used to report variances from expected condition or function of the chapter's laptop and/or projector equipment following each period of use. All variances are reported to the Executive Director and Technical Consultant, or designee, for review and recommendation to the Executive Board. Responsibility for replacement / repair cost(s) will be determined according to chapter policy and/or Executive Board recommendation.

Date of discovery		This was a:	<input type="checkbox"/> Variance to checklist <input type="checkbox"/> Other
Describe variance Be clear and factual. Attach picture(s), if available.			
Statement from last user Cut and paste written statement or attach correspondence.			
ED review findings Cut and paste written statement or attach correspondence.			
ED / Technology Consultant recommendation(s) Cut and paste written statement or attach correspondence.			
Action by Executive Board			
Incident conclusion Include remedial action, restrictions, cost of repair / replacement, etc.			
Conclusion date			

Contact List

Please contact the following people, *starting with the first person and number on the list*, for problems relating to operation of the laptop or projector.

1. Maureen Ferguson

office 888-871-2884
home 603-329-8081

2. Teri Treiger

home 617-770-3166
work 617-273-2907
cell 617-529-9234

3. CGM Technologies – Chris McCune

work 603-329-7253