

SMILE MASS LOANER PROGRAM PROCEDURES

MAY 23, 2020

MAINTENANCE AND SANITIZING

When a request comes through our website, you will be notified within 24 hours of availability. If you are requesting equipment last minute and need an answer right away feel free to call us at 617-967-7755

Due to COVID-19 we have had to change our policies in an effort to keep you and your family safe, while offering you recreational equipment. We are in the process of hiring summer help to ensure every piece of equipment that leaves SMILE Mass is in good working order. All equipment will be sanitized upon delivery, on your premises. Please note all equipment should be fully dry before use. Please expect a delivery window of 2 hours. All equipment is free to use, but a delivery charge will be required on all borrowed equipment. Delivery fee will be determined by the travel time from Sudbury, MA (delivery fee is \$20 per hour, round trip for BOTH drop off and pick up). A few scholarships are available, please send an email to Info@Smilemass.org.

Thank you for working with us as we are moving forward in an effort to continue to support you and your family in a safe and timely manner. Suggestions and ideas are always welcome.

HOW TO REQUEST EQUIPMENT

1. Request Equipment at www.smilemass.org/request-adapted-equipment
2. You will be sent a waiver via email – sign and return
3. Pay your delivery charge once you have a confirmation of availability at www.smilemass.giv.sh/f23b
4. 2 weeks out from delivery you will be contacted to make arrangements for drop and pick up and discuss any special instructions.
5. Please send us photos and share on social media

If you have suggestions as to how to improve the loaner program please let us know.

Happy Summer!

Lotte Diomede

President

617-967-7755