

Model of process for the purpose of advising on the use and adaptations of computers for people with physical and multiple handicaps.

Step	Action
1. Problem The questions of parents/carers, group leaders and/or teachers have been clearly formulated and put in writing.	A question about the use of computers can reach the advisory group along different routes. By structuring the questions of parents/carers, group leaders and/or teachers and recording them in a form to be filled in the questions have a less superficial character. An entry form may be a good idea.
2. Indication It is determined whether a computer with an adaptation, if necessary, is the solution to the problem of the client and his/her social environment.	It will be decided in consultation with all those concerned whether the advisory group can manage the problem. The applicant will be notified about the decision of the advisory group.
3. The listings of data for the use of a computer All data necessary for the use of a computer have been listed and put in writing.	A pre-made list has to be filled in by all caretakers and, if possible, by the client itself. The listing consists of the following components: a) a listing of the client's skills b) a listing of the tasks c) a listing of the social environment d) a listing of the physical environment
4. Crucial points and conclusion The advisory group has decided whether the advisory track will be continued.	The data collected in phase 3 are summed up in crucial points. These crucial points will be linked up with the conclusions. On the basis of these conclusions a decision is taken about the progress of the advisory and assistive track. The decision might be to terminate the track. In that case the applicant should be contacted to discuss the matter. If there are any doubts, a decision is taken in consultation with all those concerned.
5. List of requirements A list of requirements has been made.	In this phase the data collected are converted into a list of requirements, that are being made with reference to: a) <i>The client's skills</i> b) <i>The tasks</i> c) <i>The physical environment</i> d) <i>The social environment</i> e) <i>Remaining requirements</i>
6. Determination of the product The different options of computer equipment have been listed and choices have been made.	On the basis of the listing and the list of requirements the consultant forms an opinion about which computer, adaptations and software meet the requirements best. The different options of computer equipment, the extent and nature of the assistance, the placing of the equipment and the conditions have to be listed and choices have to be made.

<p>7. Trial period</p> <p>It is determined which computer equipment, the extent and nature of assistance, the placing of the equipment and the conditions are most appropriate for the client.</p>	<p>Prior to the trial period a plan may be devised stating the following items:</p> <ol style="list-style-type: none"> who will be present during a trial session on which day/moment is the trial session going to take place how long does a trial period last how much time is needed for habituation which computer equipment (hardware and software, input and output equipment) should be available where do the trial sessions take place
<p>8. Evaluation of the trial period and advisory report</p> <p>The definitive choices for the use of a computer have been made and laid down in an advisory report.</p>	<p>If the equipment proves to meet all requirements or if an acceptable compromise has been reached the definitive recommendation can be made. This includes data relative to the following items:</p> <ul style="list-style-type: none"> the hardware the software the client's response to the computer The kind of assistance most appropriate for the client The nature and design of the location where the computer will be placed The arrangement of the place to work
<p>9. Application and supply</p> <p>It is now clear whether or not the necessary computer hardware and/or software will be reimbursed; the computer equipment is ready to be used by the client and the people involved.</p>	<p>The procedure with all applications is that a letter of recommendation plus a letter from a doctor and an offer should be sent to the agency that reimburses the costs. It should be checked in advance if the agency makes demands on the supplier.</p> <p>After the approval the equipment will be supplied. The consultant should make arrangements with the supplier in advance about supply and setting up.</p>
<p>10. Implementation</p> <p>The client and the people most involved make optimal use of the computer equipment.</p>	<p>In consultation with the client and the people involved a plan should be drawn up including the following items:</p> <ul style="list-style-type: none"> The extent and kind of instruction the consultant gives to the client Which person is going to assist the client The extent and kind of instruction given by the consultant to the future assistants to the client The moment when the consultant delegates his task to the assistants The way in which the client learns to handle the computer step-by-step The times of evaluation The persons standing by when the client or the people involved have problems.
<p>11. Evaluation</p> <p>It is determined whether the computer equipment and its use fulfil the requirements and meet the expectations of the client and the people most involved.</p>	<p>Dependent on the situation the evaluations may take place after 3, 6 and 12 months and then once a year. If any problems arise one may contact the advisory group.</p>