

Instructions for Agencies Delivering Health Closet Equipment

In this document, “agency” means a hospital, clinic, senior living community, nursing home, or other healthcare provider that receives equipment from the Health Closet and delivers it to a patient or other end user (the “recipient”).

The Upper Valley Health Closet Lions Club Foundation (the “Foundation”) requires every equipment recipient—or the recipient’s authorized representative—to sign a loan agreement that includes the Foundation’s Liability Release and Express Assumption of Risk form (the “Waiver”) unless doing so is not reasonably practicable. The requirement applies whether the Foundation provides the equipment directly or whether an agency delivers it.

The Waiver language is intended to cover both the Health Closet and, when applicable, the delivering agency, although the Foundation cannot assure the efficacy of that language.

Required Steps for Agency Staff

1. **Obtain the Loan Agreement and Waiver.** Copies are available at the Health Closet or online at <https://www.healthcloset.org/borrow-agencies>
2. **Confirm availability.** Verify that the equipment is in stock and reserved for your agency. You can call 603-477-8144, send an email to info@healthcloset.org or use the contact form at <https://www.healthcloset.org/contact>.
3. **Complete the agreement.** Enter the recipient’s name, the recipient’s contact information, your agency’s contact information **and** list the equipment requested. (Enter agency information in the ‘alternate contact’ section.)
4. **Obtain the required signature.** Have the recipient or the recipient’s authorized representative (such as a friend, family member or healthcare professional) sign the Waiver.
5. **Pick Up or Request Delivery.**

If Your Agency Will Pick Up Equipment from the Health Closet

Bring the signed Loan Agreement and Waiver when you pick up the equipment.

If You Want the Health Closet to Deliver Equipment to Your Site

Return the signed Loan Agreement and Waiver to the Health Closet. An electronic copy emailed to info@healthcloset.org is acceptable. Alternatively, call the Health Closet and let us know that the signed Loan Agreement will be ready for us to collect when we deliver the equipment. After we hear from you, our volunteers will schedule the delivery.

Note: In an urgent situation, the Health Closet may, at its discretion, release the equipment before receiving the signed documents. However, your agency must provide the signed documents as soon as possible after pickup.