

Welcome to the Technology for Independent Living (TIL) Program! We are glad we could assist you in setting up systems so you can independently access your home environment.

TIL is a program operated by the BC Association for Individualized Technology and Supports for People with Disabilities (BCITS) and our service and equipment funding is provided by the BC Ministry of Health and other funding sources, including individual donations.

Technical Problems

The equipment provided by TIL has been loaned to you, for as long as you require it. If you experience any difficulties with the operation of your equipment, or need some repairs, please follow these procedures...

1. Ensure the technical issue is not related to a diminished battery or unplugged cables
**when initial batteries fail, clients are expected to replace batteries in their TIL equipment*
2. Consult any manuals or information the TIL technologist left with you during installation
3. Visit our website (www.bcits.org) and use the self-help section to troubleshoot your problem.

If the steps above haven't relieved you of your technical issue, please don't hesitate to contact us. If we cannot help you over the phone, we'd be happy to visit you and repair or replace the equipment you are having difficulty with.

We are available Monday to Friday, excluding statutory holidays, from 8:30am to 4:30pm. As TIL does not provide emergency services, during high service volume times there may be a wait time before a technologist can visit you. A TIL technologist will attend to your service needs as soon as is possible.

Unused Equipment

Should you find that you no longer require the TIL equipment loaned to you, please return it to the program. As we have limited funding, we would appreciate unused equipment returned to us so we can make it available to someone else who might need it.

To return equipment to TIL, please follow these steps...

1. Pack all unused equipment in a box, with appropriate packing material
2. Call Loomis at 1-855-256-6647 to schedule a pickup and request "Overnight Delivery"
 - Press "1" for English, then "2" to speak with a customer service agent to schedule pickup
 - Account Information (Acct#: F57475 Acct Name: BCITS)
3. Please call us to let us know a shipment is on the way! (**thank you**)

Should you require assistance setting up a courier, please contact TIL and we'll be happy to assist you in arranging a courier pickup.

DO NOT RELY ON TIL EQUIPMENT FOR EMERGENCY SITUATIONS!

TIL's Environmental Control Systems are not intended to provide emergency call, home security, control of kitchen appliances, or control of heating equipment. TIL members are encouraged to have emergency plans, separate from TIL equipment, in place in case of emergency or equipment failure.