



5.04 PUBLIC SAFETY LIFELINE EQUIPMENT REPAIR/REPLACEMENT

5.04.1 RELATED DOCUMENTS

- 5.04 Public Safety Lifeline Equipment Repair/Replacement Policy
- 5.04 Public Safety Lifeline Equipment Repair/Replacement Procedures
- Equipment Repair/Replacement Request Form
- 5.04 Equipment Repair/Replacement Request Form Instructions

5.04.2 FREQUENTLY ASKED QUESTIONS

(1) What if there is only one location in my community to obtain a good or service and three quotes are not possible?

Make every attempt to obtain three quotes for repair/replacement, including searching online if the good or service is not available locally. If only one or two quotes can be obtained, provide explanation on the Equipment Repair/Replacement Request form.

(2) I damaged a basic or lower-end model item on task beyond repair and would like to replace it with a more advanced or higher-end model of the same type. Can I use the Equipment Repair/Replacement process for buying a better item?

Equipment Repair/Replacement is not meant to make improvements to repaired equipment nor provide a more advanced version of a replaced item. If a volunteer would prefer to upgrade they must make up the difference in cost. Three quotes will have to be provided for the original item lost/damaged.

(3) I damaged an obsolete item on task beyond repair and it is no longer available. What do I do?

Explain to the Regional Office that the item is no longer available and provide three quotes for an item as close to the original as possible. As above, if a volunteer would prefer to upgrade they must make up the difference in cost.

(4) When does our group submit the Equipment Repair/Replacement Request? Can we do it right away or does it have to be submitted with our task report package?

The Equipment Repair/Replacement Request package (form, quotes, and additional information to confirm the claim) can come in separately from the task report package, and is encouraged to come in as soon as all information is compiled so as to not hold up approvals. Equipment Repair/Replacement is separate from task reporting, and approvals for repair/replacement must precede submission of receipts for payment.



(5) Can our group claim the Health & Safety supplement on items purchased under an approved Equipment Repair/Replacement Request?

No. The Health & Safety supplement is not intended for third party purchases.

(6) Do I have to try to have my item repaired before asking for replacement?

Yes. If it is possible to repair a damaged item, please do so. However, if it more economical to replace than repair the item, then this is preferable. Quotes for repair versus replacement are required.

(7) My item is under warranty. What should I do?

Have the item replaced or repaired under warranty. If there are additional costs associated with the repair/replacement such as shipping and handling, identify those costs on an Equipment Repair/Replacement Request form.

(8) Can I get meals, mileage, equipment rate, and Health & Safety supplement on the day(s) that I spend arranging for repair or replacement of items?

No. Those expenses are not eligible for reimbursement.

(9) I have insurance on the equipment that was damaged, but I do not want to go through insurance because I do not want to pay higher premiums. What do I do?

Have your insurance company write a letter confirming what your insurance deductible would be if you did go through insurance. EMBC will consider the value of your deductible or the repair/replacement, whichever is less.

(10) I am using my own personal vehicle/snowmobile/ ATV/boat/etc. and it is not insured. If I damage or destroy it, does it count as personal equipment to be reimbursed in full or is it major equipment to be reimbursed for the lesser amount up to \$1000?

It is considered major equipment, and the costs of repair/replacement cap out at \$1000.