

Frequently Asked Questions

1. **What is the Medical Adaptive/Assistive Technology Program (MA/ATP)?** Goodwill's MA/ATP, established in February 2002 in the Richmond area, provides medical and adaptive equipment and supplies to a wide range of individuals free of charge, including older adults, children, persons with disabilities, and people who cannot afford the cost of these items. The program aims to increase the self-confidence and enhance daily living by affording individuals greater independence.
2. **Who can take advantage of this service?** Anyone in need can use the program, including agencies or organizations that serve those with disabilities, the indigent, the elderly, and children.
3. **Where is the program located?** The program is located at the Goodwill facility at 5565 Virginia Beach Boulevard in Virginia Beach. Equipment can be picked up at this location between the hours of 8:30 a.m. and 4:00 p.m.
4. **What type of equipment/supplies does the program have?** Manual wheelchairs, power chairs/scooters, ambulatory devices (walkers, canes, crutches), bathroom safety equipment (bedside commodes, shower chairs/benches, raised toilet seats), hospital beds (electric only), disposable supplies (*when available*), and more.
5. **How do I go about using this service?** The first step is obtaining a document stating your medical need. This can be a prescription or written order, from a physician, registered nurse, physical/occupational therapist, or social worker/case manager. This can be securely faxed to MA/ATP at (757) 248-9418. Next, you must complete an application, which can be done over the telephone, by calling (757) 248-9405, ext. 319 or by coming to the Goodwill facility.
6. **Do I need an appointment?** No, you do not need an appointment, but a phone call before coming would be appreciated. It may also save you a trip if we do not have the item you need in stock.
7. **Why do I need documentation stating medical need?** Since the MA/ATP gifts the equipment/supplies directly to you, this requirement is for your protection to ensure that you are receiving equipment/supplies that address your needs.
8. **Can you deliver the equipment/supplies to me?** Most items will fit readily in your vehicle. Thus, we ask that you pick up your equipment/supplies if possible, as staffing and funding limits frequent deliveries. However, if the item is too large or if you simply can't make other arrangements, we will accommodate you.
9. **Can someone else (family member, friend, caregiver, social worker) pick up the equipment/supplies for me?** Yes, if that person can provide us with adequate and correct personal and medical information. However, our preference is that you appear personally for items requiring proper fit (i.e. wheelchairs).
10. **Where can I donate equipment?** You may drop off donations at 5565 Virginia Beach Boulevard or any of Goodwill's stores or attended donation centers in the Hampton Roads area. You may visit Goodwill's website, at www.goodwillhr.org, for hours, locations, and directions. Equipment that you receive may be donated back to the program when you no longer need it.