

# Communication Technology Assistance Program (TAP)

Age Requirements

No Age Requirement

Available 24/7

No

Documents Required

Call for details

Other Eligibility Criteria

Serves qualified applicants who are deaf, hard of hearing, deafblind, or speech disabled. Veterans who are honorably discharged are exempt from income requirements.

Family

No

Intake Contact

Donna Day

Intake Contact Email

[dday@accessindependence.org](mailto:dday@accessindependence.org)

Intake Process

Call or email using the website form to request information and services.

Intake Contact Telephone

(540) 662-4452

Provider Refer

Yes

Report Problems

Call the Agency

Residency Requirements

Serves residents in the counties of Clark, Frederick, Page, Shenandoah, Warren and the city of Winchester.

Self Refer

Yes

Access Independence, Inc.

<https://www.accessindependence.org>

<https://www.facebook.com/PromotingIndependentLiving>

Main

(540) 662-4452

TTY/TTD

(540) 662-5556

324 Hope Drive

22601 VA

United States

Monday: 8:30 am-5:00 pm

Tuesday: 8:30 am-5:00 pm

Wednesday: 8:30 am-5:00 pm

Thursday: 8:30 am-5:00 pm

Friday: 8:30 am-5:00 pm

Saturday: Closed

Sunday: Closed

Additional Availability Comments

Office is closed from 12:00PM noon until 12:30PM every day.

Fee Structure

Call for Information

Languages Spoken

English

Access Independence, Inc. (AI) is a nonprofit Center for Independent Living offering a Technology Assistance program. The Technology Assistance Program (TAP) provides adaptive telecommunication equipment to qualified applicants who are deaf, hard of hearing, deafblind, or speech disabled preventing them from using a standard telephone. Applicants must be a Virginia resident and meet income eligibility requirements that are based on household income and family size. While there are no age restrictions, all applications from minors must be co-signed by a parent or legal guardian.

Equipment is provided to qualified individuals on a Loan-to-Own (L2O) basis. This gives qualified recipients up to 30 days to decide whether to keep, exchange, or return the equipment. If following the 30-day period, the recipient feels the device enables him or her to successfully communicate over the phone, he or she retains ownership of the device. Training on use of the equipment is available. TAP participants can apply for new equipment every four years. Virginia Veterans with a hearing or speech loss and have documentation of their Honorable Discharge (form

DD-214) automatically qualify for TAP equipment at no cost.

Assistive devices available are:

- TTY's (text telephones)
- Amplified telephones
- Voice Carry Over (VCO) phones
- CapTel®, captioning telephones
- Outgoing speech amplifier phones
- Signalers for the phone and door
- Hearing Carry Over (HCO) phones
- Other devices available by special request.

If you would like a demonstration of the TAP devices, please call or email Donna Day at 540-931-9124 (videophone) or 540-722-4834 (CapTel) or email [dday@accessindependence.org](mailto:dday@accessindependence.org) to set up a time. Reminder: Veterans will automatically receive any of devices available free of charge. Clients can apply for devices either free or at reduced cost.

Service Area(s)

Clarke County

,

Frederick County

,

Page County

,

Shenandoah County

,

Warren County

,

Winchester City

Email

[askAI@accessindependence.org](mailto:askAI@accessindependence.org)