

Written Testimony Template in Support of S.210 OR H.1278: An Act Relative to Wheelchair Repair

Dear [Chairs' Names], [Vice Chairs Names], and Members of the Committee,

Thank you for the opportunity to submit testimony in strong support of S.210 OR H.1278, An Act Relative to Wheelchair Repair.

My name is [Your Name], and I live in [Town/City]. I am writing today as a person who uses a wheelchair and relies on it every single day for safety, independence, and access to the world around me.

About Me and My Disability: (Structure into 1 paragraph)

- I live with [Name of disability or condition, if comfortable sharing].
- I use a [manual or power] wheelchair.
- My wheelchair is not a luxury — it is a medical necessity. I rely on it to [briefly explain: get out of bed, go to work, travel safely, attend medical appointments, cook, participate in my community, etc.].
- Features like [tilt, recline, joystick, elevating leg rests, eye-level function, etc.] are not optional for me — they are essential for my health, safety, and quality of life.

My Experience with Wheelchair Repair Delays: (Structure into 1-2 paragraphs)

Starting sentence: I want to share a real example of how long wheelchair repairs can take and the harm this causes. (*Please consider the following questions as a guide to your story. You don't need to answer each question, pick and choose what works best for you and leave the rest*):

- What part of your wheelchair broke or stopped working?
- When did this happen, and how long did you wait for a repair?
- Were you given a loaner chair? Did it meet your needs?
- What daily activities or responsibilities were affected?
- How did the delay impact your mental and physical health, your safety, your job, or your care needs?
- How did you feel during this time? (Examples: trapped, isolated, anxious, unsafe.)

[Insert your story here in 1–2 paragraphs. You may use bullet points or write in sentences.]

Why We Need S.210 and H.1278: (Structure into one paragraph)

Starting sentence: If S.210 OR H.1278 had already been law, my experience would have looked very different: (*Listed are some examples, please choose which are relevant to you or create your own! Remember to reference back to your repair story to tie together how this bill would change your personal experiences*)

- I would not have waited weeks or months for something that should have taken days.
- I would have received a functional loaner chair that worked for me, not just “whatever was available.”
- The wheelchair repair company would have been required to act quickly and responsibly.
- I wouldn’t have had been hospitalized due to being bedridden.
- I wouldn’t have lost my job due to not being able to make it to work.
- My safety, dignity, and independence would have been protected.

These Bills Matter – Here's Why: (Structure into 1 paragraph, you can combine with the above statement)

- Delays in wheelchair repair can put our lives at risk. We are not asking for special treatment — we are asking for basic accountability and timelines that already exist in other areas of health care.
- These bills will ensure that suppliers are held to clear standards, that repairs happen faster, and that people like me are not stranded, hurt, or isolated while waiting.
- We need access to loaner chairs, reasonable timelines, and real enforcement.

Closing Paragraph: (Suggestions, pick 1 or create your own)

- Delayed wheelchair repairs are not just a service issue — they are a civil rights issue. No one should be denied their ability to move, work, care for themselves, or live freely because of red tape and corporate inaction. I urge you to pass S.210 OR H.1278 and take a stand for accountability, safety, and disability justice in Massachusetts.
- I’m sharing my story not just for myself, but for every wheelchair user who has ever been left waiting, struggling, or stuck. I hope you will see us, hear us, and act. Please vote yes on S.210 OR H.1278 — and make sure no one has to fight this hard just to move through the world.
- This is your opportunity to fix a broken system and bring real change to the lives of thousands of disabled people in Massachusetts. I believe we can build a more just and accessible state — one where no one is forced to wait weeks or months to get their mobility back. Please vote yes on S.210 OR H.1278.
- When my wheelchair doesn’t work, my entire world stops. That’s not something anyone should have to explain, justify, or wait months to fix. I’m asking you — as a person with lived experience — to help make sure that what happened to me doesn’t happen to someone else. Please pass S.210 OR H.1278.
- My wheelchair gives me freedom. When it breaks and no one fixes it, that freedom is stolen. S.210 OR H.1278 are about protecting the right to move, to live, and to be treated like everyone else. Pass these bills, and show that disability rights are not optional.

Thank you for your time and for listening to the voices of those who are most impacted.

Sincerely,

[Your Name]

[Town/City]

[Email or phone number, if comfortable sharing]