Access Care Partners™
formerly WestMass ElderCare

THERE ARE MANY WAYS TO CARE, AND WE CARE TO KNOW THEM ALL

Spring 2026

Keeping Mom at Home

Being able to keep my mom in her home, there's nothing like that. Older people who have younger people around them all the time, they forgot that they're 90!

I am incredibly grateful for the support provided by Access Care Partners. Their guidance really helped in navigating a complex system, and I genuinely believe that without their assistance, it would have been much more challenging to keep Mom in her home.

I'm also glad there is an Access Care Partners who can help those who don't have family to help them. The patience and kindness exhibited by everyone at ACP created an environment that felt both supportive and understanding.

Taking care of my mom was the most rewarding part of my life. I am truly grateful for Access Care Partners' commitment to helping individuals and families navigate the complexities of eldercare with compassion and expertise.

Janice, Family Caregiver

Dear Friend,

Every day across our community, older adults and people with disabilities rely on Access Care Partners to help them live safely and independently at home.

- **A nutritious meal delivered to the door.**
- **Transportation to a doctor's appointment.**
- **Help managing medications.**
- **In-home help with housekeeping, laundry, or personal care.**
- **A friendly check-in that reminds someone they are not alone.**

These supports may seem small, but they make an extraordinary difference. They allow people to maintain their independence, dignity, and connection to the communities they love.

Through programs like home-delivered meals, caregiver support, and in-home services, Access Care Partners provides critical assistance that helps people remain where they most want to be—in their own homes.

This work not only improves lives, it also saves money. **Supporting someone at home costs far less than nursing facility care and helps prevent unnecessary hospitalizations, benefiting families, taxpayers, and our entire healthcare system.**

Yet programs like ours are facing growing challenges. Funding cuts and rising costs are placing pressure on the essential services that thousands of our neighbors depend on every day.

Despite these challenges, our commitment remains strong.

Thanks to supporters like you, Access Care Partners can continue to deliver more than 1,200 meals each day and provide vital services that help people remain safe, healthy, and connected to their communities.

Please consider making a gift today to support the life-changing work of Access Care Partners.

Every dollar donated goes directly to programs that serve your friends and neighbors right here in our community.

Your generosity is critical to ensuring that older adults and people with disabilities can continue living with dignity, independence, and peace of mind.

With gratitude,

Roseann Martoccia
Executive Director

accesscarepartners.org/donate

A Safer Way Home: Partnership Makes the Difference

For nearly three decades, living with multiple sclerosis has meant adapting to new challenges for a local resident. Diagnosed in 1998, she now relies on a wheelchair to get around her home and community. Years ago, her late husband built a ramp so she could safely enter and leave the house using her power chair. But because of restrictions, the ramp couldn't be constructed the way her husband originally intended, leaving it not fully up to code.

Over time, the ramp became increasingly difficult to use—especially during New England winters. One day after a particularly severe storm, as she attempted to go down the ramp, her wheelchair slid out of control.

"I flew down the ramp, hit the sidewalk, and fell out of the wheelchair onto my face," she recalled.

Shaken, she knew something had to change—but didn't know where to turn. That's when she called Access Care Partners. They connected her with Hampden County TRIAD for a donated ramp and Walker Access for professional installation. With coordination and funding support from Access Care Partners, the new ramp was safely installed and brought up to ADA standards.

"Now I can go out without worrying," she said. "It makes me feel safer. Access Care Partners has been a big help—I've been so happy with everybody. I really appreciate everything everybody has done."

"It works out really well for everyone," added Keith Walker of Walker Access. "Hampden County TRIAD now has someone to install, we got to install it, and the consumer gets an ADA-compliant, up-to-code ramp—and that's what matters most."

Delivering More Than Meals: A Volunteer's Journey

Jeff Palm has been volunteering with Access Care Partners' Nutrition Program for about six months—and in that time, he's discovered just how meaningful a few hours of service can be.

"I have been volunteering since September or October 2025 – about 6 months," Jeff says. "I joined Access Care Partners because there was an opportunity and I was looking for something interesting to do after selling my business. I couldn't go from working 50-60 hour weeks to nothing."

Jeff first delivered meals in Ludlow before recently changing to a Chicopee route. "The funny thing is, I have lived here for twenty years, but have seemingly not spent much time in Ludlow or Chicopee, so it's great to be getting to learn the neighborhoods and areas around them. I love it. It's super fun and a great way to spend half of my day."

Like many volunteers, he quickly found his rhythm. "It takes a few days delivering. Everyone says you're going to mess up, and I think I did the first three times I delivered – I missed someone and had to double back or gave them the wrong meal – but everyone is so understanding. Then, once you get it, you get it."

For Jeff, it's the connections that matter most. "I love getting to know the people. There was one lady on the Ludlow route who was over 90 years old, and we just hit it off. I found out all these fascinating details about her life. In fact, when they changed me to the Chicopee route, I asked if I could just stop by to say goodbye to her."

He also appreciates being part of a larger mission. "Everybody has been great. The team in Nutrition is always friendly, cheery and smiling. They are wonderful people. I think that's common in human services. It's a mission-driven business, and everybody is here for a reason."

Whether it's sharing a conversation or simply dropping off a meal, Jeff knows each visit matters. And as he puts it, "I get more than I give."