



Ombudsman Program

For more information about these and other programs and services, check out our website at www.accesscarepartners.org

Serving Holyoke, Chicopee, Ludlow, Granby, Ware, South Hadley, Belchertown & many surrounding communities.

Access Care Partners is supported in part by Older Americans Act funding from the MA Executive Office of Aging & Independence, the Administration for Community Living and private funding sources.

Access
Care Partners

formerly WestMass ElderCare

4 Valley Mill Road
Holyoke, MA 01040

413.538.9020 • TTY: 800-875-0287
info@accesscarepartners.org



Access
Care Partners

formerly WestMass ElderCare



We're here to support your recovery and independence, making your **TRANSITION** back home smooth, safe, and empowering.

What Does an Ombudsman Do?

A Long-Term Care Ombudsman is a trained advocate who assists residents and their families with issues such as:

- Ensuring high-quality care
- Protecting resident rights
- Improving communication between residents and staff
- Resolving concerns about services or treatment

Our Long-Term Care Ombudsmen work confidentially and independently, acting as a voice for those who need support in navigating nursing home life.

They also educate residents and families about their rights, empowering them to advocate effectively. By fostering trust and offering emotional support, Ombudsmen help create a safer, more respectful environment within long-term care facilities.

Join Our Team

Do you have two hours a week to help ensure nursing home residents are heard and supported? Becoming a Nursing Home Ombudsman volunteer is a rewarding way to give back to your community while making a real impact in the lives of older adults and individuals with disabilities.

Why Volunteer?

- Be a voice for those in need
- Build meaningful relationships with residents
- Gain valuable advocacy, communication, and mediation skills

How to Get Involved

Call: 413-538-9020 x331

Email: epires@accesscarepartners.org

Call Us Today!