im•pact
the force of impression of one thing on another: a significant or major effect


To describe this past year as “extraordinary” or “unprecedented” would certainly be appropriate. While these adjectives encapsulate the overall tenor of this past year, they simply cannot begin to articulate a year of global and national events that have impacted each of our lives in individual ways. The nature of these events have been felt in our communities and for Minuteman Senior Services as an agency.

As challenging as these times have been—adjusting to remote working, modifying program operations to ensure health and safety, engaging in difficult conversations to address racism—they also remind us of the ways in which individuals can collectively work to impact the lives of those in need. For over 45 years, Minuteman Senior Services has been providing culturally sensitive services to support consumers, persons with disabilities, and families by sharing information, coordinating direct care services, and serving as a trusted resource in times of need. Whether addressing food insecurity by delivering hot meals or dropping off groceries, assisting with bill paying, or supporting caregivers, Minuteman Senior Services has been humbled to be a resource in a time of need. As we have for the past 45 years, we remain committed to having positive impact for individuals and families for the many years to come.

Vito LaMura, Board President  Kelly Magee Wright, Executive Director

Our mission
is to empower and advocate for those impacted by aging and disability. We offer information and supportive services that enhance health, well-being, and independence.
Providing Essential Services

In March 2020, as the Commonwealth declared a State of Emergency, Minuteman Senior Services was designated as an essential service. This enabled us to continue to provide our services to support seniors and persons with disabilities—groups identified at highest risk for health complications—throughout the COVID-19 pandemic. Our team of staff and volunteers quickly adjusted operations to provide services while promoting the health and safety of our consumers.

John’s Story: Navigating Health Needs During a Pandemic

John was referred to our Elder Protective Services (PS) program by a family member who was concerned that John might be neglecting his personal hygiene and struggling to manage his prescriptions. After connecting with John about the referral, our PS Worker gathered information about John from his adult children and primary care physician. He had recently been diagnosed with macular degeneration, further challenging his vision already compromised by diabetic retinopathy. John, a widower, had been a caregiver for his wife, and was adjusting to his own need for assistance. He was grieving the loss of his wife, his vision loss, and his loss of independence. Our PS Worker suggested visiting John at his home—with both wearing masks and meeting on his porch to ensure social distance.

Our PS Worker developed rapport with John, who shared that prior to the pandemic, his children would visit monthly and create medication lists with larger writing to help him manage his prescriptions. With concern for exposing him to COVID-19, his family had not been to visit for months. Our PS Worker enlarged the writing on the pill bottles to ensure John could read them and worked with John on a plan for services to help with medication management, as well as assistance with personal care.
Addressing Social Justice

Events across the nation have fostered a necessary and vital conversation regarding institutional and structural racism. These systems are rooted in policies and practices that disproportionately impact the daily lives of Black, indigenous, persons of color (BIPOC), who may experience not only increased risk for chronic health conditions, such as diabetes and cardiac issues, but also barriers to housing, transportation, and accessible and affordable healthcare. Discrimination also impacts the lives of individuals of the lesbian, gay, bisexual, or transgender (LGBT+) community. In the development of our revised strategic plan, we laid out key goals and objectives aimed at delivering culturally competent services and promoting health equity. This year, we took the following steps towards this goal:

• Adopting the Office of Minority Health National Standards for Culturally & Linguistically Appropriate Services in Health and Health Care (National CLAS Standards)
• Training our employees and volunteers on how to support the needs of LGBT+ consumers and families
• Establishing our “Do Better to Be Better” workgroup to address personal bias and explore opportunities to address bias within our work
• Partnering with community organizations to offer evidence-based Healthy Living programs to promote healthy actions


Our Commitments

As a service organization, our greatest strength is our workforce—the people who are Minuteman Senior Services. We promote a collaborative, supportive, respectful environment that increases the contribution of all employees.

We prioritize cultural awareness and competency across the organization and strive to recognize and address bias in our daily work.

We are committed to expanding the diversity of our staff, volunteers, and Board of Directors to better reflect the communities we serve.

We continually explore ways to adapt our programs that will address social inequities, and we engage in advocacy aimed at addressing injustice.

We welcome your partnership with us on this journey.

Minuteman consumers speak 23 different languages & dialects
The Impact of Generosity

As we reflect on the impact of events over this past year, one thing that has been truly humbling and significant is the generosity of our donors and volunteers. In March, we established the Emergency Relief Fund to help us as we sought to respond to the crisis of COVID-19 and to plan for the unexpected in the months that would follow. As the agency assumed additional costs to fulfill new requests for services, our donors came forth offering financial support for frozen meals, grocery gift cards, and assistance with operating costs to ensure that we had the necessary personal protective equipment to protect our consumers, volunteers, and employees. We continued to see an increase in volunteers this year, particularly with inquiries seeking to support programs during the height of the pandemic. On behalf of the thousands of consumers and families served by Minuteman, we thank you.

Please know we feel your impact and we appreciate your ongoing support.

Ellen’s Story: Our Volunteers Adapt

Bill-paying and budgeting can be challenging and Ellen had been struggling since her husband, who had always handled these tasks, was diagnosed with Alzheimer’s Disease. Her situation was further complicated during the pandemic, and unpaid bills began to mount. Through several phone calls, our volunteer built trust and soon began “porch visits,” reviewing documents together and making a plan to address debt. Ongoing communication and time-limited home visits have relieved Ellen’s anxiety and she now knows who to call for help.

Find us on 📞 888-222-6171

Minuteman SENIOR SERVICES

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www.minutemanseniorg.org • 888-222-6171
We are grateful to the people and organizations whose generosity has helped us make a difference in the lives of those we serve. Programs are funded in part through contracts with the Massachusetts Executive Office of Elder Affairs and contributions from local city and town governments. Since public funding has not kept pace with the growing needs of seniors and people with disabilities, we actively solicit private financial support. In addition to the organizations and businesses listed below, we receive hundreds of donations from individuals each year, including gifts in memory of or in celebration of a loved one.

Community Chest and United Way Support

Community Health Network Area 15 (CHNA15)
Crawford Idema Family Foundation
Charles E. Bigelow Fund
Charles F. Bacon Trust
Community Health Network Area 15 (CHNA15)
Crawford Idema Family Foundation
Cummings Foundation
Dana Home Foundation
Eastern Bank Charitable Foundation
EOS Foundation

Foundation & Grant Support

AmazonSmile Foundation
Blackey Family Foundation
Bob's Discount Furniture Charitable Foundation
Cambridge Savings Charitable Foundation
Charles E. Bigelow Fund
Charles F. Bacon Trust
Community Health Network Area 15 (CHNA15)
Crawford Idema Family Foundation
Cummings Foundation
Dana Home Foundation
Eastern Bank Charitable Foundation
EOS Foundation
Foundation for MetroWest
Greater Lowell Community Foundation
Henderson Foundation
Katharine C. Pierce Trust
Lazard Foundation
Meals On Wheels America
Middlesex Savings Charitable Foundation
Northern Bank & Trust Charitable Foundation
Pledgeling Foundation
Slaggie Family Foundation
TD Charitable Foundation
Tufts Health Plan Foundation

Business and Community Partners Contributing Financial or In-Kind Support

ABC Home & Healthcare Professionals
Acton Nursing Services
American Repertory Theater
Amtrak Downeaster
ArtsEmerson: The World On Stage
As Good As It Gets Cafe
Associated Home Care
The Bancroft
Bantam Cider Company
Bayada Home Health Care

Bayside Resort
Be Safer at Home
Berkshire Mountain Distillers, Inc.
Bernie & Phyl's Furniture
Bertucci's Brick Oven Pizzeria
Best Home Care
Biogen
Blue Man Group
Blue Ribbon Barbecue
Bodylines Pilates Studio

Boston College Athletics
Boston MetroWest Bible Church
Boston Red Sox
Boxboro Regency
The Brattle Theatre
Brooklyn Botanic Garden
Cabot Creamery Cooperative
CALex
Cambridge Savings Bank
Capellini’s
Business and Community Partners Contributing Financial or In-Kind Support (continued)

Catherine Hinds Institute of Esthetics
Cedarland
Celebrity Series of Boston
The Charles Hotel
Charm Medical Supply
Charmingfare Farm
The Cheesecake Factory
The Common Man
Commonwealth Ballet
Commonwealth Circus Center
Concord Museum
Costco
Crafty Yankee
Cranmore Mountain Resort
CVS
Dan Doke Fine Arts Portraits
Daniel Dennis & Company LLC
Davis Farmland
Discovery Museums
Doubltree Bedford Glen
EcoTarium
Emerson Hospital
Enbridge
Enterprise Bank
Essential Therapies Day Spa
Fallon Health
Filho’s Great Road
Fine Arts Theatre Place
Fitchburg Museum
5 Wits
FLOT
Foxwoods Casino
Friends of Acton Council on Aging
Friends of Bedford Council on Aging
Fun America
The Gamm Theatre
The Gardens at Elm Bank – MA
Horticultural Society
Ginger Japanese Restaurant
Gloucester Stage Company
Gould’s
Griffin Museum of Photography
Handels and Haydn Society
Harrows Chicken Pies
Hawthorne Hotel
Healthy Living Center of Excellence
Historic Deerfield, Inc.
Holiday Inn Express Boston-Waltham
How’s Work, Inc.
HUB International
Huntington Theatre Company

The Inn at Hastings Park
Institute of Contemporary Art/Boston
International Tennis Hall of Fame
Isabella Stewart Gardner Museum
Jam Time
Jillian’s/Lucky Strike Boston
JFK Presidential Library and Museum
King Arthur Flour
Kings Burlington
Kowloon
La Gondola
Lahey Hospital & Medical Center
L’Andana
The Land of Witches & Pirates
Larz Anderson Auto Museum
Laser Quest
Laugh Boston
Launch Trampoline Park
Laura’s Sewing School
Longwood Gardens
Lowell Spinners
The Lyric Stage Company of Boston
Magic Wings
Maine Maritime Museum
Mane Escape
Mansion House Inn & Health Club
Mark Twain House & Museum
Mass Audubon
MASS MoCA
Massachusetts Bay Lines
Maynard Elks
Mentor Adult Day Health Center
Merrimack Repertory Theatre
Metropolitan Home Health Services, Inc.
Microsoft
Middlesex Savings Bank
Minute Women Home Care
Modern Barre
Monster Energy Company
Museum of Russian Icons
Mystic Seaport
Nashoba Brook Bakery
Natale Company & SafetyCare
Native Plant Trust
New Art Center
New England Air Museum
New England Aquarium
New Repertory Theatre
Norman Rockwell Museum
North Country Rivers Maine
Old Town Trolley Tours
O’Neil Cinemas
Oriental Trading Company
The Paint Bar

Pats Peak
Peabody Essex Museum
Pedal Power Bike and Ski
Personal Training International
Picaboo
Pilmoth Plantation
Portland Sea Dogs
Providence Bruins
Providence Children’s Museum
Ramblewild
Revolution Community Yoga
Roche Bros. Supermarkets, Inc.
Salem Trolley
Salem Witch Museum
ScrubaDub Auto Wash Centers
Seacoast Repertory Theatre
Sharper Edge Skating School
Sisters of St. Benedict Center
Skin to Soul
Southwick’s Zoo
Squam Lakes Natural Science Center
Stanley Golf Course
Stop & Shop
Swan Boats
Tastefully Simple
Tides Restaurant & Pub
Top of the Hub
Total Wine & More
Tower Hill Botanic Garden
Town of Bedford
Town of Lexington
Trustees of the Reservation
Tuscan Kitchen
Vermont Mutual Insurance
Verrill Farm
Vineyard Vines
Wachusett Mountain
Walt Disney World
Wegmans
Wilson Farm
Winchester Co-Operative Bank
Winchester Savings Bank
Worcester Railers
Yella Grille
York’s Wild Kingdom
Zoo New England