

Long Term Care Ombudsman: Long Term Care Ombudsmen are trained, supervised volunteers who visit nursing homes and rest homes on a regular basis to insure quality of care for residents. A Long Term Care Ombudsman is an advocate for residents living in long term care facilities. Ombudsmen offer a way for residents and their loved ones to voice their complaints and have their concerns addressed so that residents can live their lives with dignity and respect. If you need to find a nursing home or rest home for an elder, or if you're concerned about the condition of an elder who's a resident of a nursing home or rest home, the Long Term Care Ombudsman Program can help you. Long Term Care Ombudsmen can give you information on how to choose a nursing home or rest home. Ombudsmen take time to answer questions, listen to residents' complaints or concerns, investigate and resolve problems. For many residents of nursing homes and rest homes, the Ombudsman is an important link to the outside world.

To find more information about this program in our area, click on the agency name above the maps below:

[Montachusett Home Care](#)

[Central Mass Agency on Aging](#)

[Tri-Valley Elder Services](#)



Assisted Living Ombudsman: The Assisted Living Ombudsman acts as a mediator and attempts to resolve problems or conflicts that arise between an assisted living residence and one or more of its residents. Anyone can bring a complaint before the ombudsman. The complaint can be on behalf of a specific resident or on behalf of residents as whole. A complaint can range from a violation of an applicable statute or regulations to residents' rights. The Assisted Living Ombudsman Program does not make recommendations. You may contact the Assisted Living Ombudsman Program to inquire if any complaints have been filed against any one Assisted Living Residence (ALR). To contact an Assisted Living Ombudsman you may call The Massachusetts Executive Office of Elder Affairs at (617) 727-7750 or 1-800-AGE- INFO (1-800-243-4636).

Community Care Ombudsman: The purpose of the Community Care Ombudsman Program is to assist elders and their families in the community by investigating and resolving their complaints. Covered community care programs include: programs of medical, functional, or social support services that are provided to an individual living in their home, apartment, in a day care program, or a managed care demonstration program under the Social Security Act. Also covered is home health services, community based Medicaid programs, the state home care funded program and federally funded private pay elder care programs specified. The Community Care Ombudsman responds to inquiries from elders and their families, educates consumers about their rights and responsibilities, counsels consumers about concerns with their services, refers consumers to appropriate sources for help, and investigates and resolves complaints through mediation. To contact the Community Care Ombudsman you may call The Massachusetts Executive Office of Elder Affairs at (617) 727-7750 or 1-800-AGE- INFO (1-800-243-4636).