



Long-Term Care Ombudsman Program

Advocates for residents' rights

The Ombudsman Program provides a means for persons in long-term care facilities to voice their problems and concerns and have their complaints addressed. The program is mandated by state and federal law and funded by the Older Americans Act through the Executive Office of Health and Human Services.

Ombudsmen are volunteers from diverse backgrounds who visit residents of long-term care facilities every week to resolve problems and concerns. Following training and certification by the office of the State Ombudsman, they are assigned to a specific facility, where they serve as a link among residents, facility staff, and organizations in the community. Ombudsmen report their findings regularly to the program office.

During visits to facilities, ombudsmen:

- Contact residents and receive complaints
- Investigate and resolve problems
- Monitor care and environment
- Inform residents of their rights under state and federal law
- Provide information and referral to residents and their families and to facility staff
- Ensure that complaints of abuse, mistreatment, neglect, and misappropriation are given immediate attention by the program office

For more information or to learn how to become a volunteer, contact the Minuteman Senior Services Ombudsman Program Director at (781) 221-7017.



Interpreter Services Available

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MassRelay: 711 or (800) 439-2370 (TTY/ASCII)