

Long-Term Care Ombudsman Program

Services

Ombudsmen provide advocacy and outreach to all patients/residents residing in nursing and rest homes. Ombudsmen help residents resolve complaints about personal care, residents' rights or any type of issue or concern affecting their life as a patient/resident in a long-term care facility.

Program staff and volunteers follow written procedures for complaint resolution and adhere to confidentiality. They also serve as a referral source for people in the community with questions about eligibility or placement in long-term care facilities.

Every state has a Long-Term Care Ombudsman Program that addresses complaints and advocates for improvements in the long-term care system as required by the Older Americans Act.

Certified and trained ombudsmen:

- Empower patients/residents in upholding their rights
- Mediate resolution of patient/resident concerns with facility staff
- Provide information and education to patients/residents, resident representatives, facility staff, and the community.

Ombudsmen must have patient/resident consent prior to investigating a complaint or referring a complaint to another agency. When someone other than the patient/resident files a complaint, the ombudsman must determine, to the extent possible, what the patient/resident wants.

If someone other than a patient/resident, contacts the Long-Term Care Ombudsman Program with a complaint, the ombudsman will visit the patient/resident to see if they have similar concerns and wants to pursue the complaint.

Cost

There is no cost for Ombudsman support.

Become a Volunteer Ombudsman

Ombudsmen are state trained and certified through the Massachusetts Long-Term Care Ombudsman Program's Office in order to enter their assigned facility in an official capacity. All ombudsmen receive a minimum of 24 hours of continuing education annually, and they are re-certified every two years. The program director supervises volunteers.

More Information

For more information about the program, nursing home and rest home placement, eligibility, regulations, or resident's rights, call our Information & Referral Department at 800-892-0890.

Connect With Us

Visit us online at agespan.org

Phone and Email: 1-800-892-0890 or email info@agespan.org.

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