



ASSISTED LIVING OMBUDSMAN

When you live in an Assisted Living Residence, you have the same rights you've always had. The Ombudsman Program empowers residents by keeping them informed of their rights and advocating on their behalf.

Ombudsmen provide advocacy and outreach to all individuals living in assisted living residences. They help residents resolve concerns related to rights, care needs, or any issue that affects their quality of life within the facility.

Program staff and volunteers follow written procedures for complaint resolution and uphold strict confidentiality. Anyone may bring a concern to the Ombudsman, whether on behalf of an individual resident or a group of residents.

Eligibility & Cost

The program has no cost or age requirement and is open to anyone who resides in an assisted living residence.

How It Works

Anyone can contact a Assisted Living Ombudsman to raise a concern or ask for help, including residents, families, staff, or community members.

However, the Ombudsman must have the resident's consent before taking action. If someone else makes the referral, the Ombudsman will check with the resident to see if they wish to proceed.

Cities and Towns We Service

GSSSI's Assisted Living Ombudsman Program serves residents in many assisted living residences across Western Massachusetts.

To make a referral or find the Ombudsman assigned to a specific facility, call us today. If the residence is outside our service area, we will connect you with the agency that serves your community.



"My Ombudsman was very kind and listened to my concerns. Knowing my options helped me solve an issue I was having and I am grateful to know I have an advocate by my side."

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