



LONG-TERM CARE OMBUDSMAN

When you live in a Nursing Home or Rest Home, 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 long-term care facilities such as nursing homes and rest homes. 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 a skilled nursing facility or rest home.

How It Works

Anyone can speak with a Long-Term Care Ombudsman to share a concern or ask for help. This includes residents, family members, staff, and community members.

If someone other than the resident contacts the program with a concern, the Ombudsman will speak with the resident to see if they share the concern and want to move forward.

Cities and Towns We Service

GSSSI's Long-Term Care Ombudsman Program serves residents of facilities located in the following towns: Agawam, Brimfield, East Longmeadow, Hampden, Holland, Longmeadow, Monson, Palmer, Springfield, Wales, West Springfield and Wilbraham.

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



"My Ombudsman came in and helped me to understand my rights."

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information

