

Massachusetts Nursing & Rest Home Ombudsman Program Contact List

Long Term Care Ombudsman Representatives work with residents to resolve concerns about their quality of life and care within nursing and rest homes. Ombudsman Representatives work to ensure resident rights are respected. To speak to a local Long Term Care Ombudsman Representative, contact us at 617-222-7495 or use the chart below to find the local ombudsman program serving the city or town in which the facility is located, and call the agency listed.

City/Town	Agency	Ombudsman Tel #
Abington	Old Colony Planning Council	508-583-1833
Acton	Minuteman Senior Services, Inc.	781-272-7177
Acushnet	Coastline Elderly Services, Inc.	508-999-6400
Adams	Elder Services of Berkshire County, Inc.	413-499-0524
Agawam	Greater Springfield Senior Services	413-781-8800
Alford	Elder Services of Berkshire County, Inc.	413-499-0524
Allston*	Ethos	617-522-6700
Amesbury	AgeSpan	978-651-3063
Amherst	Highland Valley Elder Services, Inc.	413-586-2000
Andover	AgeSpan	978-651-3063
Arlington	Minuteman Senior Services, Inc.	781-272-7177
Ashburnham	Central Massachusetts Area on Aging	508-853-1373
Ashby	Central Massachusetts Area on Aging	508-853-1373
Ashfield	LifePath	413-773-5555
Ashland	Springwell	508-573-7235
Athol	LifePath	413-773-5555
Attleboro	Bristol Elder Services, Inc.	508-675-2101
Auburn	Central Massachusetts Area on Aging	508-853-1373
Avon	Old Colony Planning Council	508-583-1833
Ayer	Central Massachusetts Area on Aging	508-853-1373
Backbay*	Ethos	617-522-6700
Baldwinville	Central Massachusetts Area on Aging	508-853-1373
Barnstable	Elder Services of Cape Cod & The Islands	508-394-4630
Barre	Central Massachusetts Area on Aging	508-853-1373
Beacon Hill/West*	Ethos	617-522-6700
Becket	Elder Services of Berkshire County, Inc.	413-499-0524
Bedford	Minuteman Senior Services, Inc.	781-272-7177
Belchertown	WestMass ElderCare, Inc.	413-538-9020
Bellingham	Central Massachusetts Area on Aging	508-853-1373
Belmont	Springwell	617-926-4100
Berkley	Bristol Elder Services, Inc.	508-675-2101

City/Town	Agency	Ombudsman Tel #
Berlin	Central Massachusetts Area on Aging	508-853-1373
Bernardston	LifePath	413-773-5555
Beverly	Seniorcare, Inc	978-281-1750
Billerica	AgeSpan	978-651-3063
Blackstone	Central Massachusetts Area on Aging	508-853-1373
Blandford	Highland Valley Elder Services, Inc.	413-586-2000
Bolton	Central Massachusetts Area on Aging	508-853-1373
Boston	Ethos	617-522-6700
Bourne	Elder Services of Cape Cod & The Islands	508-394-4630
Boxborough	Minuteman Senior Services, Inc.	781-272-7177
Boxford	AgeSpan	978-651-3063
Boylston	Central Massachusetts Area on Aging	508-853-1373
Braintree	South Shore Elder Services, Inc.	781-848-3910
Brewster	Elder Services of Cape Cod & The Islands	508-394-4630
Bridgewater	Old Colony Planning Council	508-583-1833
Brighton	Ethos	617-522-6700
Brimfield	Greater Springfield Senior Services	413-781-8800
Brockton	Old Colony Planning Council	508-583-1833
Brookfield	Central Massachusetts Area on Aging	508-853-1373
Brookline	Springwell	617-926-4100
Buckland	LifePath	413-773-5555
Burlington	Minuteman Senior Services, Inc.	781-272-7177
Cambridge	Greater Lynn Senior Services, Inc.	781-599-0110
Canton	South Shore Elder Services, Inc.	781-848-3910
Carlisle	Minuteman Senior Services, Inc.	781-272-7177
Carver	Old Colony Planning Council	508-583-1833
Centerville	Elder Services of Cape Cod & The Islands	508-394-4630
Charlemont	LifePath	413-773-5555
Charlestown*	Ethos	617-522-6700
Charlton	Central Massachusetts Area on Aging	508-853-1373
Chatham	Elder Services of Cape Cod & The Islands	508-394-4630
Chelmsford	AgeSpan	978-651-3063
Chelsea	AgeSpan	978-651-3063
Cheshire	Elder Services of Berkshire County, Inc.	413-499-0524
Chester	Highland Valley Elder Services, Inc.	413-586-2000
Chesterfield	Highland Valley Elder Services, Inc.	413-586-2000
Chestnut Hill	Springwell	617-926-4100
Chicopee	WestMass ElderCare, Inc.	413-538-9020

City/Town	Agency	Ombudsman Tel #
Chilmark	Elder Services of Cape Cod & The Islands	508-394-4630
Chinatown*	Ethos	617-522-6700
Clarksburg	Central Massachusetts Area on Aging	508-853-1373
Clinton	Central Massachusetts Area on Aging	508-853-1373
Cohasset	South Shore Elder Services, Inc.	781-848-3910
Colrain	LifePath	413-773-5555
Columbia Point*	Ethos	617-522-6700
Concord	Minuteman Senior Services, Inc.	781-272-7177
Conway	LifePath	413-773-5555
Cummington	Highland Valley Elder Services, Inc.	413-586-2000
Dalton	Elder Services of Berkshire County, Inc.	413-499-0524
Danvers	AgeSpan	978-651-3063
Dartmouth	Coastline Elderly Services, Inc.	508-999-6400
Dedham	South Shore Elder Services, Inc.	781-848-3910
Deerfield	LifePath	413-773-5555
Dennis	Elder Services of Cape Cod & The Islands	508-394-4630
Dighton	Bristol Elder Services, Inc.	508-675-2101
Dorchester*	Ethos	617-522-6700
Douglas	Central Massachusetts Area on Aging	508-853-1373
Dover	Springwell	508-573-7235
Dracut	AgeSpan	978-651-3063
Dudley	Central Massachusetts Area on Aging	508-853-1373
Dunstable	AgeSpan	978-651-3063
Duxbury	Old Colony Planning Council	508-583-1833
East Boston*	Ethos	617-522-6700
East Bridgewater	Old Colony Planning Council	508-583-1833
East Brookfield	Central Massachusetts Area on Aging	508-853-1373
East Longmeadow	Greater Springfield Senior Services	413-781-8800
East Mattapan*	Ethos	617-522-6700
East Wareham	Old Colony Planning Council	508-583-1833
Eastham	Elder Services of Cape Cod & The Islands	508-394-4630
Easthampton	Highland Valley Elder Services, Inc.	413-586-2000
Easton	Old Colony Planning Council	508-583-1833
Edgartown	Elder Services of Cape Cod & The Islands	508-394-4630
Egremont	Elder Services of Berkshire County, Inc.	413-499-0524
Erving	LifePath	413-773-5555
Essex	Seniorcare, Inc	978-281-1750
Everett	AgeSpan	978-651-3063

City/Town	Agency	Ombudsman Tel #
Fairhaven	Coastline Elderly Services, Inc.	508-999-6400
Fall River	Bristol Elder Services, Inc.	508-675-2101
Falmouth	Elder Services of Cape Cod & The Islands	508-394-4630
Fenway*	Ethos	617-522-6700
Fitchburg	Central Massachusetts Area on Aging	508-853-1373
Florence	Highland Valley Elder Services, Inc.	413-586-2000
Florida	Elder Services of Berkshire County, Inc.	413-499-0524
Foxborough	South Shore Elder Services, Inc.	781-848-3910
Framingham	Springwell	508-573-7235
Franklin	Central Massachusetts Area on Aging	508-853-1373
Freetown	Bristol Elder Services, Inc.	508-675-2101
Gardner	Central Massachusetts Area on Aging	508-853-1373
Gay Head	Elder Services of Cape Cod & The Islands	508-394-4630
Georgetown	AgeSpan	978-651-3063
Gill	LifePath	413-773-5555
Gloucester	Seniorcare, Inc	978-281-1750
Goshen	Highland Valley Elder Services, Inc.	413-586-2000
Gosnold	Coastline Elderly Services, Inc.	508-999-6400
Grafton	Central Massachusetts Area on Aging	508-853-1373
Granby	WestMass ElderCare, Inc.	413-538-9020
Granville	Highland Valley Elder Services, Inc.	413-586-2000
Great Barrington	Elder Services of Berkshire County, Inc.	413-499-0524
Greenbush	South Shore Elder Services, Inc.	781-848-3910
Greenfield	LifePath	413-773-5555
Groton	Central Massachusetts Area on Aging	508-853-1373
Groveland	AgeSpan	978-651-3063
Hadley	Highland Valley Elder Services, Inc.	413-586-2000
Halifax	Old Colony Planning Council	508-583-1833
Hamilton	Seniorcare, Inc	978-281-1750
Hampden	Greater Springfield Senior Services	413-781-8800
Hancock	Elder Services of Berkshire County, Inc.	413-499-0524
Hanover	Old Colony Planning Council	508-583-1833
Hanson	Old Colony Planning Council	508-583-1833
Hardwick	Central Massachusetts Area on Aging	508-853-1373
Harvard	Minuteman Senior Services, Inc.	781-272-7177
Harwich	Elder Services of Cape Cod & The Islands	508-394-4630
Hatfield	Highland Valley Elder Services, Inc.	413-586-2000
Haverhill	AgeSpan	978-651-3063

City/Town	Agency	Ombudsman Tel #
Hawley	LifePath	413-773-5555
Heath	LifePath	413-773-5555
Hingham	South Shore Elder Services, Inc.	781-848-3910
Hinsdale	Elder Services of Berkshire County, Inc.	413-499-0524
Holbrook	South Shore Elder Services, Inc.	781-848-3910
Holden	Central Massachusetts Area on Aging	508-853-1373
Holland	Greater Springfield Senior Services	413-781-8800
Holliston	Springwell	508-573-7235
Holyoke	WestMass ElderCare, Inc.	413-538-9020
Hopedale	Central Massachusetts Area on Aging	508-853-1373
Hopkinton	Springwell	508-573-7235
Hubbardston	Central Massachusetts Area on Aging	508-853-1373
Hudson	Springwell	508-573-7235
Hull	South Shore Elder Services, Inc.	781-848-3910
Huntington	Highland Valley Elder Services, Inc.	413-586-2000
Hyannis	Elder Services of Cape Cod & The Islands	508-394-4630
Hyde Park*	Ethos	617-522-6700
Ipswich	Seniorcare, Inc	978-281-1750
Jamaica Plain*	Ethos	617-522-6700
Kingston	Old Colony Planning Council	508-583-1833
Lakeville	Old Colony Planning Council	508-583-1833
Lancaster	Central Massachusetts Area on Aging	508-853-1373
Lanesborough	Elder Services of Berkshire County, Inc.	413-499-0524
Lawrence	AgeSpan	978-651-3063
Lee	Elder Services of Berkshire County, Inc.	413-499-0524
Leeds	Highland Valley Elder Services, Inc.	413-586-2000
Leicester	Central Massachusetts Area on Aging	508-853-1373
Lenox	Elder Services of Berkshire County, Inc.	413-499-0524
Leominster	Central Massachusetts Area on Aging	508-853-1373
Leverett	LifePath	413-773-5555
Lexington	Minuteman Senior Services, Inc.	781-272-7177
Leyden	LifePath	413-773-5555
Lincoln	Minuteman Senior Services, Inc.	781-272-7177
Littleton	Minuteman Senior Services, Inc.	781-272-7177
Longmeadow	Greater Springfield Senior Services	413-781-8800
Lowell	AgeSpan	978-651-3063
Ludlow	WestMass ElderCare, Inc.	413-538-9020
Lunenburg	Central Massachusetts Area on Aging	508-853-1373

City/Town	Agency	Ombudsman Tel #
Lynn	Greater Lynn Senior Services, Inc.	781-599-0110
Lynnfield	Greater Lynn Senior Services, Inc.	781-599-0110
Magnolia	Seniorcare, Inc	978-281-1750
Malden	AgeSpan	978-651-3063
Manchester	Seniorcare, Inc	978-281-1750
Mansfield	Bristol Elder Services, Inc.	508-675-2101
Marblehead	AgeSpan	978-651-3063
Marion	Coastline Elderly Services, Inc.	508-999-6400
Marlborough	Springwell	508-573-7235
Marshfield	Old Colony Planning Council	508-583-1833
Mashpee	Elder Services of Cape Cod & The Islands	508-394-4630
Mattapoissett	Coastline Elderly Services, Inc.	508-999-6400
Maynard	Minuteman Senior Services, Inc.	781-272-7177
Medfield	South Shore Elder Services, Inc.	781-848-3910
Medford	AgeSpan	978-651-3063
Medway	Central Massachusetts Area on Aging	508-853-1373
Melrose	AgeSpan	978-651-3063
Mendon	Central Massachusetts Area on Aging	508-853-1373
Merrimack	AgeSpan	978-651-3063
Methuen	AgeSpan	978-651-3063
Middleborough	Old Colony Planning Council	508-583-1833
Middlefield	Highland Valley Elder Services, Inc.	413-586-2000
Middleton	AgeSpan.	978-651-3063
Milford	Central Massachusetts Area on Aging	508-853-1373
Millbury	Central Massachusetts Area on Aging	508-853-1373
Millis	South Shore Elder Services, Inc.	781-848-3910
Milton	South Shore Elder Services, Inc.	781-848-3910
Milville	Central Massachusetts Area on Aging	508-853-1373
Mission Hill/Parker Hill*	Ethos	617-522-6700
Monroe	LifePath	413-773-5555
Monson	Greater Springfield Senior Services	413-781-8800
Montague	LifePath	413-773-5555
Monterey	Elder Services of Berkshire County, Inc.	413-499-0524
Montgomery	Highland Valley Elder Services, Inc.	413-586-2000
Mount Washington	Elder Services of Berkshire County, Inc.	413-499-0524
Nahant	Greater Lynn Senior Services, Inc.	781-599-0110
Nantucket	Elder Services of Cape Cod & The Islands	508-394-4630
Natick	Springwell	508-573-7235

City/Town	Agency	Ombudsman Tel #
Needham	Springwell	617-926-4100
New Ashford	Elder Services of Berkshire County, Inc.	413-499-0524
New Bedford	Coastline Elderly Services, Inc.	508-999-6400
New Braintree	Central Massachusetts Area on Aging	508-853-1373
New Marlborough	Elder Services of Berkshire County, Inc.	413-499-0524
New Salem	LifePath	413-773-5555
Newbury	AgeSpan	978-651-3063
Newburyport	AgeSpan	978-651-3063
Newton	Springwell	617-926-4100
Norfolk	South Shore Elder Services, Inc.	781-848-3910
North Adams	Elder Services of Berkshire County, Inc.	413-499-0524
North Andover	AgeSpan	978-651-3063
North Attleboro	Bristol Elder Services, Inc.	508-675-2101
North Brookfield	Central Massachusetts Area on Aging	508-853-1373
North End*	Ethos	617-522-6700
North Reading	AgeSpan	978-651-3063
Northampton	Highland Valley Elder Services, Inc.	413-586-2000
Northborough	Springwell	508-573-7235
Northbridge	Central Massachusetts Area on Aging	508-853-1373
Northfield	LifePath	413-773-5555
Norton	Bristol Elder Services, Inc.	508-675-2101
Norwell	South Shore Elder Services, Inc.	781-848-3910
Norwood	South Shore Elder Services, Inc.	781-848-3910
Oak Bluffs	Elder Services of Cape Cod & The Islands	508-394-4630
Oakham	Central Massachusetts Area on Aging	508-853-1373
Orange	LifePath	413-773-5555
Orleans	Elder Services of Cape Cod & The Islands	508-394-4630
Otis	Elder Services of Berkshire County, Inc.	413-499-0524
Oxford	Central Massachusetts Area on Aging	508-853-1373
Palmer	Greater Springfield Senior Services	413-781-8800
Paxton	Central Massachusetts Area on Aging	508-853-1373
Peabody	AgeSpan	978-651-3063
Pelham	Highland Valley Elder Services, Inc.	413-586-2000
Pembroke	Old Colony Planning Council	508-583-1833
Pepperell	Central Massachusetts Area on Aging	508-853-1373
Peru	Elder Services of Berkshire County, Inc.	413-499-0524
Petersham	LifePath	413-773-5555
Phillipston	LifePath	413-773-5555

City/Town	Agency	Ombudsman Tel #
Pittsfield	Elder Services of Berkshire County, Inc.	413-499-0524
Plainfield	Highland Valley Elder Services, Inc.	413-586-2000
Plainville	South Shore Elder Services, Inc.	781-848-3910
Plymouth	Old Colony Planning Council	508-583-1833
Plympton	Old Colony Planning Council	508-583-1833
Princeton	Central Massachusetts Area on Aging	508-853-1373
Provincetown	Elder Services of Cape Cod & The Islands	508-394-4630
Quincy	South Shore Elder Services, Inc.	781-848-3910
Randolph	South Shore Elder Services, Inc.	781-848-3910
Raynham	Bristol Elder Services, Inc.	508-675-2101
Reading	AgeSpan	978-651-3063
Rehoboth	Bristol Elder Services, Inc.	508-675-2101
Revere	AgeSpan	978-651-3063
Richmond	Elder Services of Berkshire County, Inc.	413-499-0524
Rochdale	Central Massachusetts Area on Aging	508-853-1373
Rochester	Coastline Elderly Services, Inc.	508-999-6400
Rockland	Old Colony Planning Council	508-583-1833
Rockport	Seniorcare, Inc	978-281-1750
Roslindale*	Ethos	617-522-6700
Rowe	LifePath	413-773-5555
Rowely	AgeSpan	978-651-3063
Roxbury*	Ethos	617-522-6700
Royalston	LifePath	413-773-5555
Russell	Highland Valley Elder Services, Inc.	413-586-2000
Rutland	Central Massachusetts Area on Aging	508-853-1373
Salem	AgeSpan	978-651-3063
Salisbury	AgeSpan	978-651-3063
Sandisfield	Elder Services of Berkshire County, Inc.	413-499-0524
Sandwich	Elder Services of Cape Cod & The Islands	508-394-4630
Saugus	Greater Lynn Senior Services, Inc.	781-599-0110
Savoy	Elder Services of Berkshire County, Inc.	413-499-0524
Scituate	South Shore Elder Services, Inc.	781-848-3910
Seekonk	Bristol Elder Services, Inc.	508-675-2101
Sharon	South Shore Elder Services, Inc.	781-848-3910
Sheffield	Elder Services of Berkshire County, Inc.	413-499-0524
Shelburne	LifePath	413-773-5555
Sherborn	Springwell	508-573-7235
Shirley	Central Massachusetts Area on Aging	508-853-1373

City/Town	Agency	Ombudsman Tel #
Shrewsbury	Central Massachusetts Area on Aging	508-853-1373
Shutesbury	LifePath	413-773-5555
Somerset	Bristol Elder Services, Inc.	508-675-2101
Somerville	Greater Lynn Senior Services, Inc.	781-599-0110
South Boston*	Ethos	617-522-6700
South End*	Ethos	617-522-6700
South Hadley	WestMass ElderCare, Inc.	413-538-9020
Southampton	Highland Valley Elder Services, Inc.	413-586-2000
Southborough	Springwell	508-573-7235
Southbridge	Central Massachusetts Area on Aging	508-853-1373
Southwick	Highland Valley Elder Services, Inc.	413-586-2000
Spencer	Central Massachusetts Area on Aging	508-853-1373
Springfield	Greater Springfield Senior Services	413-781-8800
Sterling	Central Massachusetts Area on Aging	508-853-1373
Stockbridge	Elder Services of Berkshire County, Inc.	413-499-0524
Stoneham	AgeSpan	978-651-3063
Stoughton	Old Colony Planning Council	508-583-1833
Stow	Minuteman Senior Services, Inc.	781-272-7177
Sturbridge	Central Massachusetts Area on Aging	508-853-1373
Sudbury	Springwell	508-573-7235
Sunderland	LifePath	413-773-5555
Sutton	Central Massachusetts Area on Aging	508-853-1373
Swampscott	Greater Lynn Senior Services, Inc.	781-599-0110
Swansea	Bristol Elder Services, Inc.	508-675-2101
Taunton	Bristol Elder Services, Inc.	508-675-2101
Templeton	Central Massachusetts Area on Aging	508-853-1373
Tewksbury	AgeSpan	978-651-3063
Tisbury	Elder Services of Cape Cod & The Islands	508-394-4630
Tolland	Highland Valley Elder Services, Inc.	413-586-2000
Topsfield	Seniorcare, Inc	978-281-1750
Townsend	Central Massachusetts Area on Aging	508-853-1373
Truro	Elder Services of Cape Cod & The Islands	508-394-4630
Turners Falls	LifePath	413-773-5555
Tyngsborough	AgeSpan	978-651-3063
Tyringham	Elder Services of Berkshire County, Inc.	413-499-0524
Upton	Central Massachusetts Area on Aging	508-853-1373
Uxbridge	Central Massachusetts Area on Aging	508-853-1373
Wakefield	AgeSpan	978-651-3063

City/Town	Agency	Ombudsman Tel #
Wales	Greater Springfield Senior Services	413-781-8800
Walpole	South Shore Elder Services, Inc.	781-848-3910
Waltham	Springwell	617-926-4100
Ware	WestMass ElderCare, Inc.	413-538-9020
Wareham	Old Colony Planning Council	508-583-1833
Warren	Central Massachusetts Area on Aging	508-853-1373
Warwick	LifePath	413-773-5555
Washington	Elder Services of Berkshire County, Inc.	413-499-0524
Watertown	Springwell	617-926-4100
Wayland	Springwell	508-573-7235
Webster	Central Massachusetts Area on Aging	508-853-1373
Wellesley	Springwell	617-926-4100
Wellfleet	Elder Services of Cape Cod & The Islands	508-394-4630
Wendell	LifePath	413-773-5555
Wenham	Seniorcare, Inc	978-281-1750
West Boylston	Central Massachusetts Area on Aging	508-853-1373
West Bridgewater	Old Colony Planning Council	508-583-1833
West Brookfield	Central Massachusetts Area on Aging	508-853-1373
West Mattapan*	Ethos	617-522-6700
West Newbury	AgeSpan	978-651-3063
West Roxbury*	Ethos	617-522-6700
West Springfield	Greater Springfield Senior Services	413-781-8800
West Stockbridge	Elder Services of Berkshire County, Inc.	413-499-0524
West Tisbury	Elder Services of Cape Cod & The Islands	508-394-4630
Westborough	Springwell	508-573-7235
Westfield	Highland Valley Elder Services, Inc.	413-586-2000
Westford	AgeSpan	978-651-3063
Westhampton	Highland Valley Elder Services, Inc.	413-586-2000
Westminster	Central Massachusetts Area on Aging	508-853-1373
Weston	Springwell	617-926-4100
Westport	Bristol Elder Services, Inc.	508-675-2101
Westwood	South Shore Elder Services, Inc.	781-848-3910
Weymouth	South Shore Elder Services, Inc.	781-848-3910
Whately	LifePath	413-773-5555
Whitinsville	Central Massachusetts Area on Aging	508-853-1373
Whitman	Old Colony Planning Council	508-583-1833
Wilbraham	Greater Springfield Senior Services	413-781-8800
Williamsburg	Highland Valley Elder Services, Inc.	413-586-2000

City/Town	Agency	Ombudsman Tel #
Williamstown	Elder Services of Berkshire County, Inc.	413-499-0524
Wilmington	Minuteman Senior Services, Inc.	781-272-7177
Winchendon	Central Massachusetts Area on Aging	508-853-1373
Winchester	Minuteman Senior Services, Inc.	781-272-7177
Windsor	Elder Services of Berkshire County, Inc.	413-499-0524
Winthrop	AgeSpan	978-651-3063
Woburn	Minuteman Senior Services, Inc.	781-272-7177
Worcester	Central Massachusetts Area on Aging	508-853-1373
Worthington	Highland Valley Elder Services, Inc.	413-586-2000
Wrentham	South Shore Elder Services, Inc.	781-848-3910
Yarmouth	Elder Services of Cape Cod & The Islands	508-394-4630

***ETHOS serves as the Local Long Term Care Ombudsman Program for all neighborhoods within the City of Boston.**