

Massachusetts Assisted Living Ombudsman Contact List

Assisted Living Ombudsmen work with residents to resolve concerns about their quality of life and care within the Assisted Living Residence. Ombudsmen work to ensure resident rights are respected. To speak to an Assisted Living Ombudsman, contact the State Long-Term Care Ombudsman Office at 617-222-7495 or use the chart below to find the location of a facility, and call the agency listed.

City/Town	Agency	Ombudsman Tele #
Acton	Springwell	617-926-4100
Agawam	Greater Springfield Senior Services	413-781-8800
Amesbury	AgeSpan	978-651-3063
Amherst	Greater Springfield Senior Services	413-781-8800
Andover	AgeSpan	978-651-3063
Arlington	Springwell	617-926-4100
Ashland	Springwell	617-926-4100
Attleboro	Old Colony Planning Council	774-539-2997
Auburn	Greater Springfield Senior Services	413-781-8800
Ayer	Greater Springfield Senior Services	413-781-8800
Belchertown	Greater Springfield Senior Services	413-781-8800
Beverly	AgeSpan	978-651-3063
Billerica	AgeSpan	978-651-3063
Blackstone	Greater Springfield Senior Services	413-781-8800
Boston-Back Bay	Springwell	617-926-4100
Boston-Brighton	Springwell	617-926-4100
Boston-Charlestown	Springwell	617-926-4100
Boston-Dorchester	Springwell	617-926-4100
Boston-Jamaica Plain	Springwell	617-926-4100
Boston-Mission Hill	Springwell	617-926-4100
Boston-Roxbury	Springwell	617-926-4100
Boston-South Boston	Springwell	617-926-4100
Boston-West Roxbury	Springwell	617-926-4100
Bourne	Old Colony Planning Council	774-539-2997
Braintree	Old Colony Planning Council	774-539-2997
Brewster	Old Colony Planning Council	774-539-2997
Brockton	Old Colony Planning Council	774-539-2997
Brookline	Springwell	617-926-4100
Brookline-Chestnut Hill	Springwell	617-926-4100
Burlington	Springwell	617-926-4100
Buzzards Bay	Old Colony Planning Council	774-539-2997
Cambridge	AgeSpan	978-651-3063
Canton	Old Colony Planning Council	774-539-2997

Centerville	Old Colony Planning Council	774-539-2997
Charlton	Greater Springfield Senior Services	413-781-8800
Chatham	Old Colony Planning Council	774-539-2997
Chelmsford	AgeSpan	978-651-3063
Chelsea	AgeSpan	978-651-3063
Chicopee	Greater Springfield Senior Services	413-781-8800
Clinton	Greater Springfield Senior Services	413-781-8800
Cohasset	Old Colony Planning Council	774-539-2997
Concord	Springwell	617-926-4100
Dalton	Greater Springfield Senior Services	413-781-8800
Danvers	AgeSpan	978-651-3063
Dartmouth	Old Colony Planning Council	774-539-2997
Dedham	Old Colony Planning Council	774-539-2997
Dracut	AgeSpan	978-651-3063
Duxbury	Old Colony Planning Council	774-539-2997
East Longmeadow	Greater Springfield Senior Services	413-781-8800
Easton	Old Colony Planning Council	774-539-2997
Fairhaven	Old Colony Planning Council	774-539-2997
Fall River	Old Colony Planning Council	774-539-2997
Falmouth	Old Colony Planning Council	774-539-2997
Fitchburg	Greater Springfield Senior Services	413-781-8800
Framingham	Springwell	617-926-4100
Franklin	Greater Springfield Senior Services	413-781-8800
Gardner	Greater Springfield Senior Services	413-781-8800
Greenfield	Greater Springfield Senior Services	413-781-8800
Groton	Greater Springfield Senior Services	413-781-8800
Hanover	Old Colony Planning Council	774-539-2997
Hanson	Old Colony Planning Council	774-539-2997
Haverhill	AgeSpan	978-651-3063
Hingham	Springwell	617-926-4100
Holyoke	Greater Springfield Senior Services	413-781-8800
Hopedale	Greater Springfield Senior Services	413-781-8800
Hopkinton	Springwell	617-926-4100
Hudson	Springwell	617-926-4100
Hyannis	Old Colony Planning Council	774-539-2997
Ipswich	AgeSpan	978-651-3063
Kingston	Old Colony Planning Council	774-539-2997
Lancaster	Greater Springfield Senior Services	413-781-8800
Lanesboro	Greater Springfield Senior Services	413-781-8800
Lawrence	AgeSpan	978-651-3063
Lee	Greater Springfield Senior Services	413-781-8800
Leeds	Greater Springfield Senior Services	413-781-8800

Lenox	Greater Springfield Senior Services	413-781-8800
Leominster	Greater Springfield Senior Services	413-781-8800
Lexington	Springwell	617-926-4100
Lincoln	Springwell	617-926-4100
Longmeadow	Greater Springfield Senior Services	413-781-8800
Lowell	AgeSpan	978-651-3063
Ludlow	Greater Springfield Senior Services	413-781-8800
Lynnfield	AgeSpan	978-651-3063
Malden	AgeSpan	978-651-3063
Mansfield	Old Colony Planning Council	774-539-2997
Marlborough	Springwell	617-926-4100
Marshfield	Old Colony Planning Council	774-539-2997
Martha's Vineyard	Old Colony Planning Council	774-539-2997
Mashpee	Old Colony Planning Council	774-539-2997
Medway	Greater Springfield Senior Services	413-781-8800
Melrose	AgeSpan	978-651-3063
Methuen	AgeSpan	978-651-3063
Milford	Greater Springfield Senior Services	413-781-8800
Milton	Old Colony Planning Council	774-539-2997
Nantucket	Old Colony Planning Council	774-539-2997
Natick	Springwell	617-926-4100
Needham	Springwell	617-926-4100
New Bedford	Old Colony Planning Council	774-539-2997
Newburyport	AgeSpan	978-651-3063
Newton	Springwell	617-926-4100
North Andover	AgeSpan	978-651-3063
North Attleboro	Old Colony Planning Council	774-539-2997
North Chelmsford	AgeSpan	978-651-3063
Northampton	Greater Springfield Senior Services	413-781-8800
Northborough	Springwell	617-926-4100
Northbridge	Greater Springfield Senior Services	413-781-8800
Norton	Old Colony Planning Council	774-539-2997
Norwell	Old Colony Planning Council	774-539-2997
Norwood	Old Colony Planning Council	774-539-2997
Peabody	AgeSpan	978-651-3063
Pembroke	Old Colony Planning Council	774-539-2997
Pittsfield	Greater Springfield Senior Services	413-781-8800
Plymouth	Old Colony Planning Council	774-539-2997
Pocasset	Old Colony Planning Council	774-539-2997
Quincy	Old Colony Planning Council	774-539-2997
Raynham	Old Colony Planning Council	774-539-2997
Reading	AgeSpan	978-651-3063

Revere	AgeSpan	978-651-3063
Salem	AgeSpan	978-651-3063
Salisbury	AgeSpan	978-651-3063
Sandwich	Old Colony Planning Council	774-539-2997
Saugus	AgeSpan	978-651-3063
Sharon	Old Colony Planning Council	774-539-2997
Shrewsbury	Greater Springfield Senior Services	413-781-8800
Somerset	Old Colony Planning Council	774-539-2997
Somerville	AgeSpan	978-651-3063
South Hadley	Greater Springfield Senior Services	413-781-8800
Southwick	Greater Springfield Senior Services	413-781-8800
Springfield	Greater Springfield Senior Services	413-781-8800
Stoneham	AgeSpan	978-651-3063
Stoughton	Old Colony Planning Council	774-539-2997
Sudbury	Springwell	617-926-4100
Swampscott	AgeSpan	978-651-3063
Swansea	Old Colony Planning Council	774-539-2997
Taunton	Old Colony Planning Council	774-539-2997
Tewksbury	AgeSpan	978-651-3063
Wakefield	AgeSpan	978-651-3063
Walpole	Old Colony Planning Council	774-539-2997
Waltham	Springwell	617-926-4100
Ware	Greater Springfield Senior Services	413-781-8800
Wareham	Old Colony Planning Council	774-539-2997
Watertown	Springwell	617-926-4100
Wayland	Springwell	617-926-4100
Webster	Greater Springfield Senior Services	413-781-8800
Wellesley	Springwell	617-926-4100
West Groton	Greater Springfield Senior Services	413-781-8800
Westborough	Springwell	617-926-4100
Westfield	Greater Springfield Senior Services	413-781-8800
Westford	AgeSpan	978-651-3063
Weston	Springwell	617-926-4100
Westwood	Old Colony Planning Council	774-539-2997
Weymouth	Springwell	617-926-4100
Wilbraham	Greater Springfield Senior Services	413-781-8800
Wilmington	Springwell	617-926-4100
Winchendon	Greater Springfield Senior Services	413-781-8800
Winchester	Springwell	617-926-4100
Winthrop	AgeSpan	978-651-3063
Woburn	Springwell	617-926-4100
Worcester	Greater Springfield Senior Services	413-781-8800

Wrentham	Old Colony Planning Council	774-539-2997
Yarmouth	Old Colony Planning Council	774-539-2997