

Massachusetts Nursing & Rest Home Ombudsman Contact List

Long Term Care Ombudsmen work with residents to resolve concerns about their quality of life and care within nursing and rest homes. Ombudsmen work to ensure resident rights are respected. To speak to a local Long Term Care Ombudsman, contact us at 617-727-7750 or use the chart below to find the location of a facility, and call the agency listed.

City/Town	Agency	Ombudsman Tel #
Abington	Old Colony Planning Council	508-583-1833
Acton	Minuteman Senior Services, Inc.	781-861-0896
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.	781-861-0896
Ashburnham	Central Massachusetts Area on Aging	508-853-1373
Ashby	Central Massachusetts Area on Aging	508-853-1373
Ashfield	LifePath	413-773-5555
Ashland	Baypath Home and Community Services	508-573-7200
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.	781-861-0896
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
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.	781-861-0896
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.	781-861-0896
Cambridge	Greater Lynn Senior Services, Inc.	781-599-0110
Canton	South Shore Elder Services, Inc.	781-848-3910
Carlisle	Minuteman Senior Services, Inc.	781-861-0896
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
Chestnuthill	Springwell	617-926-4100
Chicopee	WestMass ElderCare, Inc.	413-538-9020
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.	781-861-0896
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	Eld Services of Merrimack Valley/North Shore,	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	Baypath Home and Community Services	508-573-7200
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
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	Baypath Home and Community Services	508-573-7200
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.	781-861-0896
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
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	Baypath Home and Community Services	508-573-7200
Holyoke	WestMass ElderCare, Inc.	413-538-9020
Hopedale	Central Massachusetts Area on Aging	508-853-1373
Hopkinton	Baypath Home and Community Services	508-573-7200
Hubbardston	Central Massachusetts Area on Aging	508-853-1373
Hudson	Baypath Home and Community Services	508-573-7200
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.	781-861-0896
Leyden	LifePath	413-773-5555
Lincoln	Minuteman Senior Services, Inc.	781-861-0896
Littleton	Minuteman Senior Services, Inc.	781-861-0896
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
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	Baypath Home and Community Services	508-573-7200
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.	781-861-0896
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	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	Baypath Home and Community Services	508-573-7200
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	Baypath Home and Community Services	508-573-7200
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
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	Baypath Home and Community Services	508-573-7200
Shirley	Central Massachusetts Area on Aging	508-853-1373
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	Baypath Home and Community Services	508-573-7200
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.	781-861-0896
Sturbridge	Central Massachusetts Area on Aging	508-853-1373
Sudbury	Baypath Home and Community Services	508-573-7200
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
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	Baypath Home and Community Services	508-573-7200
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	Baypath Home and Community Services	508-573-7200
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
Williamstown	Elder Services of Berkshire County, Inc.	413-499-0524
Wilmington	Minuteman Senior Services, Inc.	781-861-0896
Winchendon	Central Massachusetts Area on Aging	508-853-1373
Winchester	Minuteman Senior Services, Inc.	781-861-0896
Windsor	Elder Services of Berkshire County, Inc.	413-499-0524
Winthrop	AgeSpan	978-750-7570
Woburn	Minuteman Senior Services, Inc.	781-861-0896
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