

Become a Volunteer Ombudsman

Do you appreciate the elders and persons with disabilities? Do you enjoy problem solving and advocating and want to make a difference in someone's life? Then the Long-Term Care Ombudsman Program needs you! Join us and discover why being an Ombudsman is a very rewarding experience.

Among the common concerns Ombudsmen address are unanswered call bells, understaffing, low-quality food, loss of personal items, and lack of privacy.

Contact LifePath for more information about becoming a volunteer Ombudsman.



At LifePath, we listen first, and then help each person find the best options for their unique needs. We help elders and persons with disabilities maintain independence and quality of life in their own homes and communities. We help caregivers to find relief and help loved ones to choose the right path.

For over 40 years, we've been offering options for independence. We welcome all people regardless of race, physical appearance or ability, sex, age, nationality or ancestry, class, religious or political beliefs, marital status, sexual orientation, or gender identity.

LifePath, a private, nonprofit corporation, serves Franklin County plus Athol, Petersham, Phillipston, and Royalston. Some of LifePath programs extend into Berkshire, Hampden, Hampshire and Worcester counties.

LifePath, Inc., is an Area Agency on Aging and Aging Services Access Point funded in part by the federal Older Americans Act, Executive Office of Elder Affairs, Massachusetts Council on Aging, MassHealth Office of Long-Term Care, United Way of Franklin County, and other sources both public and private. LifePath is operated by a local volunteer board of directors, a majority of whom are, by law, elders. As an AA/EOE employer, LifePath does not discriminate in program admissions, access, services, or employment practices.

Updated November 2018



Long-Term Care Ombudsman Program

*Protecting the Rights of
Nursing Home and Rest Home Residents*

A Service of LifePath, Inc.

101 Munson Street, Suite 201, Greenfield, MA 01301
413-773-5555 | 978-544-2259 | 800-732-4636
TDD 413-772-6566 | Fax 413-772-1084
Elder Protective Services 24/7 Hotline: 800-922-2275
info@LifePathMA.org | LifePathMA.org



Formerly Franklin County
Home Care Corporation



What is an Ombudsman?

An Ombudsman is a person who visits nursing home and rest home residents with the goal of enhancing the quality of their care and the quality of their lives.

How does the Ombudsman Program help improve the quality of life of long-term care residents?

The Long-Term Care Ombudsman Program:

- Receives and investigates complaints and assists residents in resolving problems.
- Ensures the privacy and confidentiality of residents.
- Educates residents, family members, and staff about residents' rights.
- Empowers residents and families to discuss concerns with nursing home staff.
- Provides information and referrals to anyone interested in long-term care programs and services.
- Advocates for improvements in state and federal laws and regulations.
- Helps to remedy gaps in facility, government, or community services.

How can an Ombudsman help me with a problem?

Ombudsmen are impartial. An Ombudsman will listen and, with your permission, then investigate complaints or problems. Ombudsmen work to resolve your concerns with the help of the facility staff or with the proper community or state agency.

Are Ombudsmen employees of my long-term care facility?

No. Your Ombudsman is a volunteer or program director and is trained and certified by the Massachusetts Executive Office of Elder Affairs.

When will my Ombudsman visit me?

Ombudsmen visit with facility residents on a regular basis, usually weekly.



Your rights as a resident of a long-term care facility

Residents' rights are guaranteed by the federal 1987 Nursing Home Reform Law and state law. Long-term care facility residents maintain the same rights as individuals living in the larger community and are guaranteed additional rights, specific to their status as residents, that strongly emphasize dignity, choice, and self-determination.

You have a right to:

- Be treated with consideration, respect, and dignity.
- Reasonable accommodation of your needs and preferences.
- Participate in the planning of your medical medical treatment.
- Be free from chemical and physical restraints.
- Participate in making decisions about your care.
- Be given advance notice of transfer, discharge, discharge, or room change.
- Have your financial, personal, and medical records be kept private and confidential.
- Visit privately with relatives, friends, and others of your choosing.
- Voice grievances without fear of retaliation.

"I look for him, week after week. It's delightful when I do see him—like an old friend." —Long-term care resident