

How do I talk to an Ombudsman?

Call Greater Lynn Senior Services

Phone: 781-599-0110

Toll free: 1-800-594-5164

TTY: 781-477-9632

Toll free TTY: 844-580-1926

All calls are confidential.

E-mail: omb@glss.net

Web site: www.glss.net

For more information about aging services in Massachusetts, call 1-800-243-4636 or visit www.massoptions.org.

GLSS values diversity and provides services or employment to all members of the community without regard for race, color, national origin, age, sexual orientation, disability, religion, or gender.

Although many of our programs are funded in whole or in part by the Massachusetts Executive Office of Elder Affairs, MassHealth, and the United States Administration on Aging, we depend on and welcome community support to help us meet the needs of local elders.

Credits

The GLSS Long-Term Care Ombudsman program is a free service funded by the federal Older Americans Act. The program is a state and federally mandated program administered through the Executive Office of Elder Affairs.

Services available through GLSS:

- **Information and referral.** With one phone call, you can find the answers to many questions.
- **Help in your home.** Help with personal care, chores, and more...to help you maintain your independence.
- **Meals.** Tasty, nutritious, affordable. Served at several “community cafés” or delivered to your home by Meals on Wheels.
- **Transportation.** We help you find and navigate the options in your community, so you can safely get to the places you need to go.
- **Counseling and support.** We’re here to lend an ear and offer some advice and support in a safe, judgment-free setting.
- **Protection for elders.** We investigate and intervene in instances of elder abuse and neglect. GLSS also regularly visits every area nursing and rest home to protect patients’ rights.
- **Healthy living programs.** We offer a variety of programs to help you feel better and stay connected.

One number for everything:

Call GLSS at 781-599-0110

We’ll listen. We’ll help.

If you live in a nursing or rest home, you have rights! We help you protect those rights, with confidential investigations and complaint resolution.



**If you’re in a
nursing or
rest home
and have a
complaint**

**Long-Term Care
Ombudsman Program**



If you live in a nursing home or rest home, no matter what your age, there's someone who will look out for your rights: the GLSS Ombudsman.

What is an ombudsman?

The Ombudsman program sends state-certified, trained volunteers regularly into all the nursing and rest homes in our area. We speak with residents about their care, make sure their rights are respected, and work to resolve problems.

Do you have to be elderly to get help?

No! An ombudsman can work with anyone of any age who lives in a nursing or rest home to try to resolve an issue or provide information about your rights.

Can other interested parties ask for an Ombudsman?

Yes. Friends, relatives, neighbors, staff... anyone who sees a problem or has a question can contact the GLSS Ombudsman program.

What are your state and federally mandated rights as a resident of a nursing home or rest home?

Your rights include the right...

- To be treated with dignity and respect
- To know about services and charges
- To participate in care planning
- To decline medical treatment
- To confidentiality of medical records
- To privacy in treatment and care
- To control finances
- To freedom from abuse, neglect, and exploitation
- To freedom from restraints
- To express grievances without fear of retaliation
- To appeal admission, transfers, and discharges.

What kind of help can you get?

The GLSS Long-Term Care Ombudsman works to resolve complaints or problems regarding:

- Residents' rights
- Quality of life
- Quality of care
- Living conditions
- Food
- Medical services
- Resident funds
- Social activities
- Transfers and discharges

...and much more.

