



Central Massachusetts  
Agency on Aging, Inc.

[www.SeniorConnection.org](http://www.SeniorConnection.org)

## **LONG-TERM CARE OMBUDSMAN PROGRAM**

### **Contact Information**

Ombudsman is available via phone or video visit.

To schedule:

Call: 508-853-1373

Email: [omb@seniorconnection.org](mailto:omb@seniorconnection.org)

Your Ombudsman is:

**Leiana Anderson, ext. 119**

### **AN OMBUDSMAN:**

- Is a resident rights advocate with the goal that all residents be treated with dignity and respect.
- Is available to help with any concerns about quality of life, care and environment at the facility.
- Works to help resolve any issues that may occur.
- Is a good listener and assures all conversations are confidential.
- Trained & Certified by Massachusetts Executive Office of Elder Affairs, Boston.