

### Assisted Living Ombudsman 617-222-7495

Elder Affairs runs an Assisted Living Ombudsman Program. While Elder affairs does not make recommendation you may contact the Assisted Living Ombudsman Program to inquire if any complaints have been filed against any ALR. The assisted living ombudsman also acts as a mediator and attempts to resolve problems or conflicts that arise between an assisted living residence and one or more of its resident. Anyone can bring a complaint before the ombudsman. The complaint can be on behalf of a specific resident or on behalf of residents as a whole. A complaint can range from violation of an applicable statute or regulation to residents' rights

**Assisted Living in Massachusetts: A Consumer's Guide** can be located at [www.mass.gov/elders](http://www.mass.gov/elders)

### [www.mass-ala.org](http://www.mass-ala.org)

The Massachusetts Assisted Living Facilities Association ([Mass-ALFA](http://www.mass-ala.org)) is a non-profit association dedicated to professionally operated assisted living residences in Massachusetts that provide housing and services for individuals with varied needs and income levels.

### Assisted Living Facilities of Central Massachusetts

<u>Christopher Heights of Worcester</u>	20 Mary Scano Drive	Worcester, MA 01605	508-792-1456
* <u>Eisenberg Assisted Living Facility</u>	631 Salisbury Street	Worcester, MA 01609	508-757-0981
The Elms at Briarwood	65 Briarwood Circle	Worcester, MA 01606	508-852-2670
Hampton Suites at Southgate	30 Julio Drive	Shrewsbury, MA 01545	508-842-8331
* <u>Brookdale Eddy Pond East &amp; West</u>	669-667 Washington Street	Auburn, MA 01501	508-832-8448 508-832-4458
*Notre Dame du Lac	555 Plantation Street	Worcester, MA 01605	508-852-5800
*The Residence at Orchard Grove	258 Walnut Street	Shrewsbury, M 01545	508-841-5735
*Shrewsbury Crossings	311 Main Street	Shrewsbury, MA 01545	508-925-7791
*Benchmark at Tatnuck Park at Worcester	340 May Street	Worcester, MA 01602	508-755-7277

\* Facilities with a special care unit for memory loss/dementia

**Underlined denotes facilities with the Group Adult Foster Care Program (MassHealth) GAFC slots are usually reserved for existing residents at the ALF.**

Disclaimer: This resource comes as a courtesy from Elder Services of Worcester. You are hereby notified that Elder Services of Worcester does not recommend, guarantee or assume liability for the performance or lack thereof, for any of the resources listed. Compiled by the Information & Referral Dept. of Elder Services of Worcester Area updated 04/25 Revised