MARYLAND ACCESS POINT, QUEEN ANNE'S COUNTY

AGENCY: QUEEN ANNE'S COUNTY DEPARTMENT OF COMMUNITY SERVICES

Note: Meals on Wheels Program is still available to current clients. Due to COVID-19 there is a waiting list for new clients but direct all callers to the number for more information. OVERVIEW: Offers assistance for older adults and individuals with disabilities. It is a statewide resource for information and assistance about long-term services and...

MARYLAND DEPARTMENT OF HEALTH, OFFICE OF HEALTH CARE QUALITY, QUALITY MONITORING & COMPLAINTS

AGENCY: MARYLAND DEPARTMENT OF HEALTH

QUALITY MONITORING & COMPLAINTS: Monitors the quality of care in health care facilities and community-based programs, including hospitals, labs, ambulatory care facilities, long-term care, assisted living programs, adult medical day care, and services for persons with developmental disabilities. Also investigates complaints and self-reported incid...
Baltimore City Health Department Division of Aging, Long Term Care Ombudsman Program

Agency: Baltimore City Health Department

Complaint Management: Receives and investigates complaints/concerns made by or on behalf of residents of nursing homes and assisted living facilities. Provides information on long-term care issues in general, residents' rights, long-term care facilities, and elder abuse. Advocates for improvements of state, federal, and local laws and regulations.

Maryland Access Point, Lower Shore (MAP)

Agency: Maryland Access Point, Lower Shore

Note: Meals on Wheels is still in operation during the COVID-19 epidemic. Overview: Offers assistance for older adults and individuals with disabilities. It is a statewide resource for information and assistance about long-term services and supports to allow individuals to remain at home and plan for future needs. Services: 1) Aging and Disability Resources.

Maryland Access Point, Harford County, Ombudsman

Agency: Harford County Office on Aging

Ombudsman: Provides assistance and advocacy for nursing home residents and their families to express concerns/complaints, investigates the matter and engage in necessary steps to resolve them.

Maryland Access Point, Howard County, Long-Term Care Ombudsman Program

Agency: Howard County Department of Community Resources and Services

Long-Term Care Ombudsman: Protects the rights of nursing home and assisted living residents, investigates and works to resolve residents' problems or complaints concerning services or treatment.
MARYLAND ACCESS POINT, ANNE ARUNDEL COUNTY, AGING AND DISABILITY RESOURCE CENTER

AGENCY: ANNE ARUNDEL COUNTY DEPARTMENT OF AGING AND DISABILITIES

AGING AND DISABILITY RESOURCE CENTER: Provides assistance to individuals who are seeking long-term support information and counseling regarding available long-term support options, and determining eligibility for public long-term support programs and benefits. Benefits screening includes level of care determinations for Medicaid nursing facility an...

FREDERICK COUNTY SENIOR SERVICES DIVISION, OMBUDSMAN PROGRAM

AGENCY: FREDERICK COUNTY GOVERNMENT SENIOR SERVICES DIVISION

OMBUDSMAN PROGRAM: Ensures the understanding and implementation of resident’s rights through staff and resident training, receives and seeks to resolve complaints made by or on behalf of long-term residents, protects the privacy and confidentiality of residents and families, educates the community about long-term care facilities, and advocates for ...