

# *Long Term Care Ombudsman Program*

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## *What is the Long-Term Care Ombudsman Program?*

The Long-Term Care Ombudsman Program helps residents in long term care facilities maintain their legal rights, control over their own lives, and personal dignity. Long term care facilities include nursing homes and assisted living communities.

The Ombudsman Program is authorized by the Older Americans Act and Maryland law. In Maryland, Federal, State and local governments fund program operations in 19 regional offices covering all of Maryland's 23 counties and Baltimore City. Ombudsman Program Coordinators act as advocates for residents.

## *Major Responsibilities*

The Ombudsman Program Coordinator's primary responsibility is to:

- Receive and resolve complaints made by or for residents of long-term care facilities.

- Educate consumers and long-term care providers about residents' rights and good care practices.
- Provide information to the public on nursing homes and other long-term care facilities and services, residents' rights, and legislative and policy issues.

## *Who can contact the Long-Term Care Ombudsman Program Coordinator?*

Anyone may contact the Ombudsman. A concern or complaint may come from the resident, resident's family, friend, or even the long-term care facility.

The Ombudsman is required to keep any information provided confidential.

There is no charge for the services of the Ombudsman program.

The telephone number for the St. Mary's County local Ombudsman office is 301-475-4200, ext. 1055.

## *Residents' Rights*

Residents' Rights are guaranteed by the Federal 1987 Nursing Home Reform Law. The law requires nursing homes to "promote and protect the rights of each resident". The 1987 Nursing Home Reform Law protects the following rights of nursing home residents:

- Right to Information
- Right to Complain
- Right to Participate in One's Own Care
- Right to Privacy and Confidentiality
- Rights During Transfers and Discharges
- Right to Dignity, Respect, and Freedom
- Right to Visits
- Right to Make Independent Choices

## Your Department of Aging & Human Services

The St. Mary's County Department of Aging & Human Services provides a wide variety of programs and services to the senior residents of the county.

Our Home and Community-Based Services Division partners with other county agencies to extend a comprehensive and coordinated approach to serving our aging residents. Through joint effort, we are able to pool resources, compliment services, and maximize the options available to the families we serve.

The Department of Aging & Human Services distributes a bi-monthly newsletter by request. To be placed on the mailing list or for more information on any Department of Aging & Human Services program, call 301-475-4200, ext. 1050.

Brought to you by the Commissioners of  
St. Mary's County:  
James R. Guy, President  
Michael R. Alderson, Jr., Commissioner  
Eric S. Colvin, Commissioner  
Michael L. Hewitt, Commissioner  
Scott R. Ostrow, Commissioner  
and the  
Department of Aging & Human Services

*Revised 12/07/2022*

### *Department Locations* **Department of Aging & Human Services Administrative Building**

41780 Baldrige Street  
Leonardtown, MD  
P.O. Box 653  
301-475-4200, ext. 1050

### **Garvey Senior Activity Center**

23630 Hayden Farm Lane  
Leonardtown, MD  
301-475-4200, ext. 1080

### **Loffler Senior Activity Center**

21905 Chancellor's Run Road  
Great Mills, MD  
301-475-4200, ext. 1658

### **Northern Senior Activity Center**

29655 Charlotte Hall Road  
Charlotte Hall, MD  
301-475-4200, ext. 3101

### **Division of Human Services Maryland Access Point (MAP)**

Potomac Building  
23115 Leonard Hall Drive  
Leonardtown, MD 20650  
301-475-4200, ext. 1680

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## St. Mary's County Department of Aging & Human Services



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