Do you or someone you know live in a nursing home or assisted living facility?

Are you **concerned** with the quality of care in the home?

Do you have any **complaints** about the home?

Do you have **questions about** financing nursing home care?

Do you have **general questions** about nursing homes or assisted living facilities?

**CONTACT**

410-638-3025

harfordcountymd.gov/services/aging

Serving all people regardless of race, ethnic origin, creed, income, or physical ability.

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**Advocating for the rights of nursing home and assisted living residents.**

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**THE LONG TERM CARE OMBUDSMAN PROGRAM**

of Harford County

**A free and confidential service.**

**Provides Information**

**Answers Questions**

**Investigates Complaints**

**Resolves Issues**

**Preserves Privacy**

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BARRY GLASSMAN

Harford County Executive

AMBER SHRODES

Director, Department of Community Services

Office on Aging

Harford County Department of Community Services

www.harfordcountymd.gov/services/aging

410.638.3025
WHAT IS AN OMBUDSMAN?

The Ombudsman is a person appointed to receive complaints from individuals about problems or abuses.

The Ombudsman investigates complaints, reports findings and works to settle disputes fairly.

The Ombudsman is an objective listener, a mediator and an advocate for the resident.

The Ombudsman works to defend the rights of residents in nursing homes and assisted living facilities.

WHEN CAN USE AN OMBUDSMAN’S SERVICES?

Residents of any nursing home or assisted living facility.

A Family Member or Friend of a nursing home or assisted living resident.

An Employee on behalf of a resident.

Any Individual or Citizen’s Group interested in the welfare of residents.

Individuals and Families who are considering long-term care placement.

THE OMBUDSMAN PROGRAM CAN:

Provide a channel to express concerns while preserving one's privacy.

Help to Resolve concerns and problems, and encourage self-advocacy.

Advocate on behalf of a resident of a nursing home or assisted living facility.

Educate interested persons about nursing homes, assisted living facilities, regulations governing them and the rights of residents.

Work together with interested persons to improve the quality of life for residents in long-term care facilities.

Provide information and referral services regarding long-term care.

Promote the development of citizen organizations, family councils and resident councils.