

The Long-Term Care Ombudsman Program

An Advocacy and
Education
Resource for
Carroll County
Citizens



Presented by Long-Term Care
Ombudsmen
Gail Gannon and Tina Linder



What is an Ombudsman?

Ombudsmen serve as advocates for residents in nursing homes and assisted living facilities.

In Carroll County, we have:

- 10 nursing homes ranging in size from 60 beds to 150 beds.
- 30 assisted living facilities ranging in size from 3 beds to 100 beds.
- 921 licensed skilled nursing beds in total.
- 875 licensed assisted living beds in total.

Polling Questions

- Have you or a loved one ever lived in, or are currently living in, an assisted living facility or a nursing home?
- If you answered yes, were you satisfied with the services provided?
- If you answered no or sometimes, did you feel like you needed help in getting your questions answered and concerns addressed?
- If you answered yes, were you aware of the Long-Term Care Ombudsman Program as a resource available to you?



What Ombudsmen Do



- Routinely visit long-term care residents
- Help resolve residents' complaints and concerns
- Protect and uphold resident rights
- Support Resident Councils and Family Councils
- Provide placement information
- Offer information and assistance on matters related to long-term care
- Provide community education on topics including resident rights and elder abuse

World Elder Abuse Awareness Day (WEAAD)

**Tuesday,
June 15, 2021**

Reconnecting Our Community to Protect Older Adults

Panel discussion to include information on:

- Fraud and scams targeted at older adults
- Legal and banking protections against financial exploitation (Power of Attorney authority; joint bank accounts, etc.)
- Health and elder abuse: how health and social isolation contributes to abuse; how abuse affects health
- Community resources



How to report suspected abuse

If you suspect abuse of a vulnerable adult living in the community, call:

Adult Protective Services at 410-386-3300.

If you suspect abuse of someone living in a nursing home or assisted living facility, call:

The Long-Term Care Ombudsman Program at 410-386-3800.

If someone is in immediate danger, call **911**.



WE'RE HERE TO HELP

Gail Gannon

Program Manager
Long Term Care Ombudsman Program
(410) 386-3810
ggannon@carrollcountymd.gov

Tina Linder

Long Term Care Ombudsman
Carroll County Bureau of Aging and Disabilities
(410) 386-3817
tlinder@carrollcountymd.gov