

What are my rights if the assisted living facility wants me to leave?

Your Resident Agreement with the assisted living provider tells you when you can be discharged against your will. The Resident Agreement is a contract. The assisted living facility can only discharge you for the reasons described in the Resident Agreement. **You should read carefully before signing.**

You have a right to 30 days notice if the facility wants to discharge you against your will, unless it is an emergency. If you do not have a medical emergency, you must give the facility 30 days notice before you leave. If you do not give 30 days notice, you may owe the facility money.

Protecting Your Rights

Sometimes you have to act to enforce your rights. How you enforce your rights depends on the problem. Pick the options that are right for you, depending on how serious the problem is.

Complain to the Assisted Living Facility

Assisted living facilities must have a procedure for grievances or complaints. They must respond to your complaint promptly. When you are admitted, the facility must give you a written copy of their grievance procedure.

Contact the Long Term Care Ombudsman

The Long Term Care Ombudsman (“Ombudsman”) is a free advocate for residents who will try to help you resolve your concerns. The Ombudsman will also report serious cases to the appropriate authorities. To find your local Ombudsman, call 1-800-243-3425 or go to www.aging.maryland.gov/Ombudsman.html.

File a Complaint with the Maryland Office of Health Care Quality (OHCQ)

OHCQ investigates complaints about assisted living facilities. If you file a complaint, they must investigate your matter. OHCQ may impose severe fines if the assisted living facility has not followed regulations. They can also take away the facility’s license. Contact OHCQ at 1-877-402-8219 or at <http://dhmh.maryland.gov/ohcq>.

Report Abuse or Fraud

If you want to report fraud, waste, or abuse, you can contact the Department of Health and Mental Hygiene Office of the Inspector General Hotline at 1-866-770-7175 or at <http://dhmh.maryland.gov/oig/>.

Contact an Attorney

Maryland Legal Aid may be able to help you, or you can contact a private elder law attorney.

**Maryland Legal Aid’s
Long Term Care Assistance Project
1-866-635-2948**

Lawyer Referral Services

For the Lawyer Referral Service in your county, contact the Maryland State Bar Association at 1-800-492-1964, or www.msba.org/public/referral.asp.

More information about residents’ rights:

- National Consumer Voice for Quality Long Term Care: www.theconsumervoice.org
- Assisted Living Consumer Alliance www.assistedlivingconsumers.org

We want you to know your rights.

This brochure contains general information about your rights, but it is not meant to be legal advice. We make every effort to keep this information up to date. However, the law sometimes changes. If you want information about your specific situation, or if you have a pending legal case, you should contact Maryland Legal Aid or another attorney.

Maryland Legal Aid: Who We Are

This brochure was prepared by Maryland Legal Aid, a non-profit organization dedicated to providing high quality legal advocacy to protect and advance human rights for individuals, families, and communities.

Long Term Care Assistance Project

Maryland Legal Aid's Long Term Care Assistance Project provides free legal help for low-income persons to get the long-term health care they need in the setting of their choice, whether that is at home, in the community through assisted living, or in a nursing home.

What is an Assisted Living Facility?

An Assisted Living Facility provides housing and services for people who need help with daily living, including supportive services, supervision, personal assistance, and/or health-related services. Your housing and your daily services are under one contract. Assisted living facilities are NOT nursing homes, state facilities or self-directed services to assist you in your own home.

Your Rights as an Assisted Living Resident:

As a resident in an assisted living facility, you have the right to:

- Be treated with consideration, respect, and dignity;
- Participate in your own care;
- Refuse treatment;
- Privacy and confidentiality;
- Be free from physical, verbal, sexual and mental abuse;
- Manage your personal financial affairs;
- Meet with a lawyer, in private;
- See friends and family in private;
- Complain about problems;
- Review your medical records;
- Have enough staff time to meet your needs;
- Have input into the choice of a roommate;
- Have 30 days notice before any discharge, unless it is an emergency.

You have many detailed rights, and this brochure does not list them all. If something bad happens and you think your rights were violated, you should take action.



Maryland Legal Aid Offices

Anne Arundel County

229 Hanover St
Annapolis, MD 21401
(410) 972-2700
(800) 666-8330

Baltimore City

500 East Lexington St
Baltimore, MD 21202
Telephone Intake Lines:
(410) 951-7750
(866) MD LAW 4U
(or 866-635-2948)

Business Line:

(410) 951-7777
(800) 999-8904

Baltimore County

29 W. Susquehanna Ave
Ste 305
Towson, MD 21204
(410) 427-1800
(877) 878-5920

District Court Self-Help Resource Centers

Glen Burnie
7500 Gov. Ritchie Highway
Room 206
Glen Burnie, MD 21061
(410) 260-1392
Upper Marlboro
14735 Main St
Room 069B
Upper Marlboro, MD 20772
(410) 260-1392

Lower Eastern Shore Dorchester, Somerset, Wicomico, Worcester

111 High St
Salisbury, MD 21801
(410) 546-5511
(800) 444-4099

Metropolitan Maryland Prince George's

8401 Corporate Drive
Ste 200
Landover, MD 20785
(301) 560-2100
(888) 215-5316
Howard
3451 Court House Dr
2nd Floor
Ellicott City, MD 21043
(410) 480-1057

Midwestern Maryland Carroll, Frederick, Washington

22 S. Market St, Ste 11
Frederick, MD 21701
(301) 694-7414
(800) 679-8813

Montgomery County

600 Jefferson Plaza
Ste 430
Rockville, MD 20852
(240) 314-0373
(855) 880-9487

Northeastern Maryland Cecil, Harford

103 S. Hickory Ave
Bel Air, MD 21014
(410) 836-8202
(800) 444-9529

Southern Maryland Calvert, Charles, St. Mary's

15364 Prince Frederick Rd
P.O. Box 249
Hughesville, MD 20637
(301) 932-6661
(877) 310-1810

Upper Eastern Shore Caroline, Kent, Queen Anne's, Talbot

106 N. Washington St
Ste 101
Easton, MD 21601
(410) 763-9676
(800) 477-2543

Western Maryland Allegany, Garrett

110 Greene St
Cumberland, MD 21502
(301) 777-7474
(866) 389-5243

Statewide

Farmworker Program
(800) 444-4099

**Foreclosure Legal
Assistance Project**
(888) 213-3320

**Long Term Care
Assistance Project**
(866) 635-2948

**Maryland Senior
Legal Helpline**
(866) 635-2948

Veterans' Hotline
(443) 863-4040

**TTY Users: Call Maryland
Relay, Dial 7-1-1**

Visit www.peoples-law.org
for self-help legal information
and community resources.

For more information visit
www.mdlab.org.

Assisted
Living
Residents

Protecting Your Rights in Assisted Living

Advancing Human Rights and Justice for All in Maryland since 1911

