

Your Rights
in Assisted
Living

Your Rights in an Assisted Living Facility

Advancing Human Rights and Justice for All in Maryland since 1911



MARYLAND
LEGAL AID

Maryland Legal Aid: Who We Are

Maryland Legal Aid is a non-profit law firm dedicated to providing high-quality legal advocacy to protect and advance human rights for Maryland's most vulnerable low-income individuals, families and communities.

Know Your Rights!

This brochure is for Maryland residents and contains general information about your rights, but is not meant to be legal advice. Every effort is made to keep this information current. However, the law sometimes changes. If you need information about your specific situation, or if you have a pending legal case, you should seek counsel from Maryland Legal Aid or another legal resource.

What are my rights in an assisted living facility?

An Assisted Living Facility is a facility licensed by the state that 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. A list of licensed assisted living facilities is available at: <https://health.maryland.gov/ohcq/Pages/Licensee-Directory.aspx>.



What are my rights in an assisted living facility?

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 input into the choice of a roommate;
- Receive 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.

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

Your assisted living facility's Resident Agreement 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. Read your Resident Agreement 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 as an Assisted Living Resident

You have options for protecting your rights as an assisted living resident. 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 helps residents resolve their concerns. The Ombudsman assist with voicing complaints to nursing home staff and to the Maryland Office of Health Care Quality and can help you find an attorney or other resources to help. The Ombudsman keeps information confidential and will not act without an individual’s permission. To find your local Ombudsman, call the statewide office at 1-800-243-3425, or go to www.aging.maryland.gov/Pages/Ombudsman.aspx.

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. You can contact OHCQ at 1-877-402-8221, file a complaint online or get the complaint form at: <https://health.maryland.gov/ohcq/Pages/Complaints.aspx>.

Report Abuse or Fraud

If you want to report fraud, waste, or abuse, you can contact the Maryland Department of Health Office of the Inspector General Hotline at 1-866-770-7175 or at health.maryland.gov/oig. The Office of the Attorney General’s Medicaid Fraud Unit also investigates neglect or abuse, you can contact the Medicaid Fraud Unit at 410-576-6521.

Contact an Attorney

Maryland Legal Aid may be able to assist you, or you can contact a private attorney. The Lawyer Referral Service in your county can help you find a private attorney.

Maryland Legal Aid Offices

Anne Arundel County

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

Baltimore City

500 E. Lexington Street
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 Avenue
Suite 305
Towson, MD 21204
(410) 427-1800
(877) 878-5920

Lower Eastern Shore

Dorchester, Somerset,
Wicomico, Worcester
111 High Street
Salisbury, MD 21801
(410) 546-5511
(800) 444-4099

Metropolitan Maryland

Howard, Prince George's
8401 Corporate Drive
Suite 200
Landover, MD 20785
(301) 560-2100
(888) 215-5316

Howard County

3451 Court House Drive
2nd Floor
Ellicott City, MD 21043
(410) 480-1057

Midwestern Maryland

Carroll, Frederick, Washington
22 S. Market Street
Suite 11
Frederick, MD 21701
(301) 694-7414
(800) 679-8813

Montgomery County

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

Northeastern Maryland

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

Southern Maryland

Calvert, Charles, St. Mary's
15364 Prince Frederick Road
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 Street
Suite 101
Easton, MD 21601
(410) 763-9676
(800) 477-2543

Western Maryland

Allegany, Garrett
110 Greene Street
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.