

# THE MARYLAND FAMILY COUNCIL RESOURCE BOOKLET

## *How to Enhance Family Council Meetings*

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Compiled by the  
**National Citizens' Coalition  
for Nursing Home Reform**

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The views expressed in this booklet are those of NCCNHR and do not necessarily reflect the views of OHCQ.

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1424 16th St, NW, Suite 202 • Washington, DC 20036

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# THE MARYLAND FAMILY COUNCIL RESOURCE BOOKLET

## HOW TO ENHANCE FAMILY COUNCIL MEETINGS

Inviting speakers and facility staff to attend some nursing home family council meetings to offer information, support, resources and/or responses to council recommendations can be essential for interesting and productive council meetings. This document suggests people, agencies, and organizations to contact based on the experience of family councils throughout the state of Maryland.

### I. IMPROVING COMMUNICATION WITH FACILITY STAFF AND DECISION MAKERS

One of the most important roles of a family council is to improve communication between family members and facility staff in order to improve residents' lives. This kind of council work involves communicating common concerns, ideas and recommendations to decision-makers at the facility. This input allows family members to have a voice in how decisions are made at the facility and how care is delivered. Improving communication also involves inviting key people to meetings to learn about care delivery, facility operations and new initiatives. A family council should begin by requesting a list of facility managers in order to understand the structure of facility leadership. Key people that many family councils invite to meetings:

- **Administrator** – This person oversees the operation of the entire facility. S/he makes budgetary decisions and often has responsibility for hiring and/or firing staff. The family council may wish to begin by communicating concerns or recommendations to staff and managers who are more directly involved with residents; however, the council should appeal to the Administrator if action is not taken, and should contact the Administrator with overall facility administration questions.
- **Director of Nursing (DON)** – This person oversees the provision of nursing care for the entire facility. S/he is the person to meet with regarding the facility's nursing care or facility-wide nurse staffing decisions or policies.
- **Director of Dietary Services** – This person oversees the provision of food at the facility and, along with the Director of Nursing, implements strategies for preventing weight loss among residents. In many facilities, the Director of Dietary Services works in partnership with a Food Manager, who oversees food preparation and purchasing.
- **Director of Recreation** – This person oversees the recreational activities – parties, music, volunteer or paid entertainment – that are provided for residents. The family council may wish to provide suggestions about the type, frequency, or timing of activities and discuss how family members might help with or be involved in activities.

- **Director of Rehabilitation** – This person directs the rehabilitative services for both short and long-term residents. This person also oversees the provision of “restorative care” at the facility – day-to-day stretching, assistance with walking, etc. – that are provided by a “restorative aide” or CNA.
- **Certified Nursing Assistant** – A family council might wish to sponsor “communication sessions” between families and the CNAs who work at the facility – either through a CNA representative, or with a group of CNAs who want to communicate with families. Family members and CNAs can identify issues to work on together and ways to support each other.
- **Medical Director** – This person oversees all the medical care provided at the facility. S/he is often the primary physician for a number of residents and monitors the care provided by other physicians who practice at the facility.
- **Director of Social Services** – This person oversees all of the social work services that are provided at the facility. Often, social workers lead the resident care plan process in nursing homes. The Director of Social Services may be able to share information about resident care planning and how families can participate. S/he may also be knowledgeable about community resources of interest to the family council.
- **Chaplain** – Some facilities may employ a full or part-time chaplain. This person attends to the spiritual needs of residents and family members. If the facility has a Chaplain, this person may be able to share useful information about the spiritual aspects of death and dying and how to provide support for grieving family members or residents.

### ***Other Topics of Interest to Family Councils***

- **Pharmaceutical Supply** – Medicines are usually supplied to nursing homes by a pharmaceutical supplier. Because medication is expensive and essential to the health of many residents, the family council may want to invite a representative from the pharmaceutical supply company to a family council meeting to share information about the process for delivering medication, and to respond to any common concerns the family council has identified.
- **Billing** – Many family members often have questions about items that appear on the bills they receive for their loved one’s care. It might be helpful for the family council to invite a representative from the billing department to attend a meeting to explain the billing process – how information is input and appears on the bills, how to read statements, etc. – and to respond to any common concerns the family council has identified with regard to billing.

## II. ACCESSING RESOURCES OUTSIDE THE FACILITY

Nursing home family councils also play an important role in educating family members about the public standards for nursing home care, and available resources from outside agencies if concerns arise. Public agency personnel involved with nursing home care who are commonly invited to family council meetings are:

- **Long-Term Care Ombudsman** – This person is responsible for receiving and investigating complaints from family members and residents and advocating on the residents' behalf. Many family councils invite this person to speak about the complaint process and about state and federal regulations pertaining to nursing homes. The long-term care ombudsman can also share information about creative strategies that have been tried successfully at other facilities. Please see Nursing Homes: An Overview of the State System at the end of this document for a listing of the local and state long-term care ombudsmen in Maryland.
- **Department of Health and Mental Hygiene, Office of Health Care Quality** – This agency is responsible for conducting inspections of nursing homes in Maryland. This agency also receives and investigates complaints from family members, residents or staff. This agency has the authority to cite a facility for not complying with state or federal regulations or, in some cases, levy fines for substantiated deficiencies in care. A family council should pay attention to when inspectors are at the facility (they are required to post a sign), and, if desired, request a meeting with the surveyors to discuss the care provided in the facility. Please see the "Licensing and Certification" section of Nursing Homes: An Overview of the State System at the end of this document for the Office of Health Care Quality contact information.
- **Medicaid Agency** – Many families have questions about financing nursing home care for their loved ones. Medicaid is a joint federal/state program that pays for nursing home care for residents who have expended all of their resources, or who don't have sufficient income to pay the costs of care. Care for more than 60% of nursing home residents in Maryland is paid for through Medicaid. A representative from this agency can share information with the family council about qualifying and applying for Medicaid. Please see Nursing Homes: An Overview of the State System at the end of this document for the Medicaid Agency contact information.

### ***Other Topics of Interest to Family Councils***

- **Medicare Outreach** – Many nursing home residents are also eligible for Medicare coverage of hospital care, nursing home care after a stay at the hospital, and some durable medical equipment. The family council can arrange for a speaker to share information with the council about Medicare eligibility and services. One place to contact for information about this topic is the State Health Insurance Assistance Program (SHIP). SHIP is a nationwide, locally implemented, community-based source of one-on-one assistance for people with Medicare. The Maryland SHIP is operated by the Maryland Department of Aging. You can contact the Maryland SHIP at 800-243-3425 in-state calls only, 410-767-1100, 410-767-1083 (TTY).

- **Long-Term Care Insurance** – Though most nursing home residents are not eligible to apply for long-term care insurance because they already require long-term care, many spouses or children of residents may be interested in learning how to evaluate long-term care insurance options for themselves. The family council may want to contact the Maryland State Health Insurance Assistance Program (SHIP) to invite a representative to speak to the council on this topic. You can contact Maryland’s SHIP at 800-243-3425 for in-state calls only, or 410-767-1100, 410-767-1083 (TTY). The Maryland Insurance Administration, Office of Communications, may also be able to share information about long-term care insurance. They can be reached at 525 St Paul Place, Baltimore, MD 21202-2272, tel. 410-468-2000, ext. 2004, 800-492-6116 (toll free), 1-800-735-2258 (TTY), web: <http://mdinsurance.state.md.us>
- **Elder Law** – Many family members have legal questions regarding their loved one’s affairs. The family council may want to invite a respected local eldercare attorney to come and meet with the group. To find an eldercare attorney in your area, contact the National Academy of Elder Law Attorneys, 1604 N. Country Club Rd., Tucson, AZ 85716, tel. 520-881-4005, fax. 520-325-7925, website: <http://www.naela.org>. Also, a legal program that is available to Maryland nursing home residents whose care is paid for by Medicaid is the Statewide Nursing Home Program, Legal Aid Bureau, Inc., 29 West Susquehanna Avenue, Suite 305, Towson, MD 21204-5201, tel. 410-296-6705 or 800-367-7563. Legal Aid offices throughout the state may also be available for assistance to financially eligible clients or for speaking to family councils. You can find contact information for the closest office at <http://www.mdlab.org/Offices.html> or in your local phone directory.
- **Power of Attorney** – Important documents for nursing home residents and their families are a “Power of Attorney,” “Durable Power of Attorney for Health Care,” and a “Living Will.” Finding out about the processing and importance of these documents can be valuable for many family members. A council may want to poll their members to see if this kind of presentation is needed. The facility’s social worker can provide this information.

### III. LEARNING ABOUT ILLNESS AND OFFERING SUPPORT

Family councils also can play an important role in helping residents' family members understand and cope with their loved one's illness. Family councils may want to contact the following organizations to see if they would speak to the council.

- **Alzheimer's Association** – Many nursing home residents suffer from dementia resulting from Alzheimer's disease or another cause. Many state chapters of the Alzheimer's Association offer training and information about dementia and may be willing to speak at a family council meeting.

Greater Maryland Chapter  
1850 York Road, Suite D  
Timonium, MD 21093  
tel: 410-561-9099 or 800-443-2273  
fax: 410-561-3433  
web: <http://alzgmd.org>

National Capital Area Chapter  
Suburban Maryland Office  
2730 University Blvd., West, Suite 808  
Wheaton, MD 20902  
tel: 301-942-2409  
fax: 301-942-3347

- **Hospice** – One issue facing most nursing home residents and their family members at some point is death and the dying process. Many communities have hospice programs that work on improving quality of life for people who are dying. These organizations may be willing to speak to a family council about their services (which are also available to nursing home residents), and the spiritual, emotional, and physical dynamics of the dying process. For contact information for hospice services in your area, contact Hospice Network of Maryland 408 Headquarters Drive, Suite 3H, Millersville, MD 21108, tel. 410-729-4571, fax. 410- 729-4574, email: [hospicemd@cablespeed.com](mailto:hospicemd@cablespeed.com), web: <http://hnmd.org>
- **Conflict Resolution** – Having a loved one in a nursing home can involve strong emotions and disagreements among family members and/or between family members and staff. The family council can help educate family members about conflict resolution strategies by inviting a speaker from a local mediation center to give training on communication, handling emotionally charged situations, and facing conflict. For more information and to find free resources in your area, contact the Maryland Mediation and Conflict Resolution Office, 113 Towsontown Boulevard, Suite C, Towson MD, 21286, tel. 410-321-2398, fax. 410.321.2399, web: <http://courts.state.md.us/macro/> or refer to the listing of community mediation centers at the end of this booklet.

## ***Other Topics of Interest to Family Members***

- **Physical Care** – A good resource for information about physical conditions affecting nursing home residents such as incontinence, pressure sores, or contractures may be a nurse practitioner that cares for residents at your loved one’s facility or another nursing practitioner in your community.
- **Caregiver Support** – A family council may also be able to arrange for a speaker or gather information for members about coping skills, managing stress, and taking care of yourself as a caregiver. Other local services may offer information about how to be more effective in the nursing home family caregiver role. Several resources for information on caregiver support are as follows:

**National Family Caregivers Association:** 10400 Connecticut Avenue, #500, Kensington, MD 20895-3944, tel. 800-896-3650, fax. 301-942-2302, web: <http://nfcacares.org> for the seminar entitled “Communicating Effectively with Health Care Providers”

**National Alliance for Caregiving:** 4720 Montgomery Lane, 5th Floor, Bethesda, MD 20814, email: [info@caregiving.org](mailto:info@caregiving.org)

**State of Maryland Caregiver Support Coordinating Council:**  
<http://dhr.state.md.us/oas/mcssc.htm>

**State of Maryland Department of Aging:** tel. 410-767-1108,  
website: <http://mdoa.state.md.us>

For information about what services are available to help eligible residents leave a nursing home, visit the Nursing Home Transition Grant webpage at: <http://dhr.state.md.us/opas/nursing.htm>, or contact Blessing Asher, Nursing Home Transition Project Coordinator, Office of Personal Attendant Services, Community Services Administration, tel. 410-767-7479.

#### IV. LEARNING ABOUT GOVERNMENT ISSUES THAT AFFECT NURSING HOME RESIDENTS

Many of the policy decisions that affect nursing home residents are made at the state level. Though the primary purpose of a family council is to address issues and work for improvements at the facility level, a family council can also be a resource for families in learning about how politics affects the care in nursing homes and how they can make their voices heard on these issues.

- **Maryland General Assembly** – Family councils may want to invite their state legislative representatives to attend a family council meeting to explain how they are working to improve the lives of nursing home residents, and to educate him or her about the issues confronting nursing home residents and their families. To find contact information for Maryland state representatives, visit the Maryland General Assembly webpage at: <http://mlis.state.md.us> or call the Department of Legislative Services, Library & Information Services at 410-946-5400 (Balt.), 301-970-5400 (DC area), or 800-492-7122 (Other areas).
- **Department of Aging** – To learn more about issues and programs affecting older Marylanders, the Maryland Department of Aging is also a good resource. Some family councils invite a representative from the Department of Aging to present to them yearly to inform them about initiatives and services. The Maryland Secretary of Aging, also acts as Chairperson for the Oversight Committee that was established to monitor implementation of the recommendations of the 1999 Task Force on Quality of Care in Nursing Homes. Please see [Nursing Homes: An Overview of the State System](#) at the end of this document for the Office on Aging contact information.
- **County Council** – Some leaders at the county level may also be good people to invite to address the family council. This can be helpful in learning about what is happening at the county level that may affect nursing home residents. In 2002, the Montgomery County Council passed a law supporting the rights of family councils! Family members can also educate the county council member about issues facing nursing home residents and their families.

## **V. INVOLVING COMMUNITY LEADERS IN HELPING MAKE THE FACILITY THE BEST IT CAN BE**

- **Religious Leaders** – The family council may want to invite local religious leaders to come meet with them. The family council can educate them about their involvement at the nursing home and discuss ways the church community may be able to partner with them on bringing about improvements at the nursing home or to increase religious services for residents. Representatives from the religious community may be good people to ask to make a presentation about ethics and/or take part in a discussion about death and dying.
- **Other Community Leaders** – The family council could also be instrumental in encouraging increased community participation in the nursing home. The council may want to consider inviting leaders of local civic groups such as Rotary Clubs, League of Older Americans, or women’s clubs to meet with them to discuss working for improvements in nursing homes. A local Chamber of Commerce can provide a list of these organizations.

## **VI. CONTACT OTHER FAMILY MEMBERS WHO HAVE HAD SUCCESS**

Many family members are inspired by hearing from other family members who have successfully promoted improvements in their loved one’s care. Several successful family council leaders and participants have agreed to be available for consultation with people who want to start a family council or who want to learn how to be more effective. Contact one of these people for support, or try to contact family council leaders or participants at other facilities in your community. If you’d like to contact one of the family council leaders listed below, please call NCCNHR for contact information. The local long-term care ombudsman for your area can also put you in touch with other family councils.

### **Maryland Suburbs of Washington D.C.**

Mr. Alonza Clarke  
Mitchellville, MD

Mr. Jerry Erbacher  
Chevy Chase, MD

Ms. Twila Bridges  
Laurel, MD

Ms. Barbara Harders  
Silver Spring, MD

### **Baltimore City and Surrounding Areas**

Mr. and Mrs. George & Peggy Hood  
Reisterstown, MD

Ms. Elaine Page  
Baltimore, MD

Ms. Sue Knefley  
Taneytown, MD

Sandy and Mark Laken  
Glyndon, MD

### **Southern Maryland**

Ms. Kate Ricks  
Avenue, MD

## **NURSING HOMES: AN OVERVIEW OF THE STATE SYSTEM**

### **MARYLAND**

#### **State Long-Term Care Ombudsman**

Patricia Bayliss  
State LTC Ombudsman  
Maryland Department of Aging  
301 W. Preston Street  
Room 1007  
Baltimore, MD 21201  
Work: 410-767-1100  
Fax: 410-333-7943

#### **Office of Aging**

Jean Roesser  
Secretary  
MD. Dept. of Aging-III  
State Office Building, Room 1007  
301 W. Preston Street  
Baltimore, MD 21201-2374  
Work: 410-767-1100  
Fax: 410-333-7943

Karen Shelton  
LTC Ombudsman  
Commission on Aging and Retirement  
Education  
LTC Ombudsman Program  
10 North Calvert Street  
Suite 300  
Baltimore, MD 21202  
Work: 410-396-3144  
Fax: 410-385-0381

#### **Licensure and Certifications**

Carol Benner  
Executive Director  
MD Dept. of Health and Mental Hygiene  
Office of Health Care Quality  
Spring Grove Hospital Center  
Bland Bryant Building  
55 Wade Avenue  
Baltimore, MD 21228  
Work: 410-402-8001  
Fax: 410-402-8215

#### **Medicaid Fraud Unit Control**

David Lunden, Director  
Medicaid Fraud Control Unit of Maryland  
Office of the Attorney General  
200 St. Paul Place  
18<sup>th</sup> Floor  
Baltimore, MD 21202  
Work: 410-576-6521  
Fax: 410-576-6314

#### **Board of Examiners for Nursing Home Administration**

Howard White  
State Board of Examiners for NHA  
4201 Patterson Avenue  
Room 313  
Baltimore, MD 21215-2299  
Work: 410-764-4750  
Fax: 410-358-9187

#### **Medicaid Agency**

Debbie Chang  
Deputy Secretary  
Department of Health and Mental Hygiene  
Health Care Financing  
201 W Preston Street  
Baltimore, MD 21201  
Work: 410-767-4664  
Fax: 410-333-7687

#### **Quality Improvement Organization**

Thomas J Schaefer  
President/CEO  
Delmarva Foundation for Medical Care, Inc.  
9240 Centreville Road  
Easton, MD 21601  
Work: 410-822-0697  
Fax: 410-822-7971

**Protection and Advocacy System**

Phillip Fornaci  
Executive Director  
MD Disability Law Center  
Central Maryland Office  
The Walbert Bldg, Suite 400  
1800 North Charles Street  
Baltimore, MD 21201  
Work: 410-234-2791  
Fax: 410-234-2624

Adult Protective Service Agency  
John Kardys  
Director of Adult Services  
Office of Adult & Family Services/Dept. HR  
Community Based Services  
311 W. Saratoga Street, #259  
Baltimore, MD 21201  
Work: 410-767-7384  
Fax: 410-333-0079

**Citizen Advocacy Groups**

Voices for Quality Care  
Kate Ricks  
PO Box 6555, US Postal Service  
Town Center Mall  
Waldorf, MD 20603  
Email: [voicesforqualitycare@hotmail.com](mailto:voicesforqualitycare@hotmail.com)  
<http://voiceforqualitycare.org>

Maryland Advocates for Enhanced LTC  
Kevin McLean, Esq.  
192 McQuay Road  
Severna Park, MD 21146  
Work: 410-431-5004  
Fax: 410-431-5014

**Local and Regional Ombudsman**

Donna Blackwell  
Ombudsman  
Lower Shore - MAC, Inc.  
Area Agency on Aging  
Long-Term Care Ombudsman Program  
1504 Riverside Drive  
Salisbury, MD 21801  
Work: 410-742-0505  
Fax: 410-742-0525  
Area Served: Dorchester, Somerset,  
Wicomico, Worcester Counties

**Local and Regional Ombudsman, Cont.**

Gladys Blankenship  
Ombudsman  
Cecil County Department on Aging  
Long-Term Care Ombudsman Program  
Buckworth Senior Center  
214 North Street  
Elkton, MD 21921  
Work: 410-996-5295  
Fax: 410-620-9483  
Area Served: Cecil County

Linda Carney  
Ombudsman  
Queen Anne's County  
Area Agency on Aging  
Long-Term Care Ombudsman Program  
104 Powell Street  
Centreville, MD 21617  
Work: 410-758-0848  
Fax: 410-758-4489  
Area Served: Queen Anne's County

Susan Chapman  
Ombudsman  
Frederick County Commission on Aging  
Long-Term Care Ombudsman Program  
520 North Market Street  
Frederick, MD 21701  
Work: 301-631-3520  
Fax: 301-631-3554  
Area Served: Frederick County

Arlene Goodwich  
Program Manager  
Baltimore County Department of Aging  
Long-Term Care Ombudsman Program  
611 Central Avenue  
Room 224  
Towson, MD 21204  
Work: 410-887-4200  
Fax: 410-887-5789  
Area Served: Baltimore County

## Local and Regional Ombudsman, Cont.

Tammy Hagin  
Program Manager  
Commission on Aging &  
Retirement Education  
Long-Term Care Ombudsman Program  
10 North Calvert St., Suite 300  
Baltimore, MD 21202  
Work: 410-396-3144  
Fax: 410-385-0381  
Area Served: Baltimore City

Shirley Held  
Ombudsman  
Upper Shore Aging, Inc.  
Long-Term Care Ombudsman Program  
100 Schaubert Road  
Chestertown, MD 21620  
Work: 410-778-6000  
Fax: 410-778-3562  
Area Served: Caroline, Kent, Talbot  
Counties

Melissa Judy  
Services Manager  
Allegany County HRDC  
Long-Term Care Ombudsman Program  
19 Frederick Street  
Cumberland, MD 21502  
Work: 301-777-5970  
Fax: 310-722-0937  
Area Served: Allegany County

Annette Kerr  
Program Manager  
Montgomery County Dept. of Health &  
Human Services  
Long-Term Care Ombudsman Program  
401 Hungerford Drive  
4<sup>th</sup> Floor  
Rockville, MD 20850  
Work: 240-777-3909  
Fax: 240-777-1436  
Area Served: Montgomery County

Christine Lewis  
Ombudsman  
Calvert County Office on Aging  
Long-Term Care Ombudsman Program  
450 West Dares Beach Road  
Prince Frederick, MD 20678  
Work: 410-535-4606  
Fax: 410-535-1903  
Area Served: Calvert County

Shirlene Liberto  
Ombudsman  
Anne Arundel County Office on Aging  
Long-Term Care Ombudsman Program  
2666 Riva Road  
Suite 400  
Annapolis, MD 21401  
Work: 410-222-4464  
Fax: 410-222-4346  
Area Served: Anne Arundel County

Jean O'Neil  
Ombudsman  
Prince George's County  
Long-Term Care Unit  
Aging Services Division  
Long-Term Care Ombudsman Program  
5012 Rhode Island Avenue  
Hyattsville, MD 20781  
Work: 301-699-2696  
Fax: 301-699-3857  
Area Served: Prince George's County

Vivian Omagbemi  
Program Manager  
Montgomery County Dept. of Health &  
Human Services  
Long-Term Care Ombudsman Program  
401 Hungerford Drive  
4<sup>th</sup> Floor  
Rockville, MD 20850  
Work: 240-777-3369  
Fax: 240-777-1495  
Area Served: Montgomery County

## Local and Regional Ombudsman, Cont.

Gloria Peeling  
Ombudsman  
Harford County Office on Aging  
Long-Term Care Ombudsman Program  
145 North Hickory Avenue  
Bel Air, MD 21014  
Work: 410-638-3025  
Fax: 410-638-3069  
Area Served: Harford County

Carol Purkins  
Ombudsman  
Carroll County Bureau on Aging  
Long-Term Care Ombudsman Program  
125 Stoner Avenue  
Westminster, MD 21776  
Work: 410-876-3363  
Fax: 410-840-0436  
Area Served: Carroll County

Ofelia Ross  
Ombudsman  
Howard County Office of Aging  
Long-Term Care Ombudsman Program  
6751 Columbia Gateway Drive  
2<sup>nd</sup> Floor  
Columbia, MD 21046  
Work: 410-313-6423  
Fax: 410-313-6593  
Area Served: Howard County

Ann Schultz  
Ombudsman  
Charles Co. Dept. of Community Services  
Long-Term Care Ombudsman Program  
8190 Port Tobacco Road  
Port Tobacco, MD 20677  
Work: 301-934-0133  
Fax: 301-934-5624  
Area Served: Charles County

Cheryl Senkbeil  
Ombudsman  
Lower Shore-MAC, Inc.  
Area Agency on Aging  
Long-Term Care Ombudsman Program  
1504 Riverside Drive  
Salisbury, MD 21801  
Work: 410-742-0505  
Fax: 410-742-0525  
Area Served: Dorchester, Somerset,  
Wicomico, Worcester Counties

Susan Stedman  
Ombudsman  
St. Mary's County Office on Aging  
Long-Term Care Ombudsman Program  
Garvey Senior Center  
P.O. Box 653  
Leonardtwn, MD 20656  
Work: 301-475-4509  
Fax: 301-475-4503  
Area Served: St. Mary's County

Ligia Teodorovici  
Ombudsman  
Washington County Commission on Aging  
Long-Term Care Ombudsman Program  
9 Public Square  
Hagerstown, MD 21740  
Work: 301-790-0275  
Fax: 301-739-4957  
Area Served: Washington County

Beverly Wyatt  
Garrett City Area Agency on Aging  
Long-Term Care Ombudsman Program  
104 East Center Street  
Oakland, MD 21550-1328  
Work: 301-334-9431  
Fax: 301-334-8555  
Area Served: Garrett County

## MARYLAND ASSOCIATION OF COMMUNITY MEDIATION CENTERS CONTACT SHEET

Anne Arundel Conflict Resolution Center  
2666 Riva Road, Suite 130  
Annapolis, Maryland 21401  
(410) 266-9033 Fax: 410-573-5391  
Linda Deming, Executive Director  
Email: [lindademing@annapolis.net](mailto:lindademing@annapolis.net)

CALM Program in Frederick  
723 N. Market Street  
Frederick, Maryland 21701  
(301) 631-2256 Fax: 301-620-4224  
Kate Palmisano, Executive Director  
Email: [frederickcalm@worldnet.att.net](mailto:frederickcalm@worldnet.att.net) or  
[Mpalmis225@aol.com](mailto:Mpalmis225@aol.com)

Carroll County Youth Service Bureau  
Community Mediation Programs  
332-140 Vintage Road, JCK Center  
Westminster, Maryland 21157  
410-2500 Fax: 410-876-3016  
JoAnne Kreider  
[lambloy@hotmail.com](mailto:lambloy@hotmail.com)  
[ccvsb@carr.org](mailto:ccvsb@carr.org)

Center for Conflict Resolution, Inc.  
1100 Camden Avenue  
Salisbury, Maryland 21801  
(410) 219-2873 Fax: 410-219-2879  
Brian Polkinghorn, Executive Director  
Email: [bdpolkinghorn@ssu.edu](mailto:bdpolkinghorn@ssu.edu)

Chester Valley Community Mediation Service, Inc.  
PO Box 692  
317 Cannon St  
Chestertown, MD 21620  
(410) 810-9188 Fax: 410-810-3105  
Tom Truitt or Danielle Handy  
Email: [cvcms@friend.ly.net](mailto:cvcms@friend.ly.net)

Community Mediation Center of St. Mary's County  
PO Box 853  
12 Court House Drive, # 3  
Leonardtown, MD 20650  
(301) 475-9118 Fax: 301-475-5663  
Irvin Foster, Director  
Email: [communitymediatonstmarys@hotmail.com](mailto:communitymediatonstmarys@hotmail.com)

Community Mediation Program  
3333 Greenmount Avenue  
Baltimore, Maryland 21218  
(410) 467-9165 Fax: 410-516-0134  
Lisa Johnson Peet, Executive Director  
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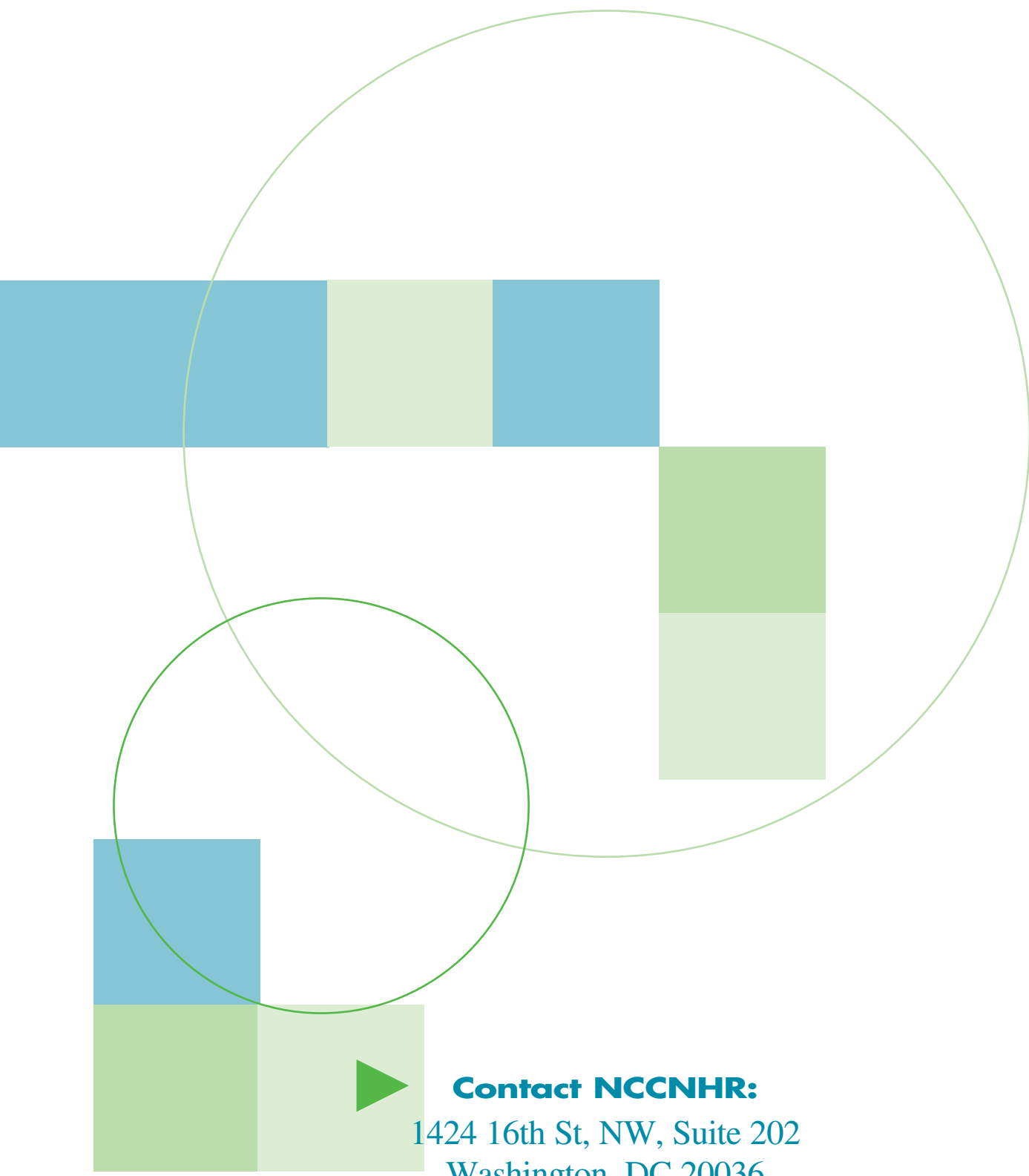
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