

Tucker appointed Garrett ombudsman

From Staff Reports

OAKLAND — The Garrett County Community Action Committee has announced that Bevian Tucker, an employee of GCCAC's Department of Aging and Nutrition, has become a certified ombudsman after completing the Maryland program.

"I'm looking forward to enriching the lives of all our residents, and providing resources for the family members of residents in long-term care facilities in Garrett County," she said. "I can provide information and assistance about resident rights, quality of life, conflict resolution and other concerns that a resident or family member may have. I was drawn to this work because I enjoy advocating for others who have difficulty speaking for themselves or who need guidance on a topic or issue of concern."

The training to become a certified ombudsman requires anywhere from six months to a year of study, plus practical experience, according to GCCAC vice president Gegan Crawford. The course work includes learning and successfully testing in five different areas, ranging from the history of the ombudsman program to effective advocacy for residents and families in long-term care facilities.

Tucker was also required to shadow ombudsmen in several neighboring counties. Representatives from the Maryland Office of Ombudsman then observed her activities locally.

A three-hour exam to assure competency in all the areas of the program is the final step to becoming certified. Upon



Submitted photo

Garrett County ombudsman Bevian Tucker (left) is shown receiving her certification plaque from Stevanne Ellis, ombudsman for the state of Maryland.

review and successful completion of all requirements, the state Ombudsman office certified and appointed Tucker an ombudsman for Garrett County.

The Aging and Nutrition Department at Community Action offers a wide variety of programming and services for senior citizens, including

dine-in meals, exercise classes, home-delivered meals, insurance counseling, assistance with long-term support services and information and assistance with a variety of topics important to seniors.

As home of the local Maryland Access Point, Aging and Nutrition can answer questions for seniors and people

with disabilities. Maryland Access Point can be reached at (301) 334-9431, ext. 6168.

More information about the programs and services offered by Garrett County Community Action can be found by visiting www.garrettcac.org or by calling (301) 334-9431 and asking for Aging and Nutrition.