

## **COVID-19 Resource Directory for Older Adults and Family & Friends in Baltimore City**

*Updated 4.10.2020*

### **Where can I find help getting food?**

If you need someone to talk to and help answer questions, call Maryland Access Point (MAP) at 410-396-2273 (CARE) or email at [MAP.BCHD@baltimorecity.gov](mailto:MAP.BCHD@baltimorecity.gov)

### **Where can I report scams or fraud?**

Call the Maryland Attorney General's hotline to report consumer fraud or medical fraud. Due to an increased volume of calls during the COVID-19 emergency, you may have to leave a message, but you will receive a call back.

- Consumer issues (410-528-8662)
- Medical billing issues (410-528-1840)

### **I'm worried about neglect or abuse of a loved one in a long-term care facility.**

Call the Long-Term Care Ombudsman program (410-396-3144) at the Baltimore City Health Department for assistance.

### **I'm worried about neglect or abuse of an older adult in the community.**

Call Adult Protective Services (APS) or Stop Abuse of Elders (SAFE) to get help:

- APS (410-361-5000)
- SAFE helpline (410-843-7571)

### **Who can I call for legal help?**

The following organizations can provide free assistance with civil cases:

- Senior Legal Services (410-396-1322)
- Maryland Volunteer Lawyers Service (800-510-0050 / 410-547-6537)

### **Where can I get support for loved ones if I'm concerned about mental health?**

You can call Baltimore's Crisis, Information and Referral Line anytime for support for your mental and emotional health at 410-433-5157.

You can also call the Baltimore Neighbors Network to get support for yourself and your loved ones at (410) 324-2917.

### **How do I connect with volunteer efforts to receive support or help others?**

You can find a calendar of United Way's volunteer opportunities in Baltimore [here](#). Baltimore Neighbors Network also has opportunities to get and provide mental health support in your communities - you can register on their [website](#).

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### **Are there virtual rec center activities I can join?**

You can find free tutorials, games, and fitness programs at the virtual rec center [here](#).

### **Where can I get a daily automated check up call for myself or a loved one?**

Senior Call Check is a free service for adults 65+. Participants receive an automated call every day. After 3 unanswered calls, a friend or family member you've chosen will be called. Register on the phone (M-F 8 am-5 pm & Saturday 9 am-3 pm) at 1-866-50-CHECK or online at <https://aging.maryland.gov/Pages/senior-call-check.aspx>.