

# Archway Station Short Takes April 2023

**Check out Short Takes on the web @ <http://archwaystation.net>  
choose “Resources I links” located at the top, right of the page,  
then select Archway Short Takes”**

Archway Station  
Wellness &  
Recovery Center  
121 Memorial  
Avenue  
Cumberland, MD  
21502  
301-724-2582  
Ext. 5118  
Website:  
[archwaystation.net](http://archwaystation.net)

## **Special Points of Interest:**

Quarterly  
Information

## **Inside this Issue:**

Wellness &  
Recovery Center  
Information

Menu/ Activity  
Schedule

Health Home  
Notes

## **April is National Stress Awareness Month**

Adapted from: <https://www.bioiq.com/7-tips-for-preventing-and-managing-stress/>

Whether it's positive stress (like planning a wedding) or negative stress (such as getting laid off), everyone has felt the effects of stress at one point in their lives. Stress often manifests as physical symptoms, such as fatigue, headaches and muscle tension and can even lead to serious health issues, such as cardiovascular disease. In fact, 77% of Americans report that they experience physical symptoms as the result of stress. Additionally, 33% feel they are living with extreme stress and 48% blame stress for negatively impacting their personal and professional lives.

April is National Stress Awareness Month, and while stress is unavoidable for the vast majority of Americans, there are many ways to help prevent and manage it. Take a look at these seven tips for preventing and managing stress in your life.

Eating a diet full of fresh, whole foods helps the body combat stress naturally. It is also wise to avoid stimulants like caffeine, alcohol and nicotine that can amplify stress, interfere with sleep and worsen the effects stress has on the body.

Getting the recommended amount of exercise lowers blood pressure and provides a healthy outlet to relieve stress. Rhythmic exercise such as walking, jogging and swimming has proven to be especially effective. Aim for 30 minutes of moderate activity, five days a week.

There is a reason sleep deprivation is a form of torture. Not getting a proper amount of sleep makes it difficult to deal with stressful situations and can increase anxiety and depression. To establish a healthy sleeping routine, make sure to turn off all electronics at least 30 minutes prior to going to bed and try to establish a calming nighttime ritual, such as reading or meditating. This ritual will signal your mind to relax and prepare for a restful night sleep.

Other things to try include:

- Put your feelings on paper
- Be proactive
- Talk about your problems
- Do something you enjoy
- And never underestimate the power of a Smile

# **Archway Station, Inc.**

## **Person-Centered Planning Philosophy**

Archway believes in and uses the philosophy and approaches of person-centered planning. One critical way to show respect for each person's individuality is through the use of person-centered planning which focuses on first, understanding the person and then, helping the person use effective decision-making skills to guide their journey of recovery.

Person-centered planning means that we listen to you closely in order to understand what is important to you in your life. We listen to what is and isn't working for you and what you think needs to change. Workers form a helping partnership with you and work together on a plan that is meaningful to you. We help you find a main goal to work on and break it down into a few steps that will help you reach your goals.

# Wellness & Recovery Center Lunch April 2023

Mon, Wed, & Fri - Lunch served at W&R Center with Bread & Milk between 11am-11:45am.

Tue & Thu - Packed Lunches can be picked up at W&R at 11:00 am, if ordered by 10:00am at 301-724-2482 ext. 5100.



Monday	Tuesday	Wednesday	Thursday	Friday
3 Scrambled Eggs Hash Brown Banana	4 Ham & Cheese Sandwich Asian Salad Blueberries	5 Chicken Thigh Broccoli Plum	6 Peanut Butter & Jelly Sandwich Celery Tropical Fruit	7  CLOSED EASTER HOLIDAY
10 Sloppy Joe Tater Tots Coleslaw Applesauce	11 Shrimp Salad Sandwich Red Pepper Strips Raspberries	12 Tomato Soup Grilled Cheese Sandwich Apple	13 Turkey Salad Sandwich Cherry Tomatoes Grapes	14  Leftovers
17 Hot Dog Sauerkraut Mashed Potatoes Pears	18 Turkey Sandwich Cauliflower Raisins	19 Fish Sandwich Mixed Vegetables Nectarine	20 Buffalo Chicken Sandwich Asian Salad Blackberries	21  Leftovers
24 Hamburger Gravy over Biscuit Green Beans Cantaloupe	25 Chicken Salad Sandwich Broccoli Fruit Cocktail	26 Bean Soup Ham Sandwich Honeydew	27 Hoagie Potato Salad Watermelon	28  Leftovers

## Archway's Wellness and Recovery Center Schedule APRIL 2023

Monday	Tuesday	Wednesday	Thursday	Friday
<b>3</b> 9:30 am – ADHD  11:45 am – Art with Cindy	<b>4</b> 9:30 am – Shopping in Lavale  11:45 am – Downtown Cumberland	<b>5</b> 9:30 am – Discussion 10:00 am – Waystation Presentation  11:45 am – Walking Track at Allegany College (Walking Club/Track Steps)	<b>6</b> 9:30 am – Food Box Delivery HRDC  11:45 am – Library	<b>7</b>  Closed Easter Holiday  
<b>10</b> 9:30 am – PTSD  11:45 am – Art with Cindy	<b>11</b> 9:30 am – Making Food Boxes HRDC (At Friend's Aware)  11:45 am – Card Games	<b>12</b> 9:30 am – Understanding your Medication?  11:45 am – Pictionary	<b>13</b> 9:30 am – Sideling Hill Exhibit Center  11:45 am – YMCA	<b>14</b> 9:30 am – Video Games with David  11:45 am – Sci-Fi shows and Movies with Jeff
<b>17</b> 9:30 am – How's It Going 10:00 am – Priority Partners (Healthy Habits)  11:45 am – Art with Cindy	<b>18</b> 9:30 am – Tour of Frostburg  11:45 am – Outdoor Meditation	<b>19</b> 9:30 am – Interviewing and Mock Job Fair  11:45 am – Trivia	<b>20</b> 9:30 am – Library  11:45 am – Wii  *Tentative Pet Food Give Away	<b>21</b> 9:30 am – Outdoor Games  11:45 am – Karaoke
<b>24</b> 9:30 am – Open Conversation  11:45 am – Art with Cindy	<b>25</b> 9:30 am – Canal  11:45 am – Constitution Park	<b>26</b> 9:30 am – Simple Cooking  11:45 am – Karaoke	<b>27</b> 9:30 am – Science Activity  11:45 am – YMCA	<b>28</b> 9:30 am – Abby  11:45 am – Festive Finale

\*Western Maryland Foodbank Pet Food Pantry dates to be announced\*

# *April Health Home Notes*

## *April is National Donate Life Month*

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### **Facts about Organ donation**

#### **Who can be a donor?**

People of all ages and medical histories should consider themselves potential organ, eye and tissue donors. Your medical condition at the time of death will determine what organs and tissue can be donated.

Living donors should be in good overall physical and mental health and older than 18 years of age. Some medical conditions could prevent an individual from being a living donor. Transplant programs complete a full patient evaluation to protect both living donor and recipient health and safety.

#### **Does my social and/or financial status play any part in whether I will receive an organ if I ever need one?**

No. A national system matches available organs from the donor with people on the waiting list based on blood type, body size, how sick they are, donor distance, tissue type and time on the list. Race, income, gender, celebrity and social status are never considered.

#### **Why should I register my decision to be a donor?**

The vast majority of Americans support donation as an opportunity to give life and health to others. Unfortunately, many people overlook the important step of registering as a donor. Donors are often people who die suddenly and unexpectedly. Their families are then faced with making the decision at a time of shock and grief. Registering relieves your family of this burden.

### **Organ Donation Statistics**

- In 2021, more than 41,000 transplants from 20,300 donors brought renewed life to patients and their families and communities.
- More than 100,000 people are waiting for lifesaving organ transplants.
- 60% of patients awaiting lifesaving transplants are minorities.

- Another person is added to the nation's organ transplant waiting list every 9 minutes.
- 17 people each day while waiting for a transplant. 6151 transplant candidates died in 2020 while on the national transplant waiting list
- 85% of patients on the waiting list are waiting for a kidney. The average waiting time for a kidney from a deceased donor is 3 to 5 years. A kidney from a living donor offers patients an alternative to years of dialysis and time on the national transplant waiting list (the living donor's remaining kidney will increase in size, doing the work of two healthy kidneys).
- 11% of patients waiting are in need of a liver. Living donation of part of the liver can help these patients (the remaining portion of the donor liver will regenerate and regain full function).
- More than one-third of all deceased donors are age 50 or older; 7% are age 65 or older.
- More than 2.5 million lifesaving and healing tissue transplants are performed each year, offering patients a new chance at healthy, productive, and normal lives.
- A single tissue donor can help more than 75 people.
- More than 85,600 corneal transplants help to restore sight each year.
- More than 170 million people are registered organ, eye and tissue donors.

**Any questions and/or concerns about your health  
stop by or  
call the Health Home office and speak with our staff.**

**Nina Likens RN-BSN, Health Home Nurse Care  
Manager**

**301-724-2582 ext. 5117 or 301-876-1477**

**Julie Davis, Health Home HSW3**

**301-724-2582 ext. 5110 or 301-876-1857**

# THIS IS OUR SHOT TO STOP THE FLU

## #1 WAY TO PREVENT THE FLU:

Although washing your hands and disinfecting surfaces are helpful, the flu virus is highly contagious and should not be taken lightly. **THE BEST PROTECTION AGAINST THE FLU IS TO GET VACCINATED.**

Here are some other facts you need to know as the flu season approaches:

The flu is spread through respiratory secretions. For example, when infected people:

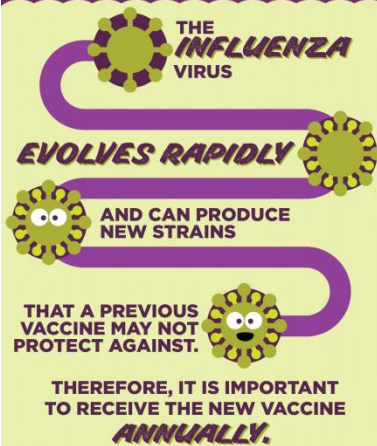


**TALK COUGH SNEEZE**

respiratory droplets that contain the virus can potentially land in the mouths or noses of those nearby.



Although the nasal version of the vaccine is a 'live' vaccine, IT CAN NOT ACTUALLY CAUSE THE FLU.



It takes up to **TWO WEEKS** to build immunity after a flu shot,



so the **SOONER** you receive your vaccination, **THE BETTER.**

**UPMC**  
LIFE CHANGING MEDICINE

[UPMC.com/Healthbeat](http://UPMC.com/Healthbeat)

## Flu Season is upon us. Get your flu shot today!

Flu Shots are available locally at:

- ✓ CVS
- ✓ Walgreens
- ✓ PharmaCare
- ✓ Potomac Valley Pharmacy
- ✓ Martins Pharmacy
- ✓ Walmart Pharmacy
- ✓ UPMC Urgent Care Centers
- ✓ Your primary care provider

Any questions and/or concerns, please feel free to stop by the Health Home office for

Common Cold	The Flu
Fevers are rare	Fevers are common
Gradual onset of symptoms	Sudden onset
Stuffy nose, congestion, sneezing common	Stuffy nose, congestion, sneezing sometimes occur
Vomiting and diarrhea unlikely	Vomiting and diarrhea common
Sore throat is common	Sore throat is rare
Chills are uncommon	Chills are very common
Muscle aches sometimes occur	Muscle aches are common

# Urgent Care vs. Emergency Department

Our Urgent Care Centers Treat:

- Animal bites
- Dehydration
- Ear pain
- Fever
- Flu-like symptoms
- Infections
- Lacerations
- Mild asthma
- Minor burns

- Nose bleeds
- Mild sprains and fractures
- Painful urination
- Persistent diarrhea
- Skin rashes and other irritations
- Sore throat
- Urinary tract infection
- Vomiting

All require prompt care but are not immediately life-threatening. The Cumberland, Frostburg or McHenry Urgent Care Centers will likely be able to give treatment far more quickly than an Emergency Department.

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Our Emergency Department Treats:

- Abdominal pain
- Coughing up blood
- Drug overdose
- Head injury
- Seizures
- Severe burns
- Severe diarrhea or vomiting

- Shortness of breath
- Spinal injuries
- Sudden changes in vision
- Sudden mental confusion
- Sudden or severe chest pain
- Uncontrolled bleeding

As a patient in the UPMC Western Maryland Emergency Department, you will have access to advanced treatment and equipment. If needed, the staff will admit you to the hospital for surgery or other immediate treatment.

\*\*\*Please note: If you frequently visit the ER, or have been in the ER within 6 months, you will likely be contacted by Potomac Case Management. They have received funding and are working with the hospital to reduce ER visits and re-admissions to the hospital. They are notified by the hospital staff, not by Archway. They will want to arrange a meeting with you and talk about your discharge instructions and follow-up care.



# Attention!

Material beyond this point doesn't change often, therefore, we will only include it quarterly.

If there is a change to any of this information in between times, we will alert you.

Be mindful:

If you use this information regularly, please keep this copy on hand.

Your next copy with this information included will be in the July Short Takes.

# REACHING YOUR TEAM

This directory can help you reach your team and other Archway Staff

## Queen Street 301-777-1700

Team 1 (Community Based Support Services - PRP)	Press 1
Team 2 (Community Based Support Services - PRP)	Press 2
Team 3 (Community Based Support Services - PRP)	Press 3
Intake & Enrollment	Press 4
CAYA	Press 5
BHA Residential Services	Press 6
DDA	Press 7
Dee	Ext. 2118
Wendy	Ext. 2120
Chantal	Ext. 2125

## Wellness & Recovery Center 301-724-2582

Health Home	Press 3
Wellness & Recovery Center Staff Office	Press 4
DDA House Managers	Press 6
Kitchen	Ext. 5100
Bernard	Ext. 5105

## 24/7 Residential

Longview	301-777-3208
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## Community Residential

Piedmont	301-722-3836
Penn	301-722-1314
Penn <sup>2</sup>	301-777-8492

## 40 Hour Residential

Utah	301-722-1314
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My HSW's extension is: \_\_\_\_\_

# **W&R CENTER'S SCHEDULE**

## **MONDAY-WEDNESDAY-FRIDAY**

<b>09:00am - 09:30am</b>	<b>WELCOME</b>
<b>09:30am - 10:00am</b>	<b>GROUP # 1 STARTS</b>
<b>10:00am - 10:10am</b>	<b>BREAK</b>
<b>10:10am - 10:30am</b>	<b>2nd PART OF GROUP #1</b>
<b>10:30am - 10:40am</b>	<b>BREAK</b>
<b>10:40am - 11:00am</b>	<b>3rd Part of Group #1</b>
<b>11:00am - 11:45am</b>	<b>LUNCH</b>
<b>11:45am - 12:05pm</b>	<b>GROUP # 2 STARTS</b>
<b>12:05pm - 12:15pm</b>	<b>BREAK</b>
<b>12:15pm - 12:35pm</b>	<b>2nd PART OF GROUP #2</b>
<b>12:35pm - 12:45pm</b>	<b>BREAK</b>
<b>12:45pm - 01:00pm</b>	<b>3rd PART OF GROUP #2</b>
<b>01:30pm</b>	<b>CENTER CLOSES</b>



## **TUESDAY-THURSDAY**

**Tuesday and Thursday will be Community Integration.**

**The Wellness & Recovery Center will be open from 9am-1:30 pm.**

**You will have the opportunity to volunteer in the community and/or participate in community activities. A packed lunch will be available if you call the kitchen by 10:00 am to order 301-724-2582 ext. 5100.**

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### **Weather:**

If the weather is bad, the W & R Center will go by what the Allegany County Transit System is doing. If they don't run, we don't open. If they don't start running until after 9 am, we open when they start running. Please listen to your radio when the weather is bad. Also, you can receive text messages from Allegany County Transit about delays/closings by texting TRANSIT to 888-777.

### **Cab Issues:**

If you have a complaint about the cab services while using a cab voucher, please call Terri Stevenson @ 45 Queen Street 301-777-1700 Ext. 2121.

# URGENT CARE vs ED

## When to Visit Urgent Care



*Rashes*



*Tooth Pain*



*Strains and Sprains*



*Cuts needing stitches*



*Sore Throat*



*Low back pain*



*Eye redness/irritation*



*Bites and Stings*



*Cold and Flu*

## When to Visit Emergency Dept



*Stomach Pain*



*Allergic Reactions*



*Eye & Head Injuries*



*Serious Burns*



*Stroke*



*Breathing Difficulty*



*Chest Pain/Heart Attack*



*High Fever*



*Poisoning or drug overdose*

**WMHS**  
**URGENT**  
CARE CENTERS

Frostburg Medical Center Frostburg Plaza: 301-689-3229  
Hunt Club Medical Clinic Hunt Club Plaza: 304-726-4501



# AFFORDABLE CONNECTIVITY PROGRAM

## WHAT IS IT?

The Affordable Connectivity Program is an FCC program that helps connect families and households struggling to afford internet service.

### The benefit provides:

- Up to \$30/month discount for internet service;
- Up to \$75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider.

## WHO IS ELIGIBLE?

**A household is eligible if one member of the household meets at least one of the criteria below:**

- Has an income that is at or below 200% of the Federal Poverty Guide lines;
- Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or Lifeline;
- Participates in Tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal TANF, or Food Distribution Program on Indian Reservations;
- Is approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision;
- Received a Federal Pell Grant during the current award year; or
- Meets the eligibility criteria for a participating broadband provider's existing low-income program.

## TWO STEPS TO ENROLL

# 1

Go to **ACPSBenefit.org** to submit an application or print out a mail-in application.

# 2

Contact your preferred participating provider to select an eligible plan and have the discount applied to your bill.

Some providers may have an alternative application that they will ask you to complete.

Eligible households must both apply for the program and contact a participating provider to select a service plan.

## LEARN MORE



Call **877-384-2575**, or



Visit **fcc.gov/acp**







## **Behavioral Health Services Transportation Opportunity**

The Allegany Health Department Behavioral Health Services is offering free transportation to individuals meeting the qualifications below. These individuals will be picked up and dropped off for appointments with the Behavioral Health Services.\*

**To qualify, you must meet one or more of the following criteria:**

1. Mothers of drug-addicted infants
2. Parents of children in need of assistance
3. Hospital emergency room admittees
4. Needy families receiving Temporary Cash Assistance
5. Foster care children and parents
6. Children in after-school programs and their parents, including children and parents in programs supported by the Maryland After-School Opportunity Fund
7. Adolescents
8. Parents subject to arrearage in child support payments
9. Drug offenders under the supervision of the Division of Parole and Probation
10. Pretrial correctional inmates
11. Pre-release correctional inmates
12. The general inmate population within county-managed correctional facilities
13. Parents of children entering out-of-home placements, or at risk of entering out-of-home placements
14. Drug offenders under the supervision of the problem-solving courts

***\*NOTE: Must utilize existing transportation services if available before contacting the Health Department for transportation.***

**FREE TRANSPORTATION  
Don't Miss an Appointment!**

***Contact us to place a transportation request.***

**Allegany County Health Department Behavioral Health Services  
12503 Willowbrook Road SE, Cumberland, MD 21502**

**301-759-5050**



ALLEGANY COUNTY TRANSIT SCHEDULE

JULY 2021

M-F 730 am - 4 pm		RED LINE						
		To Hospital & ACM						
FREDERICK STREET		730	800	900	1000	1100	100	200 300
Kent Ave Johnson Heights		735	805	905	1005	1105	105	205 305
Health Department		739	809	909	1009	1109	109	209 309
WHMS - Hospital		741	811	911	1011	1111	111	211 311
Allegany College of Maryland		744	814	914	1014	1114	114	214 314
Finan Center		--	--	918	--	--	--	218 --
Decatur St. & Baltimore Ave		752	822	922	1022	1122	122	222 322
		To Virginia Ave						
FREDERICK STREET		800	830	930	1030	1130	130	230 330
Cumberland Martin's		--	833	933	1033	1133	133	233 333
HRDC Virginia Avenue		--	837	937	1037	1137	137	237 337
Potomac St. & Virginia Ave		--	841	941	1041	1141	141	241 341
HRDC Virginia Avenue		--	847	947	1047	1147	147	247 347
Cumberland Martin's		--	850	950	1050	1150	150	250 350
FREDERICK STREET		856	956	1056	1156		156	256 356
RED LINE REQUEST STOPS - Urology Associates or Surgery Center								
M-F 8 am - 430 pm		BLUE LINE						
		To S. Cumberland						
FREDERICK STREET		800	900	1000	1100	100	200	300 400
Cumberland Martin's		803	903	1003	1103	103	203	303 403
S.Cumberland Marketplace		--	911	--	1111	--	211	-- 411
Mt. View Apts/Cascades		813	913	1013	1113	113	213	313 413
Archway / Jane Frazier		815	915	1015	1115	115	215	315 415
Cumberland Martin's		820	920	1020	1120	120	220	320 420
		To Hospital & ACM						
FREDERICK STREET		830	930	1030	1130	130	230	330
Decatur St./Baltimore Ave		834	934	1034	1134	134	234	334 --
WHMS - Hospital		839	939	1039	1139	139	239	339 --
Allegany College of Maryland		840	--	1040	--	140	--	340 --
Cumberland Meadows Apts		845	--	1045	--	145	--	345 --
Decatur St. & Baltimore Ave		851	945	1051	1145	151	245	351 --
FREDERICK STREET		855	950	1055	1150	155	250	355 --
M-F 730 am - 4 pm		GREEN LINE						
		To Naves Cross Road						
FREDERICK STREET		730	900	1030	100	230	--	--
Naves Cross Road. Sheetz		735	905	1035	105	235	--	--
Western Md Recovery		739	909	1039	109	239	--	--
Bedford Rd & Acre Ln / VFD		743	913	1043	113	243	--	--
Bedford St & Marietta St		751	921	1051	121	251	--	--
		To LaVale						
FREDERICK STREET		800	930	1100	130	300	--	--
Centre St & Valley St		805	935	1105	135	305	--	--
Nat'l Hwy & Campground Rd		815	945	1115	145	315	--	--
LaVale Plaza (Ollies)		818	948	1118	148	318	--	--
Red Hill Plaza		820	949	--	--	--	--	--
Braddock Square		821	951	1121	151	321	--	--
CC Mall Theaters & Walmart		830	1000	1130	200	330	--	--
US 220 & Moss Ave (Shooters)		840	1010	1140	210	340	--	--
Goodwill Industries		843	--	--	--	343	--	--
Greene St & Fayette St.(Dingle)		852	1018	1148	218	352	--	--
Kelly Rd YMCA (*By Request)		*	*	*	220	*	--	--
FREDERICK STREET		857	1027	1155	225	357	--	--
* Green Line Request stops - YMCA or Tri State Clinic								
M-F 8 am - 430 pm		GOLD LINE						
		(To CC Mall & Frostburg)						
FREDERICK STREET		800	900	X1030	--	--	200	330
Lee St & Paca St (Q C Towers)		--	905	--	--	--	205	--
Greene St & Fayette St (Dingle)		--	909	--	--	--	209	--
CC Mall Theaters Only		--	920	1040	1135	--	220	340
Weis Market		--	931	1051	1151	--	231	351
Frostburg Plaza Upon request*		--	934	--	--	--	234	--
Bowery St & Paul St		--	939	1059	1159	--	239	354
****	Lowdens Lot	--	--	1108	--	1122	1142	-- 356
F	Annapolis Hall	--	--	1110	--	1130	1150	-- 400
S	Edgewood Commons	--	--	1113	--	1133	1153	-- 403
U	Active network upon request*	815	*	*	--	*	*	* 405
LOOP	Pullen Hall (PE Center)	--	--	1118	--	1138	1158	-- 407
****	Guild Center	--	--	1120		1140	1200	-- 408
College Ave & Maple St		820	941	1101	--	--	110	241 410
State St & Broadway		823	944	1104	--	--	112	244 412
To Country Club Mall,LaVale, & Downtown Cumberland								
Main St Palace Theater		827	948	1108	--	--	116	248 416
Frostburg Plaza Upon request*		832	953	--	--	--	121	-- --
Weis Market		--	955	1113	--	--	125	255 422
Braddock Square		--	Y	1120	--	--	Y	Y 430
CC Mall Theaters Only		--	1010	1130	--	--	140	310 435
Nat'l Hwy & Long Dr		--	1014	--	--	--	144	314 439
FREDERICK STREET		854	1026	--	--	--	156	326 450
REGULAR GOLD LINE ROUTE- FSU SHUTTLE LUNCH COVER								
(*Shaded trip to Country Club Mall runs when FSU is NOT in session.) Spring, Summer and Winter breaks.								
GOLD LINE Request Stop - *= Active Network - X=Express I-68 Y=Passes								

Tues & Fri only PURPLE LINE			
To LaVale, Lonaconing & Westernport			
FREDERICK STREET	800	--	130
Kelly Rd YMCA	807	--	137
Lee St & Paca St (Queen City Towers)	810	--	140
Seton Dr.	819	--	149
CC Mall Theaters & Walmart	830	--	200
MD 36 & Douglas Ave (Lonaconing)	855	--	225
MD 135 McDonald's (Westernport)	915	--	245
Westernport Senior Center	917	--	247
MD 36 & Douglas Ave (Lonaconing)	930	--	300
CC Mall Theaters & Walmart	955	--	325
Seton Dr	1005	--	335
Greene St & Fayette St (Dingle)	1010	--	340
Kelly Rd YMCA	1016	--	346
FREDERICK STREET To LaVale	1025	--	355
Centre St & Valley St	1035	--	--
Nat'l Hwy /Campground Rd	1045	--	--
LaVale Plaza (Ollie's)	1048	--	--
Braddock Square	1051	--	--
CC Mall Theaters & Walmart	1100	--	--
US 220 & Moss Ave (Shooters)	1110	--	--
Greene St & Fayette St (Dingle)	1118	--	--
Kelly Rd YMCA	1120	--	--
FREDERICK STREET To Naves Cross Rd	1130	--	--
Naves Cross Rd (Sheetz)	1135	--	--
Western MD Recovery	1139	--	--
Bedford Rd & Acre Ln VFD	1143	--	--
Bedford Rd & Marietta St	1151	--	--
FREDERICK STREET	1200	--	--
M-F 550am - 230pm			
SILVER LINE - MORNING SERVICE			
Virginia Ave & Offutt	555	--	--
HRDC Virginia Ave	600	--	--
FREDERICK STREET To Hospital & ACM	605	--	--
WHMS - Hospital	614	--	--
Allegany College of Maryland (ACM)	617	--	--
FREDERICK STREET - To CC Mall	630	--	--
Centre St & Valley St.	632	--	--
Nat'l Hwy & Long Dr.	642	--	--
Nat'l Hwy & Vocke Rd	645	--	--
Braddock Square Shopping Plaza	648	--	--
Country Club Mall - Walmart	700	--	--
Active Network - *By Request Only	*	--	--
Main St Palace Theater (Frostburg)	720	--	--
Frostburg Plaza	726	--	--
Country Club Mall - Walmart	735	--	--
US 220 & Moss Ave (Shooters)	745	--	--
Greene St & Fayette St (Dingle)	752	--	--
FREDERICK STREET	805	--	--
FREDERICK STREET	810	--	--
Mechanic St (JFK Apartments)	815	--	--
Mountain View Apartments	825	--	130
Louisanna & Oldtown Rd	828	--	133
Kent Ave Johnson Heights	830	--	140
Post Office - Park Street	832	--	143
Allegany Nursing & Adult Day Care	900	100	--
Mechanic St (JFK Apartments)	920	110	--
FREDERICK STREET - To CC Mall	925	--	146
FREDERICK STREET - To CC Mall	930	--	150
Lee St & Paca St. (Queen City Towers)	935	--	155
Greene St & Fayette St (Dingle)	937	--	159
US 220 & Moss Ave (Pit & Go)	943	--	--
Country Club Mall - Theaters/Walmart	1000	--	--
Seton Dr.	1010	--	--
Lavale Plaza (Ollie's)	1025	--	--
Weis Market	1035	--	--
Frostburg Plaza	1040	--	--
Bowery St & Paul St	1045	--	--
State Street & Broadway Frost Village	1050	--	--
Main St Palace Theater (Frostburg)	1054	--	--
Frostburg Plaza / Weis Market	1059	--	--
Braddock Square Kohl's	1108	--	--
Country Club Mall Theaters/Walmart	1115	--	--
Seton Dr	1125	--	210
Nat'l Hwy & Long Dr	1135	--	--
Greene St & Fayette St. (Dingle)	--	--	218
FREDERICK STREET -To S Cumberland	1150	--	225

YELLOW LINE EVENING SERVICE ON BACK

M-F 350p-8pm <b>YELLOW LINE - EVENING SERVICE</b>			
Virginia Ave & Offutt St	350	--	--
HRDC Virginia Ave	353	--	--
<b>FREDERICK STREET - To Hospital &amp; ACM</b>	<b>400</b>	<b>505</b>	
Naves Cross Rd (Sheetz)	413	--	--
<b>WHMS - Hospital</b>	<b>419</b>	<b>513</b>	--
Allegany County Health Department	422	--	--
Allegany College of Maryland (ACM)	425	515	--
<b>FREDERICK STREET - To CC Mall Express</b>	<b>430</b>	<b>525</b>	
Lee St & Paca St Queen City Towers	435	--	--
Greene St & Fayette St (Dingle)	437	--	--
CC Mall Theaters Only (Express via I-68)	445	--	--
<b>FREDERICK STREET - To Hospital &amp; ACM</b>	<b>505</b>		
<b>FREDERICK STREET - To South Cumberland</b>	<b>525</b>	<b>745</b>	
Cumberland Martin's	528	748	
South Cumberland Market Place	536	800	
Mountain View Apts/Cascades	540	*	
Archway Jane Frazier	542	*	
Virginia Ave & Offutt St	550	*	
HRDC Virginia Ave	600	--	
Cumberland Martin's	602	--	
<b>FREDERICK STREET - To CC Mall &amp; Frostburg</b>	<b>605</b>	--	
CC Mall (Express I-68) Theaters & Walmart	615	--	
LaVale Plaza (Ollie's)	625	--	
Weis Market/Frostburg Plaza	634	--	
Annapolis Hall	644	--	
Edgewood Commons	645	--	
Active Network (*By Request)	*	--	
College Ave & Maple St	648	--	
Main St Palace Theater	654	--	
Frostburg Plaza Weis Market	657	--	
Braddock Square	708	--	
CC Mall Theaters	Lay over for a few 715	--	
CC Mall Walmart	725	--	
<b>FREDERICK STREET -To South Cumberland</b>	<b>745</b>		
*Flex trip - end of day drop off only - return to yard			

Transfers
Transfers are free and only good for a one way trip when a second bus is needed to get to your destination. <i>Please ask the driver for a transfer when boarding.</i> <i>For your return trip you must follow the same procedure.</i> Most transfers take place Downtown Cumberland or the Country Club Mall.

Bus Passes
Monthly, Semester Passes, and One-way punch cards are available for purchase at the office. (Address below) or send a check or money order payable to Allegany County Transit, (be sure to include a return address) stating the type of pass requested.

Service Cancellations and Delays
When weather conditions become unsafe, service may be suspended, delayed, or cancelled with as much notice as possible. Announcements of service interruptions will be announced on local radio stations WCBC, WTBO, and Magic 100.5. Notices can be received by text and email if you subscribe to Transit Alerts. Text <b>TRANSIT</b> to <b>888-777</b> .

**Allegany County Transit** office hours Monday through Friday 8 am to 4 pm  
**Address:** 1000 Lafayette Avenue, Cumberland Md 21502  
**Telephone:** General information. 301-722-6360  
**Alltrans Telephone:** Information or to make an appointment. 301-724-1255  
**Visit our website:** [www.alleganygov.org](http://www.alleganygov.org) Click Departments then click Transit

**Schedule Effective July 2021**

Fares
\$2.00 CASH - No transfer fees.
Passengers 5 years and under ride free with paying passenger.
Half fares are available for those with Medicare, and qualifying ACT- issued half fare cards.
Call 301-722-6360 for information about qualifications and applications details.

Holidays	
THERE WILL BE NO SERVICE ON THE FOLLOWING HOLIDAYS	
New Year's Day	Veteran's Day
Martin Luther King Day	Thanksgiving Day
Memorial Day	Day After Thanksgiving
4th of July	Christmas Eve/Christmas Day
Labor Day	New Years' Eve

TRANSIT ALERTS
You can receive service related updates on your cell phone via text or email. To sign up, text <b>TRANSIT</b> to <b>888-777</b> or sign up at our website. You may unsubscribe at anytime. Standard messaging rates and fees may apply.

Alltrans - ADA Service
Alltrans is our ADA service, designed to meet the needs of our senior and disabled citizens who are unable to ride our fixed route, accessible buses. Trips must be reserved the day before service is requested. This transportation can be used for work, shopping, medical appointments, and recreation. The drivers are trained in CPR, first-aid, and passenger assistance. To request an application or schedule a pick-up call 301-724-1255 Monday - Friday, 8 am - 4 pm.

Nondiscrimination Policy
Allegany County Transit (ACT) is committed to ensuring that no person is excluded from participation in or denied the benefits of the transit services offered by ACT. This policy is consistent with the requirements of Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to unequal treatment because of race, color, or national origin, you have the right to file a formal complaint. Complaints must be filed within one-hundred-eighty (180) days following alleged discriminatory actions. For more information or to submit a complaint, contact ACT by: mail, telephone, or e-mail. Elizabeth Robison-Harper, Transit Superintendent Allegany County Transit 1000 Lafayette Avenue Cumberland, MD 21502 Ph. 301-722-6360 <a href="mailto:erobison-harper@alleganygov.org">erobison-harper@alleganygov.org</a>



**MENTAL HYGIENE ADMINISTRATION**  
**Homeless I.D. Project APPLICATION/ INTAKE**

**Client Information:**

Client Name: \_\_\_\_\_ D.O.B. \_\_\_\_\_ Phone number: \_\_\_\_\_

Client MA #, Gray Zone # or Medicare #: \_\_\_\_\_ Social Security # \_\_\_\_\_

Current Living Situation: ☐ Emergency Shelter ☐ Transitional Housing ☐ Hospital ☐ Hotel/Motel

☐ Jail ☐ Street, Park, Car, Bus Station, Bridge, etc. ☐ Living with Relatives/Friends

Other: \_\_\_\_\_

Zip Code of Last residence: \_\_\_\_\_ Chronically Homeless: ☐ Yes ☐ No

Housing Status: ☐ Literally Homeless ☐ Imminently Losing Housing

Veteran: ☐ Yes ☐ No Gender: ☐ Male ☐ Female Race: \_\_\_\_\_ Ethnicity: \_\_\_\_\_

Disability: Mental Illness \_\_\_\_\_ Co-occurring \_\_\_\_\_

Person completing form: \_\_\_\_\_ Phone # \_\_\_\_\_

Address: \_\_\_\_\_

Documentation of Homelessness Received: ☐ Yes ☐ No

\*CSA will maintain file applications

**Request:** (Please check all that apply)

☐ State Identification Card (\$24.00 Maximum)

☐ Maryland Birth Certificate (\$30.00 Maximum)

☐ Out of State Birth Certificate State & Cost: \_\_\_\_\_ (\$50.00 Maximum)

**CSA Making the Request: Allegany County**

Requesting Provider has verified that this is not a duplicate request for funding for this individual within the past 6 months: ☐ Yes ☐ No \*Note: There is a **maximum of 2 IDs or Birth Certificates**

Check payee: \_\_\_\_\_ Phone #: \_\_\_\_\_

Payee address: \_\_\_\_\_

Account # if applicable: \_\_\_\_\_

Total Cost: \_\_\_\_\_ Amount Requested: \_\_\_\_\_ Amount Approved by CSA: \_\_\_\_\_

(For CSA use Only)

\_\_\_\_\_  
Allegany County Adult Coordinator Date

\_\_\_\_\_  
Wash Co CSA Representative Date

revised 6/30/15



## Fair Housing Laws

### City of Cumberland

Chapter 9 of the Cumberland Code makes it illegal to discriminate in the sale or rental of housing based on race, color, religion, national origin, age, sex, sexual orientation, marital status, familial status, or physical or mental disability. The Human Relations Commission (HRC) investigates and conciliates complaints filed under Chapter 9.

### The Federal Government

The Fair Housing Amendments Act makes it illegal to discriminate in the sale or rental of housing on the basis of race, color, religion, national origin, sex, disability, or familial status. The Department of Housing and Urban Development investigates and conciliates housing complaints filed under the Fair Housing Amendments Act of 1988 (FHAA). Persons who consider themselves to be victims of housing discrimination can file suit in Federal Court.

#### Related federal laws include:

*Section 504 of the Rehabilitation Act  
Americans with Disabilities Act  
Equal Credit Opportunity Act*

### The State of Maryland

Title 20 of the MD Annotated Code makes it illegal to discriminate on the bases of race, sex, familial status, color, national origin, age, religion, marital status, sexual orientation, genetic testing, physical and/or mental disability. The MD Commission on Human Relations investigates and conciliates complaints filed under Title 20. Real Estate Law (BOP, Section 16-526), forbids discriminatory practices by real estate brokers or agents, putting them at risk of losing their license. The Real Estate Commission enforces this law.

## Fair Housing Laws

Title VIII of the Civil Rights Act of 1968, commonly known as the Fair Housing Act forbids discrimination based on race, color, religion or national origin in the sale, rental or financing of housing. In 1974, discrimination on the basis of sex was added. In 1988 Congress passed the Fair Housing Amendments Act that added people with mental and physical disabilities and families with children to the list of people protected by the Act. The amended law requires many public and private owners, developers and operators of housing to change any policies and practices that exclude people with disabilities. Also, any new multi-family housing built to be occupied for the first time after March 13, 1991 must be architecturally accessible. The 1988 amendments also created a stronger enforcement system, making it easier to file a complaint and to remedy discriminatory housing practices. Chapter 9 of the City of Cumberland Code extends the above protection to persons on the bases of their source of income, sexual orientation, age and family responsibilities.

## To File A Complaint

#### Contact:

Cumberland Human Relations Commission  
57 N. Liberty Street  
Cumberland, MD 21502  
[joliver@allconet.org](mailto:joliver@allconet.org)  
[www.ci.cumberland.md.us](http://www.ci.cumberland.md.us)  
(301) 759-6433

Maryland Commission on Human Relations  
6 Saint Paul St.  
Baltimore, Maryland 21202  
[www.mchr.state.md.us](http://www.mchr.state.md.us)  
(800) 637-6247

U.S. Department of Housing Urban  
Development  
10 S. Howard St., 5th Floor  
Baltimore, MD 21201  
[md\\_webmanager@hud.gov](mailto:md_webmanager@hud.gov)  
[www.hud.gov](http://www.hud.gov)  
1-(800) 955-2232

#### Are they Support Animals or Pets

The Fair Housing Amendments Act of 1988, Section 504 of the Rehabilitation Act of 1973, and Title II of the Americans with Disabilities Act protect the right of people with disabilities to keep emotional support animals, even when a landlord's policy explicitly prohibits pets. Because emotional support and service animals are not "pets," but rather are considered to be more like assistive aids such as wheelchairs, the law will generally require the landlord to make an exception to its "no pet" policy so that a tenant with a disability can fully use and enjoy his or her dwelling.

## HUMAN RELATIONS COMMISSION CUMBERLAND, MARYLAND

### FAIR HOUSING FOR PERSONS WITH DISABILITIES

How to Recognize  
Discriminatory  
Housing Practices



WE DO BUSINESS IN ACCORDANCE  
WITH THE FEDERAL HOUSING LAW

## Who is protected by Fair Housing Laws?

Fair Housing Laws provides protection from housing discrimination for housing applicants, tenants and buyers with any kind of disability. Whether it is a hearing or vision impairment, mental illness, physical disability, mental retardation, AIDS or HIV infection, epilepsy, cerebral palsy or any condition which substantially limits one or more major life activities. If you use a walker or a wheelchair, or have an assistive animal or a personal-care attendant, these laws protect you against housing discrimination. You're also covered if you have a record of having a mental or physical disability or if you are regarded as having a mental or physical disability.

### Who must comply?

Property owners, landlords, housing managers, real estate agents, brokerage service agencies and lending institutions must comply. The Fair Housing Laws cover both privately owned housing and housing subsidized by federal funds, such as low-income public housing. Multi-family housing constructed for first occupancy after March 13, 1991 must comply with guidelines that make the complex adaptable for persons with disabilities. If the complex does not have an elevator, all first floor units must be adaptable. If there is an elevator, then all units on all floors must be built in compliance with the guidelines. Adaptable features include an accessible route from the parking to the entrance to the unit; an accessible entrance into the unit; maneuvering space throughout the unit; light switches, electric plugs and environmental controls at specified heights; usable space in the kitchen and bathroom, and reinforcements in the bathroom walls for addition of grab bars. In addition, tenants must be able to access areas of public use, such as the rental office, laundry facilities, mailboxes, and recreational facilities.

## REASONABLE ACCOMMODATION

Fair Housing Laws require that housing providers make reasonable accommodations in their rules, policies, practices or services to give a person with a disability an equal opportunity to use and enjoy a dwelling unit or common space. Accommodations are "reasonable" when they're practical and feasible.

### How can you get a reasonable accommodation?

You must request it. As the tenant, you have the responsibility to ask for an accommodation when it's needed.

### How about assistive animals?

Any tenant who is in medical need of an assistive animal is protected even *if the housing development has a "No Pets" policy.*

### Can you get reserved parking?

Persons with disabilities have the right to request that landlords reserve them safe and convenient parking in close proximity to their living unit.



## REASONABLE MODIFICATION

When physical changes to your own unit are necessary to accommodate your disability, the housing provider must let you make them, if you pay for them yourself, as long as the changes are reasonable. The housing provider can require you to restore the premises reasonably to its original condition when you leave. If you are unable to pay for reasonable modifications that are necessary to accommodate your disability, you may ask the housing provider to provide the modifications through an interactive process.



## Can you be asked about your disability?

**NO!** No matter why they're asked, questions about your disability are prohibited by the Fair Housing Laws. A landlord, property manager, seller or lender may not use an application form that asks if you have or have had a mental or physical disability or that seeks information about the nature or severity of your disability. You may not be asked to provide your medical records or to sign a document allowing others to see them.

### What questions can you be asked?

As long as all applicants are asked the same questions, a landlord can ask for information to show that you can meet the same obligations as any other tenant, with or without a disability.

For example you can be asked:

Questions about financial information to show if you can pay the rent or mortgage.

For references about your history as a tenant.

If you are willing to comply with the building's rules about such things as sanitation and no smoking in common areas.

If you qualify for housing designated for people with a specific disability.

If you are currently using drugs illegally.

If you have been convicted of the illegal manufacture or distribution of a controlled substance.

Remember - The landlord can only ask you these questions if they are asked of all applicants. Asking these questions only of a person who has a disability violates The Fair Housing Laws!



## UPMC Western Maryland Diabetes Prevention Program

The Diabetes Prevention Program (DPP) at UPMC Western Maryland is a Center for Disease Control (CDC) recognized lifestyle change program. The goal of the program is to delay or prevent the onset of type 2 diabetes for those who are prediabetic or are at high risk for the disease.

The one-year program focuses on long-term changes and lasting results. Participants meet weekly for the first 6 months (the weight loss portion of the program) and then monthly for the second 6 months (the maintenance portion). A trained lifestyle coach leads the program to help individuals change certain aspects of their lifestyle, such as:

- Eating healthier
- Reducing stress
- Increasing physical activity
- Increasing energy
- Improving their overall health

Participants are specifically encouraged to lose 5-7% of their body weight and add 150 minutes of exercise per week to cut their risk of developing type 2 diabetes.

The program offers 4 modes of attendance: in-person, virtual, online, or combination (virtual and online). The in-person and virtual offerings use the CDC's Prevent T2 curriculum. The HALT curriculum is used for online and combination. The program also includes group support from others who share your goals and struggles.

Participants that are interested can go directly to <https://www.wmhs.com/diabetes-prevention-program-dpp/> and fill out the referral. You can fax the referral to 240-964-8415 or contact Community Health directly at 240-964-8424 for assistance.





# UPMC Western MD Diabetes Prevention Program Referral Form

**\*\*Should be completed by health care provider (Provider referral not required) \*\***

<b>Patient Name:</b>	<b>Patient Date of Birth:</b>		
<b>Patient Address:</b>	<b>Patient Phone:</b>	<b>Cell:</b>	
<b>City:</b>	<b>State:</b>	<b>Zip:</b>	<b>Patient Email:</b>

**To qualify, participants must:**

- ☐ Be at least 18 years of age; **and**
- ☐ Be overweight or obese (Body Mass Index  $\geq 25$ ,  $\geq 23$  if Asian); **and**
- ☐ Have no previous diagnosis of Type 1 or Type 2 diabetes: **and**
- ☐ Have prediabetes, as verified by a blood test **or** history of gestational diabetes.

**Body Mass Index:**

**Height:** \_\_\_\_\_ inches      **Weight:** \_\_\_\_\_ pounds      **BMI:** \_\_\_\_\_ kg/m<sup>2</sup> (Must be  $\geq 25$ ,  $\geq 23$  if Asian)

**Pre-Diabetes Information** (*check all that apply AND enter value*):

- ☐ Fasting plasma glucose (FPG) \_\_\_\_\_ mg/dL (100-125 mg/dL) **or**
- ☐ 2-hour plasma glucose (OGTT) \_\_\_\_\_ mg/dL (140-199 mg/dL) **or**
- ☐ Hemoglobin A1C \_\_\_\_\_ % (5.7%–6.4%)
- ☐ History of Gestational Diabetes
- ☐ Have a positive screening for prediabetes based on the Prediabetes Risk Test  
<https://www.cdc.gov/prediabetes/takethetest/>

**Provider Information:**

<b>Provider Name:</b>	<b>Practice Address:</b>		
<b>Practice Name:</b>	<b>City:</b>	<b>State:</b>	<b>Zip:</b>
<b>Practice Phone:</b>	<b>Practice Fax:</b>		

**AUTHORIZATION TO RELEASE PERSONAL HEALTH INFORMATION**

I agree and request that the health information on this form be released to UPMC for the purpose of referring me to the Diabetes Prevention Program. I have the right to revoke this authorization at any time by contacting UPMC Wellness Department. I understand that signing this authorization is voluntary. I understand this information is collected solely for data tracking purposes and that my personally identifiable information will be kept secure according to the Health Information Portability and Accountability Act (HIPAA).

Patient name (print): \_\_\_\_\_

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**FAX COMPLETED FORM TO:** Community Health, UPMC Western Maryland  
**Fax:** 240-964-8415

**Archway Station, Inc.**  
**Individual Rights & Responsibilities**

**Your rights**

- We will treat you with courtesy and respect, even when we're working through a problem.
- We'll respect your culture and spiritual life.
- We'll give you information so that you can make informed decisions.
- While we're providing you services, there won't be any mental, physical, verbal, or sexual abuse or neglect from staff. Staff won't humiliate you.
- Staff will not take advantage of you, especially when it comes to your money and things you own.
- We don't use any sort of chemical restraint. When providing services, physical restraints are not used.
- We will protect your privacy. Your records are protected and aren't available to staff who don't need to see them.
- You can see your Archway records by asking to do so. We'll respond quickly.
- We promote your right to make informed consents or refusal or expression of choice and withdrawal of consent regarding service delivery, release of information, concurrent services, and composition of service delivery team.
- We share information about you only with your permission.
- You have the right to develop your Individual Plan, as well as the right to have other people help you write it.
- We will do our best to resolve any of your complaints quickly. No one will hold it against you if you complain.
- We are respectful to both the person making the complaint and the person subject of the complaint. The agency is committed to a thorough and prompt investigation while confidentially protecting personal information of all parties involved.
- We'll let you know how to contact self-help and advocacy services.
- We support your right to follow or not follow your treatment and health plans, including medications.

**Your responsibilities**

Our services are based on a partnership between you and the staff. We'll work together to write a plan that will help you reach your goals and follow through with the action steps. Your responsibilities include:

- Make choices that help you stay healthy & meet your goals.
- Participate in activities that promote physical, emotional, and spiritual health.
- Learn about your disability and treatment options.
- Understand benefits, risks, and side effects of medication so you can make informed choices.
- Apply for all eligible entitlement benefits.
- Participate in mental health treatment.
- Keep your appointments.
- Honor Archway's "Respecting Each Other" statement.
- Pay your portion or copay for services (if required).
- Respect Archway property as well as property of other services users.
- Be cooperative during all phases of the complaint process in order to resolve the complaint in the manner that respects all parties involved.
- Report suspected fraud and abuse.

We'll review these rights and responsibilities when you start services and annually thereafter. If you ever need any of this information explained or if you feel your rights have been violated, contact Archway's Compliance Officer at 301-777-1700, Ext 2125. You can also fill out a complaint. Forms are posted throughout agency buildings.

# **Archway Station's Complaint Process**

## **Before Using the Complaint Procedure**

Remember, many times things can be worked out if people just talk things out. If you really think someone's done you wrong, try to tell the person what you're feeling. It's important to do that respectfully. It's important to be open, honest, and adult-to-adult. A beginning conversation might go something like this, "When you did \_\_\_\_\_, it made me feel \_\_\_\_\_." Sometimes it helps to practice what you're going to say. Try it!

## **Complaint Process**

- It's meant to be quick and EASY.
- No matter what you complain about, no one will hold it against you.
- Forms are posted throughout the agency.
- Ask anyone to help support you.
- The BEST way to resolve an issue is try & talk directly with the person to work things out.
- If that's not possible, talk to your TEAM LEADER.
- The Compliance Officer will review the complaint and try to resolve things if that becomes necessary.
- If necessary, Executive Director gets INVOLVED.
- The Board's Review Committee makes FINAL decision.

If you have filed a complaint using Archway's complaint process above and feel that the issue has not been resolved or addressed properly, you may file a report to the Allegany County Local Behavioral Health Authority at 301-759-5070.

*If you have any questions about this process, contact  
Archway's Compliance Officer at 301.777.1700 Ext 2125*