

This testimony is in support of *Maryland HB 945 (2026 session)*, titled "*Nursing Homes - Complaints - Notification and Consultation*," requires the *Maryland Department of Health* to notify and consult with local health departments when investigating nursing home complaints that allege actual harm to residents.

I am a Memory Care Director and Activities Director with a bachelor's in Therapeutic Recreation and a certificate in gerontology and Activity Director Certified, National Council, Certified Dementia Practitioner)

I have 20 years experience in skilled nursing setting doing recreational activities with senior citizens. The Maryland state survey team is supposed to be helping us with these audits, while the real problem stems from staffing shortages. Many facilities I've worked in during our annual survey has gone through change of ownership, change of administrative staff and doesn't take accountability for any of the complaints that have happened prior to the survey team. Often times documentation can't be found about the incident and new staff have no knowledge of how to prevent it from happening again.

-Cherilynn Parks