

OMBUDS BULLETIN

I'm a bud, you're a bud, we're Ombuds!

October 2025

A MONTHLY BULLETIN PUBLISHED THROUGH THE LOUISIANA LONG-TERM CARE OMBUDSMAN PROGRAM

October is Residents' Rights Month

Rights are not privileges—they are the foundation of dignity and choice.

Every October, Consumer Voice designates Residents' Rights Month to honor those living in long-term care and receiving support in their communities.

This year's theme, "Stand with Me," highlights solidarity with residents who speak up for their rights—and calls on families, staff, and communities to stand alongside them.

Resource: The 2025 Staying Engaged booklet offers activities to spark reflection, creativity, and awareness of residents' rights. It's free to download or available in print from the Consumer Voice store.

Louisiana Resident's Voice

"I don't need someone by my side every minute—just someone I can call. Nights are hardest. I wonder—when I can no longer move, who will come sit by my bed?" – Lily

Upcoming Events

Coffee & Cases:

First Monday of the month, 9:30–11:00am

- **October 6** – Community Behavioral Counseling Agencies Casandra Cesare, Shreveport Ombudsman Coordinator
- **November 3** – Open Discussion
- **December 1** – Save the Date!

Spotlight

Resident Ione Ferrand's cross-stitch, "Lucy Makes Me Smile," captures the spirit:

"No matter the trouble Lucy found herself in, she always managed to come out of it with good—and with a smile."



Reminder: Peer Support Works

Peer-to-peer connection improves health and well-being. Residents who support each other often experience:

- Less loneliness and isolation
- Greater confidence and self-advocacy
- Smoother adjustment to care settings
- Better mood and lower stress

Whether through LA PEER or grassroots Hospitality Teams, resident-to-resident connections foster dignity, empowerment, and a true sense of home.

Peer Support in Action

Across Louisiana, the LA PEER Program trains residents to serve as peer supporters in their facilities. Building on that spirit, some homes create Hospitality Teams—open to everyone and anyone.

Hospitality Teams are inclusive by design: every resident can contribute what they have to give—whether it's a skill, a listening ear, a sense of humor, or simple kindness. These groups welcome newcomers, celebrate birthdays, share food tips, support staff, and offer comfort when neighbors face challenges.

Their strength is in their openness: Hospitality Teams make sure no one is left out, and everyone has a role in shaping community life.

Remember: The Power of a Smile

Smiling is more than a gesture—it's medicine.

It reduces stress, lifts mood, strengthens immunity, and builds connection.

Even in difficult moments, a smile can brighten the day for residents and staff alike.



Submit any questions, suggestions, or case examples you'd like to share to the State Office at StateOmbudsman@la.gov.