

OMBUDS BULLETIN

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

"Although the world is full of suffering, it is also full of overcoming it."

Helen Keller

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

KUDOS TO OMBUDS

Hurricane Ida impacted nursing home residents and staff and also Ombuds.

Ombuds, some who had to evacuate, had boots on the ground, keyboards at their fingertips and phones to their ears, locating residents and contacting their families. Ombuds continue to assist residents in returning to their home cities, helping families retrieve their family members' personal belongings.

Thanks to each of you for your devoted work and dedication to serving our community's older persons. Each of you makes a difference. I want you to know your diligence does not go unnoticed or unappreciated.



A NOTE FROM CRAIG KABERLINE, CAPITAL AAA EXECUTIVE DIRECTOR

I appreciate this opportunity to say "thank you" for your advocacy for our aging population.

Just a year ago, we welcomed the addition of the New Orleans region to our expansive Capital AAA territory. This collaboration has underscored and strengthened our belief that the Long-Term Care Ombudsman Program is not just Baton Rouge, Shreveport, Lafayette, Lake Charles, Alexandria, Monroe, or New Orleans.

Our regions work together to grow the most ardent advocacy program for the aging of any state in the nation. I am pleased to work with the ombuds and all AAAs across the state.

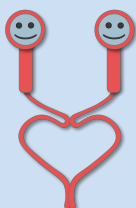


Thank you, again, for all the good you do for so many.

Rosa Walton
State Ombudsman

WHAT'S IN A NAME

"An Om what? Bud who?"



Haven't we all heard that many times from residents, staff, and the community in general when we introduce ourselves? Ombudsman, Ombudsperson, Ombud? The term varies in states and organizations. Steadily the word "ombudsman" is being supplanted with ombudsperson or now more frequently with Ombud. This term seems friendly, easy to say, and easier to remember. After all, it is each individual's choice.

OCTOBER: RESIDENTS' RIGHT MONTH

Here's a riddle:

The federal government mandates them
Every state is required to support them
Nursing homes must admit them
Only a resident can direct them

WHO ARE "THEY"?

"They" are state-supported, federally mandated "ombuds" created by the 1978 Amendment to the Older American's Act. Their mandate is to investigate, advocate and resolve long-term nursing home and assisted living facility residents' complaints and concerns. Their fundamental governing principle? When a person moves from home to a nursing home, their rights move with them.

THEY are advocates for RESIDENTS' RIGHTS

October is Residents' Right Month commemorated annually by Consumer Voice to honor residents in long-term care facilities and all older persons who receive services in their home or community. This year's theme, "Reclaiming My Rights, My Home, My Life" recognizes the pandemic's impact, and in Louisiana, the impact Hurricane Ida had on residents. The theme also focuses on raising awareness of federally mandated residents' rights while underscoring the need for dignity and self-determination of all residents.

Ombuds across the nation are holding "Right To Have Fun" Drives, organizing "letter to the editor" programs discussing Residents Rights or advocacy groups raising their voices about staffing shortages in long-term care facilities. In Louisiana, ombuds commemorate their residents' rights in many ways but in each way they let the residents know that "they always have someone to call on: their ombud." Louisiana residents rock!

DID YOU KNOW?

Ombuds were created by the 1978 Amendment to the Older Americans Act.

Where do Ombuds get their authority? The 1987 Nursing Home Reform Act, OBRA'87, gives Ombuds 24/7 access to residents.

JOIN US FOR COFFEE & CASES



Starting Monday, November 1, 2021, we will have online Coffee & Cases every first Monday of the month.

The Statewide Volunteer Coordinator will send a Zoom invitation for the Coffee & Cases held from 9:30 a.m. – 11:00 a.m. Each month will feature a guest speaker and provide the opportunity for questions and to share cases.

Ombuds attending each monthly Coffee & Cases events will receive 1.5 hours of In-Service Training credit.

By participating in all the Coffee & Cases ombuds can receive their 18 hours of credit needed annually.

VOLUNTEER OMBUDDIES

Christine DeCuir, well-known in the New Orleans hospitality industry, received her LTCOP certification in 2017. Her role as a lay minister and her love for helping older persons in her church drew her to volunteer with LTCOP.



Will Percy, the nephew of beloved Louisiana author Walker Percy, is often asked about that relationship when introducing himself to nursing home residents. Will, an attorney, came to the LTCOP in 2021 to "help more of our aging population" after caring for family and friends.



Christine and Will both opted to be OMBUDDIES at St. Margaret's. They work well together to supplement visitation schedules, and residents love knowing they have both Christine and Will to visit with them.

WHO ARE THEY?

Louisiana Ombuds advocate for 35,000 residents in 400 nursing homes and assisted living facilities.

ALEXANDRIA REGION, Cenla AAA

Coordinator Carolyn Smith
Ombud Cindy Noland

BATON ROUGE REGION, Capital AAA

Coordinator Peggy Essick
Ombuds Mavis Lee, Anne Miller, Alrina Ponville,
Glenda Teagle

LAFAYETTE REGION, Cajun AAA

Coordinator Dana Adams

LAKE CHARLES REGION, Calcasieu COA

Coordinator Charles Campbell

MONROE REGION, Cenla AAA

Coordinator Anna Horne
Ombud La'Trichelle "Lockie" Chisley

NEW ORLEANS REGION, Capital AAA

Coordinator Tanya Hayes
Ombuds Barbara Soniat, Beverly Gianna
Volunteer Ombuds Susan Culpepper, Christine DeCuir,
Cecile Gordon, Laurie Holland, Will Percy

SHREVEPORT REGION, Caddo COA

Coordinator Casandra Cesare
Ombuds Beverly Parker, Lucinda Thornton,
Rachelle Linnear

RECRUIT A VOLUNTEER!

WE GROW THROUGH OUR VOLUNTEERS BECAUSE

- They empower us to do more
- They reduce the burden on paid staff so staff can expand their efforts
- They increase awareness of our program
- They bring fresh, additional skillsets
- They bring energy and synergy
- They help us so we all can do more for others

WHERE DO I FIND VOLUNTEERS?

- In nursing homes, visiting family and friends
- In neighborhoods, people we know
- In the community, through public speaking and media interviews

HAVE A QUESTION OR COMMENT?

Email: StateOmbudsman@la.gov
Call: (504) 782-6640