

# OMBUDS BULLETIN

April 2022

Volume 3

**“Aging Doesn’t Mean Losing**

**Your Independence”**

– Calcasieu Council on Aging

*I’m a bud, you’re a bud, we’re Ombuds!*

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

## KUDOS TO OMBUDS

Congratulations on their dedicated service to the Long-Term Care Ombudsman Program:

**Charles Campbell** – April 2002

**Rachelle Linnear** – April 2021



## WELCOME TOYA GUILLORY

New ombudsman hire with Calcasieu Council on Aging, Lake Charles Region.



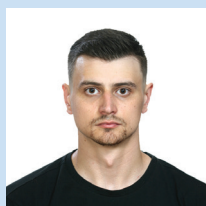
*Toya Guillory*

## WELCOME GARY BOYE and SAVVA IVAKIN

Our newest volunteer ombuds in the New Orleans Region.



*Gary Boye*



*Savva Ivakin*



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

Rosa Walton  
State Ombudsman

## AGING WELL SYMPOSIUM MAY 4, 2022 | 8:30 AM - 12:00 PM

Capital Area on Aging-sponsored virtual Aging Well Symposium features three prominent speakers on the essentials of aging well: health, social relationships, and self-care.

**Dr. Jan Hondzinski**  
Understanding Neural Motor Control



**Dr. Lilly Allen**  
Overexposed: Strategy for Mitigating Secondary Trauma



**Ms. Gina Rossi**  
Helping Families in Crisis: The Impact of Family Estrangement



Register: [bit.ly/AgingWell22](https://bit.ly/AgingWell22)

## WHAT’S IN A NAME

Elderly? Senior Citizen? According to some research, “elderly” connotes frailty; “senior,” for some, is too limited. Eligibility for Medicare requires one to be 65 or older. Membership in AARP is available when one reaches age 50. Older Adult? Perhaps. “Older Person” seems to be gaining preference. Do you know the names of generational cohorts past, present and...?

Greatest Generation	Silent Generation	Baby Boomers	Gen Xers	Millennial/Gen Y	Generation Z
1900-1926	1927-1945	1946-1964	1965-1980	1981-1996	1997-2012

## OLDER AMERICANS MONTH: AGE MY WAY

Every May, the Administration for Community Living (ACL) leads the nation's observance of Older Americans Month. This year's observance focuses on aging in place – how older adults can stay in their homes and live independently in their communities.

### AGING DOESN'T MEAN LOSING YOUR INDEPENDENCE; WE CAN HELP!

Jackie Green, Executive Director, Calcasieu Council on Aging, said, "all Area Agencies on Aging and Councils on Aging exist to serve the aging community. Our organizations are a one-stop resource for help with Medicare, home-delivered meals, transportation, home-maker, disability and other resources."

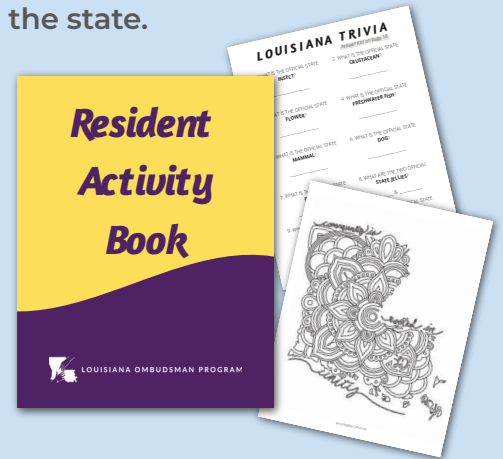
### AGING: BETTER AND BETTER

Aging is a continuous process from birth to re-birth. But aging does not mean we will be frail and sick, lose our intellect or our *joie de vivre*. Aging is a continuing, evolving process of becoming better and better, more self-confident, authentic and wiser.



## PLAY LOUISIANA STYLE

Do you know the state insect? State fish? Flower? Or, Tree? These facts and more are included in the Louisiana Long-Term Care Program just off-the presses **RESIDENT ACTIVITY BOOK**. The book contains pages for coloring, crossword puzzles, and more. LTC Ombudsmen are happily delivering these activity books to residents in nursing homes and assisted living facilities – throughout the state.



## TIME WELL SPENT

LTCOP applied for and received a federal grant to help promote the LTCO program. With the help of RedSix Media, LTCOP developed a social campaign to raise awareness and increase participation in the LTCO program.

"At the heart of the Ombudsman program," says Rosa Walton, State Ombudsman, "is a collective of caring and capable staff and volunteers dedicated to preserving the dignity and rights of those in long-term care by providing an ear for those who need to be heard and a voice for those who cannot speak for themselves. It is important. It is worthwhile. It is rewarding."

Social media ads for the campaign theme, "Time Well Spent," the new poster, and other ombudsman materials bear the message, "A voice for those in long-term care."

Rosa said, "With this messaging system, LTCOP wants to convey that as ombudsmen, time spent advocating, listening, and volunteering is time well spent and position the Ombudsman program as a rewarding experience and a critical component of long-term care, worthy of one's time and effort."

This new poster will be prominently placed in Louisiana nursing homes and assisted living facilities. With the CARES Act funding, LTCOP is providing poster stands for all nursing facilities that want them. Most do. The frame allows for more visibility and functionality as it has a slot for Ombuds brochures.



## WHAT DOES THE BUILD BACK BETTER ACT MEAN TO AMERICA'S AGING POPULATION?



With midterm elections looming in November, the Build Back Better Act (BBBA) is definitely congressional legislation that older voters should keep their eyes on. The Act provides a whopping \$1.2 billion dollars for Older Americans Act (OAA) programs around the country and an additional \$4.2 billion to reauthorize and modernize the Elder Justice Act (EJA). In the context of OAA programs, \$150 billion dollars are pledged to Medicaid's Home and Community Based –Services. With some states having waitlists that can last up to 24 months, the requirement that states must eliminate the waitlist would bring instant relief. Another \$655 million dollars would go towards support for home-and community-based supportive services. Adult Protective Services

would be given \$1.5 billion dollars for grant programs. The long-term care ombudsman program stands to receive \$50 million dollars as an OAA program and another \$183 million dollars from the EJA for grants and training.

Congress has not forgotten the plight of direct care workers, so the Act provides 1 billion dollars over a ten-year period to support renewable grants for workers. \$530 million dollars would be available for legal services and medical-legal partnerships. The icing on top of this proverbial cake is surprisingly not the funding but a set of requirements that would force the nursing facility industry to establish minimum staffing requirements, require an RN on staff 24 hours per day and improve data collection. The nursing facility industry is strongly opposed to these regulations.

Shirnell T. Jackson, Esq.

## 2022 EVENTS TO REMEMBER

**MAY:**

Older Americans Month

### Elder Law Boot camp in Pineville, LA

Friday, May 27, 2022—9:00am-1:00pm

### New Orleans Council on Aging's Senior Fest

Friday May 27, 2022—8:30am-1:00pm

### Friday June 3, 2022—Annual Ombudsman Meeting (all day event)

This meeting will include breakout sessions with EPS and Louisiana Guardianship Services. If there are any particular topics you want discussed, speaker request, please email [StateOmbudsman@la.gov](mailto:StateOmbudsman@la.gov).

## KNOW THE ANSWER?

**Q.** One nursing home resident has been in the same room for eight years. One day a new roommate moves in, a roommate with hearing issues who keeps the TV blaring all day and much of the night. The new roommate refuses to accommodate the roommate and refuses to move to another room. Which roommate must relocate?

**A.** If no resolution is at hand, the roommate who complains may be asked to relocate – even though the resident has lived in this room for eight years. The facility should have appropriately assessed the roommates' compatibility and needs and introduced them to get to know each other before assigning them as roommates.

## COFFEE & CASES

*Ombuds attending each monthly Coffee & Cases receive 1.5 hours of in-service training credit. By participating in all Coffee & Cases, ombuds can receive their 18 hours of credit needed annually.*



**Mark your calendars for the first Monday of each month 9:30 a.m. – 11:00 a.m.**

On the first Monday of each month, ombuds across the state come together virtually to discuss cases and get input from each other. Some months, we have special guests, including:

**April** | Denise Pothier from Adult Protective Services,

**May** | Darren Guillory and Celina Guidry from LDH

**June** | Shirnell Jackson, OLAP Attorney

# VOLUNTEER OMBUDDIES

## Volunteer Week – New Orleans Style!



On April 20, 2022, State Long-Term Care Ombudsman Rosa Walton and Capital Area Agency on Aging Executive Director Craig Kaberline hosted a Volunteer Appreciation Luncheon at the Audubon Park Golf Clubhouse.

Left - right

Front Row: Volunteers Will Percy, Vickie Castay, Laurie Holland, Gary Boye, Cecile Gordon, Christine DeCuir, Savva Ivakin

Middle Row: Barbara Soniat, Beverly Gianna

Back Row, New Orleans Area Regional Coordinator Tanya Hayes, State Ombudsman Rosa Walton, OLAP Attorney Shirnell Jackson, CAAA Executive Director Craig Kaberline

## LOUISIANA LONG-TERM CARE OMBUDS

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

### ALEXANDRIA REGION, Cenla AAA

Coordinator Carolyn Smith

### 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  
Ombud Toya Guillory

### 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 Christine DeCuir, Cecile Gordon, Will Percy, Laurie Holland, Gary Boye, Savva Ivakin, Vickie Castay

### 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
- Reduce the burden on paid staff so staff can expand their efforts
- Increase awareness of our program
- Bring fresh, additional skillsets
- Bring energy and synergy
- 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?

What's happening in your region?

Email: [StateOmbudsman@la.gov](mailto:StateOmbudsman@la.gov)

Call: (504) 782-6640

[GOEA.LA.GOV/OMBUDSMANFORMS](http://GOEA.LA.GOV/OMBUDSMANFORMS)