

OMBUDS BULLETIN

July 2022

Volume 4

“Be the reason someone smiles. Be the reason someone feels loved and believes in the goodness in people.

– Roy T. Bennett

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:



Baton Rouge Region

Peggy Essick, Regional Coordinator, September 1984

Mavis Lee, Ombudsman, August 1990

Alrina Ponville, Ombudsman, July 1990

Lafayette Region

Dana Adams, Regional Coordinator, July 2019

Monroe Region

Anna Horne, Regional Coordinator, August 2013

Lockie Chisley, Ombudsman, July 2002

New Orleans Region

Cecile Gordon, Volunteer Ombudsman, July 2019

Shreveport Region

Casandra Cesare, Regional Coordinator, July 2020



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

Rosa Walton
State Ombudsman

IT’S A FACT

Research shows that LONELINESS is as lethal as smoking 15 cigarettes a day. Researchers have also found that lonely people are 50% more likely to die prematurely than those with healthy social relationships.

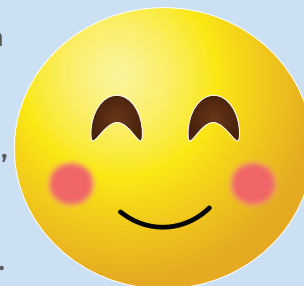
When older adults leave their home environment and enter an assisted living or nursing home setting, contact with family and friends is often diminished. Social isolation and loneliness in older people pose health risks for various physical and mental conditions: high blood pressure, heart disease, obesity, and more. Three essentials to help lonely nursing home residents cope with day-to-day life: maintain ties to one’s earlier life; engage in recreational activities; build new relationships.

Ombudsmen can help reduce the isolation and loneliness experienced by many residents who have no family or friends by helping the residents engage in, and nursing facilities provide emotional and meaningful social engagement.

Global Ageing Network, GERALYN MAGAN, 2/24/2016

THE BENEFITS OF A SMILE

When you smile, the world smiles with you. A smile, a hello, a nod, a handshake, a touch on the shoulder, and a compliment help make you feel better, fight addiction, improve sleep, help control pain, and decrease blood pressure. How? Research shows that when you smile, your brain releases tiny molecules called neuropeptides to help fight off stress. Then, other neurotransmitters like dopamine and serotonin act as natural anti-depressants, and endorphins act as mild pain relievers. Some studies indicate that smiling can help recover faster from stress and reduce heart rate. Smiling can boost your mood and happiness level.



PAGE – THERE’S ONE IN YOUR AREA

Program of All-Inclusive Care for the Elderly provides a comprehensive package of health services to keep elderly individuals in the community. Participants receive full medical and preventive care and may participate in the range of activities offered each day. Care is provided by a team of licensed professionals who work to meet the individual needs of each participant. The team remains involved in the participant’s care even if they should need to be hospitalized or if they require short or long-term treatment in a nursing home. The care team is made up of primary care physicians, nurse practitioners, registered nurses, social workers, therapists, personal care workers, and other dedicated staff.



A PACE Participant must receive all needed health care, including primary care and specialty physician services (other than emergency services), from the PACE organization or an entity authorized by the PACE organization. PACE participants may be fully and personally liable for the costs of unauthorized or out-of-network services.

SERVICES

- ADULT DAY HEALTH CENTER
- TRANSPORTATION TO AND FROM OUR CENTER
- MEDICATIONS ORDERED BY OUR PHYSICIANS
- NURSING CARE
- REHABILITATION AND RESTORATIVE THERAPIES
- PERSONAL CARE AND HOMEMAKER SERVICES
- PRIMARY AND SPECIALTY MEDICAL CARE
- PASTORAL CARE
- SOCIAL SERVICES
- SOCIAL ACTIVITIES AND RECREATION
- NUTRITIONAL COUNSELING
- IN-HOME CARE
- CAREGIVER SUPPORT
- WELLNESS PROGRAM
- CONTINENCE MANAGEMENT
- HOSPITALIZATION AND NURSING HOME CARE WHEN NEEDED
- OTHER SPECIALTY SERVICES AND EQUIPMENT WHEN NEEDED

ELIGIBILITY

TO BE ELIGIBLE FOR PACE, AN INDIVIDUAL NEEDS TO BE:

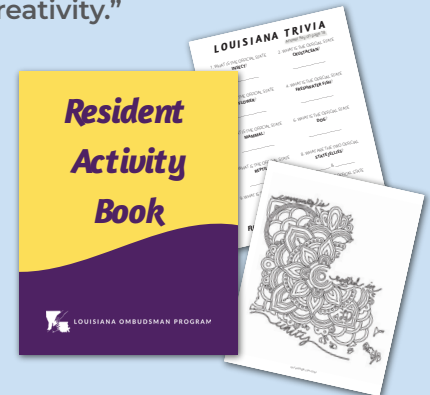
- 55 OR OLDER
- CERTIFIED BY THE STATE TO NEED NURSING HOME LEVEL OF CARE
- ABLE TO LIVE IN THE COMMUNITY WITH PACE SUPPORT WITHOUT JEOPARDIZING YOUR HEALTH OR SAFETY
- LIVE WITHIN A PACE SERVICE AREA

*Article Submitted by
Machiel Birkhoff, Mgr. of
Enrollment and Outreach,
PACE Greater New Orleans*

A HOT NEW ACTIVITY IN LOUISIANA NURSING HOMES!

Lakitrq Puckett, Jefferson Health-care’s popular activities assistant director, said, “The residents love the trivia in the booklet; they also enjoy the coloring pages and the word puzzles.” She said the residents hope there will be another series of the Activity Book. (Ummm, perhaps a word to the State Ombudsman...).

Lakitrq said she particularly appreciates these Activity Books because “... the activities stimulate the brain and creativity.”



Darryl Slaughter, St Jude’s resident council president, said, “It keeps us occupied. The book has a variety of things to do; it is not only fun, but it is informative.”

New Orleans Regional Coordinator Tanya Hayes said, “I feel like a Queen-For-The-Day when I arrive at the nursing homes with the boxes of Activity Books. The residents are so glad to see me with these activity books; they love them!”

LTCOP IS TAKING A STAND!

The new Louisiana Long-Term Care Ombudsman Program poster stands with brochure holders are warmly received by nursing homes around the state. And Alexandria is leading the way.

Carolyn Smith, the Regional Coordinator for the Alexandria Region, said, “the residents at my facilities are so excited about this new Long-Term Care Ombudsman poster stand rollout.

Blake Rachal, Naomi Heights Nursing & Rehabilitation Center resident council president, gives the new poster and brochure stand a “thumbs up.” “This new poster is so much better than previous posters,” he said. “The information is clear, concise, and easy to read. The bullet points readily show what an ombudsman does; this information is helpful to residents and families.”

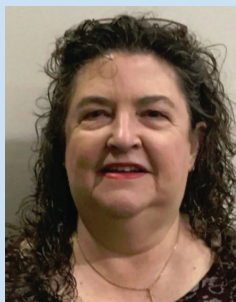
Mr. Rachal added, “the poster stand makes the poster and the brochures more accessible and visible than ever. The only problem I see is keeping the brochure holder supplied!” Carolyn said that Mr. Rachal and other facility resident council presidents have offered to be “monitors” and will alert Carolyn whenever the supply of brochures runs low. A lot of good teamwork is going on in Alexandria!

Does your region have these LTCOP Poster Stands?



BEING PREPARED: TIPS FROM PEGGY AND SHIRNELL

Peggy Essick and Shirnell Jackson teamed up to give advice and tips to ombudsmen about preparedness for hurricane season.



Peggy, Regional Coordinator of the Baton Rouge area and a 38-year experienced ombudsman, has a wealth of sage advice, including but not limited to:

- Contact facilities to inquire about their emergency/evacuation plans—the site location(s).
- Contact information – cell phone numbers and email addresses – for all key personnel (Admin., DON, ADON, Social Worker, Activities Director, corporate emergency contact, more...) and particularly contact info for all key staff evacuating with residents, Admin or Don.
- Make sure the facility staff has ombuds' contact information.



Shirnell, our OLAP go-to-attorney, suggests ombuds encourage residents to have their contact information up to date, including POAs and other legal documents.

Whether it is while you are visiting the facility, phoning, or emailing the administrators of the facilities, this is the time to get your Nursing Home Preparedness Plans updated and ready.

2022 EVENTS TO REMEMBER

August: Senior Citizens Day
(Sunday, August 21, 2022)

September: Healthy Living Month

October: Residents' Rights

REMINDERS

Ethics and Preventing Sexual Harassment are mandatory training for all ombudsmen annually.

KNOW THE ANSWER?

Q. What is a representative payee?

A. An individual or organization designated by the Social Security Administration to handle Social Security benefits for another individual. The representative payee must provide an annual accounting of the individual's benefits to the Social Security Administration.

<https://www.ssa.gov/payee/index.htm>

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:

July | **Casandra Cesare**, Regional Coordinator for the Shreveport Region and mental health professional for over twenty years; she will lead the discussion on “capacity.”



August | **Carolyn Smith**, Regional Coordinator for the Alexandria Region, will expand the conversation on “capacity” along with the roles of Powers of Attorney. Additionally, Carolyn will share the success stories of the new LTCOP rollout of Poster Stands and Brochure Racks. Hint: The residents are engaged in ensuring the brochures are always stocked!



September | **Tanya Hayes**, New Orleans Regional Coordinator: The essential role of volunteers in the Louisiana Long-Term Care Ombudsman Program.



OMBUDS IN-TRAINING

The Louisiana Long-Term Care Ombudsman Program is pleased to announce three new Ombuds who are completing their Ombudsman Certification.



LAFAYETTE REGION | **Nanette Burch** is a new hire as Program Manager for Cajun Area Agency on Agency and Long-Term Care Ombudsman under Dana Adams, Regional Coordinator. Nanette also teaches “Balance Training.” Her 1-minute stretches were particularly helpful during the 16 hours of online classroom training! Dana said Nanette “brings balance and fun to everyone.”



NEW ORLEANS REGION | **Mary Jane Ciccarello** is a retired elder law attorney who serves as the Director of the Borchard Foundation Center on Law and Aging, a charitable foundation whose mission is to help improve the quality of life for older adults. She also serves on the board of directors of Justice in Aging, a national advocacy agency that fights senior poverty through law. Mary Jane recently moved to New Orleans with her husband, a New Orleans native. Her background, training, expertise, and compassion perfectly fit the Long-Term Care Ombudsman Program.

CADDO REGION | Pamela Hairston, a retired nurse, is a welcome addition to the LTCOP. Casandra Cesare, the Regional Coordinator, said, “Pamela brings experience not only to the role as volunteer ombudsman, but she is also an excellent resource for the ombuds at large for nursing-related information.

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
Ombud Nanette Burch

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

Call: (504) 782-6640

goea.la.gov/ombudsman