



# LOUISIANA OMBUDSMAN PROGRAM

## What is a long-term care ombudsman?

A long-term care ombudsman is an advocate for residents in nursing homes and assisted living facilities. A local ombudsman is assigned to each of these facilities. Ombudsmen work with residents, their families, facilities, community organizations, and other interested parties to address concerns that affect the lives of residents.

## What does an ombudsman do?

Advocates for the rights of residents

Investigates concerns and works to resolve issues in facilities

Visits long-term care facilities on a regular basis

Attends resident and family council meetings

## What kinds of concerns can an ombudsman help with?

- Involuntary transfer/discharge
- Requests for assistance
- Lost property
- Being treated with dignity and respect
- Exercising personal preferences
- Respect for personal privacy

## How much does it cost?

All ombudsman services are free of charge and confidential.

## How do you contact an ombudsman?

Contact information for the local ombudsman will be posted in the facility or  
Call (866) 632-0922 or email [StateOmbudsman@la.gov](mailto:StateOmbudsman@la.gov)



# LOUISIANA OMBUDSMAN PROGRAM

## ALEXANDRIA REGION

Avoyelles, Catahoula, Concordia, Grant, LaSalle, Natchitoches, Rapides, Sabine, & Winn

<b>Carolyn Smith</b> <b>Ombudsman Coordinator</b> <a href="mailto:carolynsmith@cenlaaging.org">carolynsmith@cenlaaging.org</a>	Cenla Area Agency on Aging Post Office Box 13027 Alexandria, LA 71315	318-484-2260 or 800-454-9573 Fax: 318-484-2266
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## BATON ROUGE REGION

Ascension, Assumption, East Baton Rouge, East Feliciana, Iberville, Lafourche, Livingston, Pointe Coupee, St. Charles, St. Helena, St. James, St. John, Tangipahoa, Terrebonne, Washington, West Baton Rouge, & West Feliciana

<b>Mavis Lee</b> <b>Ombudsman Coordinator</b> <a href="mailto:mlee@capitalaaa.org">mlee@capitalaaa.org</a>	Capital Area Agency on Aging Post Office Box 66038 Baton Rouge, LA 70896	225-229-7586 or 800-833-9883 Fax: 225-922-2528
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## LAFAYETTE REGION

Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, & Vermilion

<b>Dana Adams</b> <b>Ombudsman Coordinator</b> <a href="mailto:d.adams@lusfiber.net">d.adams@lusfiber.net</a>	Cajun Area Agency on Aging Post Office Drawer 60850 Lafayette, LA 70596-0850	337-572-8940 or 800-738-2256 Fax: 337-572-8974
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## LAKE CHARLES REGION

Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis, & Vernon

<b>Shelly Young</b> <b>Ombudsman Coordinator</b> <a href="mailto:syoung@calcoa.org">syoung@calcoa.org</a>	Calcasieu Council on Aging 3950 Gerstner Memorial Blvd. Lake Charles, LA 70607	337-312-1059 800-223-5872 Fax: 337-474-6563
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## MONROE REGION

Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, & West Carroll

<b>Anna Horne</b> <b>Ombudsman Coordinator</b> <a href="mailto:annahorne@cenlaaging.org">annahorne@cenlaaging.org</a>	Cenla Area Agency on Aging Post Office Box 13027 Alexandria, LA 71315	318-362-4288 800-454-9573 Fax: 318-362-4287
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## NEW ORLEANS REGION

Jefferson, Orleans, Plaquemines, St. Bernard, & St. Tammany

<b>Tanya Hayes</b> <b>Ombudsman Coordinator</b> <a href="mailto:thayes@capitalaaa.org">thayes@capitalaaa.org</a>	Capital Area Agency on Aging Post Office Box 66038 Baton Rouge, LA 70896	504-909-0672 or 800-833-9883 Fax: 225-922-2528
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## SHREVEPORT REGION

Bienville, Bossier, Caddo, Claiborne, DeSoto, Red River, & Webster

<b>Casandra Cesare</b> <b>Ombudsman Coordinator</b> <a href="mailto:ccesare@caddocoa.org">ccesare@caddocoa.org</a>	Caddo Council on Aging 1700 Buckner Street, Suite 240 Shreveport, LA 71101	318-676-7900 or 800-256-3003 Fax: 318-676-7911
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