

# Ombuds Bulletin

LOUISIANA LONG-TERM CARE OMBUDSMAN PROGRAM

June 2026

Monthly Issue

## *Respect in the Small Moments*

*Dignity is often communicated through the simplest interactions.*

### **Respect in the Small Moments**

Advocacy is often expressed in quiet, everyday interactions.

*A respectful tone. A pause long enough to listen. A resident's preference honored. A family member guided through uncertainty.*

These moments may appear small, but they shape trust, dignity, and quality of life for residents in long-term care.

Resident rights are not only protected through policy — they are strengthened through consistent, thoughtful practice. Every interaction is an opportunity to support dignity, choice, and connection.

### **Coffee & Cases**

*Community Conversation*

Our June gathering will be an open discussion focused on shared experiences, questions from the field, and collaborative problem-solving.

These conversations strengthen our practice by creating space to learn from one another and support the work we do every day on behalf of residents.

Whether you have a case question, a recent success, or simply wish to listen and connect, all are welcome.

Monday, June 1, 2026 | 9:30 AM | Zoom

### **Hurricane Season Preparedness**

*Planning Ahead to Support Resident Safety*

Hurricane season begins June 1. Preparation helps ensure that residents remain safe, connected, and supported during emergencies and evacuations.

Ombudsmen are encouraged to review:

- Evacuation site locations for assigned facilities
- Emergency transportation plans
- Updated contact lists and staff cell numbers
- Resident communication procedures during relocation

Preparedness supports continuity, communication, and resident-centered advocacy during times of uncertainty.

### **Communication Matters**

During emergencies and evacuations, residents and families often remember communication more than logistics.

*Clear updates.*

*A calm tone.*

*A familiar voice.*

*A moment of reassurance.*

Even brief communication can help reduce fear, confusion, and isolation during times of uncertainty.

### **Remember**

Residents have the right to:

- Privacy
- Choice
- Respect
- Participation in their care
- Freedom from retaliation when voicing concerns

Sometimes advocacy begins simply by pausing long enough to ask:

*"What does the resident want?"*

### **In Practice**

*"Residents may not remember every conversation — but they remember how they were made to feel."*