

# OMBUDS BULLETIN

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

**April 2025**

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

## Senior Citizens Month

Honoring the wisdom, experience, and contributions of our older adults, April is a time to celebrate our older adults – the keepers of stories, traditions, and life lessons. Their resilience and strength inspire us, while their talents and community involvement enrich our lives. This month honors the voices of those who paved the way for future generations.

### Upcoming Events

#### Coffee & Cases:

First Monday of the month, 9:30–11:00am

- **April 7 – PACE Program, Jeanne Abadie**
- **May 5 – Open Discussion**
- **June 2 – NOAGE, Jim Meadows**

### Resident Voices Count!

*What's it Like Living in a Nursing Home?*

That's the question behind National Consumer Voice's Survey of Residents of Long-Term Care Facilities, which ended on March 28. Early entries from two local residents reveal touching insights:

"I was in rehab. I realized that my life would not be the same and I would have a safer, easier life if I did not return home but made a nursing facility my home. I think I am happy here in large part because 'it was my choice.'" – Local Resident

Another resident said: "I miss my garden, but I found a new hobby here. It's not the life I planned, but I've made peace with it, and the friends I've made make all the difference."

### Ombudsman Certification Training: Do You Remember?

What would you do? 🤔

You visit a resident who smiles wide and says how glad he is to see you. He gleefully shares that he plans to elope – out the window – just as soon as the weather improves. Do you mention to the social worker that she might want to keep an eye on the resident and his open window?

How would you advise the family member? A family member calls, asking if a nursing home can refuse their chosen hospice provider. The administrator claims they only allow the hospice provider they have a contract with.

### What about State Surveys?

Once a complaint has been made and the state has completed its investigation, does the resident – or you – get a copy of the investigation results? Does the facility post it? If your answer is no to either, how do you follow up? Let's talk about all the above during our next Coffee & Cases!

### AARP

AARP offers a weekly series of gentle seated yoga classes to bring awareness to the body, soothe the mind, and ease stress and anxiety. Free Online. Friday, April 4, 2025. 7:30 AM CT

Submit any questions, suggestions, or case examples you'd like to share to the State Office at [StateOmbudsman@la.gov](mailto:StateOmbudsman@la.gov).