

OMBUDS BULLETIN

October 2022

Volume 5

“As you grow older, you will discover you have two hands – one for helping yourself, the other for helping others.”

– Audrey Hepburn

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

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

PROCLAMATIONS

Governor John Bel Edwards has proclaimed October 2022 as Residents' Rights Month, an annual event designated by Consumer Voice to honor residents living in all long-term care facilities and those receiving care in their home or community. It is an opportunity to focus on and celebrate the dignity and rights of every individual receiving long-term services and supports.

Governor John Bel Edwards has also proclaimed October 13, 2022, OMBUDS DAY. Ombuds are part of a revered 200-year-old profession. Ombuds professions cross sectors – business, government, universities. But all ombuds are recognized for advocating for citizens with complaints or problems.



KUDOS TO OMBUDS

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

Baton Rouge Region
Glenda Teagle 11/5/2009
Anne Miller 11/20/2014

Shreveport Region
Lucinda Thornton 10/29/2020

New Orleans Region
Tanya Hayes, 10/1/2007
Beverly Gianna 10/23/2013
Barbara Soniat 11/14/2016



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

Rosa Walton
State Ombudsman

KUDOS!

Tammy Willhoft, Business Manager at St. Jude’s Nursing Home in New Orleans, tackled a seemingly unsolvable task. More than 80 residents, who had been displaced during Hurricane Ida and were “lost in the system”, have gone for months without receiving any money. No Social Security payments, no PNA money.



Tammy rolled up her sleeves and worked evenings and weekends completing forms, sending emails, making calls, and making trips to the social security office.

Many residents are now receiving their money while others are verifiably in the cue.

Now, instead of knocking at her door asking “where’s my money” residents appear in her doorway with smiles and exclamations of appreciation.

Good Work!

KUDOS!

Billy White, Jefferson Healthcare New Orleans administrator, took steps to soften the overhead paging systems by making a bit of music. Research shows that music, particularly classical music, aids in the healing of wounds, helps counteract depression, and generally helps keep the mind and body fit.

Residents, staff, and visitors to this facility now have a beat in their steps. Perhaps a bit more Eagles and Jimi Hendrix than Bach or Mozart, but everyone enjoys the music.



RESIDENTS' RIGHTS MONTH: UNITY WITHIN OUR COMMUNITY

October 2022 is designated by the Consumer Voice as Residents' Rights Month to honor residents in all long-term care facilities and consumers receiving services in their homes or community. This year's theme is *Inspiring Unity within Our Community*.

A lovely example of this theme occurred in New Orleans: Aveda Institute's Paris Parker Salons offered free "Shampoo & Style" for residents at St. Jude Nursing Home. The facility provided transportation for 16 residents, and hairdressers pampered these men and women in two shifts.



What prompted Paris Parker to offer this service? Chris Guidry, master haircutter, said, *"We live in this community, and we are always looking for ways to support our community. We should do whatever is necessary to uplift our fellow New Orleanians. It's an energy thing. What you put out, you get back. It's a beautiful thing."*

Paris Parker sent the residents back home not only with new hair-styles but also gift bags filled with personal beauty items for men and women. And Paris Parker wanted to show their appreciation to the people who provide daily care for the residents: all staff also received gift bags.

UNITY WITHIN THE NURSING HOME COMMUNITY

St. Jude's is one of 44 non-profit nursing homes in Louisiana. It is the first nursing facility in Louisiana to embrace LA PEER, the Louisiana Program for Empowering Every Resident.

Louisiana is the third state (behind Pennsylvania and Colorado) to establish this "train-the-residents-to-self-advocate" program.

Louisiana's LA PEER first graduating class received their training certificates on June 30, 2022, at St. Jude's Health and Wellness in New Orleans. The Louisiana Program for Empowering Every Resident is a series of 12 hours of interactive training sessions for residents in long-term care facilities to advocate for themselves. The residents are trained to think in terms of advocacy and act as problem solvers through critical thinking. It teaches them to help their fellow residents improve their day-to-day life in their home facility.



LA PEERS at St. Jude's are well underway to help their fellows resolve issues and, together with all residents, improve their quality of life: a monthly newsletter produced by residents was recently distributed, floor-by-floor communication boards have been installed, and a weekly book club are just some of the initiatives LA PEERS have undertaken.

View the video at <https://youtu.be/IIA6fLusNFc>

RESIDENTS' RIGHTS BINGO - A GAME WE OMBUDS TAKE SERIOUSLY

In recognition of OCTOBER's designation as RESIDENTS' RIGHTS MONTH, ombuds across the state distributed Residents' Right Bingo games to facilities.

They are being used as resident activities, and some facilities are using Residents' Rights Bingo as a fun and effective staff training tool on residents' rights.

Residents and staff commented they were pleased to have them.



FACT OR FICTION

FACT: Ombuds advocate for residents. Ombuds work to do what the resident wants them to do.

FICTION: Ombuds work in the best interest of the resident. NO.

The ombuds directive is NOT to work on “what is the best for the resident” – but rather “what the resident wants”. The LTCOP is to follow the direction of the resident and do what the resident wants, even if that is not what others think is in the resident’s best interest.

Why? Residents direct the LTCOP to determine which avenue to seek for complaint resolution. The LTCOP’s top priority is to empower residents to exercise their right to self-determination.

Examples include living at home alone and going against medical advice.

There are a variety of examples and definitions of “best interest”. Best interest is a subjective term that means different things to different people. It is a personal decision based on your thoughts, experiences, morals, values, etc. It is a personal decision whether you are thinking of your own best interest or someone else’s best interest. ”

Who can tell me what is in my best interest? The answer could be no one but yourself – or it could be someone close to you who will honor your wishes. Again, it is subjective. Why?

When someone is working with another’s best interest in mind, there is a judgment attached to what the “helper” deems is the best interest of the individual. It may or may not be what the individual wants or believes to be in their best interest or a qualifier as living the highest quality of life possible. Residents have the right to make their own decisions – even if it is a poor decision.

FACT: Ombuds are NOT Mandatory Reporters of Abuse

FACT: However, Ombuds do investigate allegations of abuse

The LTCOP does investigate allegations of abuse but does so as directed by resident goals for complaint resolution. The LTCOP does not gather evidence to substantiate that abuse occurred or to determine if a law or regulation was violated to enforce a penalty.

Why? The LTCOP investigates and resolves complaints that “relate to action, inaction or decisions that may adversely affect the health, safety, welfare, or rights of the residents,” including complaints about abuse, neglect, and exploitation.

Source: National Ombudsman Resource Center

KNOW THE ANSWER?

Q. Is a written notice required for nursing home involuntary discharges?

A. YES. The nursing home must provide written discharge notice to the resident and their family or legal guardian/representative. The involuntary discharge notice cannot be given verbally.

APPRECIATION FOR OUR VOLUNTEERS:



Mary Jane Ciccarello

“Volunteering with the LTCOP offers me opportunities to collaborate with and advocate for wonderful people!”



Pamela Hairston

“Being an ombud is a gratifying experience because not only can I help residents, but as much as I help residents, I get even more gratification.”

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:

October | Atty. Shirnell Jackson

All about contracts!
Residents’ Rights
Admissions
Responsible Parties



November | Mary Jane Ciccarello

PERSONAL NEEDS ASSESSMENT: More than thirty years of \$38 PNA. Really? Social Justice attorney and Volunteer Ombud Mary Jane Ciccarello has completed research on this matter. She will tell us all about it.

December | LTCOP 2022 SUCCESS STORIES from Alexandria, Baton Rouge, Lafayette, Lake Charles, Monroe, New Orleans, and Shreveport.

APPRECIATION FOR OUR LTCOP OMBUD VOLUNTEERS:

We appreciate our Ombuds and the reasons they volunteer.



Cecile Gordon

"I volunteer because I know from personal experience that every nursing home resident, regardless of financial or cognitive status, needs an advocate. More importantly, however, I know how much nursing home residents enjoy and need visitors-just a friendly, familiar face to talk to and share stories."



Chris DeCuir

"If I can bring joy, peace, and happiness to a resident, I have done a good deed. Putting a smile on someone's face makes me happy."



Laurie Holland

"Our seniors in assisted living and nursing homes deserve to stay in touch with the community and to know there is somebody they can call on. I am glad that, as an ombud, I can be that somebody."



Sean Hughes

"I learned about the Ombudsman program while caring for my friend in a nursing home. The experiences helping him and my training and knowledge learned as an ombud have increased my ability to help others."



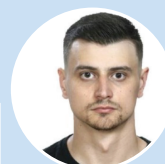
Will Percy

"I like being an ombud because I learn from the residents I visit. I enjoy getting to know them. They seem to enjoy my visits. Their smiles make me feel as if I am doing something good."



Gary Boye

"I saw the ombudsman program in action when my father was in a nursing home. I knew I wanted to be an ombud so I could also help older people in nursing homes – often with no family. I can help make a difference for others; they definitely make a difference for me!"



Savva Ivakin

"Volunteering reduces stress; when I volunteer as an ombud, I focus on helping the residents – not on myself – which makes volunteering great! Volunteering as an ombud makes me feel good."



Vickie Castay

"I volunteer because there is a need, and I want to give back to the seniors in our community who have given so much. I can offer them a smile, support, and information on their Rights. They are not alone as long as they have their Ombuddies."

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, Mary

Jane Ciccarello, Sean Hughes

SHREVEPORT REGION, Caddo COA

Coordinator Casandra Cesare

Ombuds Beverly Parker, Lucinda Thornton,

Rachelle Linnear

Volunteer Ombud Pamela Hairston

RECRUIT A VOLUNTEER

Research shows that volunteering has many biological and psychosocial benefits:

- Helps stay physically and mentally active
- Reduces stress
- Make new friends and contacts
- Increases social and relationship skills
- Adds job skills
- Increases self-esteem and life-satisfaction
- Increases the level of happiness
- It's Fun!

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

Applying to volunteer is easy, quick, and simple: Click Here: <https://tinyurl.com/LTCOVolunteerApplication>

HAVE A QUESTION OR COMMENT?

What's happening in your region?

Email: StateOmbudsman@la.gov

Call: (504) 782-6640

goea.la.gov/ombudsman