

# Ombuds Bulletin

March 2026

## *The Power of Presence*

Advocacy begins with presence —  
informed, steady, and intentional.

### Coffee & Cases: Informed Presence

Thank you to everyone who joined our February Coffee & Cases. These conversations strengthen our shared understanding of systems, roles, and communication pathways.

***Knowledge sharpens advocacy. When we understand the framework around us, our presence carries weight.***

**Join us: Monday, March 2 | 9:30 AM | Zoom**

### A Legacy of Steadfast Presence

Strong programs are not built overnight. They are shaped by years of dedication. This month we recognize two ombudsmen whose service spans decades — and who are now retiring:



**Alrina Ponville**  
37 years of service



**Charles Campbell**  
23 years of service

#### ***Steadfast. Trusted. Wise.***

Mentors to new ombudsmen. Champions of resident rights. Their calm leadership and unwavering commitment have strengthened this program immeasurably.

As they step into retirement, we extend our deepest gratitude for decades of devotion and advocacy.

***Because of their years of service, we stand on solid ground.***

We wish them joy, rest, and every good thing in this next chapter.

### The Mini-Moments That Prevent Harm

*When presence becomes prevention*

Not every prevention story begins with a crisis. Often, it starts with a quiet sense that something isn't quite right — and an ombudsman who pauses to look closer.

#### **A grandson, a Social Security check, and a relationship worth protecting**

A nursing home resident adored her 23-year-old grandson — the boy she raised. He managed her monthly payments to the facility. For some time, payments had stopped. The risk was serious: unpaid liability can lead to discharge.

But he wasn't a villain. He loved his grandmother, and she trusted him deeply. Rather than fracturing that trust in her beloved grandson, the ombudsman suggested a respectful, face-to-face conversation between the social worker and grandson. A repayment plan followed. The resident remained secure. The relationship remained intact.

#### ***Advocacy protected stability and trust.***

#### **A caring hand that held too tightly**

In another setting, a dedicated care partner assisted residents with hurried movements and firm grips that sometimes left bruises. No one called it abuse — yet it eroded dignity.

The response was coaching, not punishment. An in-service emphasized gentle touch, asking permission, and honoring pace. The caregiver didn't need to care more — she needed to care differently.

***Small adjustments prevented emotional harm that might never have been reported — but would have been felt.***

#### **Prevention is also practical: dignity lives in the details**

Not all risks look dramatic.

A resident's table was too high — or her chair too low. A cushion slipped beneath her. Chair-leg extenders restored stability and comfort.

In her closet, clothes hung out of reach and shoes were stacked on the floor. Lowering

the bar and adding accessible racks restored independence.

***Small adjustments prevented harm and preserved dignity.***

#### **"Good Night, Eileen."**

A resident past 100 years old, with no family and no regular visitors, said softly:

***"Oh, how I wish someone would just say, 'Good night, Eileen.'"***

The ombudsman shared this with the administrator, who responded warmly and immediately agreed staff should be doing that.

But the question lingered:

Was it a quick "good night" called over a shoulder on the way out the door?

Or was it a quiet moment — standing beside the bed, covers tucked, a pause, eye contact, and a gentle, "Good night, Eileen," perhaps with a soft touch on the elbow?

***Sometimes preventing harm is not about policy.***

***It is about presence.***

***Sometimes the smallest moments are the ones that matter most.***

*Presence is strengthened not only by compassion but by preparation.*



### Professional Presence

There are still several months before the state deadline (**June 30**) to complete required trainings. Completing them early ensures continued professionalism and compliance.

#### Ethics

[laethics.net/EthicsTraining/login.aspx](http://laethics.net/EthicsTraining/login.aspx)

#### Sexual Harassment Prevention

[nola.gov/sexual-harassment-training/employee](http://nola.gov/sexual-harassment-training/employee)

[tinyurl.com/OmbudResources](http://tinyurl.com/OmbudResources)