

OMBUDS BULLETIN

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

November 2025

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

From the State Ombudsman

As we move into the holiday season, let's remember that residents' rights are not seasonal – they're year-round.

Our role as ombudsmen is to ensure that residents continue to experience safety, dignity, and choice every day. Please see the case below from Beverly Parker, which powerfully illustrates a resident's right to self-determination. This and other cases will be discussed during November's Coffee & Cases.

Also, please remember: Facilities must continue to send copies of all discharge/transfer and emergency transfer notices to the Ombudsman Program. This requirement remains in effect under CMS guidance.

Let's think of each notice as more than a form—it's a lifeline to a resident's rights.

Upcoming Events

Coffee & Cases:

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

- **November 3** – Part 2: Community Behavioral Counseling Agencies with Casandra Cesare, Shreveport Ombudsman Coordinator & Open Discussion
- **December 1** – Save the Date!

Peer Support in Action

Hospitality Teams and LA PEER programs continue to grow across Louisiana—helping residents lift each other up, welcome new neighbors, and spread warmth in every hallway.

Hospitality Teams remind us that everyone has something to give: a smile, a skill, or a word of encouragement. Whether sharing laughter, organizing a meal, or helping someone use a tablet to call home, these small acts of kindness help create a place where long-term care feels less like a facility and more like family.

Remember: The Power of Appreciation

A simple “thank you” can change the tone of a day—for residents, staff, and ombudsmen alike. Gratitude isn't just polite—it's restorative. It builds bridges, reduces stress, and reminds us all of our shared mission: to protect and uplift Louisiana's long-term care residents. Thank you for all you do for so many—it truly makes a difference.



Case in Point: Upholding a Resident's Right to Self-Determination

When a facility denied ombudsman Beverly Parker access to visit a resident—claiming the resident's son had “forbidden visitors”—Beverly sought legal guidance. The Ombudsman Legal Assistance Program (OLAP) attorney confirmed that, unless a court order of interdiction or guardianship exists, a resident retains full decision-making authority, even with a Power of Attorney in place.

As Attorney Shirnell Jackson explained: “A power of attorney does not terminate a person's right to make decisions for himself. He has the right to self-determination.”

Regional Ombudsman Coordinator Casandra Cesare added that Louisiana Administrative Code Title 50, Part II, § 10163 guarantees ombudsmen's right of access to residents, subject only to reasonable limitations. Any interference should be reported promptly to LDH's Health Standards Section.

Following the incident, Beverly spoke with the administrator, who later reported that an All-Staff In-Service had been held to review the ombudsman's role and reinforce that residents have the right to speak freely with the ombudsman—and the ombudsman has the right to visit residents.

This case underscores how our collective work safeguards resident choice, dignity, and autonomy—and how strong collaboration with legal partners ensures those rights are upheld.