



Ombudsman Program

“Together We Can Improve the Quality of Life for Nursing Home Residents and Insure a Brighter Future for All”

1913 Stubbs Avenue
Monroe, Louisiana 71201
(318)387-2572
1-800-998-2572

WHAT IS AN OMBUDSMAN?

“Ombudsman” is a Swedish Word that means “Citizen Representative.” The Ombudsman protects the rights of residents in nursing homes by voicing and resolving the concerns which many elderly face in a nursing home facility. The Ombudsman encourages nursing homes to be more responsive to the people they serve.

WHY AN OMBUDSMAN?

Residents in long term care facilities sometimes have little or no contact with the outside world and feel helpless in controlling their own lives. The Ombudsman is a voice for residents to help them solve their problems and assist them in understanding what is happening to them.

WHAT IS OUR SERVICE?

The North Delta Area Agency on Aging has a State Ombudsman and Ombudsman Coordinator that administers the Ombudsman Program. They work together with residents, families, community groups, and nursing home staff on issues affecting the quality of the nursing home environment.

The Ombudsman Coordinator investigates and resolves complaints.

They also recruit, train, and supervise Ombudsmen and Long Term Visitors, visit in the parish nursing homes at least once a year and promote community involvement with long-term care facilities.

The Certified Ombudsman serves as a liaison between residents, their families, and facility personnel and facility administrators. They also visit in assigned nursing homes at least four hours a month.

The Long Term Visitor visits in each assigned home at least four hours a month. They provide appropriate service to the residents, also refers problems received to Ombudsmen or the Ombudsman Coordinator.

YOU CAN USE OUR OMBUDSMAN SERVICE IF YOU ARE:

- ◆ A resident in a long-term care facility and have a question about the care you are receiving, your rights, or other individual’s needs or concerns
- ◆ A relative or friend of a long-term care resident and have a question or problem regarding care or benefits
- ◆ A potential long-term care resident or friend or relative of such person seeking information about long-term care
- ◆ Along term care employee or administrator with a problem whose resolution will improve the quality of life for residents
- ◆ A member or a community group or an interested citizen concerned with improving long-term care for our elderly citizens.

Parishes Served

Caldwell
East Carroll
Franklin
Jackson
Lincoln
Madison
Morehouse
Ouachita
Richland
Tensas
Union
West Carroll





Directory

Caldwell Parish COA (318)649-2584

307 Main St, Columbia, La 71418

East Carroll Voluntary COA (318)559-2774

600 First St, Lake Providence, La 71254

Franklin Parish COA 800-613-4710

714 Adams St, Winnsboro, La 71295

Jackson Parish COA 800-256-3607

120 Polk Ave, Jonesboro, La 71251

Lincoln Parish COA (318)255-5070

1000 Saratoga St, Ruston, La 71273

Madison Parish Voluntary COA (318)574-4101

203 South Elm, Tallulah, La 71232

Morehouse Parish COA (318)283-0845

200 Elm St, Bastrop, La 71220

Ouachita Parish COA (318)387-0535

PO Box 14363, Monroe, La 71207

Richland Voluntary COA 800-794-5605

PO Box 97, Rayville, La 71269

Tensas Parish COA (318)766-3770

PO Box 726, St. Joseph, La 71366

Union Parish COA 800-256-2846

606 East Boundary St, Farmerville, La 71241

West Carroll COA (318)428-4217

PO Box 1058, Oak Grove, La 71263

Adult Residential Care

Arbor & Terrace of Ruston —LaNell Winston

Russ House —LaNell Winston

Arbor Retirement of Bastrop —LaTrichelle Chisley

Arbor of West Monroe —Mavis Butler

HCC Asst. Living —Mavis Butler

St. Joseph's Home —Wanda McDowell

Rosemount West Monroe —LaTrichelle Chisley

John Breaux Asst. Living —LaNell Winston

StoneyBrook —LaTrichelle Chisley

Arbor Rose Asst. Living —LaNell Winston

Nursing Facility

Haven Nursing—LaNell Winston

Shady Lake—LaNell Winston

Mary Anna—Mavis Butler

Plantation Manor—Mavis Butler

Plantation Oaks—Mavis Butler

Charlyn—Mavis Butler

Forest Haven—LaNell Winston

Jackson Manor—LaNell Winston

Wyatt Manor—LaNell Winston

Alpine Guest Care—Wanda McDowell

Ruston Nursing—Wanda McDowell

Princeton Place—LaNell Winston

Olive Branch—Wanda McDowell

Cherry Ridge Guest Care—LaTrichelle Chisley

Hickory Manor—LaTrichelle Chisley

LeGrande—LaTrichelle Chisley

Nursing Facility (continued)

Oak Woods—LaTrichelle Chisley

Lagniappe—LaTrichelle Chisley

Southern Acres—Mavis Butler

Mary Goss—LaNell Winston

Avalon Place—Mavis Butler

Ridgecrest—Wanda McDowell

Riverside—LaNell Winston

Christus St. Joseph—LaTrichelle Chisley

The Oaks—LaTrichelle Chisley

West Monroe Guest House—LaTrichelle Chisley

Landmark—LaTrichelle Chisley

Northeast LA War Vet—LaNell Winston

Colonial Manor—LaNell Winston

Rayville Nursing Center—LaNell Winston

Deerfield—LaNell Winston

Farmerville Nursing—Wanda McDowell

Timberlake—Wanda McDowell

Bernice Nursing—Wanda McDowell

Carroll Nursing Home—LaNell Winston

West Carroll Care Center—LaNell Winston

Hospital Based

Northern LA Medical—LaNell Winston

Healthsouth Specialty—LaNell Winston

Glenwood Regional—LaTrichelle Chisley

St. Francis Medical—LaTrichelle Chisley

Golden Age Home Care—LaNell Winston