



LONG TERM CARE OMBUDSMAN PROGRAM (LTCOP)

The LTCOP Program provides free services to persons residing in long term care facilities.

The Advocacy Center (AC) is a statewide non-profit agency providing free legal services to senior citizens and persons with disabilities.

ELIGIBILITY

To be eligible for **LTCOP**, an individual must

- reside in a Louisiana long term care facility, such as a nursing home, skilled nursing facility, or assisted living care facility; AND
- reside in a parish with which AC has a contract to provide ombudsman services (Ascension, Assumption, East Baton Rouge, East Feliciana, Iberville, Lafourche, Livingston, Pointe Coupee, St. Charles, St. Helena, St. James, St. John, Tangipahoa, Terrebonne, Washington, West Baton Rouge, and West Feliciana [served by the Baton Rouge office], Jefferson, Orleans, Plaquemines, St. Bernard, St. Tammany [served by the New Orleans office]).

SERVICES

INFORMATION AND REFERRAL

- Provide information regarding residents' rights.

EDUCATION AND TRAINING

- Train residents and family members to promote self-advocacy.
- Provide education about residents' rights and ways to improve residents' care to facility staff, the public, lawmakers, and staff of government agencies.
- Recruit, train and support volunteers to act as certified ombudsmen and long term care visitors.

INDIVIDUAL CASE ADVOCACY

- Investigate and resolve problems of residents, including complaints against facilities or public agencies. The following are priority areas:

Abuse/Neglect

- advocate on behalf of clients in abuse/neglect cases, including emotional/verbal abuse, financial exploitation, physical/sexual assault, improper use of physical or chemical restraints, or threats of retaliation by staff.

Access to Information

- assist residents to obtain information from their records, as well as to get information about facilities.

Admission, Transfer, Discharge, Eviction

- ensure that proper procedures are used in admission and discharge
- ensure the resident understands his or her appeal rights
- challenge discriminatory action based on a resident's condition or disability

Medical Care and Treatment

- advocate for proper and timely medical treatment and administration of medication, with the resident's consent

Privacy

- advocate for the right to privacy and confidentiality in communication (visitors, telephone, mail) and during treatment

Quality of life

- assure that there are opportunities for residents to participate in appropriate recreational activities at the facility and within the community
- advocate for meals and snacks that are served in a timely way, that are appropriate in quantity, quality and variation, and which meet the individual resident's therapeutic needs
- ensure a safe, clean and pleasant physical environment

Rehabilitation

- advocate for rehabilitation and maintenance of function services, including physical/occupational/speech therapy, vision/hearing/dental services, and mental health/psychosocial services

Residential Care

- advocate for an appropriate plan of care developed with the participation of the resident
- ensure that there is assistance with personal care, including activities of daily living such as personal hygiene
- assure protection of personal safety

For Assistance, Please Contact the Ombudsman at the Facility or Advocacy Center at:

Baton Rouge

TOLLFREE: 1-800-711-1696

2704 Wooddale Boulevard, Suite B
Baton Rouge, LA 70805
225-925-8884

New Orleans

TOLLFREE: 1-800-960-7705

1010 Common St., Ste 2600
New Orleans, LA 70112
504-522-2337