



LOUISIANA OMBUDSMAN PROGRAM

What is a long-term care ombudsman?

A long-term care ombudsman is an advocate for residents in nursing homes and assisted living facilities. A local ombudsman is assigned to every certified long-term care facility. Ombudsmen work with residents, their families, facilities, community organizations, and other interested parties to address concerns that affect the lives of residents.

What does an ombudsman do?

Advocates for the
rights of residents

Investigates concerns and
works to resolve issues in facilities

Visits long-term care
facilities on a regular basis

Attends resident and
family council meetings

What kinds of concerns can an ombudsman help with?

- Involuntary Transfer/Discharge
- Requests for assistance
- Lost property
- Being treated with dignity and respect
- Respect for personal privacy
- Exercising personal preferences

How much does it cost?

All ombudsman services are free of charge and confidential.

How do you contact an ombudsman?

Contact information for the local ombudsman will be posted in the facility or
Call (866) 632-0922 or email StateOmbudsman@la.gov



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ALEXANDRIA REGION

Avoyelles, Catahoula, Concordia, Grant, LaSalle, Natchitoches, Rapides, Sabine, & Winn

Carolyn Smith Ombudsman Coordinator carolynsmith@cenlaaging.org	Cenla Area Agency on Aging Post Office Box 13027 Alexandria, LA 71315	318-484-2260 or 800-454-9573 Fax: 318-484-2266
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BATON ROUGE REGION

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, & West Feliciana

Peggy Essick Ombudsman Coordinator pessick@capitalaaa.org	Capital Area Agency on Aging Post Office Box 66038 Baton Rouge, LA 70896	225-928-8775 or 800-833-9883 Fax: 225-922-2528
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LAFAYETTE REGION

Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, & Vermilion

Dana Adams Ombudsman Coordinator d.adams@lusfiber.net	Cajun Area Agency on Aging Post Office Drawer 60850 Lafayette, LA 70596-0850	337-572-8940 or 800-738-2256 Fax: 337-572-8974
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LAKE CHARLES REGION

Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis, & Vernon

Charles Campbell Ombudsman Coordinator ccampbell@calcoa.org	Calcasieu Council on Aging 3950 Gerstner Memorial Blvd. Lake Charles, LA 70607	337-312-1059 800-223-5872 Fax: 337-474-6563
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MONROE REGION

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

Anna Horne Ombudsman Coordinator annahorne@cenlaaging.org	Cenla Area Agency on Aging Post Office Box 13027 Alexandria, LA 71315	318-362-4288 800-454-9573 Fax: 318-362-4287
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NEW ORLEANS REGION

Jefferson, Orleans, Plaquemines, St. Bernard, & St. Tammany

Tanya Hayes Ombudsman Coordinator thayes@capitalaaa.org	Capital Area Agency on Aging Post Office Box 66038 Baton Rouge, LA 70896	225-928-8775 or 800-833-9883 Fax: 225-922-2528
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SHREVEPORT REGION

Bienville, Bossier, Caddo, Claiborne, DeSoto, Red River, & Webster

Casandra Cesare Ombudsman Coordinator ccesare@caddocoa.org	Caddo Council on Aging 1700 Buckner Street, Suite 240 Shreveport, LA 71101	318-676-7900 or 800-256-3003 Fax: 318-676-7911
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