

Tribal Long Term Care Ombudsman Program

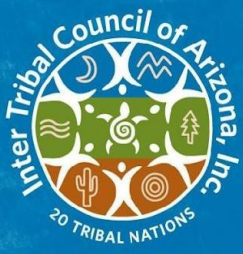
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What is the Long Term Care Ombudsman Program (LTCOP)?

The Long Term Care Ombudsman Program exists to protect the human and civil rights of long-term care residents and to enhance their quality of life in long term care settings.

*A **free and confidential** service.*

The service can only be provided by an ombudsman **specially trained and state certified** to resolve complaints on behalf of residents.





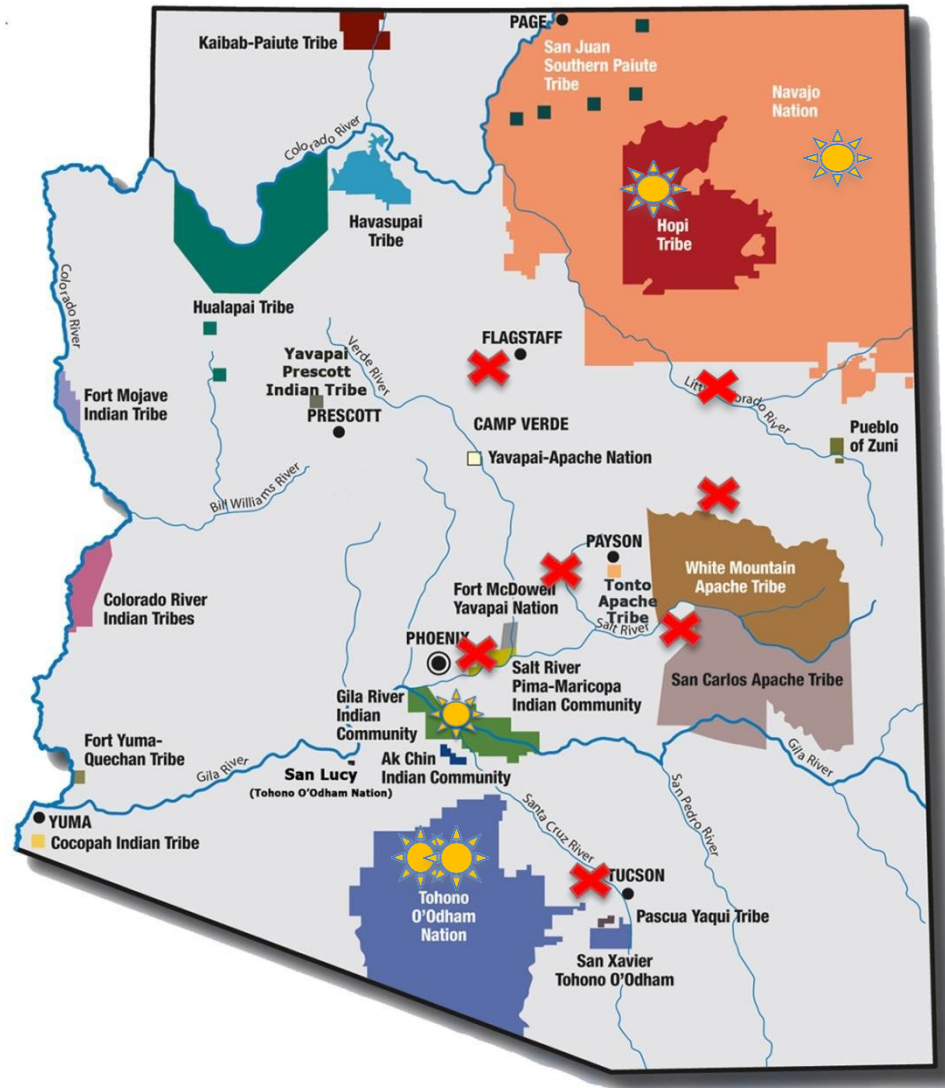
Long Term Care (LTC) Facilities in Indian County

Nationally, there are
approximately 19 LTC
facilities on Tribal lands!

In Arizona:

- 3 out of 164 Skilled Nursing Facility (SNF)
- 2 out of 2,204 Assisted Living Facilities (ALF)

Tribal Ombudsman respond to
complaints on and off
reservation.





What does the Tribal LTCOP do?





Tribal Customs and Language

Customs

- Body & Hair (touching, combing, cutting)
- Cutting of clothes
- Taking Pictures
- Cleansing Room - Smudging

Language

- Hopi Tribe: Hopi & Tewa
- Pascua Yaqui Tribe: Yaqui & Spanish
- Tohono O'odham Nation: O'odham
- Gila River Indian Community: O'odham (dialect)

Traditional Food and Community Events





Resident's Challenges

Feelings of Isolation

Being alone causes residents to feel isolated, especially if they only speak their Tribal language

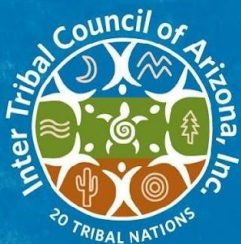


Loneliness

Not making regular contact with family and friends can cause loneliness



**Longing for home,
family, traditional
food and
community**



Reasons for limited complaints from Tribal residents

Modesty

residents are
modest about
making a
complaint



Humility

They feel
ashamed to be
the
complainer



Not Attention Seeking

They don't
want to be the
person that is
seeking
attention



Communication Strategy for LTCO

Resident has a complaint, but chooses not to file a report with the Ombudsman.



Often residents say they do not want to be seen as that person who “complains a lot”



We had to change the way we speak:
Concern vs. Complaint



Thank you