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The National **Long-Term Care**
Ombudsman Resource Center

CULTURAL AND LINGUISTIC COMPETENCE:

What it Means for Ombudsman Programs

June 10, 2020

Goals for this webinar

- Understand the definitions and conceptual frameworks for cultural competence and linguistic competence and examine what they mean for Ombudsman Programs, their staff, and volunteers.
- Present examples from two programs that provide professional development and training on **implicit and explicit biases** and the unique **cultural issues related to underserved lesbian, gay, bisexual, and transgender (LGBT)** community within long-term care.

State Operations Manual – Appendix PP

- **F726** § 483.35 Proficiency of nurse aides. The facility must ensure that nurse aides are able to demonstrate competency in skills and techniques necessary to care for residents' needs, as identified through resident assessments, and described in the plan of care.
 - *Cultural competencies help staff communicate effectively with residents and their families and help provide care that is appropriate to the culture and the individual. (Page 435)*
- **F553** § 483.10(c)(3) *The facility shall inform the resident of the right to participate in his or her treatment and shall support the resident in this right.*
 - *The planning process must—*
 - *(i) Facilitate the inclusion of the resident and/or resident representative.*
 - *(ii) Include an assessment of the resident's strengths and needs.*
 - *(iii) Incorporate the resident's personal and cultural preferences in developing goals of care. (Page 15)*

Speakers

- **Tawara D. Goode**, Assistant Professor
Director, Georgetown University National Center for Cultural Competence
Director, Georgetown University Center for Excellence in Developmental Disabilities
Center for Child and Human Development
Georgetown University Medical Center
Washington, DC
- **Sara (Socia) Gusler**, LBSW
Certified Local Long-Term Care Ombudsman
Region 9 Area Agency on Aging
Alpena, MI
- **Joseph Rodrigues**
State Long-Term Care Ombudsman
California Department of Aging
Sacramento, CA

QUESTIONS?

RESOURCES

Additional Information

- **Cultural Competency and Sensitivity in Issues Relating to the Underserved Aging Lesbian, Gay, Bisexual, and Transgender Community**

<https://ltcombudsman.org/uploads/files/issues/ch-10-teaching-notes.pdf>

- **Tribal Elders and Ombudsman Services**

<https://ltcombudsman.org/issues/tribal-elders-and-ombudsman-services>

- **Younger Residents**

<https://ltcombudsman.org/issues/younger-residents>

- **Administration for Community Living**

<https://acl.gov/programs/strengthening-aging-and-disability-networks/diversity-and-cultural-competency>

- **US Department of Health and Human Services, Office of Minority Health**

<https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=1&lvlid=6>

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