



Understanding Indian Culture to Enhance the Delivery of Services to Indian Families with Children and Youth with Special Health Care Needs: Communication, Beliefs and Religious Ceremonies

As we continue to work with many diverse families of children and youth with special health care needs, it is important to explore our own family cultures and become familiar with the cultures of others in order to better serve all families. We hope that the information, resources and tips we share will ultimately help families receive comprehensive, coordinated, culturally and linguistically competent, family-centered, community-based health care in their home communities.

As a sign of respect and an indication that you've taken time to learn about their culture, it is important in any group to acknowledge elders first. In most tribes elders are viewed as the keepers of knowledge. Direct eye contact with more traditional Indians is considered impolite and rude. Waiting for a break in conversation before you speak is the norm and considered a high form of respect for the individual or individuals speaking. It is customary to offer food or drink to all who come into a home in Indian country, and to refuse is considered disrespectful. It is alright to let your hostess know that you have just eaten and you will take what is offered with you when you leave. Traditional Indians often give subtle hints so as not to offend or disrespect any person. Indians have a tendency to shake their heads in a positive manner as a sign of respect to the person speaking; it is not necessarily an acknowledgement of agreement with what is being said. Indians will use their lips, chin or head movements as forms of acknowledgment, so don't misconstrue their meanings. With more traditional Indians it is not uncommon for them to wait to hear what everyone has to say before speaking or making comment. They may not comment for a few minutes or even until the next day after they have had time to comprehend the conversation and talk it over with family or another Indian. They will discuss with each other about the possible impacts of their suggestions or comments on their family, their people, or Indians in general. [To read more...](#)

We Continue to Grow!

Join us in welcoming Patricia "Pat" Head, new Network member in SC! Pat is a mother to Jimmy, Kate, Jake, Alexandra and Ryan, who has Down Syndrome. Working at Family Connection of South Carolina, the state parent-to-parent organization, Pat serves as the Project Coordinator for two grants—the CMS Real Choice Systems Change Grant, charged with developing a state Family to Family Health Information Center; and the Graduate Network, which will develop a network of Partners in Policymaking graduates with funding from the SC Developmental Disabilities Council. Pat is active in state advocacy efforts, and is closely watching how changes in Medicaid will impact health care in SC. Welcome, Pat!

Tune in to PBS

Last week, PBS premiered a new documentary, "The New Medicine: Returning Human Touch to High-Tech Care," which explores the growing movement in health care settings to integrate the best of high-tech medicine with the attitude that recognizes that treating the patient as a whole person is vital to the healing process. This documentary, hosted by Dana Reeve, features new KASA Advisory Board Member Matthew Potter, an aspiring comic, self-advocate and college student from NC. If you missed the initial broadcast, check your local listings for days and times of replays at www.pbs.org.



Network News



Meeting in Minneapolis

Family Voices Regions 5 & 8 recently spent a wonderful weekend together in Minneapolis, MN. The combined regional meeting addressed issues important to both new and veteran Network members. Highlights included information and training modules on private insurance, presented by Lorri Park (CO), Donna Gore Olsen (IN) and Carolyn Allshouse (MN); resources on partnering and coalition building; Molly Cole's (CT) expertise in non-profit management and great resources; and Julie Beckett's update on what's happening in Medicaid and with the Family Opportunity Act (FOA). A tour of PACER, including a wonderful lunch, was much appreciated! Resources and publications that we could all use and adapt were presented during Share the Wealth, including a conversation on teamwork and "Trusting Just Right." Many thanks to the Network members who provided yummy snacks and wonderful door prizes!


Support for Nonprofits

PTI Nebraska, the organizational host for Family Voices in Nebraska, enjoys membership in the Nonprofit Association of the Midlands (NAM). NAM's mission is to increase the membership organizations' capacity to deliver programs and services efficiently and effectively in response to community needs. Membership fees are based on an agency's annual budget. Some of the benefits that PTI Nebraska has enjoyed are reduced tickets to local cultural events such as the symphony and the opera. A local insurance company does printing for us at a rate that is less expensive than printing in house. We have a partnership with an accounting firm, and have been provided opportunities for equipment and furniture exchange with other non profits and local businesses. PTI Nebraska staff members frequently attend low or no cost self-help, computer and management classes. As a result of our membership, we are currently receiving technical assistance with our website and our IT plan from graduate business students at Creighton University. Job openings can be posted at no cost and there are opportunities for cooperative insurance plans, socializing and networking with other agencies and updates on public policy as it affects non profits. Many states and communities have similar organizations and David Catalan, NAM's Executive Director has graciously offered to help other Family Voices programs find a non profit organization in their state or community. You may email him at dcatalan@mail.unomaha.edu. Be sure to include your zip code.

The best way to foster leadership is to treat people like leaders.

-Jeffrey Pfeffer

To receive "Friday's Child" on e-mail:
Send an email to
fridayschildnews-subscribe@yahooogroups.com
To become a member of our family and for more information
please visit our website: www.familyvoices.org



2340 Alamo SE, Ste. 102 Albuquerque, NM 87106
Phone: 505-872-4774 Fax: 505-872-4780
Toll-Free: 1-888-835-5669
Email: kidshealth@familyvoices.org