

# PUBLIC SERVICE ANNOUNCEMENT

## TOHONO O'ODHAM NATION

### UNIFIED COMMAND

#### STAKEHOLDER UPDATES TO COVID-19 (4)

Saturday, March 21, 2020

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The Tohono O'odham Unified Command has been in contact with the Tohono O'odham Nursing Care Authority, Tohono O'odham Ki:Ki Association, and the Tohono O'odham Utility Authority. All three provide important services to Nation members and have made adjustments to their services in order to maintain employee safety so they can continue serving the Nation's members. Other stakeholders have also adjusted services and the information they have provided is available on the TONHC website at [tonhc.org/coronavirus](http://tonhc.org/coronavirus).

#### **Archie Hendricks Sr. Skilled Nursing Facility/Elder Assisted Living Residence**

- Visitor limited to: Contracted vendors and Essential staff ONLY.
- Hospice patients can have visitors, please call ahead. Visitors showing symptoms will not be allowed. Only facility Administrators can make exceptions.
- Encouraging families to utilize other forms of communication. Please notify staff ahead of time if you need help setting up a virtual visit.

#### **Tohono O'odham Ki:Ki Association**

- Late payment fees and evictions are suspended until further notice.
- Encouraging tenants to make payments via mail or online website.
- Tenants who need waivers should contact the main office.

#### **Tohono O'odham Utility Authority**

- Will continue to accept walk-in payments; encouraging customers to utilize online payment.
- Technicians will not dispatch to customer sites, except for emergency restoral of service; will only work on outdoor equipment.
- New installations past March 23, 2020 will be postponed, unless equipment is outdoors.
- Residential disconnects for non-payment will be suspended until the end of April 2020.
- Face to face services will be limited to continue social distancing guidelines.
- Plumbing services will be discontinued. Emergency services will be reviewed on a case by case basis.
- Propane services will continue; customers are encouraged to pre-pay before delivery; drivers will accept payment at time of delivery as long as social distancing guidelines can be maintained. Please notify the office which form of payment being utilized, so the driver is aware of which precautions to take.

TOUA is also supporting the FCC's "Keep America Connected" efforts and will take part by keeping the Nation's students digitally connected by providing free WiFi connections through May 31, 2020. Please see TOUA's announcement for more information on where these connections are located and access instructions. Please keep in mind while these WiFi connections are free and available to the public they are intended for the Nation's students. TOO MANY USERS WILL CAUSE THE SPEED TO DECREASE, INTERRUPTION IN SERVICE, OR COMPLETE LOSS OF SERVICE.



## **PUBLIC SERVICE ANNOUNCEMENT**

This is a Public Service Announcement from the Archie Hendricks Sr. Skilled Nursing Facility and the Tohono O'odham Elder Assisted Living Residence under the Umbrella of the Tohono O'odham Nursing Care Authority

### **Effective Immediately!**

Our residents are the most vulnerable adults with multiple medical conditions who are at increased risks to severe illness such as the COVID-19. To ensure that we are safeguarding and providing the utmost care for our residents we are initiating measures to protect our most vulnerable population.

### **Limiting Public and Family Visitations**

- All Visitors are limited to: **Contracted Vendors and Essential Staff ONLY**
- Hospice resident visitors are allowed; however you must call ahead of time so we can plan for a designated area. Hospice visitors who are showing symptoms will not be allowed.
- Only the Administrator of each facility can make exceptions!

**Until further notice:** Please consider other forms of communication such as phone calls, video calling on smart phones, tablets or computers. In the event you wish to video call your relative and you need some assistance, please call ahead with date and time so we can help set it up for you. All care plans will be done by video or phone call.

We continually encourage all people to practice proper hand washing procedures. Please contact your providers in the event you are feeling any flu like symptoms.

If you have any questions, please do not hesitate to call: (520) 585-5500 or:

Rosie Abad, Administrator, Archie Hendricks Skilled Nursing Facility at (520) 993-9092

Delia Lopez, Administrator, Tohono O'odham Elder Assisted Living Residence at (520) 993-1785

Isidro Lopez, Community Liaison, Tohono O'odham Nursing Care Authority at (520) 993-3017.

**Your cooperation is greatly appreciated!**

**Information from the Centers for Medicare and Medicaid are ever changing at this time and further Information may be forthcoming.**

**PLEASE DO NOT HESITATE TO CALL IF YOU HAVE ANY QUESTIONS!**



TOKA is currently suspending all late payment fees and evictions until further notice.

All tenants who need waivers of payments should contact our office and adjustments will be made within 24 hours.



### Tohono O'odham Utility Authority

Post Office Box 816  
Sells, Arizona 85634

TOUA services are considered a critical infrastructure by Department of Homeland Security. In response to the Coronavirus and in consideration of DHS's critical infrastructure workforce guidance, TOUA is making temporary adjustments in the way we conduct business and serve our customers. The following will be in effect until April 30, 2020, at which time the situation will be re-evaluated:

All services and most support functions will be unaffected for TOUA customers, except the following:

- We will continue to accept walk in payments. Customers are highly encouraged to make payment through the TOUA online payment process. Any charges the customer incurs for making payment through the online payment process will be waived and credited back to the customer's account. Customers paying by check and or money order can also use the drop box at the TOUA office.
- Technicians will not be dispatched to a customer site except for emergency restoral of service. Once dispatched, technicians will only work on external equipment and will not be entering homes or businesses. Technicians that determine a customer site is unsafe have been instructed to leave, explaining that our policy requires it.
- New service Installations past March 23, 2020 will be postponed unless the installation can be performed without entering a business or customer's home.
- Residential disconnects for non-payment will be suspended through the end of April 2020. Customers that would be subject to disconnection for nonpayment will be required to call the TOUA office to make future payment arrangement.
- All service requests should be made by calling (520) 383-2236. Please be aware that service requests may take longer than usual to fulfill during this time or may need to be postponed.
- We have instructed our employees to engage in social distancing techniques, so face-to-face service will be limited.
- Plumbing and telecommunication/internet services inside the customer's home will be discontinued. Plumbing emergencies will be evaluated on a case-by-case basis. We will continue to provide the customer with assistance to resolve service problems when that can be done without entering the home.
- We will continue to make propane deliveries. Customers are encouraged to prepay for their deliveries but drivers will be able to accept payments, in the form of cash, money order or credit card at the time of delivery, as long as employees can maintain the social distancing requirements. Please notify office ahead of time if you will be paying by credit card, as there will be added precautions that our drivers will have to take to process the payment.



Phone: (520) 383-2236  
Fax: (520) 383-2218

## Tohono O'odham Utility Authority

Post Office Box 816  
Sells, Arizona 85634

March 18, 2020

As the Tohono O'odham Nation's provider of Telephone and Internet services and in support of the FCC's "Keeping America Connected" efforts to combat the COVID-19 epidemic, TOUA Telephone Department is pleased to announce that we will be taking part by keeping our Nation's students digitally connected during this uneasy time. We would like to encourage all students to take advantage of our free WiFi connections which have been setup in several communities throughout the Tohono O'odham Nation. These sites will remain open for use, free of charge, through May 31st. 2020 and our hope is to allow students the ability to remain involved with their education even if they are unable to participate in a classroom setting.

WiFi sites can be accessed in the following communities:

Little Tucson	Rincon	Charco 27
Crowhang	San Luis	Hickiwan
Fresnal Village	Sikul Himatk	Hasan Casino
Pan Tak	Mountain Village	Gunsight
Santa Rosa Ranch	Comobabi	Menegers Dam
Topawa	Queens Well	Pia Oik
IOBSD	Sil Nakya	San Simon
Cowlic	Palo Verde	Santa Cruz
South Komelic	Santa Rosa Village	GuVo
Vamori	Kohatk Village	Kukatch
San Miguel	Jack Rabbit	Pisinemo
Miguel Community	North Komelic	Archie Hendricks Nursing Home
New Fields	Anegam	Housing Ak Chin
Fresnal Canyon	Kaka	Cockleburr
Nolie	Ventana	White Horse Pass
Cababi	Vaya Chin	Chuichu
		North Santa Rosa

WiFi site SSIDs (network names) vary but are generally named for the village or area it serves. The password to access all these sites is: **W1r3LesstOUA\***

**\*\*\*WARNING!!! TO MANY USERS WILL CAUSE THE SPEED TO DECREASE, INTERRUPTION IN SERVICE OR COMPLETE LOSS OF SERVICE.** We kindly ask for everyone's support in allowing this service to be utilized by the students of our Nation.

We thank you for being our valued customers and encourage you all to stay safe!

*"Serving the 'Tohono O'odham Nation with. electricity, telephone, water/wastewater service."*