



**Alaska  
Pioneer  
Homes**

# **Mission & Vision**

## **Division of Alaska Pioneer Homes**

P.O. Box 110690  
Juneau, AK 99811-0690  
Phone (907) 465-4416  
Fax (907) 465-4108



**Alaska Department of  
Health and Social Services**  
Governor, Sean Parnell  
Commissioner, William J. Streur



*Visit the Pioneer Homes Website at:*

**[www.hss.state.ak.us/dalp/](http://www.hss.state.ak.us/dalp/)**

# Table of Contents

## Mission & Vision



➤ <b>Alaska Pioneer Homes History</b>	<b>2</b>
➤ <b>Mission Statement</b>	<b>3</b>
➤ <b>Vision for the Future</b>	<b>4</b>
➤ <b>General Information</b>	<b>5-10</b>
➤ <b>Contact Information</b>	<b>11</b>

For answers to questions regarding the  
Alaska Division of Pioneer Homes programs,  
please call: **(907) 465-4416**

And for answers to questions regarding costs  
and billing, please call our toll free number:  
**1-888-355-3117**

## Alaska Pioneer Homes History

The Alaska Pioneer Homes have a proud history of service to Alaskans that predates statehood.

- In 1913 the territory established the use of a Marine barracks in Sitka as a home for indigent men.
- In 1915 the age requirement of 65 years was instituted.
- In 1934 a new building was built in Sitka to replace the Marine Barracks.
- Women were first admitted in 1950 and housed in a nearby apartment building.
- The Fairbanks Home opened in 1967, followed by the Palmer Home in 1971, the Anchorage Home in 1977, the Ketchikan Home in 1981, and then the Juneau Home in 1988.
- In 2007 the Palmer Home became the first federally certified Veterans Home in Alaska.

The Alaska Pioneer Homes currently serve over 450 Alaskan seniors.

## Mission Statement

*The mission of Alaska Pioneer Homes is to assist older Alaskans to have the highest quality of life by providing assisted living in a safe home setting which promotes positive relationships, meaningful activities, and physical, emotional, and spiritual growth.*

Since the Pioneer Home system began, the mission of the Alaska Pioneer Homes has continued to evolve to best serve the needs of the growing senior population. Today, many seniors who require assistance choose home and community-based services, and those who enter the Pioneer Homes do so later in their lives. Today the average age of residents in the Alaska Pioneer Homes is currently 85. Some residents have few needs for assistance, while others need extensive care. Today many current applicants and residents seek care related to Alzheimer's disease, a degenerative brain disease. Because Alzheimer's Disease or related disorders tends to strike older individuals, the number of persons entering the Pioneer Homes with these illnesses is far greater than ever. The physical and behavioral problems of individuals with dementia often make it impossible for family members to provide necessary care on a 24 hour basis.

## Vision for the Future

The Alaska Pioneer Homes system is a team of caring professionals who are committed to creating Homes that enrich the lives of our residents and our staff, and reach out to Alaska's Alzheimer's Disease or Related Disorders community.

The Pioneer Home system continues to evolve in order to best care for the existing population of residents and to plan for future needs. This evolution is guided by the use of best practices, up to date information, and expertise in the field of geriatric care.

### Core Values

**Positive Attitude** "We enjoy what we do."

Optimism inspires open-mindedness and creativity.

**Love** "We love who we serve."

Out of love and respect for our residents, we put their needs before staff convenience.

**Accountability** "We do what we say."

We are accountable to our residents, to their families and to each other. Accepting responsibility is essential as we plan and deliver care.

**Trust** "We say what we mean."

Open and honest communication is crucial to earning the trust of our residents, their families and our coworkers.

**Excellence** "We provide excellent care, every resident, every day, every time."

Our own excellence inspires excellence in others, including residents, families and our coworkers.

### **1. What type of facilities are the Pioneer Homes?**

Alaska Pioneer Homes are licensed assisted living homes owned and operated by the State of Alaska, and operate in accordance with all Alaska statutes and regulations pertaining to assisted living home licensure. The Alaska Department of Health and Social Services, Division of Alaska Pioneer Homes, located in Juneau, administers all six Pioneer Homes. Individual Pioneer Homes are managed onsite by certified Assisted Living administrators and licensed nurses who are on duty 24 hours a day. Professional staff provides health-related services to all residents who require them. Other staff members include social service, activity, food service, housekeeping, and maintenance personnel.

## **2. What services are available to Pioneer Home residents?**

Services available to residents of the Homes include:

- Meal preparation
- Dietary assessment; medically prescribed diets
- Laundry/Housekeeping
- Emergency call systems/assistance
- Assistance with bathing, dressing
- Assistance with medications
- Health assessment
- Recreational opportunities/programs
- Social work services
- Opportunities for spiritual devotion
- Care during periods of illness not requiring hospitalization
- Care specially suited to the needs of persons with Alzheimer's Disease or Related Disorders

Certain services are grouped into categories called service levels. There are three service levels for residents in the Alaska Pioneer Homes. Each resident receives care based on a comprehensive assessment that identifies them for placement within one particular service level:

- **Level I** services include the provision of housing, meals, emergency assistance and opportunities for recreation. Level I services do not include staff assistance with activities of daily living, medication administration, or health-related services, although the Alaska Pioneer Home Pharmacy may supply prescribed medications.
- **Level II** services include the provision of housing, meals, and emergency assistance; and, as stated in the resident's assisted living plan, staff assistance, including assistance with activities of daily living, medication administration, recreation, and health-related services. Assistance provided by a staff member includes supervision, reminders, and hands-on assistance, with the resident performing the majority of the effort. During the night shift, the resident is independent in performing activities of daily living and capable of self-supervision.

- **Level III** services include the provision of housing, meals, and emergency assistance; and, as stated in the resident's assisted living plan, staff assistance, including assistance with activities of daily living, medication administration, recreation, and health-related services. Assistance provided by a staff member includes hands-on assistance, with the staff member performing the majority of the effort. The resident may receive assistance throughout a 24-hour day, including the provision of care in a transitional setting.

### **3. How is the service level determined for each resident?**

During the admissions process, applicants, or their representatives, are involved in a comprehensive assessment of the prospective resident's needs. Applicants are asked about their particular needs for assistance as well as their abilities.

A service level is selected based on this assessment. The Pioneer Home staff strives to match each prospective resident's needs and abilities with the most appropriate services. Information on admission to a Pioneer Home is detailed in our booklet entitled Admissions and Discharge Process.

Services within a service level are further tailored to meet a resident's individual needs. A service contract and an assisted living plan are then developed with each resident or resident's representative. Each resident, or representative, receives a copy of these documents. The assisted living plan is reviewed at regular intervals to adapt to the changing needs of residents.

*A Pioneer Home will make reasonable efforts to provide the proper service level to residents who require the same or a different service level after being admitted. However, a Pioneer Home cannot guarantee that all service levels will be available to every resident. Availability or service levels are subject to the funding, facilities, and staff that are available at each of the homes.*

~ 7AAC 74.010(a)

#### **4. What amount do residents pay for care?**

There is a designated monthly rate for each service level. There are also additional fees for certain supplies and any medications acquired from the Alaska Pioneer Home Pharmacy. Monthly rates are determined by regulation and are subject to change.

Under current statute, no one can be evicted from a Alaska Pioneer Home if they are unable to pay the monthly rates. For further information regarding assistance to pay rates in a Pioneer Home, see our Payment Assistance booklet.

## **5. May I receive services from outside agencies?**

Outside agencies may provide services to supplement the services a resident receives in a Pioneer Home. This arrangement allows the resident to remain in the Pioneer Home in a familiar environment. Such an arrangement requires the agreement of the Home administrator and the resident, family or legal representative. The individual resident is financially responsible for these outside agency services.

## Contact Information

**For further information  
please contact The Pioneer Homes Central  
Administrative Office at:**

**Division of Alaska Pioneer Homes**

**[www.hss.state.ak.us/dalp/](http://www.hss.state.ak.us/dalp/)**

P.O. Box 110690

Juneau, AK 99811-0690

(907) 465-4416

Fax: (907) 465-4108

**Anchorage Pioneer  
Home**

923 W. Eleventh Ave.  
Anchorage, AK 99501  
(907) 276-3414

**Fairbanks Pioneer  
Home**

2221 Eagan Ave.  
Fairbanks, AK 99701  
(907) 456-4372

**Juneau Pioneer Home**

4675 Glacier Hwy  
Juneau, AK 99801  
(907) 780-6422

**Ketchikan Pioneer  
Home**

141 Bryant St.  
Ketchikan, AK 99901  
(907) 225-4111

**Alaska Veterans  
& Pioneers Home**

250 E. Fireweed Ave.  
Palmer, AK 99645  
(907) 745-4241

**Sitka Pioneer Home**

120 Katlian St.  
Sitka, AK 99835  
(907) 747-3213

**Other important numbers:**

**Pioneer Home Revenue Unit (Billing Office)**

Toll-free 1-888-355-3117

**Pioneer Home Pharmacy**

Toll-free 1-888-546-7294



This booklet is one of six providing  
information about Alaska Pioneer Homes.

Other booklets in the series:

**A Matter of Rights**

**Payment Assistance**

**About Our Homes**

**Pharmacy Program**

**Admission & Discharge**

**State of Alaska**

Sean Parnell, *Governor*

Alaska Department of Health and Social Services

William J. Streur, *Commissioner*



[www.hss.state.ak.us](http://www.hss.state.ak.us)





**Division of Alaska Pioneer Homes**

P.O. Box 110690

Juneau, AK 99811-0690

Phone (907) 465-4416

Fax (907) 465-4108

**[www.hss.state.ak.us/dalp/](http://www.hss.state.ak.us/dalp/)**

September 2011