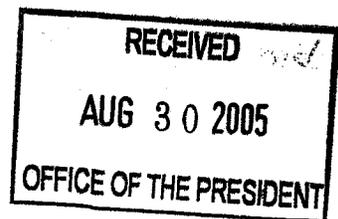


# Arizona Pioneers' Home



*Janet Napolitano*  
Governor

300 South McCormick Street  
Prescott, Arizona 86303

*Gary Olson*  
Superintendent

(928) 445-2181 - FAX (928) 778-1148

August 29, 2005

Senator Ken Bennett  
Arizona Senate  
1700 W. Washington St.  
Phoenix, AZ 85007

Dear Senator Bennett,

You will find a copy of the Arizona Pioneers' Home 2004-2005 annual report enclosed. As you will see in the text of the report, the most significant change to the agency occurred with the retirement of Superintendent Jeanine Dike in May, and Deputy Superintendent Carl Johnson in April. Subsequent to their retirement I was appointed to the position of Superintendent, and began work on May 31<sup>st</sup>.

I view my transition from the private to public sector as both an opportunity and challenge. I am honored by the opportunity to hold the reins of such a unique and historic facility. At the same time, I am ready for the challenge of enhancing training and services in a cost conscious manner.

Additionally, I want to mention a change that is effective as of this month. The Pioneers' Home admission criteria for a pioneer or a disabled miner were modified via the passage of HB2081 and SB1133 respectively. HB2081 altered statute 41-923 verbiage to require that a potential resident have been a resident of Arizona for 50 years versus the previous 30 year requirement, and that said resident be at least 70 years of age versus the previous 65 year requirement. SB1133 altered statute 41-942 by adding verbiage that clarified the requirement that an individual must have actually worked in a mine or had significant environmental exposure to mining activities while working for a mining operation in another capacity.

I have also enclosed a recent article in the Arizona Republic for you to read and learn a little bit about what sets our Arizona Pioneers' Home apart from every other elder care facility. In a nutshell, it's a family atmosphere where true care and compassion reigns.

In closing, as we approach our centennial anniversary, I invite you to come and visit to see for yourself what the Arizona Pioneers' Home is all about.

Sincerely,

Gary Olson  
Superintendent

RECORDED IN THE OFFICE OF THE PRESIDENT

Annual Report  
of the  
**ARIZONA**  
**PIONEERS' HOME**  
&  
**Hospital for Disabled Miners**  
for the  
Fiscal Year  
July 1, 2004 thru June 30, 2005  
by  
Gary Olson, Superintendent

The Arizona Pioneers' Home and Hospital for Disabled Miners is provided for by law in the Arizona Revised Statutes, Articles 41-921 through 41-925, 41-941 and 41-942. The Home is an institution for aged and infirm pioneers, owned and operated by the State of Arizona in Prescott, Arizona. It is managed by a Superintendent who is appointed by, and under the supervision of, the Governor of the State.

The Home is exempt from Arizona Department of Health Services Licensure. The total capacity is one hundred fifty-five residents. Due to renovation of plumbing in the previous two years, the census had been lowered to allow for vacant rooms to move residents while sections of the Home could be re-plumbed. With the completion of the plumbing, admissions were increased during this fiscal year to bring the census up to capacity. Of the 131 individuals living in the Home on June 30, 2005, 83 were living in personal care, 21 were living in intermediate care and 27 required skilled nursing care. Those living on the first and third floors in personal care are largely able to care for themselves and attend the Dining Room for their meals. Because of their advanced age they require varying degrees of nursing attention, particularly in the area of administration of medications. All of the residents in the second floor infirmaries require much more skilled care. The average age of the residents as of June 30, 2005, was 85, with the youngest being 67 years old, and the oldest 101 years old. There were 41 men and 90 women. The average population for the year was 121.

There were 25 disabled miners living in the Home on June 30, 2005. Those residents not having disabled miner status were required by ARS 41-923 to pay for their care based on their ability to pay. A total of \$844,616.95 was collected from these individuals and deposited into the General Fund. The General Fund expenditures for fiscal year 2005 were \$2,057,500.00. The remaining costs to operate the Home were paid for from the Miners and State Charitable Funds. The average monthly cost of care per resident was \$3,564.00. Total funds expended during the year amounted to \$5,246,698.00 as follows:

Salaries & Employee Related Expense	\$ 4,206,558.00
Professional and Outside Services	71,892.00
Travel	22,241.00
Food	186,632.00
Drugs, Medicines & Medical Supplies	284,256.00
Other Operating Expense	475,119.00
Capital Outlay	.00

Twenty-three residents expired during fiscal year 2005; four residents were voluntarily discharged; and 47 individuals were admitted to the Home. All of the discharged individuals did not meet the criteria to remain at the Home and therefore one returned to her home in the community, one was relocated to a skilled nursing facility after fracturing a hip, one moved to a facility that could better care for her dementia, and the last made other living arrangements.

With the completion of the plumbing renovation, everyone on the waiting list for entry was contacted regarding residency. As most declined, the Home's vacant rooms were open immediately for those applying for admission. More than 150 applications for admission were mailed to individuals calling the Home to inquire about residency and/or coming to the Home to get an application. When the legislature proposed changing the residency requirement from 30 years to 50 years, and raising the age requirement from 65 years to 70 years, the waiting lists were again reviewed. Those who would not qualify if the change were made were contacted and advised that they would need to move in before the statute changed, or forego moving into the Home until they again qualified.

Cultural changes continued at the Home. The Dining Room initiated expanded dining times, allowing residents to go anytime between set times for breakfast, lunch and dinner. Assigned seating was also eliminated, allowing residents to sit at any table and eat with other residents of their choosing. Microwaves in resident rooms were also approved.

The residents of the Home have a monthly meeting (Residents Council) with management of the Home to address all concerns and quality of life issues. This creates accountability to the primary customer --- the resident. Customer service remains a high priority. Residents and families repeatedly expressed gratitude for the care provided in the Home.

Deputy Superintendent Carl Johnson retired on March 31, 2005. Superintendent Jeanine Dike followed, entering retirement May 1, 2005. On April 28, Susan Gerard, Policy Advisor to the Governor, announced that Gary Olson would be the new Superintendent, starting June 1, 2005. On May 2, 2005, a follow up call from Ms. Gerard appointed Linda Fischer, Director of Nursing, Acting Superintendent for the month of May, until Mr. Olson began his new role as Superintendent. Prior to leaving, Jeanine Dike compiled the following list of accomplishments during her ten years as Superintendent.

### **Building Related Improvements**

Evaporative coolers  
Telephone System  
Electrical switching  
Women's Ward Sun porch  
Women's Ward remodel  
Men's Ward Sun porch  
Outside Walkways—removal of bridge  
Ramada  
Barn  
Conversion of Superintendent's House to an Activity House  
Business Office, Resident Services' Office and Administrative Offices upgrades  
Lobby, Dining Room refurbished  
Increased parking spaces in front and back of building  
Oxygen Shed and covered parking spaces  
Remodeled and tiled bathrooms  
Reduced water pressure surges after many meetings with city

### **Operations**

Developed Formulary with physicians and pharmacists—cost savings  
Established shared position to recoup medications costs and seek discounts and samples  
Medical Records—room, staff  
AHCCCS enrollment of residents  
Computer Systems—PCP, Menus, Nursing Driver appt databases  
Network file server  
On-site Manager-Supervisor Training (mandatory leadership courses)  
Employee newsletter  
Computerized Medical Claims  
Computerized Inventories – online  
Nutrition Consultant—decreased # visits, increased quality output  
Licensure of Food Service with State Health Department  
Created Volunteer Association and Board  
Intensive work with doctors and pharmacists to decrease medication expenses,  
adopt a formulary and require prior authorization (per new statute)  
Uniform secondary insurance  
Legislation on cemetery—management, improvements and selling interment rights  
Now have Medicare eligible providers for SVN treatments, diabetic testing and supplies  
and physical therapy  
Research for Medicare approved Drug Card—room and staff

**Major Projects**

- Electrical Upgrade (156K)
- Upgraded the Fire Alarm system (100K)
- Sprinkler System (20K)
- Built Stair Tower (2M)
- Replaced plumbing (1M)
- Cemetery Erosion and retaining walls
- Elevator Remodel (60K)
- Nurse Call System (15K)
- Asbestos removal and floor replacement on SI (20K)
- New whirlpool tubs (20K)
- Kitchen Ceiling & Remodel (150K)
- Activity House Shingled (5K)
- Remodel of Activity House Kitchen
- Roof replacement

**Community Involvement/Interactions**

Contact made with Scout Leaders through out the community resulting in several Eagle Projects

- Reset headstones at cemetery
- Improve walking path to monument at APH
- Landscaping in back of Activity House
- Block wall built at cemetery
- Erosion control on SE side of cemetery

Volunteer Association organized to raise funds for resident activities

- Fund Raisers
- Grant received from City for purchase of bus
- Speakers Bureau to inform public of Home (Speaking engagements in Sierra Vista, Phoenix, Dewey, and throughout Prescott area)
- Contributed to building the Red Barn

Annual Tee Ball Game established--many VIP's have participated and seen residents in action

Fire Marshall meetings with staff and residents for education and improvement in plan

Positive Media relationships with great support and publicity

Developed contact with Yavapai County Emergency Operation Center for coordination in

Emergency and Disaster Procedures—Y2K and Homeland Security

Contact made with Church youth groups for specific projects at the cemetery

Certified Nursing Assistant classes held—both classroom and clinical

Hosted Open House after completion of Stair Tower and celebrating 90 years (1911-2001)

Attended by people from all over Arizona and many out of state

Hosted "Meet the Candidates" and encouraged political involvement with residents

Worked with legislators on pertinent legislation

### **Increased Resident Options**

Hosted overnight trips to Southern Arizona and White Mountains to personal properties

Converted the Superintendent's House into a Resident Activity House

- Rehab Program established
- Family gatherings for residents
- Full kitchen for residents to use as desired
- Yard for relaxing and enjoying overlook of the city

Built "Red Barn"

- Wood shop for residents
- Dark Room for resident

Built Ramada in back lawn—used for many activities and casual enjoyment with families

Hospice room/infection control room established

Hobbies 'N More Room

- Crafts and painting
- Sewing and quilting
- Plant class and grow lights

Established gardening areas for residents

- Plots in back of building
- Raised flower/vegetable beds

Former "Rock Room" opened up and fish pond built around it

Second laundry facility established on third floor

Sun porches built for dining and relaxing in Men's and Women's Wards

Culture Change to empower residents and provide options

- Kitchenettes provided on 1<sup>st</sup> floor and 3<sup>rd</sup> floor
- Refrigerators in resident rooms
- Curling irons allowed
- Non-slip throw rugs allowed
- Flexible dining hours (upcoming)
- Satellite Dish TV with channels selected by residents

Customer Satisfaction Surveys established, analyzed and ideas implemented

### **Employee Relations, Education and Benefits**

Change in Work Week approved with state allowing staff to have every other week end off

Salary scale established (increased) for nurses with grades based on experience

Satisfaction Surveys became prompts for changes

Emphasis on Communication

- Staff Council/Suggestion Box
- Communication Board
- Wellness In-service several times
- In-house In-service written and presented

Employee Recognition Program established

- Fund Raisers developed

- Recognition Leave Program established
- “On the Spot” Recognition
- Recognition for every department every year

Improved employee counseling and discipline—used mediators and mediation techniques

Facilitated problem solving between hardware (CLH), software (CompuData and QuickCare) and end users (State end-user support and APH staff)

Implemented OSHA Guidelines

- Ergonomics at all work stations
- Hib Vaccines
- Oops Kits for blood spills
- Developed Eye Wash Stations
- Mold investigation
- Loss Prevention Policy & Procedure Manuel
- Lead Paint and asbestos evaluation and abatement

Worked on achieving resolution on “On Call” Lawsuit

Increased educational opportunities both on and off site

Became certified to teach Ethics, Sexual Harassment and all Basic Supervision Modules (saving many dollars in expense of sending employees to Phoenix)

Provided Procurement education—SPO 101 and 102 to all supervisors on site

Increased new employee orientation to a full day to provide better educational experience

Began implementation of required Finger Printing for all direct care givers

Population of the Home as of June 30, 2005, was 131. Distribution by county was as follows:

County	#	County	#	County	#
Apache	0	Greenlee	0	Pima	0
Cochise	2	La Paz	0	Pinal	2
Coconino	0	Maricopa	21	Santa Cruz	0
Gila	0	Mohave	2	Yavapai	98
Graham	1	Navajo	2	Yuma	3

**Note:** Of those from Yavapai County, many resided in other parts of the state previously and retired to Yavapai County prior to their admission to the Pioneers' Home.

Population Movement – FY2005

COUNTY	NEW	DECEASED	READMITTED	LEFT
Apache	0	0	0	0
Cochise	0	0	0	0
Coconino	0	0	0	0
Gila	0	0	0	0
Graham	0	0	0	0
Greenlee	0	0	0	0
La Paz	0	0	0	0
Maricopa	6	3	0	0
Mohave	1	1	0	0
Navajo	0	0	0	0
Pima	0	1	0	0
Pinal	0	0	0	0
Santa Cruz	0	0	0	0
Yavapai	37	18	0	4
Yuma	3	0	0	0
<b>TOTALS</b>	47	23	0	4

Distribution of Population by Age

90 & Over		80-89		70-79		60-69	
<b>90</b>	7	<b>80</b>	4	<b>70</b>	1	<b>60</b>	0
<b>91</b>	6	<b>81</b>	10	<b>71</b>	2	<b>61</b>	0
<b>92</b>	5	<b>82</b>	7	<b>72</b>	1	<b>62</b>	0
<b>93</b>	3	<b>83</b>	8	<b>73</b>	1	<b>63</b>	0
<b>94</b>	0	<b>84</b>	7	<b>74</b>	1	<b>64</b>	0
<b>95</b>	5	<b>85</b>	6	<b>75</b>	1	<b>65</b>	0
<b>96</b>	1	<b>86</b>	9	<b>76</b>	2	<b>66</b>	0
<b>97</b>	3	<b>87</b>	9	<b>77</b>	4	<b>67</b>	1
<b>98</b>	1	<b>88</b>	9	<b>78</b>	3	<b>68</b>	0
<b>99</b>	0	<b>89</b>	6	<b>79</b>	4	<b>69</b>	1
<b>100</b>	2						
<b>101</b>	1						

TOTAL POPULATION: 131  
 Average Age: 85  
 Youngest Resident: 67  
 Oldest Resident: 101

**ARIZONA PIONEERS' HOME**  
**LIST OF RESIDENTS as of JUNE 30, 2005**

AINAIRE, Laverne	EARL, Andrew
AINAIRE, Romeo	ECKHOLDT, Julia
ALLEN, Opal	EDSON, Myrtle
ALVIS, Clara	FISK, Dorothy
ALVIS, Glenn	FISK, Leroy
BALL, Beverly	FLETCHER, Jewel
BARNETT, Henry	FLOWERS, James
BLACK, Leonard	GIERTZ, Maggie
BOSCH, Mary Frances	HAGENMAIER, Virginia
BRADSHAW, Ellen	HARDT, Grace
BROWN, Juanita	HARMON, Joy
BURTON, Mildred	HARSHMAN, Gerald
BUTRUM, Helen	HARSHMAN, Grace
CAMPBELL, Antoinette	HASTINGS, Claudia
CAMPBELL, Harold "Buck"	HECKETHORN, Frances
CHESLEY, Delbert	HENDERSON, Esther
CHURCHWELL, Courtney	HERNANDEZ, Elena
CLARKSON, Mabel	HERNANDEZ, Enrique
CLOW, Lerene	HUGGINS, Hazel
COLE, Vincent	HUGGINS, Joseph
COOPER, Kenneth	HUNT, Dora
COX, Audrey	JARREL, Florise
COX, J.G. "Gil"	JARREL, Leota
CUBITTO, Georgia	JIRON, Liberato
DENNY, Dixie	JIRON, Matilde
DENSMORE, Helen	JOHNSON, Lucile
DESPAIN, Wendell	JONES, Gladys
DODSON, Samuel	KENT, Lucille

KENT, Walter  
KISSEL, Keith  
KISSEL, Wilma  
KNABE, Mary  
LACEY, Exie Maurine  
LAJOIE, Albani  
LAJOIE, Lorraine  
LARSON, Vivian  
LAUX, Theresa  
LEICHTY, Jesse  
LEISCH, Flo  
LETHEM, Burnadean  
MANZ, Helen  
MARTIN, Maurice  
MARTIN, Sadie  
MARTIN, Verna  
MARTINEZ, Greg  
McCAULEY, Agnes Ione  
McCROSSEN, Mary  
McKAY, Charlotte  
McNULTY, Donald  
MERSEREAU, Vida  
MILLS, Edna  
MORRIS, Allan  
MORRISTON, Lena  
MUNCY, Viola  
MYERS, Wanda  
NAFARRATE, Juan  
PATRICK, Lea  
PATTON, Edna  
PATTON, Fred

PAYNE, Betty  
POTTER, Frances  
PRESTON, Ruth  
PURTYMUN, James "Bud"  
RANKIN, Mary Lou  
REDDEL, Phyllis  
RIPLEY, Alfred  
RITTER, Curtis  
RITTER, Nora  
ROBERSON, Marjorie  
ROBERTS, Ward  
ROBINETTE, Cassie  
ROBITAILLE, Vesta  
ROMNEY, Pearl  
ROSS, Pearl  
ROSS, Wilma "Sandi"  
RUSSEL, Ruth  
SCHILLIGER, Virginia  
SCHNOSE, Hilda  
SHRODER, Stewart  
SHULTZ, Marie  
SMITH, Ada  
SOWELL, Larry  
STUBBLEFIELD, Audrey  
STUBBLEFIELD, Wilson "Bud"  
SUEVER, Anna  
SYRKEL, Virginia  
TENNEY, Alaire  
TENNEY, Lyman  
TENNEY, Nathan Boyd  
THACKER, Loyd

THACKER, Robbie  
THIMSEN, Vernon  
TUCKER, Dorothy  
VAWSER, Virginia  
VINCI, Mario  
VINCI, Virla  
WALKER, Kenneth

WALKER, Verna  
WALTERS, Orma  
WARREN, Edna  
WHITE, Sam  
WHITE, Stella  
WILLIAMS, Mary

# REFUGE AT TRAIL'S END

## Arizona repays debt to its early settlers at Pioneers' Home

By Angela Cara Pancrazio  
THE ARIZONA REPUBLIC

**PRESCOTT** — Curtis Ritter tried his darndest not to become a rancher: He joined the Army, blasted ore out of Arizona copper mines and even tried fishing in Alaska.

But he never could seem to leave the family's Arizona ranch, the one he grew up on, the same ranch his father lived on his entire life, the ranch his grandfather homesteaded in the late 1800s.

Last December, 88-year-old Curtis and his wife, Nora, decided they



THE ARIZONA REPUBLIC  
Curtis and Nora Ritter, former Kirkland ranchers and now residents of the Pioneers' Home, display a picture taken at the El Tovar Hotel at the Grand Canyon on their honeymoon in 1936.

could no longer keep up with the work and sold most of the more than 6,000-acre ranch.

Both native Arizonans, the Ritters chose to move into the Arizona Pioneers' Home to live among about 135 of the state's longtime residents inside a three-story red-brick building on a hill overlooking Prescott.

Where, said Nora, 86, "we're treated like king and queen."

That's exactly what state leaders intended back in 1911 when the Pioneers' Home opened to serve people to whom they felt they owed a debt:

See **PIONEERS** Page A8

REPRODUCED FROM THE ARCHIVES

# Arizona trailblazers find refuge at state-run home in Prescott

## PIONEERS

Continued from A1

the cowboys, miners and other trailblazers who helped shape the state.

The Pioneers' Home is one of only two such state-sponsored homes in the country. The other is in Alaska which has a system of six Pioneers' Homes.

But over the years, the cost of running the long-term care home has been an issue for lawmakers. The average monthly cost per resident is roughly \$3,600. Residents pay a portion of that depending on their income from Social Security and pension checks. But the average resident's share is about \$600 a month, said state Rep. Laura Knapek, R-Tempe.

To help curb costs, Knapek wrote a bill that tightened requirements for getting in. The law went into effect last week.

To qualify for admission, an Arizona resident must now be at least 70 years of age instead of 65 and have lived in Arizona for at least 50 years instead of 30. Disabled miners have always been the exception. They can enter at any age and live for free. But now, as required by another new law, only those who physically participated in mining, not office workers, can be admitted as disabled miners.

Lawmakers hope the changes will help get a handle on the costs so that the Pioneers' Home can continue with its mission of taking care of residents who helped build the state, Knapek said.

The Pioneers' Home has sweeping views of Granite Dells, the Bradshaw Mountains and the San Francisco

"We're treated like king and queen."

Nora Ritter

A longtime Kirkland rancher, about the care she and her husband, Curtis, receive at the Arizona Pioneers' Home in Prescott

Peaks. Inside the building, freshly waxed floors reflect the shine of the polished-wood hand railings along the walls, and notices for weekly trips to Wal-Mart and the time of the next nickel bingo game are posted on bulletin boards scattered throughout the home.

There are the ranchers like Curtis Ritter whose grandparents journeyed from the Texas Panhandle in a covered wagon, who landed in California but turned around and drove their cattle back through the desert to a verdant place they had passed in Arizona.

Now, the Ritters remember life on their Kirkland ranch and the many hard times.

"You're always on your knees praying that it would rain, that the grass would grow, so you'd have hay for the horses, feed for the cattle," Nora said.

Still, it broke their hearts to leave their land. It helped that not long after moving into the third floor of the Pioneers' Home they gained celebrity by being asked to be honorary grand marshals for the Prescott Frontier Days Parade on the Fourth of July.

Down on the second floor, Esther Lee Cherry Henderson, born in Camp Verde 95 years ago, stays in the infirmary.

She can't see anymore, just like she can't ride those bucking horses her husband used to rent out to rodeos around the state.

Instead, she is rocking in her chair now, listening to Western novels on tape by Louis L'Amour and reliving

her past.

Her eyes shine bright, even brighter when she remembers how she and her husband drove their buckin' horses to rodeos around the state. Drove, not as in a car or trailer but on horseback.

"We drove them down the highway, up the hills, down the hills, around the turns, all dirt, to Payson, Snowflake, Flagstaff, Ashfork, Seligman and Wickenburg," she said.

Even now, with her shock of white hair, colorful blouse and beads, it's easy to picture her atop one such horse named Cannonball. Her husband, Perry, persuaded Henderson to ride Cannonball in the Frontier Days Parade years ago.

Henderson worked as a bookkeeper at the Dewey mine. When her eyesight began failing a year ago, she came into the home as a disabled miner. Today, she wouldn't qualify.

Another rule for entry is that all those other than disabled miners must be able to care for themselves when first coming to the home.

Once there, a continuum of care follows, from independent living to assisted living, intermediate care and skilled nursing care.

Because the majority of the residents require less care, said Gary Olson, superintendent of the facility, there is more interaction that brings about a family atmosphere.

"Whatever losses incurred individually are eased by the camaraderie," Olson said. "It's kind of a big family, a very big

*Editor's Note: This story caught reporter Angela Cara Pancrazio's eye when her mother, Anita Pancrazio, moved into the Pioneers' Home last week. Her mother is 76 and moved to Arizona from Chicago in 1971.*

house, a very big family."

Not all who call this place home are rooted to the state like the Ritters and Henderson.

Like the tens of thousands who flooded into Arizona during the postwar era, the climate lured Mario Vinci's family to the state in 1950. His mother had arthritis. So Vinci followed his parents. He traded in his top hat, overcoat and Chicago streets for the cooper mine tunnels of Bagdad, Superior and Miami.

Vinci, now 91, didn't see the state from atop a horse like Ritter or Henderson. He preferred the view from behind the wheel of his 1970s Cadillac.

He keeps a snapshot of himself on the door to his room, the one he shares with his wife, Virla. In the photo, a much younger Vinci poses in his cutoff blue jeans and cowboy boots, grinning from beneath his cowboy hat in front of his Cadillac.

And Vinci is still driving. "He just got his driver's license, no restrictions, without eyeglasses," said Virla, 78. "The ornery pup."

The Vincis come and go as they please. They're getting ready to take a road trip to Washington. But Virla said, "This is our house."

Reach the reporter at [angela.pancrazio@arizona-republic.com](mailto:angela.pancrazio@arizona-republic.com) or (602) 444-8126.