

ARRM Cares Award
Pam Owen | The Phoenix Residence
Nominated by: Jackie Larson

It is with great honor that I submit Pam Owen from The Phoenix Residence for this year's ARRM Cares Award. For the past 13 years, Pam has built a safe and compassionate home for adults with disabilities. For many of these families, venturing into a group home can be difficult and uncharted territory. But because of Pam's welcoming and endearing presence, one family found "The Gold Standard" here at The Phoenix Residence.

As the mother of this individual explains, "It was a serious and emotional journey finding a compatible group home for our daughter, who has significant special needs and is medically fragile. We were welcomed into this cheerful house with Pam, [who] immediately connected with our daughter and helped her become comfortable while we discussed the possibility of this becoming our daughter's new home."

And Pam has been there every step of the way, making sure the Viking home was a good fit for the individual as well. "PRI was the first agency that used the term 'person-centered' and it's apparent the staff is well-trained in this concept. I was pleasantly surprised that it was also important [to Pam that] our daughter be a good fit with the existing residents—a reflection of Pam's concern and dedication for all the folks living in the home."

For Pam, it's more than providing a home for their daughter—it's about providing the peace of mind and support for the families as well. She works with them side-by-side down the unbeaten path, welcoming them in like they were her own. "Three years ago when we met Pam Owen, our journey shifted to happiness and a sense of awe. We were welcomed into this cheerful house and have been so impressed ever since."

Pam's attention to detail and communication skills are insurmountable. She always provides the most up-to-date information and is extremely helpful and flexible when needed. The mother said that when her daughter was hospitalized, Pam provided the hospital with detailed information about their daughter and she visited her every day—the reassurance both her and her daughter needed.

Over the years, Pam has been a dedicated and personable champion for the individuals at Viking House. Since day one, she's been their advocate for personal development, regularly encouraging them to try new things. As this mother explains, "Pam has guided me to consider activities for our daughter I never had before. I am constantly amazed at the personal and social growth our daughter has made."

As we strive to be everyone's "Gold Standard," Pam's support and dedication for her individuals continues to shine through. As the mother concludes, "The journey we've had the past three years has definitely been one of joy for us and our daughter. We continue to have a sense of awe and appreciation for the person who has provided that, Pam Owen."