Let Us Help You Create a Roadmap to Success

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Chichenoff had been involved in his community in the past, from ANTHC last year. “I worked for ANTHC for close to 14 years,” explained Chichenoff. “I was running heavy equipment for them and was fortunate enough to have worked in 20 different communities across the Bering Sea. I was out there for a little over four years.”

After receiving his certification for operating heavy equipment, Chichenoff decided to take some time off and go back to Ouzinkie to begin working on a community road project. “It took us about three years to finish the road project in Ouzinkie,” said Chichenoff. “During that time I had started to become more interested in construction. So I went to Portland for three months for training and received my certificate in heavy equipment.”

After graduating from Kodiak High School, Chichenoff attended Sheldon Jackson College in Sitka. After college, he decided to head back to Ouzinkie to begin working on a community road project. “It took us about three years to finish the road project in Ouzinkie,” said Chichenoff. “During that time I had started to become more interested in construction. So I went to Portland for three months for training and received my certificate in heavy equipment.”

Chichenoff returned home and soon found himself working on another major community project, this time helping to install a new water waste system. He would later go on to work for Alaska Native Tribal Health Consortium (ANTHC). “I worked for ANTHC for close to 14 years,” explained Chichenoff. “I was running heavy equipment for them and was fortunate enough to have worked in 20 different villages over the years. I got to see a lot of the country. I just retired from ANTHC last year.”

Chichenoff had been involved in his community in the past, including serving three years on the Tribal Council. The newly retired Chichenoff had some free time on his hands when he decided to get more involved in the community. Eventually he found himself running for the open Director’s position on KANA’s Board of Directors for the Native Village of Ouzinkie. He was elected to the Board during KANA’s Annual Meeting and attended his first Board of Directors meeting in December.

“That first day started with an orientation about KANA and the services,” said Chichenoff. “There were presentations from the different department heads to the Board members. They were kind of an introduction to what the organization was all about.” Chichenoff explained that he was really impressed about how many things KANA’s involved with. Not only about the health clinics, but all the other programs as well. “They’re all really good things and it all points towards having a healthier mind and body.”

Chichenoff is excited about representing his village and the challenges that come with being a member of KANA’s Board of Directors. “I really enjoy helping people and look to gain the confidence of the people in our village. I look forward to working with the Board and in representing our village and the community.”

KANA Welcomes New Director to Board

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Loretta Nelson: Serving the People of Kodiak Island

Loretta Nelson has been a dedicated member of KANA’s Board of Directors since 2004. She currently represents the Native Village of Afgognak, while also serving as the Board’s Chairperson for more than a decade.

She is the daughter of Willis and Martha Nelson from Afgognak and Port Lions. Born in Kodiak, she was raised in Afognak until 1964 when the tsunami hit and she relocated with her family to Port Lions. She developed a desire to serve her community at an early age, becoming a KANA Health Aide in Port Lions.

Nelson brings to the Board her years of experience and a true passion for health care. After the Exxon oil spill in 1989, she moved to Kodiak and began working for Afgognak Native Corporation, where she worked 20 years as the Shareholder Relations Manager. She has served as a Native Village of Afgognak Board member for the last 10 years, where she also sits as Vice-Chairperson. She especially enjoys representing the Afgognak Tribe on the KANA Board. “The Board is an excellent team of people. Although we come from different tribes, when we sit down at the KANA Board table, we are one group working together for the KANA Beneficiaries.”

Nelson is proud of the many positive changes at KANA during her years of service. Nelson and the other Board members have seen many improvements to the organization over the years, including the additions of Mab Bay Health Center, Child Advocacy Center, Wellness Center and Carolyn Street Behavioral Health Services, among others. Their goal has been continually strive to provide a broad range of quality services to KANA Beneficiaries.

“I enjoy serving on the Board, but it’s not about myself. It’s about the work and has always been about making things better for the people. Working with the other Board members and with Andy Teuber (KANA President & CEO), is all about helping KANA develop and provide the best services possible for our Beneficiaries. That’s what serving on the Board is all about – working as a team and continually making things better and providing quality services for our Beneficiaries.”

Nelson also has a vision for the future. “I’ve always been a servant of the people,” she said. “One of my goals in all of my Board service, KANA, Afgognak Native Corporation and Native Village of Afgognak, is to bring these separate entities together and establish closer working relationships in order to help achieve all of our goals.”

She looks forward to continuing working with and serving the Beneficiaries and the community through her dedicated service. “For me, it’s always been about the people,” summarized Nelson. “Serving the people and making sure that they are getting the best quality services possible is something I’m very passionate about.”
Integrated Healthcare

Bringing Resources Together to Treat the Whole Patient

Collaboration between departments is more than simply “cooperating” with other teams. It involves a shared vision, mutual respect, and in-depth understanding of each other’s role with the goal of achieving excellent outcomes and outstanding customer experience. It requires us to see the challenges of other departments from a different perspective and consider opportunities for collaboration, integration and assistance. With careful thought and research, we have identified a set of core characteristics of integrated people-centered health services that we believe embodies the importance of integrating health services to support holistic care. From that list of core characteristics, the following are particularly important to share.

Coordinated – to ensure care is integrated around people’s needs and effectively coordinated across different providers and settings

Holistic – to ensure that care considers the physical, mental and emotional well-being of people, as well as their socioeconomic circumstances

Respectful – to provide care that respects people’s dignity, social circumstances and culture

Governed through shared accountability – to ensure that the governance of care providers to local people includes shared accountability for the quality of care and health outcomes

The Behavioral and Medical Health Integration Initiative was implemented in 2018 to bring together our behavioral health expertise and medical expertise focusing on care and treatment to the patient at the time of a medical visit. “Incorporating Behavioral Health into primary care means we’ve expanded the patient care team,” said Health Administrator Beth Little-Terry. The team includes primary care providers, nurses, medical assistants and patient navigators and now we’ve incorporated Behavioral Health Consultants (BHCs). The BHCs help when the provider, through exam and conversation with the patient, identifies that a patient may be experiencing some type of crisis or need that may benefit from an intervention and support from a BHC. “Our goal is to be able to understand and focus on the whole person and identify the needs they may have,” explains Little-Terry. “Once all of these needs have been identified, then we begin communication among the different departments as well to connect the patient with additional services. We’re crossing departmental boundaries, improving access and recognizing that this is what we need for this patient and then being able to communicate the progress among and between the departments and the patient.”

Also noted was the importance of keeping patients informed and how that empowers them in making decisions on their own care. “Healthcare is really changing,” said Little-Terry. “Patients today are more informed because we’re in a world where healthcare is more transparent and accessible and allows the patient to be knowledgeable, empowered and have direct access to their medical record. Patients can control their healthcare and the ability to manage the care, in terms of what they want from the provider and what they need. It is their choice.”

Healthcare integration is about bringing all of our resources together and collectively treating our patients with all the healthcare expertise KANA has to provide. “KANA is such a great place and has such a wonderful history of growth, success, commitment and great service,” Little-Terry summarized. “There are some really sharp folks that work here and it’s about maximizing our resources in what we provide our patients here at KANA.”

Keep their Smiles Healthy!

It’s never too early to start looking after your child’s teeth. It is now recommended that children are seen by a dentist by their first birthday or within six months after their first tooth comes in.

Tooth decay affects 42% of children aged 2 to 11 years in the US.

Have kids brush 2x a day for at least 2 whole minutes. Adults should supervise until at least age 10.

Visit the dentist regularly! Kids should have their teeth cleaned a minimum of every 6 months.

Tooth decay is the most common childhood disease.

Protect their Smiles!

Remember, healthy habits start at home.
Meet your KANA Medical Team

It is KANA’s priority to ensure our Alaska Native patients receive high quality care and access to services when they need them.

ELISE PLETNIKOFF, M.D.

Dr. Elise Pletnikoff is a Family Medicine Physician and has been practicing at KANA since 2013. Dr. Pletnikoff was raised in Kodiak. She spent her summers commercial fishing on the Alaskan Peninsula and Shumagin Islands when she was young, and she enjoyed fishing with her dad as a teenager.

She left Kodiak pursue her medical education through the University of Washington, followed by training at the Swedish Cherry Hill Family Medicine program. She enjoys seeing patients of all ages at KANA and at Providence Kodiak Island Medical Center.

Dr. Pletnikoff uses her medical education through the University of Washington, followed by training at the Swedish Cherry Hill Family Medicine program. She enjoys seeing patients of all ages at KANA and at Providence Kodiak Island Medical Center. She aims to provide high-quality family medicine through a patient and community centered approach with special interests in Alaska Native health, Elder care, hospital medicine, women’s health, and addiction medicine.

Outside of work, she enjoys hiking, running, berry picking, subsistence fishing, spending time with her family, and teaching her young daughter to love living in Alaska.

ADAM COLTON, D.O.

Dr. Adam Colton joined the KANA Medical team in October.

Dr. Colton received his Doctor of Osteopathic Medicine at Chicago College of Osteopathic Medicine in 2013 and completed the Family Medicine Residency Program at University of California San Francisco - Natividad Medical Center in 2016.

Following medical school Dr. Colton moved to Salinas, CA for his family medicine residency.

He received training as a full spectrum family physician with strong emphasis on working with rural underserved populations. During his training he spent time doing medical work on a Native American reservation in Arizona as well as internationally in Malawi, Africa. After completing his residency, Dr. Colton spent two years working at Norton Sound Health Corporation.

When he’s not working, Dr. Colton enjoys traveling, hiking, snowboarding, cycling, playing the drums and experiencing all of what Alaska has to offer.

EVAN JONES, M.D.

Dr. Evan Jones is a Board Certified Family Medicine Physician and has been practicing at KANA since September 2014.

Dr. Jones attended the University of Washington School of Medicine and completed the Providence Family Medicine Spokane Residency Program. Dr. Jones moved from Fairbanks in 1997. He developed strong ties to Kodiak and worked at the Kodiak Baptist Mission from 1997 to 2006 before attending medical school.

Dr. Jones has made it a practice of serving others and finds it helpful to come from a service mindset when approaching medicine. “I think mankind was created to serve one another," he says, "to be truly fulfilled we need to serve one another. My goal is to truly listen to people and figure out the best way to serve them.”

GREG WALTER, FNP-C

Greg Walter is a certified FNP with the American Academy of Nurse Practitioners. He graduated from Yale in 2018 as a FNP with a specialty in Diabetes Management.

Prior to graduating as a FNP, Greg was a Social Worker for six years and still uses those skills to help ensure he is treating the whole person.

Pursuing a dream of moving to Kodiak, together with his wife, Greg focused his employment search. "I feel very lucky to get to live here, and am having fun exploring the island and getting to know the great people.”

He looks forward to getting to know his patients and finds it rewarding to help them reach their goals. “KANA’s mission to elevate the quality of life of the people we serve fits perfectly with the reason I do this work,” says Greg, “it is a testament to the positive impact the staff at KANA have all across the island.”
KAREN MILLSTEIN, PA-C

Board Certified Physician Assistant (PA) Karen Millstein has been practicing at KANA since 2006.

Karen spent several years working across the state of Alaska in the Biology field before attending PA school in North Carolina. She graduated from Duke University Medical School’s Physician Assistant Program in 1992.

Karen returned to Alaska to work in Anchorage in Women’s Health and in 1994 moved to Kodiak, where she raised her own family. Karen has proudly served the Kodiak Community for the last 26 years. “I love the Kodiak Community,” says Karen, “I love the diversity, I love being around the fishing industry, I love seeing Kodiak kids grow up to be resourceful and independent, I love learning from my patients and hearing their stories.”

ALISON STARR, PA-C

Alison Starr is a Board Certified Physician Assistant (PA). She joined the KANA Medical Team in 2018.

Alison received her Bachelor’s degree in Nutrition and Gerontology from Kansas State University. She then went on to complete her Masters in Physician Assistant from Wichita State University, where she specialized in Rural Primary Care.

Together with her husband, Alison moved to Kodiak in 2018 following their dream of living closer to nature. “We wanted to live somewhere that provided access to the activities we love most,” says Alison. She goes on, “We had no idea how wonderful and welcoming the community would be— we get to live our dream every day in Kodiak.”

She brings to KANA a great desire to help those in need and to better the health and wellness of the community. She aims to improve and bring about positive patient outcomes and give her absolute best to those she serves.

PAIGE BUEER, PA-C

Paige Buer joined KANA’s Medical team in October. A Board Certified Physician Assistant (PA), she specializes in Family Medicine.

Paige received her Bachelor’s degree in Biology from Fort Hays State University in Hays, KS. Following her undergraduate studies, Paige ventured out west to Pocatello, Idaho where she graduated with a Master of Physician Assistant Studies Idaho State University.

Her PA clinical rotations consisted of Family Medicine, Psychiatry, OB/GYN, Pediatrics, Emergency Medicine and Trauma, General Surgery, and Internal Medicine. Prior to starting her PA program, Paige served as a Patient Care Technician on an acute care floor at Hays Medical Center from 2015 to 2017, and a Certified Nurses Aide for Good Samaritan Society in a long-term care facility from 2015 to 2016.

Paige was born and raised in a rural Kansas town much smaller than Kodiak. She has a passion for rural health care and looks forward to providing well-rounded, patient-centered care that will enable her patients to pursue the lifestyles they desire.

SCOTT DEATON, PA-C

Scott Deaton is Board Certified Physician Assistant. He joined the KANA team on March 31.

Scott grew up in Colorado and attended the University of Colorado for his undergraduate degree. He received his Master of Science in Physician Assistant Studies from University of Medicine and Dentistry of New Jersey in 2009 followed by a Post Graduate Surgical Residency at Johns Hopkins Hospital in 2011. He has 14 years of PA experience working with a wide variety of diagnoses in acute trauma hospitals, emergency departments, urgent care, occupational health, internal medicine, and wilderness medicine, and he recently completed a five-month Village Provider assignment with Eastern Aleutian Tribes.

Scott has provided medical care in remote settings including Antarctica and Panama, and he led the emergency response team and mass casualty team in both locations. He was responsible for training indigenous community health workers in Panama villages, and enjoys training students and medical staff.

Outside of medicine he enjoys hiking, climbing, backpacking, skiing, traveling and has done multiple long distance treks around the world.
Gary Carlson
Purchasing and Ordering Coordinator

Originally, from Chipulk, Alaska, out on the Aleutian Chain, Gary Carlson is KANA’s Jack-Of-All-Trades. He and his family moved to Kodiak after the 1964 Earthquake and Tidal wave. A Commercial Fisherman by trade, Gary began fishing in 1960 and spent the next thirty years on the sea. He came to KANA through our Voc-Rehab program in 2000 when he medically retired from Fishing. With the help of KANA’s Vocational Rehab program, Gary pursued a degree at the Kodiak Community College in Office Management and Technology as well as received on the job training. Gary first started with KANA at the Voc-Rehab front desk and later moved to Facilities in addition to receiving training in Finance. He has been serving as the Purchasing and Ordering Coordinator since 2010.

What do you like most about your position? I like that I get to meet a variety of people. I’ve met a lot of people working at KANA and I consider them all like an extended family. Even after they’ve moved on.

Why did you apply for your position? I retired from fishing in 2000 due to medical reasons and through the Voc-Rehab program was able to move up.

How has your position at KANA evolved? I started at KANA at the front desk, answering phones and doing clerical work, I then moved to maintenance where I was able to learn about electrical and boilers. I also received training in Finance before moving into my current position. Now I do a lot of courier work.

What is your most memorable work moment? My most memorable moments include driving the KANA Van and being able to talk with the Elders. I wish I could have recorded their stories. I talked with this guy once who used to be a bulldozer driver and he told me about how they constructed Mill Bay Road by laying down logs and covering them with gravel—the stuff they know, hearing their stories, it was just amazing.

What do you like best about your community? Kodiak has a lot of friendly people, I mean that. Everyone is so friendly and easy to get along with. I like that here, you can know just about everyone.

What does “To Elevate the Quality of Life of the People We Serve” mean to you? It’s important that KANA provides a good working environment for all individuals with the enthusiasm and dedication to join us in our mission.

Join our team!
kodiakhealthcare.org/careers

KANA offers a wide range of career opportunities for candidates wanting to develop their skills while contributing to our dedicated team. We’re looking for talented individuals with the enthusiasm and dedication to join us in our mission.
Will Ourada stands with one of the trucks he drives after receiving his CDL-A license.

KANA not only provides top-quality healthcare for its Beneficiaries, but also helps to create life-changing opportunities, through the Employment, Training and Support Services (ETSS) Department. Whether it’s training, education or helping to find jobs, ETSS offers individualized support in assisting eligible Alaskan Natives or American Indians within the Kodiak region. The process begins with completing an application and meeting with a Case Manager, who will work with the individual in developing a plan to meet their goals. “Once we receive their application, we setup a meeting with them to find out where they are now and what their goals are,” explained Employment and Training Case Manager Rosa Cruz. “We then help them build a plan to reach those goals. Sometimes they already know what they want to do, so it’s helping them access the various resources that are available. Everything is on a case-by-case basis and unique to that client.”

The Employment Center at KANA’s facility on Near Island has many of the tools and resources to help people be successful. Individuals can access laptops anytime of the day, whether they're developing a professional resume or cover letter, taking an online course, doing a job search or needing a place to study. The individual's Case Manager is also there to support them every step of the way to help them achieve their goals. In addition to the resources available at the Employment Center, ETSS offers a variety of programs in an effort to support each individual’s needs. “There are three major programs we offer,” said Employment and Training Coordinator Tom Pogson. “There’s the Supplemental Youth Employment Training Program, the Adult Employment Program and then there’s the Higher Education Program, which also includes Vocational Training.”

KANA’s vocational education program provides some specific adult training, like the CDL Class-A driving program. Beneficiaries can access the CDL-A license training for a much reduced fee and a scholarship. KANA scholarships are available to qualifying Beneficiaries in an effort to help assist them in receiving their CDL-A drivers licenses. “The CDL programs have employed people in not only filling a need for the community, but we’re also providing an opportunity for beneficiaries to make a pretty decent living,” said Pogson.

One of those CDL students was Will Ourada, who initially grew up in Kodiak during the summer months to fish. As his father was serving in the Navy, Ourada usually returned to Kodiak before moving to the West Coast and other locations. “My grandparents are from Afognak and I have relatives in Kodiak,” said Ourada. “I’d come back here in the summertime and do some salmon fishing with my uncle. I eventually moved back to Kodiak and have been living here now for over 30 years.”

Ourada works for the Afognak Native Corporation and maintains their facility on Near Island. He was looking for ways to supplement his income and decided to go for a CDL Class-A driver’s license. Initially, he was going to take 15 days off from work, take the training in the Kenai Peninsula area and pay $6,000 for the course.

Someone heard about Ourada’s plans and told him about KANA’s CDL program. He contacted KANA, filled out an application and enrolled in the program as a qualified Beneficiary. "That was a big plus for me,” exclaimed Ourada. “I didn’t have to leave the island, only needed to take five days off from work instead of 15 and could complete the program right here in town, which was a big factor. If I was to go elsewhere to get the license, it would have taken longer to complete and would have cost approximately $6,000 to take the program. It was zero cost to me." Ourada completed the 32 hours of classroom work, then breezed through the written exam the day after completing the classroom studies. “He took the class that was scheduled Monday-Thursday,” said Cruz. “That Friday, we scheduled Will to go to the DMV and take the permit tests. He got his permit to begin his on-road driving that day. He was just awesome!”

A little over two months later, and after 22 hours of on-road driving with his permit, Ourada went into the DMV to take the driving test and passed his first time out. “He knew what he wanted,” explained Pogson. “He lined-up all of his driving and just did it. Now he has his CDL Class-A license.”

Ourada looks at the possible opportunities now in front of him in having his CDL Class-A license. Initially, he plans on using his newly acquired license to work part-time on weekends. But enjoys knowing that this will allow him more flexibility in the future, should he chose to go full-time, as his license gives him the option to drive not only in Alaska, but in any state.

“It’s another knowledge-based feather in my hat,” said Ourada. “If anyone is interested in becoming a truck driver, I highly recommend applying for KANA’s CDL Class-A license program. It opens other doors that weren’t open before. I am extremely satisfied with the program.”
KANA offers Social Security Services

Community Services provides a wide variety of programs and services for our beneficiaries. One of those little known services is providing support when applying for social security benefits. The Community Services Program Specialist works with each individual, providing step-by-step instructions in helping to submit the application to possibly receive benefits.

“If an individual becomes disabled or is unable to work for whatever reason, they can sign up for Social Security funds,” explained Community Program Specialist Rebecca Parker. Some frequently asked questions about Social Security:

How do I apply for Social Security Disability benefits?

KANA’s Community Services Department is here to help. You first apply through KANA’s Master application for beneficiaries. Once approved, you then become eligible for all of KANA’s programs, including Social Security Disability benefits support. They will walk you through the entire process.

How do I know if I am entitled to disability benefits?

KANA will help you with your initial Social Security application, even mailing and faxing your completed application to the Social Security office in Anchorage.

Social Security agents will review your application and notify you if you qualify; then setup a phone interview with you.

Am I eligible for Social Security Disability benefits if I haven’t worked or paid into Social Security?

Yes. You can still apply to receive Social Security Disability benefits even if you have never paid into the system.

How long does the process take before receiving Social Security Benefits?

The process from the time you first submit your application to receive disability benefits to being approved can take three to six months.

What are my options if I am denied Social Security Disability Benefits?

KANA will help you through the appeal application process to re-apply for benefits. This process could take up to a year or more to receive the decision.

I am about to turn 65 years old, does KANA help go through the Social Security Retirement benefit application process as well?

Absolutely! KANA will help and support all beneficiaries with anything related to Social Security applications and benefits and stay with you through the entire process.

KANA also offers support in helping all patients in signing up for Medicaid and Medicare programs among other assistance programs. Medicaid is available to low-income Americans, regardless of age, while Medicare is an age-based federal health insurance program that guarantees coverage for individuals ages 65 and over, as well as some younger people with disabilities. Medicare is handled on the state level, while Medicare is a federal health insurance program.

“we assist people in applying for Medicare and Medicaid,” said Patient Benefits Coordinator Jade Lutes. “More specifically, anything that they would apply for through the Department of Public Assistance. So that’s the SNAP, Medicaid, any of those assistance programs that kind of come under that one main heading. That’s definitely something that we can help people get signed up for.”

Some frequently asked questions about Social Security and Medicare:

Who is eligible for Medicare health coverage?

Individuals 65 and over qualify for Medicare, as do some people with disabilities. Medicare is a federally-funded program with the same rules all over the country and can be used in conjunction with Social Security programs.

What coverage does Medicare provide?

Medicare provides coverage for hospitals, nursing facility, and stay home patients. Medicare also provides coverage for basic doctor fees and lab costs, along with out-patient services, equipment and supplies, home healthcare, prescription medications and even physical therapy.

Who is eligible for Medicaid health coverage?

Medicare can be used by low-income people, regardless of age and also applies to people 65 and older. Medicaid is administered by the state government, with different rules for each state.

What coverage does Medicaid provide?

Medicaid helps cover medical costs of doctor visits, hospital stays and long-term care for people who normally would not be able to afford healthcare insurance. Patient copays are often lower and more affordable. Medicaid can also be used in conjunction with Medicare and, in most cases, covers services and costs that Medicare does not cover.

Do you or someone you know need help applying for Medicaid/Medicare?

Curious if you qualify for alternate resources to help cover medical costs?

KANA’s Alternate Resource Specialist can help.

Contact Jade Lutes, Patient Benefits Coordinator at 486-7348, or Paula Matchian, Alternate Resource Specialist at 486-9861.

Do you have questions regarding Social Security benefits or are you overwhelmed with the application process? Can we help you navigate the application process.

Contact Rebecca Parker Employment and Training Specialist at 486-1362.
Everyone responds differently to stressful situations, like COVID-19. If you feel anxious, angry, sad or overwhelmed know that you are not alone.

If you or a loved one are feeling overwhelmed, call us; we have dedicated staff here to help.

Monday-Friday
8:00am-5:00pm
Call 907-486-9870