HELPING HANDS

Fisher House... Home Style Care & Comfort... One Family at a Time.

Helping Hands is published by Fisher House, Inc., a non-profit Texas corporation operating under Section 501 (c) (3) of the Internal Revenue Code. Helping Hands is sent to guests, donors, and supporters of Fisher House, Incorporated. Complimentary issues are available for the asking.

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MISSION STATEMENT

Provide caring and compassionate "home away from home" management of military hospitality houses for family members of patients receiving medical treatment in the San Antonio area at no cost to family members.

VISION

Be the national leader of military healthcare hospitality management with strong community support to sustain our mission.

STATISTICS

- Average stay: 16 days
- Longest stay: 358 days
- Over 6,889 families served
- Over 116,000 room nights
- Close to 6.7 million lodging dollars saved
- 50 States
- 3 territories
- 14 countries
- Over 3,355 volunteers last year
- 5,747 hours contributed
- CFC: #87784, SECC: #413062, SAMA: #8035

(as of September 2014)





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The 9th Annual Fisher House Golf Tournament.



From Our

Executive Director

The staff at Fisher House Inc. continues to work on improvements. This November all three Fisher Houses will undergo a \$240,000 bathroom renovation. This will involve replacement floors, tubs, showers, sinks, handrails, sinks and painting walls. The Fisher House renovation should be complete by February 2015. In addition, by the end of December 2014, each room will have at least one-queen size bed. The \$21,000 replacement bed project will replace all the twin size beds to allow more comfort.

Fisher House Inc. has some key dates to mark on your calendar. The Combined Federal Campaign is kicking off and should be complete by December 2014. The Annual Fisher House Inc Appreciation Day is scheduled for 25 Oct 2014. Please come out and meet some Fisher House guests, staff, members of the Fisher House Inc. Board of Directors and key community leaders.

The Annual Volunteer Luncheon will be on April 24, 2015 at the Lackland Air Force Base Gateway Club. This event is the Fisher House Inc. Board of Directors opportunity to thank all our volunteers for a great year.

The next Fisher House Inc. golf tournament is scheduled for August 22, 2015. This event is known, as one of the best non-profit organization golf tournaments in San Antonio. Please take some time to review the highlights of the 9th Annual 2014 golf tournament in this newsletter. This year we maxed our attendance and exceeded previous funds raised during the golf tournament. Our goal next year is to have 130 golf players and surpass funds donated last year. The golf



Dwayne F. Hopkins, Executive Director

tournament will be held at the Republic Golf Course in San Antonio. The Fisher House Inc. volunteer manager is already signing up teams for the event. To register your team, please contact Sara Richardson-Paniagua at (210) 671-6029.

The mission at Fisher Houses Inc. would not be possible without the kind generosity of our donors and volunteers. Donors continue to ensure we have the funds available to provide food, Internet service, morale programs, cleaning service and many other essential needs at no cost to family members. Our volunteers are critical to the mission at Fisher House Inc. In 2013, we had over 3,355 volunteer with 5,747 hours contributed. We are extremely grateful for all the contributions from our donors and volunteers who make the Fisher House mission possible.

Clippings Gifts & Donations

Enclosed is my gift of \$	Please send acknowledgement (no mention of amount) to
Name	Name
Address	Address
City St Zip	City St Zip
This gift is in honor of	Comments
on the occasion of	
This gift is in memory of	







VOLUNTEERS...

688th Cyberspace



(Left to Right) Kristie M. Greene, SrA Marissa L. Morrison, MSgt Sherica Trammell, TSgt Alexander J. Toro, MSgt Patrick Garrett, Col. Matteo Martemucci.

The 688th Cyberspace Squadron under the direction of MSgt Patrick Garret has been providing lunches to the Fisher Houses on Lackland since 2013. Their lunches are prepared fresh and with love. This group has come together with themes such as Asian, Italian and Chili for our guests. Each meal has multiple selections of each type of food set up in a buffet style. This group puts in countless hours shopping and preparing for each meal. They always ensure there are left overs for the guests to enjoy later. MSgt Garrett has been key at organizing this group and already has dates set for later this year. We are truly grateful for groups like this that bring a little bit of home to our guests.



Danny Sanchez, Dwayne Hopkins, Brian Posten

Air Force FCU

Air Force Federal Credit Union has been supporting the Fisher Houses on Lackland for the past few years. Their dedication is evident in all their time and support. Air Force F.C.U. has been a key sponsor for our golf tournament, the main sponsors for our Annual Volunteer Luncheon, and they lead the way for an annual donation from the Air Force Financial Network. Their support does not stop there. Their staff will donate money throughout the year by their "Jean Days" and also by collecting wish list donations such as canned food, paper goods, and cleaning products. Air Force F.C.U. is an amazing organization with a truly supportive staff.







VOLUNTEERS...



(Left to Right) Leslie Shipp, Debbie Schul, Samantha Peacock, and Charles Bunch.

Red McCombs Toyota

Red McCombs Toyota has become a key supporter of the Fisher House on Lackland during the past year. They have supplied the Hole in One car for a few golf tournaments that were held in support of the Fisher House. Also, they supported a Bass Fishing Tournament where the proceeds came back to the Fisher House. Charles Bunch, their Military Relations Director, has been a huge supporter by introducing new people and being an advocate for the Fisher House. Without help from our community, like that shown to us by the staff at Red McComb's Toyota, we would not be able to operate so efficiently.

Rackspace



(Left to Right) Nikki Martinez, Rachel Guajardo-Lopez, Sophie Yanez, & Clarissa Carter

The amazing volunteer group from Rackspace spent time at the Fisher House in May of 2014. This group helped prepare a homemade lasagna meal that could be heated for dinner. That meal allowed guests to have a home cooked meal without the cooking and cleaning. For guests that are coming in and out of the hospital, a meal like this can mean the world. The group also cleaned and sanitized toys; restocked pantries, and folded linen. Rackspace not only contributed their time and a delicious meal, but they did it all in love. All that could be heard was laughter and talking as they worked diligently to get their activities done. This group gave from their heart and it was evident their positive attitudes were contagious to the guests they came in contact with during their visit.







IN THE HOUSE...

Gold Star Wives of America



San Antonio Chapter Gold Star Wives of America are pictured with House Manager,

Ms. Ramona Lewis presenting a donation to Lackland Fisher House. The Gold Star Wives were created to support the widows and widowers of service members killed in action. Besides offering comfort and support, the Gold Star Wives help their fellow members navigate the benefits system while also legislating for improved benefits. Although initially formed by women, the Gold Star Wives know women also pay the ultimate price and welcome widowers whose spouse was killed in action.

Northwood Elementary "KINS" Afterschool Program

Fisher House Manager, Ramona Lewis challenged eighty students from the second thru fifth grade if they collected 100 canned items in 4 months they would receive an end of school year Bingo and Pizza Party. KINS students exceeded the goal with 375 canned items for our families. Fisher House staff kept its promise with 15 large size pizzas, Caprisuns, and additional snack goodie bags for everyone.

Prizes were given to six bingo winners.











IN THE HOUSE...



Girl Scouts Southwest Texas Troop 288 of San Antonio

Misses Rebekah Van Over, Kierstin Wilkins, and Kayla Wade chose Lackland Fisher House to earn their Silver Award Project. Fisher House Manager, Ms. Ramona Lewis challenged the three to build a Trellis Flower Stand. The Girl Scouts surpassed Ms. Lewis' expectations. It is beautiful! Ms. Lewis proudly mentioned four young Eagle Scouts who chose projects at the Fisher House and earned their Service Award: Mr. Stephen Trippy (Brick Masonry Wall - FH I), Andrew Olech (Refurbished - Garden Gazebo), Joseph Espeland (\$2,300.00 –Wish List), and James Van Over (6 Cedar Garden Planters). Job well done.

Mrs. Gernell Smart Fisher House Volunteer

Mrs. Gernell, as we called her, was faithful in her service to our Fisher Houses for 21 years. She was our first volunteer in 1992. Mrs. Gernell would make weekly visits to the commissary to purchase milk, eggs, and bread for the families. She also served meals as the Liaison for Freedom Chapel "Heavenly Angels," Lackland Protestant Women of the Chapel, Order of the Eastern Star, and Disabled Veterans #128. Fisher House will never forget her generosity to give and her heart to encourage and serve others. Family and friends gathered for the dedication "Brick Paver" ceremony in her honor. Mrs. Gernell will always be our angel and will be deeply missed.

In the photo to the right are two of her three children, Triest and Nicole Smart.













Air Force Federal Credit Union Makes Donation To Help JBSA-Lackland Fisher House "Fill'er-Up" For The Holidays

Written by: Danny Sanchez

Air Force Federal Credit Union (Air Force FCU) donated over 2,500 pounds of food and non-perishable items as part of the "Fill'er Up for the Fisher House" food drive for the JBSA-Lackland Fisher House.

Each year Air Force FCU has a month long food drive that encourages members and employees to bring canned goods, paper products and non-perishable food items to any Air Force FCU branch or Wash Me Car Salon donation stations. The items donated are for the families staying at any one of the three Fisher Houses on JBSA-Lackland during the holidays to make their stay is as comforting as possible.

"We are so thankful to all those who contributed," said Dwayne Hopkins, Executive Director of Fisher House, Inc. "Every dollar spent on donations like food or paper goods provides Fisher House, Inc. the capability to fund other programs for military families staying at our Fisher Houses."

This is the seventh year that the credit union has held the "Fill'er-Up for the Fisher House" donation drive. Each year the participation in the donation drive from the Air Force FCU family has increased, and has spread to involve the credit union's community partners.

"The Fisher House is an important part of the military community and therefore very important to the credit union," said Bob Glenn, Air Force FCU President and CEO. "The support that they provide to families staying there is immeasurable, and we will continue to support their mission not only today, but in the future."

Fisher House is a public-private partnership with the military that provides families with living quarters and support when coping with specialized medical situations. The JBSA-Lackland AFB Fisher House is a home-away-from-home for the families of seriously ill or injured patients receiving treatment at Wilford Hall Ambulatory Surgical Center and other Joint Base San Antonio (JBSA) facilities. For more details, visit www.fisherhouseinc.org.

Air Force FCU serves the diverse needs of over 38,500 members worldwide with a full array of financial services and the strength of more than \$363 million in assets. For additional details about Air Force FCU, visit www.airforcefcu.com.

Lackland Fisher House

People and organization often ask for the Fisher House Wish List when visiting the Fisher Houses. Listed below are items needed to help decreases our operating cost. Interesting facts, we use an estimated 10,000 rolls of toilet paper and 225 bottles of detergent annually.

PAPER PRODUCTS

- Toilet paper / Paper towels / Paper napkins
- Plates and bowls (all sizes)
- Cups (Hot 6-8 oz) / Cups (Cold 12-16 oz)
- Plastic forks, knives and spoons

KITCHEN SUPPLIES

- Cake, brownie and cornbread (mixes)
- Antibacterial liquid hand soap
- Pam Cooking/Baking Spray
- Glad/Zip Lock Disposable
- Storage Containers (large and medium)
- Zip-Lock food storage bags (1 gallon & quart)
- Pot Holders or Barbeque Gloves
- 13 Gallon Trash Bags

CLEANING PRODUCTS

- Furniture wax for dusting
- Glade or Lysol Air Freshener
- Fabric Softener Sheets
- Laundry detergent (Liquids only) / Stain Remover
- Bathroom cleaner: Lysol disinfectant 4 in 1
- 409 Cleaner
- Clorox disinfecting 4 in 1 spray (prefer Fresh Scent)
- Comet or Ajax cleaning powder
- Clorox Disinfectant Sheets
- Brooms / Dust pans

Universal TV remote controls

RESIDENTIAL/HOUSEHOLD

- DVD movies
- Surge Protectors (4-6 ft.)

FOOD PRODUCTS

Sugar (5 lb bag)

HYGIENE PRODUCTS

Hand soap (liquid, 7.5 oz pump or gallon refill)

RESIDENT NEEDS

- Passes to local attractions
- Gift certificates (BX, Walmart, Taco Cabana, Commissary)
- Postage Stamps

MISCELLANEOUS

- Copier/printer paper
- Black Ink Pens
- Batteries (sizes AA, AAA, C, and D)
- Large emergency size Flashlights with batteries

*High demand items







Universal Toyota of San Antonio helps Fisher House, Inc. purchase a new truck



Photo is of Brittney Depaul, (Universal Toyota Internet/Marketing Director) and Dwayne Hopkins, (Fisher House Inc Executive Director) with the new Fisher House Inc. Toyota truck.

Universal Toyota of San Antonio Texas has contributed to Fisher House Inc with the Real Community Heroes Program. Details on the program can be found at at RealCommunityHeroes.com. This program provides military, police officer, and firefighter car discounts. The Real Community Heroes Package is available to all active and retired personnel on both new and used vehicles. Recently, Universal Toyota helped Fisher House Inc. select a new Toyota truck, which was manufactured in San Antonio, Texas. The truck is used to move furniture around the houses, landscaping work, airport runs for military families and special events.



Members of the United Methodist Church from the Leakey, Texas community donated items to Fisher House Inc. on 24 Aug, 2014. This is the third consecutive year that members from the Leakey Texas community helped military families at Fisher House Inc. Photo from left to right: Pastor Doug Smith, Ginger Camstra, Helen Stephens (UMW Chair for the wish list drive), Anneke Hopkins and Jan Hallum. Dwayne Hopkins is in the truck.







2014 Golf Tournament Sponsors

Many thanks to our generous sponsors. Your contributions made this tournament a success and Fisher House is grateful.

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FISHER HOUSE DONATEONS

The Fisher House Family would like to offer their sincerest thanks and appreciation to all of those who have generously and thoughtfully provided their time, talents and treasures to support the guest residents of the Lackland Fisher Houses. We appreciate your encouragement for our continued success in service of our military families with medical crises. The following "Friends of Fisher House" have provided financial support between September 1, 2013 and April 30, 2014

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377 ABW Command Chief

599 MDG Booster Club

690 NSS

6924th Heritage Association

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American Endowment Foundation

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Robins Officers' Spouses' Club

Seymour Johnson Officer and Spouses' Club

Sheppard Officers' Spouses' Club

Tyndall Officer Spouses Club Vance Officers' Spouses Club

Whiteman Officer's Spouses Club

Military Chapels

10 ABW/HC USAF Academy Catholic Community Center Chapel

19 AW/HC Little Rock Protestant Congregation

470 ABS/HC Geilenkirchen NATO Chapel 14 FTW/HC Columbus AFB

4 FW/HC Seymour Johnson AFB

7 BW/HC Dyess Protestant Chapel Community 72 ABW/HC Tinker AFB HQ AETC/HC JBSA-Randolph









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It was about 45 days ago that Colleen McClaren-Sojot sat in the vast, callous insurance office and stared out the window longing for something of substance and meaning in her career. After studying Sociology in college, Colleen always wanted to follow a path where she could play a role in the greater good.

Colleen is a proud Air Force wife of a Military Training Instructor at Lackland Air Force Base. She is blessed with four little ones who call her "Mom". After several years as an Office Manager for a local insurance company, Colleen felt the need for a change.

Last month, Colleen was selected with the opportunity to fulfill the Assistant House Manager position at Fisher House Inc. The transition to this incredible team has brought Colleen more laughs, compassion and sentiment than she has felt in a very long time.

Colleen said, "Strangers, both military and civilian, take time out of their busy lives to drop off donations by the truckloads. Squadrons full of our military men and women make it a point to fill our kitchen and prepare meals for our houseguests. Wounded warriors, cancer patients, and families of loved ones being treated at nearby medical facilities grace my desk each day. My job is to help them but the reality is that they help me just as much."

Fisher House Inc, is both grateful and honored to have Colleen serve those who serve our country. It truly is a privilege not found in any other profession. Welcome to the team Colleen.











FISHER HOUSE AROUND THE WORLD

ALASKA

Joint Base Elmendorf-Richardson Hospital

4943 Zeamer Ave, 673 MDSS/SGS/FH Elmendorf, AFB, AK 99506 (907) 222-1673 Manager: Jeff Temple, Jeffery.temple@elmendorf.af.mil

CALIFORNIA

VA Greater Los Angeles HS

11301 Wilshire Blvd (10AF), Building 512 Los Angeles, CA 90073 (310) 268-4457 / Fax (310) 268-3449 Manager: Sharon Hudson, Sharon.hudson4@va.gov

VA Palo Alto Health Care System

3801 Miranda Ave., Palo Alto, CA 94304 (650) 493-5000 x.60384 / Fax: (650) 849-1269 Manager: Shelly Foutz-Lowe, shelly.foutz-lowe@va.gov

San Diego Naval Medical Center I, II

34800 Bob Wilson Dr. Bldg 46 San Diego, CA 92134-5000 (619) 532-9055 / Fax: (619) 532-5216 Manager: Belle Esposito, Belle.esposito@med.navy.mil

David Grant USAF Medical Center

100 Bodin Circle, Travis AFB, CA 94535-1804 (707) 423-7550 / Fax: (707) 423-7552 Manager: Charlene Hall, Charlene.hall.1@us.af.mil

COLORADO

VA Eastern Colorado HCS

1954 Quentin St., Aurora, CO 80010 (303) 399-8020 x. 2049 / Fax: (303) 364-4882 Manager: Joy Weyna-King, joy.weyna-king@va.gov

DELAWARE

Fisher House for Families of the Fallen

220 Lajes St., Dover AFB, DE 19902 (302) 677-5317 POC: Robin Raine, Robin.Raine.1@us.af.mil

FLORIDA

Bay Pines VA Healthcare System

10000 Bay Pines Blvd., Bay Pines, FL 33744 (727) 319-1350 / Fax: (727) 319-1106 Manager: Rich Kippings, richard.kippings2@va.gov

Eglin Air Force Hospital

350 Boatner Rd., Eglin AFB, FL 32542 (850) 883-2865 Manager: Ron Gribble, ronald.gribble@eglin.af.mil

James A. Haley Veterans' Hospital

13000 Bruce B. Downs Blvd., Tampa, FL 33612 (813) 910-3000 / Fax: (813) 910-3088 Manager: Paula Welenc, Paula.Welenc@va.gov

Miami VA Healthcare System

1201 NW 16th St., Miami, FL 33125 (305) 575-7260 / Fax: (305) 575-7261 Manager: Carolyn Soucy, carolyn.soucy@va.gov

West Palm Beach VA Medical Center

7305 N. Military Trail-Route 136 W. Palm Beach, FL 33410 (561) 422-5554 / Fax: (561) 442-8793 Manager: Theresa Ringel, Theresa.Ringel@va.gov

GEORGIA

Dwight D. Eisenhower Army Hospital

Fisher House Rd. — Bldg 280 Ft. Gordon, GA 30905-5650 (706) 787-7100 / Fax: (706) 787-5106 Manager: Francisco Cruz, fheamc@aol.com

HAWAII

Tripler Army Medical Center I, II

315 Krukowski Rd., Honolulu, HI 96819 (808) 433-1291 x: 28 / Fax: (808) 433-3619 Manager: Theresa Johnson Theresa.Johnson@amedd.army.mil

ILLINOIS

Hines VA Hospital

5000 S 5th Ave., Hines, IL 60141 (708) 202-7154 / Fax: (708) 202-7155 Manager: Holly Wright, holly.wright@va.gov

KENTUCKY

Blanchfield Army Community Hospital

650 Joel Dr., Fort Campbell, KY 42223 (270) 798-8330 / Fax: (270) 798-8804 Manager: Wendy J. Carlston wendy.carlston@amedd.army.mil

MARYLAND

Malcolm Grow Medical Center

1076 West Perimeter Rd., Andrews AFB, MD 20762 (301) 981-1243 / Fax: (301) 981-7629 Manager: Janet Grampp, janet_grampp@msn.com

National Naval Medical Center I, II, III, IV, V

24 Stokes Rd., Bethesda, MD 20814-5002 (301) 295-5334 / Fax: (301) 295-5632 Manager: Becky Wood bwood@fisherhousebethesda.org

MASSACHUSETTS

VA Boston Healthcare System

1400 VFW Pkwy., West Roxbury, MA 02132 (857) 203-4000 or (857) 203-6503 Manager: Elizabeth St. Pierre, Elizabeth.stpierre@va.gov

MINNESOTA

Minneapolis VAHCS I, II

1 Veterans Dr., Minneapolis, MN 55417 (612) 467-5602 / Fax: (612) 970-5864 Manager: Marge Oslund, mary.oslund@va.gov

MISSISSIPPI

Keesler AFB Hospital

509 Fisher St., Keesler AFB, MS 39534-2599 (228) 377-8264 / Fax: (228) 377-7691 Manager: Larry Vetter, larry.vetter. 1@us.af.mil

MISSOURI

St. Louis VA Medical Center

1 Jefferson Barracks Rd., St. Louis, MO 63125 (314) 894-6145 / Fax: (314) 894-6147 Manager: Rachael Fernandez, rachael.fernandez@va.gov

NEW YORK

Stratton VA Medical Center

113 Holland Ave., Albany, NY 12208 (518) 626-6919 / Fax: (518) 626-5452 Manager: Jerry Jensen, jerry.jensen@va.gov

NORTH CAROLINA

Camp Lejeune Naval Hospital

4 Recovery Way, Camp Lejeune, NC 28547 (910) 450-3885 / Fax: (910) 450-3887 Manager: Josie Callahan, josephine.f.callahan@usmc.mil

Womack Army Medical Center

12 Bassett St., Ft. Bragg, NC 28307-5000 (910) 432-1486 / Fax: (910) 432-3825 Manager: Paula Gallero, fhwamc@aol.com

OHIO

Cincinnati VAMC

3200 Vine St., Cincinnati, OH 45220 (513) 475-6571 / Fax: (513) 487-6661 Manager: Karrie Hagan, karrie.hagan@va.gov

Wright-Patterson Medical Center I, II

415 Schlatter Dr., Wright-Patterson AFB, OH 45433 (937) 257-0855 / Fax: (937) 656-2150 Manager: Karen Healea, karen.healea@wpafb.af.mil

TEXAS

VA North Texas HCS

4500 S. Lancaster Rd. Bldg 79, Dallas, TX 75216 (214) 857-2574 / Fax: (214) 462-4923 Manager: Lydia Henderson, Lydia.Henderson1@va.gov

William Beaumont Army Medical Center

5005 N. Piedras St., El Paso, TX 79920-5001 (915) 569-1860 / Fax: (915) 569-1862 Manager: Harry Hicks, fhwbamc@aol.com

Carl R. Darnall Army Medical Center

Bldg. 36015 Fisher Ln., Fr. Hood, TX 78254 (254) 286-7927 / Fax: (254) 286-7929 Manager: Isaac Howard, Isaac.howard@amedd.army.mil

Brooke Army Medical Center I,II,III,IV

3623 George Ć. Beach Dr., Ft. Sam Houston, TX 78234 (210) 916-6000 / Fax: (210) 916-6488 Manager: Inge Godfrey, fhbamc@aol.com

South Texas Veterans Health Care System

7485 Wurzbach Rd. San Antonio, TX 78229 (210) 617-5542 Ext. 61672 Fax: (210) 593-0902 Manager: Harry Robinson Email: harry.robinson2@va.aov

Michael E. DeBakey VA Medical Center

2002 Holcombe Blvd., Houston, TX 77030 (713) 794-8095 / Fax: (713) 794-7194 Manager: Frank Kelley, frank.kelley@med.va.gov

Wilford Hall Medical Center I, II, III

1445 Foster Ave. Bldg 3865, Lackland AFB, TX 78236 (210) 671-6028 / Fax: (210) 671-6020 Manager: Ramona Lewis Rlewis-fisherhouse@sbcglobal.net

VIRGINIA

Naval Medical Center, Portsmouth

853 Fisher Dr. Bldg 287, Portsmouth, VA 23708 (757) 953-6889 / Fax: (757) 953-7174 Manager: Loretta Loveless, FishrHouse@msn.com

McGuire Richmond VA Medical Center

1201 Broad Rock Blvd., Richmond, VA 23249 (804) 675-6639 / Fax: (804) 675-5979 Manager: Wayne Walker, wayne.walker@va.gov

WASHINGTON

Madigan Healthcare System

9999 Wilson Ave., Joint Base Lewis-McChord, WA 98433 (253) 964-9283 / Fax: (253) 968-3619 Manager: Jodi Land. fhmamc@aol.com

VA Puget Sound Healthcare System

1660 South Columbian Way, Seattle, WA 98101 (206) 768-5353 / Fax: (206) 277-1415 Manager: Cecile Bagrow, Cecile.bagrow@va.gov

GERMANY

Landstuhl Regional Medical Center I & II

CMR 402 Box 669, APO, AE 09180 011-49-6371-6183311 / Fax: 011-49-6371-866679 Manager: Vivian Wilson, Vivian.wilson@amedd.army.mil







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