



# A History of Helping Families:

## The Essential Services of Family House and How You Can Contribute

Navigating any medical treatment journey will be one of the most challenging experiences a person or family can face. For many, the emotional and financial strain of treatment can be overwhelming. Family House understands these challenges and provides a compassionate, supportive environment for patients and their families, ensuring they feel safe, comfortable, and cared for during their stay.

### Family House Programs and Services

Family House offers a range of services to benefit the overall well-being of both patients and their caregivers. Weekly guest programming includes:

- Diagnosis-specific support groups facilitated by our Director of Community and Family Engagement
- Visits by therapy dogs
- Educational sessions led by healthcare experts
- Yoga, meditation, and reiki classes

*NOTE: These programs are exclusive to Family House guests.*



### How YOU can help us serve patients and families

Family House relies on the generosity of donors and volunteers to provide safe, affordable, and comfortable services for our guests.

To support our mission, please consider donating or volunteering. Your help can expand our programs and enable us to reach more families in need.



### Daily Healthy Breakfast Program

Starting the day with a nutritious meal is vital for guests facing medical uncertainties. Our Daily Healthy Breakfast Program offers a variety of healthy options, providing energy for appointments and fostering a sense of normalcy. This program also addresses food insecurity among guests.

The Daily Healthy Breakfast Program is provided thanks to the generosity of the Shadyside Hospital Foundation, the Pittsburgh Penguins Foundation, Bank of America, and our community of individual donors.



### Transportation Services

Family House arranges complimentary transportation to local hospitals, easing the stress of getting to appointments. Our shuttle operates regularly, and Uber services are also coordinated for guests by our staff.



### Volunteer:

Visit us online to sign-up: [familyhouse.org/volunteer](https://familyhouse.org/volunteer)

### Donate:

Visit [familyhouse.org/donate](https://familyhouse.org/donate)

or scan the QR code:



Together, we can ensure every family has a “home away from home” during their medical journey.



# YEAR IN REVIEW

Family House continues to fulfill its mission of providing a “home away from home” to patients who must travel to Pittsburgh for medical treatment by offering safe, affordable, and comfortable lodging. Although our room rates increased slightly in 2024, they remain approximately **25% – 30% below** operational costs, helping families avoid the high occupancy taxes typically associated with typical hotel stays.

**\$1,216,265**

Total Gift Revenue



**812**

New Donors



**35,359**

nights provided to patients and caregivers

**44%**

guest nights received additional discounts through Family Assistance



**3.29 nights**

Average length of stay



Welcomed patients and families from **50 states** and **14 countries**



**365**

days of complimentary breakfast offered



Warm dinners prepared and served by volunteer groups



**75**

Unique Group volunteer projects



## FOUNDERS CIRCLE

Each year, Family House’s open its doors to thousands of families during medical treatment. Family House is grateful to all those who supported this mission in FY24 (July 1, 2023, through June 30, 2024).

We are especially pleased to recognize the following individuals in our **Founders Circle** for their annual gifts that totaled \$1,983 or more.

*Donors listed alphabetically*

- Bill Benter
- Richard Burkland
- Helen Cestra
- G. Reynolds and Linda Clark
- Andrew Cohen
- Eric Cole
- Janet Cook
- Deborah and Christopher Davis
- Bland and David DeShong
- Joan and Joel Ettinger
- Harris Ferris
- Jamie Filer
- Kim and Curt Fleming
- Brent Frey
- Paul Gardner
- Jane Gilbert
- Vivian and Steven Grabiner
- Jeffery Gregg
- Charlene and John Innocenti
- Tricia Keating
- Dennis Kelleher
- Lisa and James Lorenzi
- Becky Matson
- Marlene Mihalsky
- Pennie and James Moore
- Ashley Muldoon
- Sandy and Eugene O’Sullivan
- Jackie and A.J. Poole
- Sandra and Matthew Rader
- Marcia and Mark Sherwin
- Adam Kirschenbaum and Steven Sushner
- Phillip Thompson
- Craig and Jill Tillotson
- Linda Uber
- Jeanne and Al Vallano
- John Wilds
- Valerie and John Williams
- Karen Wolfe
- Gaye and Robert Wood

# 2024 Family House News

## New Lighted Sign Installation

In June, Family House welcomed the installation of a new lighted sign, a key feature of our recent renovations made possible by generous contributions to *Under One Roof: The Campaign for Family House*.



## Record-Setting Fundraising Year at the Ruby Jubilee Gala

The 2024 Family House *Ruby Jubilee Gala*, held at The Duquesne Club, was a tremendous success, raising over

\$205,000—the highest amount in the past 15 years for our spring fundraiser. Visit [familyhouse.org/gala](https://familyhouse.org/gala) to see more for this record-setting evening.

## New Family House Board Members

Family House welcomed five new members to its Board of Directors, each bringing valuable experience and expertise to support our mission. The new board members are Maris Dauer, Lina Dostilio, John Krolicki, Rachel Richelieu, and Dr. Maggie Thieman.

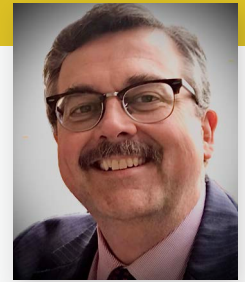
“We are thrilled to welcome these dedicated individuals to our Board of Directors,” said John Plante, Executive Director of Family House.



## 41<sup>st</sup> Annual Family House Polo Match, Presented by F.N.B. Corporation

More than **2,200** Family House friends, sponsors, donors, and supporters gathered at Hartwood Acres for the Annual Family House Polo Match—a cherished event that has been bringing the community together since 1983. The event raised more than \$350,000 in cash and in-kind support. Visit [familyhouse.org/polo](https://familyhouse.org/polo) to check out highlights from this amazing event.

## A LETTER FROM THE EXECUTIVE DIRECTOR: Serving Our Guests and Our Community



As I reflect on the healthcare journeys of families I've met at Family House, I am reminded of the emotional and financial strains they face. The treatment path can feel daunting, filled with uncertainty and fear, often leaving families with tough questions.

At Family House, we understand the weight of these challenges. Our mission is to create a safe, welcoming “home away from home” where families find support and comfort during trying times. We ensure that every guest feels cared for, allowing them to focus on what truly matters—their healing and recovery.

Our commitment to comfort and community is reflected in the variety of programs and services we offer. Every day, we kickstart our guests' mornings with a hot, healthy breakfast, ensuring they have the energy to face the day ahead. We work with our healthcare partners to coordinate complimentary transportation to medical appointments.

To foster connection and healing, we host weekly diagnosis-specific support group sessions, allowing families to share their experiences and support one another. Our therapy dogs bring joy and comfort, while weekly yoga classes help relieve stress. Dedicated volunteers also prepare and serve delicious meals, creating a warm atmosphere. Throughout the year, we celebrate with our guests through seasonal programming, including holiday events, movie nights, pancake breakfasts, cookouts, and spaghetti dinners. Thanks to our community partners, we offer complimentary tickets to local cultural attractions and events, allowing guests to enjoy Pittsburgh's vibrant offerings.

We regularly hold guest engagement discussions, during which members of the staff and board meet with guests to hear directly from them about the things we do well, where we can improve, and what we can add to our programs and services to improve their stay at Family House. Thus, in the future, we will expand and enhance our array of services so that we can better serve the needs of our guests and optimize the Family House experience.

Our ability to serve the thousands of patients and caregivers who come to Family House each year is only possible through the generosity of donors and volunteers like you. I thank each one of you who has responded to Family House's appeals for support over the years, and I ask that you please consider, once again, donating or volunteering.

Together, we will reach more families in need and ensure that every family has a place to call home while receiving premier medical treatment in Pittsburgh.



**John Plante**  
Executive Director



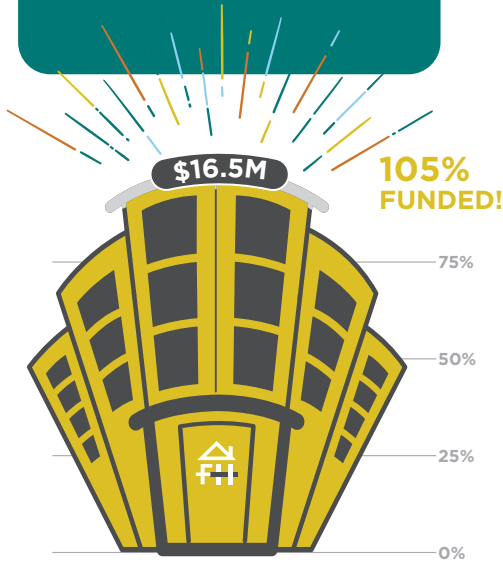
# UNDER ONE ROOF

The Campaign for Family House

Since its inception in 1983, Family House has provided safe, comfortable, and affordable lodging to hundreds of thousands of patients and families seeking medical care in Pittsburgh. For more than 41 years, individuals from all 50 states and over 77 countries have relied on this vital resource during critical medical treatments.

In July 2021, Family House took a major step by acquiring the former Shadyside Courtyard by Marriott, following a strategic planning process that began in 2015. With input from healthcare partners and community leaders, Family House underwent extensive renovations, culminating in the new facility's opening on July 15, 2022.

This renovated space consolidated Family House's three housing operations, administrative offices, and various programs into one location near Pittsburgh's hospitals, enhancing operational efficiency and enabling stronger partnerships with healthcare nonprofits.



To support this initiative, Family House launched a \$16 million capital campaign in January 2021, which successfully raised over \$16.5 million by June 30, 2024. *Under One Roof: The Campaign for Family House* ensures the organization's sustainability and strengthens its role as a trusted partner in the region's healthcare system, providing essential services to patients and caregivers. ●

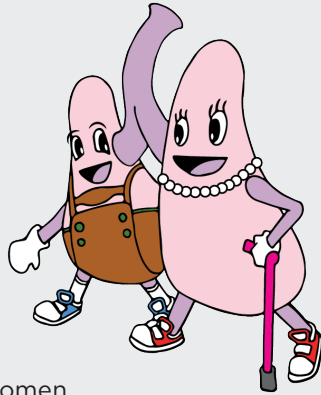


To contribute to Family House, visit [familyhouse.org/donate](https://familyhouse.org/donate) or email [development@familyhouse.org](mailto:development@familyhouse.org).

## Community Partner Profile:

# Libby's Lungs

Libby's Lungs is a Pennsylvania-registered nonprofit organization with a focus on alleviating the burdens of lung cancer. The organization has two main goals: funding innovative research, particularly concerning the unique challenges faced by women, and underwriting essential support services for lung cancer patients, including their lodging at Family House.



Libby's Lungs is a Family House partner that aims to advance understanding and treatment of lung cancer while providing practical aid to patients and their families, empowering them to navigate their journeys with resilience and hope. ●

To learn more about Libby's Lungs, visit [libbyslungs.org](http://libbyslungs.org).



## Scott Vensel and Dorseyville Students Bring Comfort and Joy to Family House

For the seventh year, teacher Scott Vensel and his eighth-grade students delivered comfort to Family House guests through the Shulamit Teddy Bear Project. Named after Holocaust survivor Shulamit Bastacky, who believed in the power of teddy bears to bring joy, this initiative not only provides stuffed animals but also educates students about

empathy and history. Each bear is accompanied by a note sharing Shulamit's inspiring story. Family House looks forward to this meaningful partnership each year! ●



# Ways to Give to Family House...

## We Need You...

Help us support families with a collection drive of essential items and healthy non-perishable items:

- **Travel-sized hygiene products** (soap, toothpaste, shampoo, etc.)
- **Non-perishable breakfast and pantry items** (fruit or granola bars, canned goods, pasta, sauces, peanut butter, etc.)
- **Household items** (tissues, disinfectant wipes, etc.)

Be sure to follow us on social media for the latest Family House news and updates!

#FamilyHousePGH



For more needed items, scan the QR code or visit [familyhouse.org/donate/ways-of-giving](http://familyhouse.org/donate/ways-of-giving).



**Please deliver donations to:**

Family House  
ATTN: Development Department  
5308 Liberty Avenue  
Pittsburgh, PA 15224

## It's almost Giving Season! Celebrate the spirit of the season at Family House.

Embrace the season of giving by providing homemade meals that spread warmth and joy to our guests. Visit our Volunteer webpage at [familyhouse.org/volunteer](http://familyhouse.org/volunteer) for details on how you and your group can volunteer at Family House, and help us to provide comfort and support to our guests. ●





# FAMILY HOUSE

5308 Liberty Avenue | Pittsburgh, PA 15224

# FAMILY HOUSE

NON-PROFIT ORG.  
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PITTSBURGH, PA  
PERMIT NO. 2414

## TO GIVE

- > Online at: [familyhouse.org/donate](http://familyhouse.org/donate)
- > By phone: 412-647-5893
- > Designate Family House through your workplace:  
United Way: #859

## TO VOLUNTEER

- > Visit us online to sign-up:  
[familyhouse.org/volunteer](http://familyhouse.org/volunteer)
- > For questions: [volunteer@familyhouse.org](mailto:volunteer@familyhouse.org)

## TO BOOK YOUR STAY

- > Visit us online: [familyhouse.org](http://familyhouse.org)
- > By phone: 412-647-7777

## TO CONNECT

@FamilyHousePGH



Thank you for supporting Family House!  
**YOUR HOME AWAY FROM HOME**

FALL 2024  
**NEWSLETTER**

**TUESDAY,  
DECEMBER 3**

Join us in making a real  
difference at Family House!

Your support of Family House helps us keep our room rates affordable and allows us to provide our variety of programs and services, ensuring that families in need can find comfort and care during challenging times. **It's our dedicated community of donors—like YOU—who makes this mission a reality.**

Pittsburgh Magazine's  
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**GBU Life**

**SAVE THE DATE!**

