

What Makes Our House a Home?

2018 – 2019 Annual Report



On the Cover: Nothing says “home” like brown bag lunches! Last June, a team from Deloitte’s Richmond office made bag lunches for our guests to take to the hospital. Deloitte is one of the many organizations that support our mission by volunteering their time to make our guests feel welcomed and nourished. Thank you Deloitte for bringing a bit of “home” to our guests.

From Our Staff: What Makes Our House a Home?

We often refer to The Doorways as a home away from home. While we can’t really replace the homes of the 10,000 people who stay with us each year, there are many things that make our house feel like a home.

The people. Guests, shuttle drivers, front desk staff, volunteers, maintenance crew, housekeeping staff, postal workers, delivery drivers, garbage collectors, and more. Just like home, there’s a constant buzz of activity at The Doorways.

The dings, scratches and flaws and the endless to-do list. Our much-loved building shows its age! After all, it’s been “lived in” by thousands of people. Just like home, our house may not look perfect, but it’s warm and welcoming to all, and it provides all the basic necessities and more!

The smell of good food cooking. Whether it’s a group of guests who’ve come together in the kitchen to share a home-cooked meal, or volunteers who’ve come to serve dinner for the entire house, the aroma of a delicious meal being prepared is a constant at The Doorways.

The noise. Phones ringing, voices speaking, children laughing, doors shutting, music playing, car horns honking, pots and pans clanging, and more. Just like home, The Doorways is surrounded by the sounds of togetherness.

Comfy places to hang out. Whether it’s a cozy lounge chair in our TV room, or a rocking chair in our garden, every home needs a place to get away from it all. The Doorways provides both private and public spaces that feel like home.

The memories. Though our guests and staff come from all walks of life, we have much in common when it comes to compassionate care. Through smiles, tears, hugs and more, we are a community of people who care deeply about each other. Just like home, we’re making memories through the ups and downs of life.

What makes our house a home? Come experience it for yourself!

If you’ve never visited us for a tour, or if it’s been a while since your last visit, please contact us to set something up!

Dear Friends,

Thank you! Last year, your support allowed us to continue making our house a second home for nearly 10,000 children and adults who needed a place to stay while they or their loved ones were seeking life-saving or specialized medical care away from their own homes. While 10,000 has been our guest trend for the past several years, we'd like to share a few lesser known facts that may surprise you. Last year:

- *There were approximately 150 guests staying at The Doorways every day.*
- *The average length of stay was 6 nights; however, nearly 50% of our stays last for one month or longer. In fact, 28% of our guests were here for 1–3 months; 10% were here for 3–6 months; and 11% were here for 9–12 months.*
- *At least 50% of our guests were unemployed, uninsured or both; and 66% of our guests were at or below 200% of the Federal Poverty Guidelines. Without The Doorways, some of our guests would have been forced to make a painful choice between forgoing the medical care they needed and facing a financial and/or housing crisis.*
- *Forty-five percent (45%) of our guests were the patients themselves receiving outpatient treatment for cancer, surgeries, organ transplants and other complex medical conditions. The remaining 55% were their mothers, fathers, husbands, wives, sisters, brothers, children and other caregivers.*

Yes, the numbers above are important and accurately reflect the challenges and complexity of our guests' circumstances. However, what our staff has shared *at left* is what makes The Doorways come alive every day for the 10,000 children and adults who depend on you and our entire community of faithful supporters.

Thank you for your continued support and thank you for entrusting the care of thousands of families to The Doorways.

Stacy

Brett



Stacy Brinkley
President & CEO



Brett Mutnick
Board Chair

◦ WHAT'S NEW: DOLLY'S GARDEN

Our long-awaited healing garden finally came to fruition this year! The garden, named for our leading founder Gloria “Dolly” Hintz, provides a beautiful and restorative outdoor space for our guests. For years, Dolly envisioned a healing space for our guests where they could find peace and comfort from the daily stresses of dealing with their medical crisis. That vision is now a reality!

The garden, surrounded by a private, five-foot wall, was built in our building's former swimming pool area and is now home

to a variety of plants, flowers and greenery. It also includes landscape lighting and a beautiful stone fountain. The patio has several dining tables, rocking chairs, and even a glider to help our guests relax. The garden has quickly become a guest (and staff) favorite!

The garden was made possible by a generous donation from Dolly's family foundation, and the design was created by Dolly and a team of local landscape architects and designers. Thank you Dolly! We are so grateful!



Stacy celebrates as Dolly cuts the ribbon



The Courtyard at Dolly's Garden



Dolly's Garden Fountain



WHAT'S NEW: OUR FIRST EXTENDED STAY ROOM ... AND MORE TO COME!

105, 214, 158, 191 and 207. What do these numbers have in common? Each represents the length of stay (i.e., number of days) for one of our guest families last year when they came to Richmond to receive a life-saving bone marrow transplant.

It's hard to imagine leaving your home and living in a hotel room for this length of time, all while trying to protect your immune system and receiving, what is often, debilitating medical treatments.

In recent years, we've seen a steady increase in the number of bone marrow transplant patients (and others with complex medical needs) who have lengthy stays at The Doorways. To address the unique needs of these patients and their caregivers, we are in the process of converting some of our standard rooms to extended stay suites. These new rooms will provide a much more comfortable setting for our long-term guests.

Each extended stay suite includes a separate living space and kitchenette, and a private bedroom with two double beds and bathroom. These rooms allow long-term guests to incorporate the activities of daily living into their recoveries, and minimize contact with others, which is critical for those whose immune systems are compromised because of the type of treatment they are receiving.

Additional extended stay rooms are currently under construction. We look forward to making them available for more long-term guests in the coming weeks.

We opened our first extended stay room this summer, and what a difference it's made for guests like The Heeremas! (See story on pages 6-7.)

A SECOND HOME FOR THOUSANDS IN NEED

July 1, 2018 – June 30, 2019

Every year, thousands of families travel to Richmond, Virginia seeking primary, critical, and specialized medical care. The Doorways makes it possible for these families to have a safe and comfortable healing environment during their stay.

Take a look at who we served in fiscal year 2019:

51,250

TOTAL NIGHTS OF
LODGING PROVIDED



9,750

INDIVIDUALS SERVED



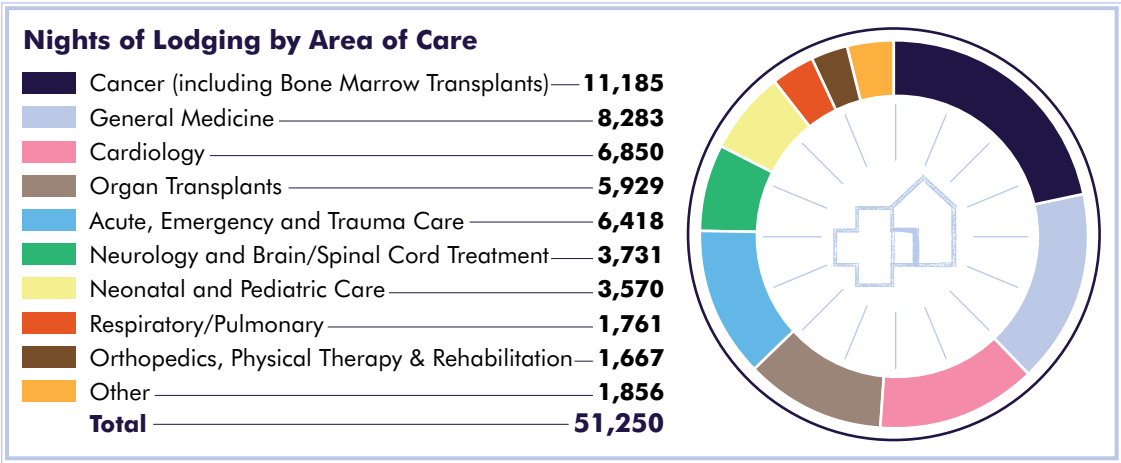
ACCESS TO

153,750

FREE MEALS

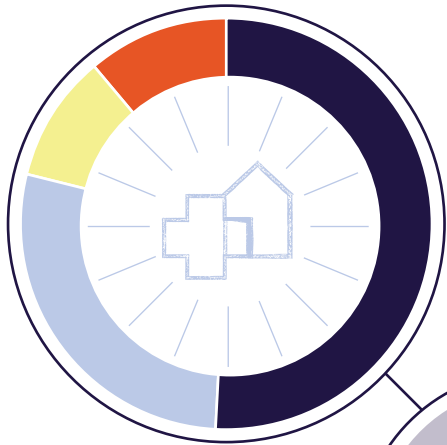
Out of 9,750 total individuals, we served:

- *Newborns/Children/Teens (< age 18):* 500
- *Seniors (age 65+):* 2,575
- *All Other Adults (age 18-64):* 6,675



LOCAL, NATIONAL AND GLOBAL IMPACT

July 1, 2018 – June 30, 2019



Nights of Lodging by Length of Stay

Under 1 Month:	51%
1-3 Months:	28%
3-6 Months:	10%
9-12 Months:	11%

Under 1 Month

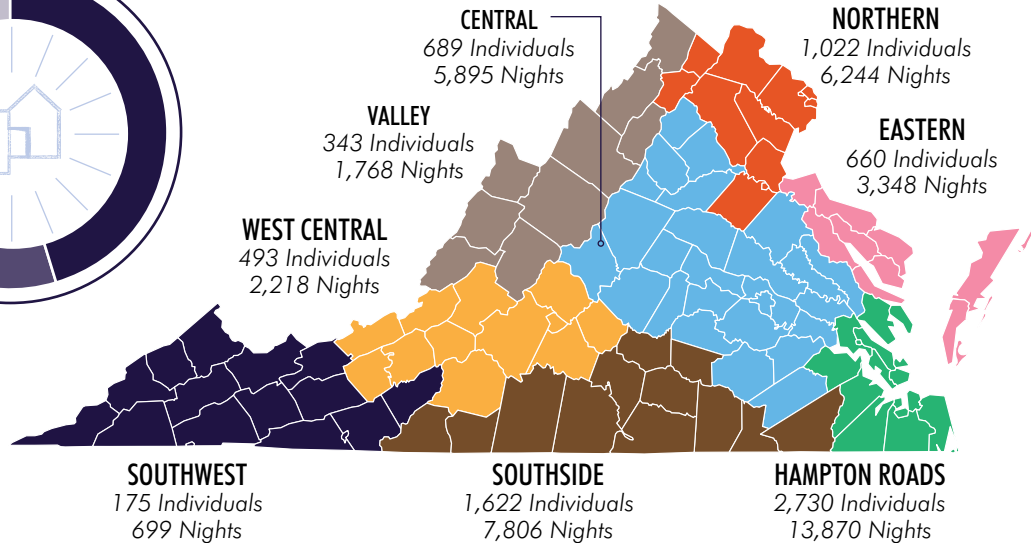
1 Week:	45%
2 Weeks:	22%
3 Weeks:	17%
4 Weeks:	16%



While the average length of stay at The Doorways is 6 nights, nearly 50% of our stays are for 1 month or longer!

INDIVIDUALS SERVED

Virginia	7,734 (79%)
Other U.S. States	1,948 (20%)
Other Countries	68 (1%)



Guest Story: A Match Made in Heaven

It's not every day we welcome newlyweds to the "house." Meet Angella and John Heerema, who – married only three months – found themselves uprooted from their home and arriving in Richmond, Virginia to receive lifesaving treatments for a serious form of blood cancer.

The Heeremas serendipitous romance began some 3-4 years ago on an airplane, where they found themselves sitting side by side on a flight to Houston, TX. Angella, who lived in Houston, was returning from an educators' conference in Charlotte, NC. John, having just received a job promotion and was moving to Norfolk, VA, was traveling with his new boss to Houston for a business meeting. To make their meeting even more serendipitous, Angella wasn't even supposed to be sitting in the seat next to John. Her travel companion had asked if she'd switch seats, and as the saying goes, "that's all she wrote."

Both Angella and John agree it was love at first sight. They talked and laughed the entire flight and when they landed John knew he'd never forgive himself if he didn't ask if they could keep in touch. And that they did. Their chance meeting marked the beginning of a beautiful relationship. Engaged on Labor Day 2018 and wed in March of 2019, they knew they'd have a wonderful future together. But, first, they'd have to overcome a few obstacles.



Angella and John Heerema are among 300 guest families who stay at The Doorways for many months while receiving bone marrow or stem cell transplants in Richmond, VA.

Shortly after they became engaged, John began to feel sick and starting losing a lot of weight. Following a series of doctor's appointments, the alarming diagnosis came in December 2018 – T-Cell Lymphoma.

transplant. In January 2019, Angella and John arrived at VCU Health where they learned he'd have to live close to the hospital for many months to receive daily treatments. Next question? Where would they live?

I'll never forget my first night back at The Doorways after John's first treatment. When I walked into the Lobby, the receptionist just smiled at me. No words. She knew what I was going through and I started crying. I felt so loved and welcomed.
– Angella

Like others who experience the shocking news of such a scary diagnosis, the Heeremas were faced with many questions. How would they tell their family and friends? What about their wedding plans? How would John tell his boss? How would his diagnosis impact his job? And what about Angella's new job as a high school guidance counselor? How would she juggle her new job responsibilities while ensuring John was getting the care he would need? And what about their house, their mortgage and other expenses?

There was little time to deal with the logistics, or the emotional turmoil they were experiencing, as John's chemotherapy treatments needed to begin right away, followed by a referral to VCU Health (Richmond) to be evaluated for a stem cell

"Coming to The Doorways for the first time was such a relief," said Angella. "I couldn't believe all of the services that would be available to us. And everyone was so friendly and helpful. Everyone has been so good to us and all the guests. We are always greeted with smiles that show their caring support. Everyone! The shuttle drivers, front desk staff, maintenance, volunteers and housekeeping. Everyone is so genuinely committed to helping!"

It's no wonder Angella and John are among The Doorways' many favorites. Their beautiful love story and their uplifting and inspiring attitude towards their circumstances is nothing short of amazing.

FACES OF SUPPORT



FACES OF SUPPORT



IN 2019 WE WELCOMED



900 Volunteers
Providing
12,000 Hours of Service



(the equivalent of 6 full-time employees)



HISTORY & TRANSFORMATIONAL IMPACT ON HEALTH CARE

The Doorways is a private, non-profit 501(c)(3) organization operating in a 115-room former hotel. We were originally founded in 1984 as Hospital Hospitality House of Richmond, a small, nonprofit medical lodging program designed to serve family members of patients in hospitals in downtown Richmond.

In the decade after our founding, more and more specialized medicine was made available only in larger cities or at teaching hospitals like VCU Health, increasing demand for our lodging program. To accommodate this growth well into the future, our board approved the purchase of a foreclosed, 112-room hotel in downtown Richmond in 1994. After renovation, our new capacity made us one of the largest organizations of our kind in the nation.

Today, The Doorways provides over 50,000 nights of safe, compassionate lodging, meals and other support services to 10,000 patients, family members and caregivers who are accessing life-saving or specialty medical care at hospitals and treatment centers in Richmond, VA.

In addition to facilitating healthier recoveries for thousands of people, The Doorways plays a significant role contributing to

Richmond's standing in the national and international medical communities. Hospitals and doctors become the best in certain fields because there are frequent opportunities to expand skills and diverse populations to study.

The Doorways is a direct partner in these efforts by ensuring that a large, diverse population can continually access medical care and advanced research in Richmond. When we do this, we ensure that Richmond continues to rise in the ranks of:

- **Cancer Research, Trials and Treatment**
- **Neurosurgery**
- **Pediatric and Neonatal Care**
- **Liver and Kidney Transplants**
- **Trauma and Critical Care**
- **Rehabilitation from Traumatic Injuries**
- **Maternal Care**

When Richmond's health care ratings rise, so does its ability to attract students, families, retirees and businesses to our community. It also means that Richmond residents have access to some of the best specialized medical care in the nation.

Your Support of The Doorways makes this possible!

Hospital and Treatment Partners

Our mission would not be possible without the support and partnership of the following Richmond-area hospitals, treatment centers and nonprofit programs who refer those in need to our program, and entrust us in the care of their patients:

- VCU Health
- Massey Cancer Center (VCU Health)
- Children’s Hospital of Richmond (VCU Health)
- Hunter Holmes McGuire Veterans Affairs Medical Center
- Sheltering Arms Rehabilitation Hospital
- Virginia Treatment Center for Children (VCU Health)
- Retreat Hospital
- World Pediatric Project
- Veritas Collaborative
- Giving To Extremes

We also partner with Ronald McDonald House and Fisher House to lodge their clients when their facilities are full.

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Thank You to Our 2018-2019 Board Members!



“Everything about The Doorways is so nice. I don’t know what we would have done without it. It’s safe, clean and everyone is so genuinely friendly and helpful. Until you’re in this situation, you don’t realize how it can be the simplest things that make you feel welcome.”

(Guest Family - March 2019)

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**Cornerstone \$1,000 – \$4,999
(continued)**

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Mr. Tom Tichenor
TMAM

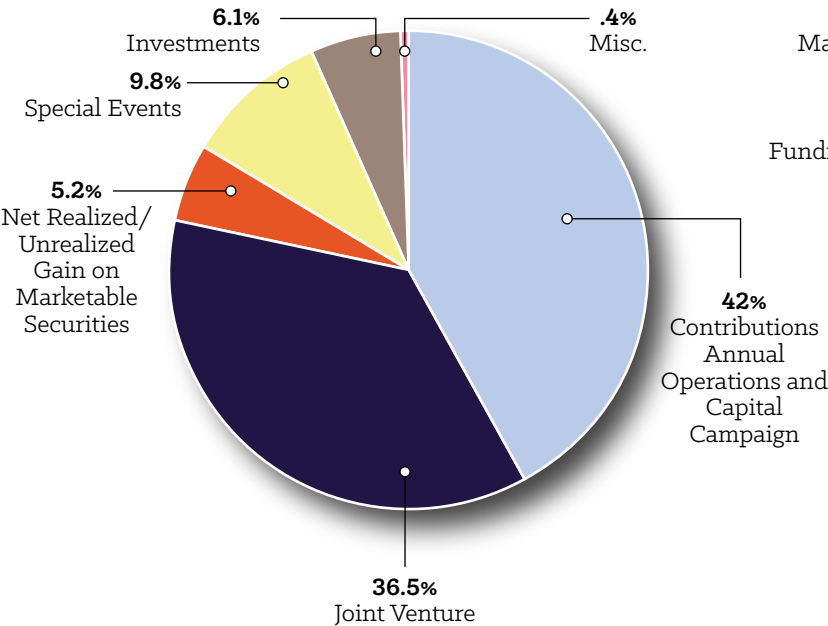
Mrs. Albert Trevarthen
Jayne and Bobby Ukrop
UNOS Site Survey Member

Quality
Elizabeth Ware
Ms. Michele Wellinghurst

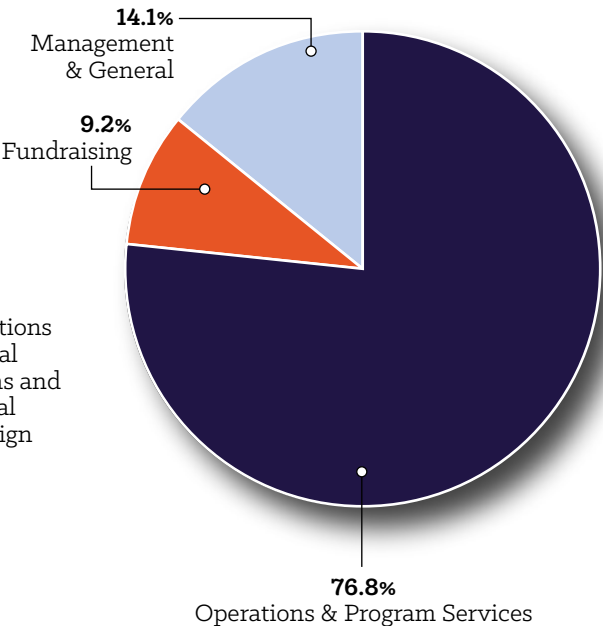
Ms. Stephanie Williams
Ms. Sherry Wilmouth
Ms. Cynthia A. Woody

FISCAL YEAR 2019 FINANCIAL SNAPSHOT

Total Revenue
\$3,268,829



Total Expenses
\$2,942,590



The Doorways was a real blessing. The volunteers and staff are great and so friendly. I don't know what we would have done without them. We were away from our homes for five months. We couldn't have afforded anything else. (Guest Family – January 2019)

FISCAL YEAR 2019 REVENUE & EXPENSES*

Revenue & Support

Contributions - Annual Operations and Capital Campaign	----	\$ 1,372,512	42.0%
Joint Venture	-----	1,193,100	36.5%
Special Events	-----	319,277	9.8%
Investments	-----	201,197	6.1%
Net Realized/Unrealized Gain on Marketable Securities	-----	169,972	5.2%
Misc.	-----	12,771	0.4%
Total Revenue & Support		\$ 3,268,829	

Expenses

Operations & Program Services	-----	\$ 2,259,288	76.8%
Management & General	-----	413,796	14.1%
Fundraising	-----	269,506	9.2%
Total Expenses		\$ 2,942,590	

Net Assets

Endowment:			
Board Designated	-----	\$ 2,136,258	
Donor Restricted	-----	1,615,324	
Total Endowment Net Assets		\$ 3,751,582	
Operating:			
Unrestricted	-----	\$ 7,182,415	
Unrestricted Property & Equipment, Net	-----	4,236,863	
Temporarily Restricted - Annual Fund Pledges	-----	33,150	
Temporarily Restricted - Capital Gifts And Pledges	-----	857,933	
Total Operating Net Assets		\$ 12,310,361	
Total Net Assets		\$ 16,061,943	

* A Certified audit and 990 information return are available at www.thedoorways.org



If a 5-star rating is the highest I can give, I give you a 6! God has blessed The Doorways. Everyone is so friendly and welcoming. The staff is great. They always have a smile on their faces. And it was nice to have a clean bed to come home to after a long day at the hospital. It's hard when you feel torn between being at the hospital and knowing you need to rest and refresh. My husband and I could take turns being with our son while the other can go back to The Doorways to rest.

I want everyone to know about The Doorways. You are a gift for people who are going through a crisis. If it weren't for The Doorways, we would be spending weeks sleeping in chairs in the waiting room or spending money we don't have. We are so grateful."
(Guest Family - September 2018)



OUR MISSION:

The Doorways' mission is to provide lodging and support for patients and their loved ones who need to be close to the hospital but not far from the feeling of home.

OUR MANTRA:

We believe in generosity.

We believe in the simple truth that everyone needs help eventually.

We believe that it's our joy in life to improve the lives of others.

We believe in the human spirit, the stubborn oh-yes-I-will determination that trumps any get-well-soon card.

We believe in being there until we're not needed instead of leaving when we get tired.

We are absolutely certain that we can love people we don't know.

We regret that we have only one life to spend in the service of others.

We believe life is meant to be shared.

We refuse to turn anyone away.

We are continually impressed by the people of Richmond.

We think Southern hospitality is a universal life skill, not a regional curiosity.

And when there's nothing more we can do, we'll do more. Give more. Love more.

We are The Doorways. Between healing and home.

612 E. Marshall Street
Richmond, Virginia 23219



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TheDoorways.org