The more things change...

The STRONGER we are
Dear FRIENDS

Well, what a year it’s been . . . a whirlwind to say the least! This time last year, we were busy welcoming hundreds of guests and were well on our way to a record year of service to the many children and adults who depend on our program for access to health care. We were also busy preparing for the 11th Annual SAVOR, one of our most treasured and successful fundraisers, all while balancing the usual assortment of housekeeping and maintenance projects, outreach, grant writing, construction of new extended stay suites, and many more initiatives that bring comfort to guests.

The year progressed as usual, and then came the COVID-19 pandemic. While many places had to close their doors because of the pandemic, The Doorways remained fully operational serving the critical needs of some of the most vulnerable and fragile patients and their loved ones. Whether in the midst of cancer treatments, a liver transplant or dealing with a child in the Neonatal ICU, these patients and their family members had no choice but to be in or near the hospital, far from their own homes while much of the world quarantined.

We’d be remiss if we didn’t give a special shout out to our staff and the amazing way they responded to the pandemic. Their teamwork, dedication and sacrifice to ensure the safety of our guests, staff and visitors was, and continues to be, incredibly heartwarming. In addition, we were extremely fortunate to be supported by countless individuals, organizations and other non-profits who provided in-kind donations, meals and financial gifts to help keep our program running during this time. We will never forget their extraordinary generosity and relentless focus on providing care for those among us who are in great need.

As it has for the past 36 years, our mission focuses on removing significant barriers to service for the medically underserved and financially disadvantaged, as well as for those who are simply unable to access the care they need in their own communities. Your support plays a significant role in advancing health equity and ensuring that everyone has a fair and just opportunity to be as healthy as possible.

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

Brett Mutnick
Board Chair

Stacy Brinkley
President & CEO

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My sibling and I, and my niece, stayed at The Doorways while two of our family members were in the critical care unit from a car accident. Was truly impressed by how nice the people were that ran the place and stay there. Will definitely be donating to this organization.

Stacy

Our Mission
The Doorways’ mission is to provide local and national support for patients and their families who need to be close to the hospital but not far from the feeling of home.

The Doorways
The Doorways is a private, non-profit 501(c)(3) organization operating in a 117-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. Today, we are one of the largest hospital hospitality houses in the country, annually providing more than 50,000 nights of lodging to approximately 10,000 individuals.

Our 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 facility and entrust us in the care of their patients. Together, we facilitate health care access and healthier recoveries for thousands of people.

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

We also partner with Fisher House to lodge their guests as needed.

The Years
The Doorways has been serving patients in need for 36 years. Since our founding in 1984, we have served more than 300,000 guests and provided more than 500,000 nights of lodging.
We are STRONGER Because of YOU

Many lives were changed, improved and saved, and many communities were made stronger because of you. Here are a few highlights of fiscal year 2020 and what you helped us accomplish.

More Extended Stay Suites
We added 3 extended stay suites for our long-term guests, many of whom stay at The Doorways for 6 months or more. These new rooms make it possible for 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. All 6 of our extended stay suites have been occupied since we opened them.

More Nights of Lodging
The number of nights of lodging we provided continued its upward climb to a record 54,310 nights, a 6% increase over last year’s nights. In addition, the average length of stay increased from 6 nights to 7 nights. This is significant, considering our guest census was greatly impacted by the COVID-19 pandemic which created a sharp decline in the number of guests we served during March, April and May. By June, our guest census was beginning to return to normal.

More Care for the Greatest in Need
People and organizations everywhere are recognizing how widespread health inequities have become in our communities, and health care access is one of the leading causes, especially among individuals who have been pushed to the margins of society and are without health-promoting resources. As in years past, our program provided health care access to the most medically underserved and financially disadvantaged individuals, many of whom were veterans and veteran family members.

More Donors
Last but not least, we were so pleased to welcome so many new supporters to The Doorways’ family. From individuals, corporations, foundations and more, we saw hundreds of new donors this year. This was especially significant since – because of the pandemic – we had to cancel or postpone some of our key fundraising events that would have contributed to our bottom line. A special shout out to those of you who helped spread the word about our mission and our need! Thank you!

54,310 TOTAL NIGHTS OF LODGING PROVIDED
7,646 INDIVIDUALS SERVED
162,930 FREE MEALS
500 VOLUNTEERS PROVIDING 6,584 HOURS OF SERVICE.

Nights of lodging by AREA OF CARE

<table>
<thead>
<tr>
<th>Area of Care</th>
<th>Nights of Lodging</th>
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<tbody>
<tr>
<td>Cancer (Including Bone Marrow Transplant)</td>
<td>13,207</td>
</tr>
<tr>
<td>Organ Transplant (Heart, Liver, Kidney and Pancreas)</td>
<td>9,854</td>
</tr>
<tr>
<td>Cardiology and Cardiovascular Surgery</td>
<td>6,442</td>
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<tr>
<td>Acute Care, Emergency and Trauma Care</td>
<td>4,887</td>
</tr>
<tr>
<td>Neurology/Neurosurgery</td>
<td>4,407</td>
</tr>
<tr>
<td>General Medicine/Surgery</td>
<td>4,038</td>
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<tr>
<td>Neonatal/Neonatal ICU</td>
<td>3,847</td>
</tr>
<tr>
<td>All Other (e.g., Oral Surgery, Ophthalmology, Psychotry)</td>
<td>2,408</td>
</tr>
<tr>
<td>Pulmonary/Respiratory</td>
<td>1,798</td>
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<tr>
<td>Pediatrics (General, Cardiology, Cancer and ICU)</td>
<td>1,741</td>
</tr>
<tr>
<td>Orthopedics, Physical Therapy and Rehabilitation</td>
<td>1,094</td>
</tr>
<tr>
<td>Burn Unit</td>
<td>587</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>54,310</strong></td>
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Nights of lodging by LENGTH OF STAY

<table>
<thead>
<tr>
<th>Length of Stay</th>
<th>Nights of Lodging</th>
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<tbody>
<tr>
<td>Under 1 Month</td>
<td>4,411</td>
</tr>
<tr>
<td>1–3 Months</td>
<td>2,411</td>
</tr>
<tr>
<td>3–6 Months</td>
<td>1,750</td>
</tr>
<tr>
<td>6–9 Months</td>
<td>1,050</td>
</tr>
<tr>
<td>1 year+</td>
<td>500</td>
</tr>
</tbody>
</table>

54% of our stays are for 1 month or longer.
When we met with 21-year-old Megan Compton she was wearing her “favorite shirt”, one with a yellow sunflower and writing that said “Create your own sunshine”. After hearing her story, it would be hard to find someone else who personifies those words better than Megan. She is lively and friendly and so genuinely sweet. Despite all that, the first word that Megan used to describe herself was strong. The last few years, and especially the last few months, have put that strength to the test.

When Megan was only 16, doctors discovered she had cirrhosis of the liver due to autoimmune hepatitis. As a result, she was referred to VCU Health, seven hours away from her home, and put on a liver transplant list. On February 13, 2020, after four long years of waiting and enduring many complications from her condition, she finally received the good news that a compatible liver was available. This was just weeks before the COVID-19 pandemic caused hospitals around the world to cancel or postpone elective surgeries. In other words, Megan got in just in time.

The COVID-19 pandemic made leaving home to live in a city scary for Megan and her family. They didn’t know what to expect when they got to Richmond, where they would stay for the many weeks that Megan would need to be near the hospital, or how they would take care of their basic needs, like food. What they ended up finding was The Doorways and a community that, along with her faith, has helped see Megan through this tough time.

Megan made many friends during her stay at The Doorways. Seeing other people progress through their transplant recovery gave her hope and motivation to get through her own. Together, they shared stories and words of encouragement. According to Megan, The Doorways provided exactly what she needed – a safe environment full of caring and generous individuals that support each other even in the toughest of times. We are honored to have been part of Megan’s journey and to have received some of her sunshine.
We also thank any donors who gave at levels not listed and those who provided in-kind goods and services to The Doorways. Donations listed here were provided between July 1, 2019 and June 30, 2020. Care has been taken to ensure the accuracy of this list. However, should there be an omission or error, we express our sincere regret and ask that you bring it to our attention by calling 804-828-6901, Ext 108.
I was very, very grateful that the place existed. So often a surprise hospital stay can really put the squeeze on the loved ones of the patient. I was extremely impressed with how nice and caring the staff was. Many thanks to The Doorways and its staff. My trip was already stressful enough with my dad having major surgery and being able to stay close in case of emergency and pay a reasonable price was a blessing.

Absolutely wonderful non-profit that allows people from out of town to stay for little to no cost if they need to go to the hospital. The staff is amazing, the rooms are clean, and the kitchens are fantastic.
THE DOORWAYS 2019–2020 GOVERNING BODY

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Bobby Whitten
Jim Jollay
Matt Williams
Kevin King
Steve Zacharias

Thank you to our 2019–2020 Board Members!

The Doorways adheres to best practices as a nonprofit organization and as a medical lodging partner to local hospitals. We are a fully accredited 501(c)(3) organization with an outstanding philanthropic record, including recognition as a Better Business Bureau accredited charity; a four-star rating with Charity Navigator; and a platinum-level rating with GuideStar.

The longevity of our organization, our dedicated board members, staff and volunteers, and our loyal, diversified support base contribute to the success of our programs and work together to facilitate healthier recoveries for thousands of people.

There are many ways to support our mission. To learn more, visit TheDoorways.org.