2025 | IMPACT REPORT

the doorways
BETWEEN HEALING & HOME

We 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."

MISSION IN ACTION

- **9%** of guests served are veterans and their families
- **37%** of guests said they would not be able to access medical care without The Doorways
- **92%** of guests said staying at The Doorways had a positive impact on their wellbeing
- **92%** of guests said staying at The Doorways helped their family avoid financial distress
- **43%** of guests said staying at The Doorways helped their family avoid eviction or foreclosure

OPENING DOORS, OPENING HEARTS

Every year, thousands of patients and caregivers travel to The Doorways seeking medical care not available in their hometowns. Many arrive in Richmond for the first time, carrying not only the weight of their diagnosis but also the uncertainty of being far from familiar places and loved ones. At The Doorways, we make it possible for families to remain together throughout their journey, whether it is for days, weeks, or even months.

Behind every one of our 117 guest rooms is a story. Scan the QR code to see how the support of our community is making an impact in the lives of our guests.

"The Doorways is a lifeline – more than a place to stay, it's a community of comfort and care."

– Guest of The Doorways

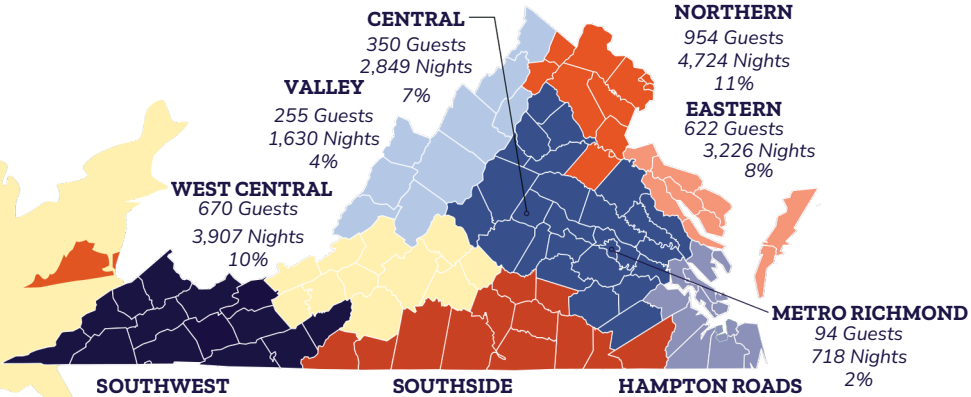
OUR SERVICE TO VIRGINIA FAMILIES

Individuals Served by Location

Virginia **76%**

Other U.S. States **24%**

(+ 2 U.S. Territories!)



57,455
TOTAL NIGHTS OF LODGING

9,156
INDIVIDUALS SERVED

172,365
FREE MEALS AVAILABLE

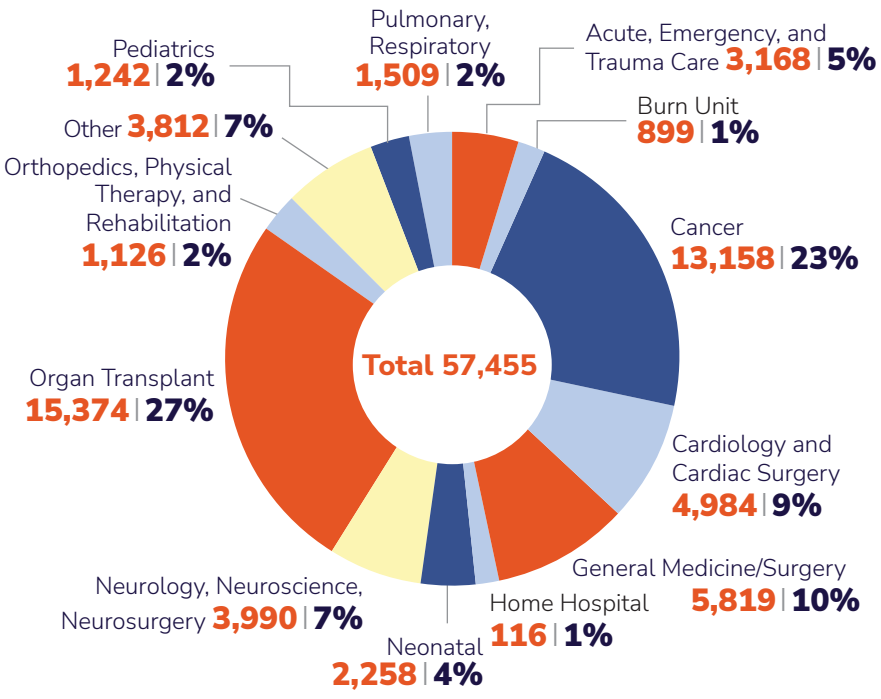
7,839
HOURS OF VOLUNTEER SERVICE BY 450 VOLUNTEERS

817
VETERANS AND THEIR FAMILIES SEERVED

612 East Marshall Street | Richmond, Virginia 23219 | P: 804.828.6901 | F: 804.828.6913 | TheDoorways.org

Nights of Lodging by Area of Care

Includes patients and their families



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6
The average number of nights a guest stays

150
The average # of guests staying at The Doorways every night

$125
The cost to host a family per night

365
Days per year The Doorways welcomes guests

$10,000+
The cost to operate The Doorways per day

Your Kindness Keeps Our Doors Open!

The Doorways is a place of *welcome*. With **more than 50% of our guests** unable to contribute the suggested $15 towards their stay, **it's the generosity of our community** — through time, advocacy, and resources — that makes every night of comfort possible so ***no one*** *is ever turned away.*
This helps us build **a healthier, more connected community**.

$125 Funds a one-night stay for the family of a patient needing an outpatient surgery.

$750 Contributes towards a week-long stay for a parent of a trauma patient.

$1,500 Supports a long-term stay for a transplant patient

Learn how YOU can get involved!
thedoorways.org

> "This place has been our refuge and comfort from the storms that life has thrown at us and it will continue to be our home of healing, hope, happiness, and peace knowing they are always there for us when we need them."
>
> *– Guest of The Doorways*

Nights of Lodging by Length of Stay:

The needs of our guests vary greatly, Here's the breakdown:

- <1 Month: **51%**
- 1–3 Months: **25%**
- 3–6 Months: **9%**
- 6–9+ Months: **15%**

Average length of stay: 6 nights

49% of guests stay more than a month!

Thank you for being part of this community of care.

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