



Evelyn D. Reinhart Guest House

a home away from home



2018 IMPACT REPORT

From the desk of the Executive Director



Lisa Patten

Four years have flown by. As I reflect on the journey, my thoughts are on the impact we have been able to make because of meaningful generosity. No day is the same in how the Guest House impacts our families, but what I can say for certain, the Guest House ministry is delivering a consistent message of hope and faith. How we do this is quite simple: Embracing each

reservation as if it is our first; cherishing our roles as ministry leaders; unwavering commitment to service excellence; giving thanks every day for this home that keeps families close; never taking for granted the community partners who deliver their time, talent and resources to support our families, and our healthcare partners who inspire our work. The countless special moments at the Guest House have left a permanent mark on me, and no doubt the families who have found rest here.

I cannot say enough about this year's many gifts of kindness to help sustain this vital ministry. We have met an incredible endowment challenge set forth by Bud Reinhart. These funds will support our growth and strengthen the mission for the long-term. We have welcomed more families into our home and never lost our focus – being a place full of love, where compassion is extended to guests and their loved ones. That compassion is present everyday. This impact report is dedicated to and made possible by our generous donors and thoughtful volunteers – thank you!

A handwritten signature of Lisa Patten in cursive script.

Lisa Patten
Executive Director

An aerial photograph of the Bon Secours St. Mary's Hospital campus, showing several large, multi-story buildings surrounded by trees and parking lots.

Bon Secours
St. Mary's Hospital

An aerial photograph of the Evelyn D. Reinhart Guest House, a large, multi-story building with a prominent gabled roof, surrounded by trees and a parking lot.

Evelyn D. Reinhart
Guest House

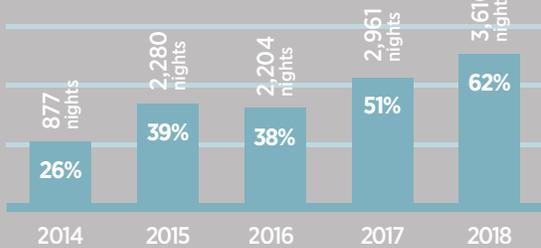
The best volunteers!

Meeting required high school volunteer hours can be like pulling teeth, but what happens when a group of teens finds a cause they fall in love with? That happened with a group of Glen Allen High School students who came to the Reinhart Guest House to cook a meal for the guests at the suggestion of one of the moms, a nurse at St. Mary's Hospital. These self-proclaimed "bros" of Glen Allen High School first came to the Guest House in September 2014, just months after the House opened. In fact, they currently hold the honor of youngest tenured volunteer group for the House. Since then, the core group of six - John Barker Davis, Justin Brown, Mason Craven, Cameron Mitten, Coleson Baughan and John Machowa - has come to the House throughout the years, often on a Sunday afternoon, to prepare meals. Their menu ranges from chicken parmesan, pot roast and steak to special holiday features. They often arrived two hours before mealtime and make enough for about two dozen people. Sometimes they brought more friends to help out, introducing others to the insanely rewarding moments of serving families a delicious dinner when the guests are often facing situations of fear and uncertainty. The core six also volunteered at several Rockin' on the Avenue events. They are now all in college, and we wish them all the best! The future is bright for these young men and their philanthropic journey is just beginning.



2018 SNAPSHOT

occupancy growth



Volunteer efforts like cooking meals, organizing areas of the house and other unique projects assist our ministry of hospitality and directly support the families who need us. As our occupancy increases, so will our need for the volunteers from our community.

fundraising events



Reinhart challenge completed!

The \$500,000 endowment challenge created by the Reinhart Family has been completed! Thank you to all of our generous donors. Because of you, it will help sustain operations, maintenance, and general upkeep, ensuring future growth and providing hope in hospitality to thousands more families.



The first annual Diamond Dash on the Avenues funds supported 25 vulnerable families served in the month of November.



a year in review



6,115

families served since 2014

318

families would not have been able to afford to be together during medical care without the Guest House

127

GUEST MEALS

prepared by volunteers

\$700

average weekly savings when a family stays at the Guest House

11,932

ROOM NIGHTS served since 2014

504

VOLUNTEER HOURS



THE JOURNEY OF ANNE & CARL PULLEY

My husband Carl almost died four times. He has had five surgeries. But I'm happy to tell you he's home now, working on getting his strength back. And I'm also happy to tell you, I'm getting mine back too, and a lot of credit for that goes to the Reinhart Guest House.

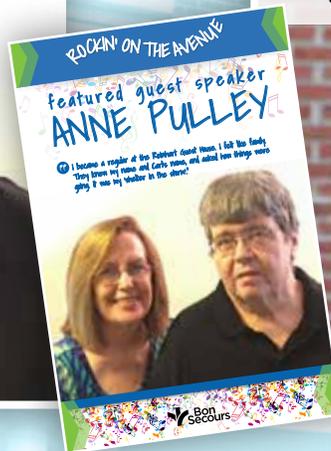
The Guest House is HOME, and the people of that HOME are a TEAM. They give of themselves without thinking about it. They have taken care of me when I needed it most. When I found out the food was

being made by volunteers for guests like me, I was overwhelmed with feelings. These volunteers not only prepare amazing meals, but they also make cards or provide care packages – again, for people like ME!

I became a “regular” at the Guest House. I felt like family. They knew my name and Carl's name, and asked how things were going. It was my “shelter in the storm.”



ANNE & CARL PULLEY



Anne was the featured guest speaker at Rockin' on the Avenue 2018



Carreras Jewelers is known for their dazzling jewelry, but the Reinhart Guest House also knows the family-owned business as a generous and thoughtful community partner. Through Rejena Carreras' love of art, and the Guest House team's desire for meaningful art in the house, a match was made. Mural artist Emily Herr was commissioned to bring a new project to life. She took Guest House stories from patients, families, volunteers and staff, and transformed them into a mural that displays the many intricate layers of this vital ministry – the history, love, kindness, sadness, and joy the house holds within its walls. A special thank you to Rejena and Emily for reminding us how art can heal and provide comfort to those in need.

