

# HELPING HANDS

Fisher House... Home Style Care & Comfort... One Family at a Time.

*Helping Hands is published by Fisher House, Inc., a non-profit Texas corporation operating under Section 501(c)(3) of the Internal Revenue Code. Helping Hands is sent to guests, donors, and supporters of Fisher House, Incorporated. Complimentary issues are available for the asking.*

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## MISSION STATEMENT

Provide caring and compassionate "home away from home" management of military hospitality houses for family members of patients receiving medical treatment in the San Antonio area at no cost to family members.

## VISION

Be the national leader of military healthcare hospitality management with strong community support to sustain our mission.

## STATISTICS

- Average stay: 14 days
- Longest stay: 358 days
- Over 6,500 families served
- Over 115,000 room nights
- Close to 6.5 million lodging dollars saved
- 50 States
- 3 territories
- 14 countries
- Over 1671 volunteers last year
- 4,074 hours contributed
- CFC: #87784, SECC: #413062, SAMA: #8035

(as of June 2012)



Photograph by Robin Jerstad

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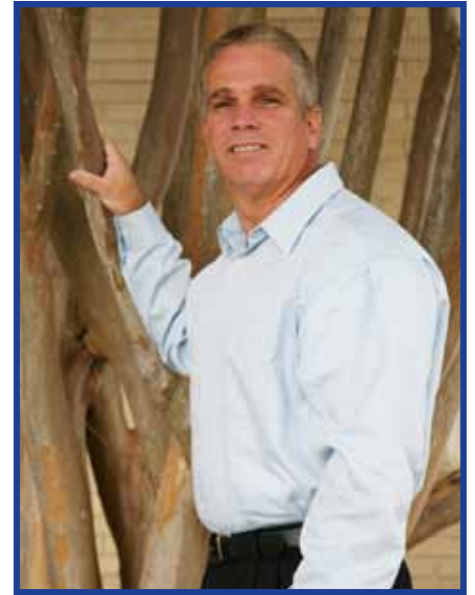
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# From Our Executive Director

Each day I hear wonderful stories about families coming together during a time of crisis. It is so rewarding knowing what we provide at the Fisher House helps families on the path towards healing. Our mission at Fisher House Inc. of providing a caring and compassionate “home-away-from-home” for military families would not be possible without the involvement of every single person, no matter how big or small the effort.

The renovation on House I and II is complete. The extensive renovation involved bringing us up to standards with energy-efficient new windows, doors and floors. We also replaced the old and deteriorated fence in the backyard of both Fisher Houses. Replacing the fence was a combined effort from Boysville and other local volunteers. The Board of Directors approved the replacement of washer dryers in all three houses with new industrial energy-efficient washer/dryers and dishwasher machines. This not only saves energy but decreases the amount of time washing clothes due to its larger capacity.



Dwayne F. Hopkins, Executive Director

I would like to welcome two new members to the Fisher House Inc. Board of Directors: Major General Alfred K. Flowers (USAF, Retired) and Major General Patrick Sculley (USA, Retired). General Flowers contributes a lot of military and leadership experience to our already seasoned Board of Directors. General Flowers recently retired from the Air Force and was the 2nd Air Force Commander. We are also honored to have Major General Patrick Sculley on our team. General Sculley’s last assignment in the military was Deputy the Surgeon General/Chief, Dental Corps, Fall Church, Virginia. Both Generals have extensive military experience, along with previous board experience, and bring a lot to the table at Fisher House Inc. We are blessed to have an active influential leader from the community on our team. All the members on our Board of Directors are volunteers and spend their free time providing leadership, guidance and technical expertise so that we can provide the very best facilities and staff to military families. Also, new to our team is our new Volunteer Manager, Sara Richardson-Paniagua. Sara has served with the Air Force Federal Credit Union and the Security Service Federal Credit Union. Sara is a great addition to our first-class team at Fisher House Inc.

Without the caring and compassionate donations, we could not provide for our military families on a daily basis. The families that arrive from Korea, Iraq, Afghanistan or from around the world are amazed at the facilities and programs provided. I have seen our guests get tears in their eyes when we tell them they will stay at our House with no cost to them or their families. This year has been absolutely amazing. The contributions from our donors and time from our volunteers make our mission at Fisher House Inc. possible. My heartfelt thank you to all our volunteers and donors.



## Clippings

## Gifts & Donations

Enclosed is my gift of \$ _____	Please send acknowledgement (no mention of amount) to
Name _____	Name _____
Address _____	Address _____
City _____ St _____ Zip _____	City _____ St _____ Zip _____
This gift is in honor of _____	Comments _____
on the occasion of _____	_____
This gift is in memory of _____	_____





# Building Up the

# COMMUNITY

by Sara Richardson-Paniagua

One of the most interesting things about volunteers is that people from all different upbringings and belief systems are able to come together for a common goal. The impact made by a volunteer can be seen and felt by the people they are helping. Most volunteers will never see the end result of what their kindness will do but know, without a doubt, that it is changing someone's life.

Our volunteers here at the Lackland Fisher House come from all different professions, organizations, military branches, and families. Some of our volunteers will fly under the radar and drop off a freshly baked batch of lemon squares or brownies, then disappear as fast as they appeared. Others will come in with a group ready to conquer the pantries, gardening, and linens in full force. One of those groups is from the Best Buy located at Alamo Ranch.

These volunteers are led by Chris De Aguiar and Monica Marquez. Mr. De Aguiar is a prior Army Specialist who was active duty for five years, reserves for three, and has now worked for Best Buy for almost four years. Ms. Marquez is the Operations Manager, who has been with Best Buy for almost six years. This group has dedicated itself to help out every week and has started posting signs at their store location showing their support for our organization. Their incredible drive to help the Fisher House "provide a home-away-from-home for the families of seriously ill or injured patients receiving treatment at Wilford Hall Ambulatory Surgical Center, San Antonio Military Medical Center or other medical facilities in the San Antonio Area at no cost" has been such a blessing.

The entire store has come on board to help out not only by volunteering at the houses, cleaning bathrooms and the gazebo, and installing virus protection on our computers but also by sponsoring other organizations that are holding fundraisers in support of the Fisher House. Furthermore, they will be a Key Sponsor at our 7th Annual Golf Tournament being held on August 24, 2012. When asked what made Mr. De Aguiar want to choose us and his response was "To give back to the ones who continue to defend this beautiful country. We at Best Buy at Alamo Ranch wanted to do just that, and that is the reason for choosing the Lackland Fisher House."



Members from Best Buy volunteer for Landscaping work at the Fisher Houses on Lackland Air Force Base. Photo of: Jen Peterson, Chris De Aguiar, Tracy Tesson, Sierra Gordon, Veronica Gonzales, Darian Terrones, Monica Marquez, Naomi Ortiz.



# Sigma Solutions Tees off for its First Annual GOLF TOURNAMENT

Article by: Dwayne F. Hopkins



Sigma Solutions, President Scott Gruendler makes opening comments.

The team at Sigma Solutions teed off its first annual golf tournament for Fisher House Inc. on March 26, 2012. The event started on a beautiful sunny day at the San Antonio Country Club Golf Course. Registration started at 11:00 a.m. followed by lunch. Tournament play began at 1:00 p.m. The first-class golf tournament was orchestrated by Mr. John Flores, Vice President, Marketing at Sigma Solutions, and his team of professionals with every detail covered from registration table to the table top cover and team assignments. In addition, the silent auction was a big hit with sports memorabilia, wine packages and other popular items available for purchase with all proceeds benefiting Fisher House Inc.

The four-person teams consisted of donors from all over San Antonio. Some of the donors and members of Sigma Solutions invited active duty and retired veterans to play on their teams as a way of giving back. Mrs. Whitney Salazar, Marketing Event Coordinator at Sigma Solutions said, "Inviting our military heroes to play alongside our donors, and volunteers was one of the most rewarding moments throughout the entire planning process. Being able to provide them with a great day of golf and camaraderie is the least we could do for those that serve and protect us every day." Military members were very surprised when asked to play in the golf tournament and graciously thanked Sigma Solutions for the opportunity.

Mr. Scott Gruendler, Sigma Solutions President, made some opening remarks along with Chaplain Lorraine Potter (Maj Gen, USAF, Retired), Fisher House Inc. Board of Directors President. Once the comments were complete the signal was given to all players to start their engines. Well, at least turn the electric golf cart key to "on." When asked why he selected Fisher House Inc. as the benefactor of the golf tournament, the President of Sigma Solutions Mr. Scott Gruendler said, "We were extremely excited for this opportunity to bring the San Antonio community together in support of our military warriors and their families. We are grateful for the support of our sponsors and volunteers who help make this tournament a success as Fisher House is near and dear to the heart of Sigma Solutions."

The golf course was in perfect condition as players enjoyed the near-perfect scenery around every turn. Prizes were awarded to teams who placed first, second, and third. Players with the longest drive and closest to the pin also received prizes. In addition, each golf player received a photograph of them playing golf and a swing evaluation from a San Antonio Country Golf Club professional absolutely free.

All proceeds went to Fisher House Inc., a non-profit organization that provides free lodging, food and support for military members and their families. The Fisher House at Lackland Air Force Base provides alternative lodging to local hotels. Many military families cannot pay the high price of lodging in San Antonio, especially during extended stays while receiving medical care. The Fisher Houses provide the perfect alternative to the high price of lodging. This would not be possible if not for the caring generosity of people and organizations in the community like Sigma Solutions.

Since 1992, Sigma has been providing industry leading datacenter solutions. Sigma's extensive, diverse and local skill base enables customers to get the most out of their IT investment by reducing costs, risk and increasing business impact. Sigma empowers customers by providing them with a single integrator that can provide solution design, implementation services and on-going support.



Golf teams making selections during the Golf tournament silent auction.





# I Want Samoa!

Article by: Whitney Goligowski

There are many volunteer groups which support Fisher House Inc. at Lackland AFB in San Antonio, Texas. For the past few years, the Girl Scouts of Southwest Texas have supported our organization above and beyond what our expectations have been. They continuously show their love and kindness to the families here who are receiving medical care at local hospitals. The Girl Scouts have a long and proud history of serving communities and organizations throughout the region. We are very blessed to have such a wonderful group of young girls shedding positivity to our families staying at the Lackland Fisher Houses.

The Girl Scouts are currently celebrating their 100th Anniversary this year. This milestone provides a unique opportunity to reflect on the tremendous contributions the Girl Scout program has offered to our wonderful community. In its 100 year existence, more than 50 million young girls and women have been members of the Girl Scouts. That is an amazing feat for such a well-known organization. The girls come from all walks of life; with different ages, ethnicity, religion, and background. However, every one of the young ladies who come to volunteer here at the Fisher House has a smile on their face with joy in their hearts knowing that they are helping others.



The Girl Scouts have many different levels that each strives to achieve. They first start out within their own age groups. The youngest girls are Kindergarteners and first graders who fall under the “Daisy Flower” group. These young minds will follow in their sisters footsteps. The next age group is the 2nd and 3rd graders called “Brownies.” Next, the “Junior” Girl Scouts who range from the 4th grade to the 5th grade. The next group is the 6th through 8th graders who are now considered “Cadettes.” Then there are “Seniors,” grade 9 and 10, and “Ambassadors” who are grade 11 and 12. There are over 18,000 Girl Scouts throughout our 21-county region.

Every year we are blessed by the Girl Scouts to receive their famously delicious cookies. Many troops and individual girls will put aside a certain amount of cookies to be donated to our Lackland Fisher Houses. And, let me tell you, they do not go to waste. The favorites in the houses are always the same: Thin Mints, Tagalongs and Samoas. They have also recently introduced us to a new and fabulous way to eat their cookies. On their Girl Scout website, you can find delicious ways to put their different types of cookies into new and exciting recipes for kids and families to enjoy.

But that’s not the only thing we receive from the Girl Scouts. Every year, they donate canned food and turkeys for the Thanksgiving and Christmas holiday season. The girls always look so excited when they come into the houses with their shopping bags of yummy meals, like it’s their first time donating to our program. They also love to stop by and volunteer their time by folding linen and stocking our food pantry with new canned and boxed foods for all of our guests to enjoy.

Their caring and loving hearts go a long way at our Lackland Fisher House. With their Girl Scout Cookie Program, the girls learn goal-setting, decision-making, money management, working with people and other business skills. I’m sure that with these life-long skills, our wonderful Girl Scouts will go on to do great things, not only with our three Fisher Houses here at Lackland Air Force Base, but also with our great community of San Antonio. So thank you to all the girls and adult volunteers who are part of the Girl Scouts of Southwest Texas. Without your generosity and dedication, our organization would be less “sweet.”

**Girl Scouts from Troop 149 gathered around the Fisher House flag.**







## 20th Anniversary Lackland Fisher House



April 10th was the 20th Anniversary of the ground-breaking ceremony for Lackland Fisher House I, Bldg. 3810 marking it as the first dedicated Air Force Fisher House. Fisher House Staff along with their guests celebrated its anniversary. Dinner for the evening was provided by Mrs. Jaime Sheppard and Friends.

Mr. Zachary Fisher and his wife, Elizabeth was on hand for the ceremony in 1992 along with then Wilford Hall Hospital Commander, Major General (Dr.) Edgar Anderson, Jr. and many base supporters.

The Fisher's wanted to give our military families a home-away-from-home for the seriously ill or injured patients receiving treatment in the San Antonio area.

Mr. Fisher built the first 22 homes with his own personal money. Today, there are 56 homes throughout the United States and overseas. In their own words, they dedicated every Fisher House, "to our greatest national treasure... our military service men and women and their loved ones." They loved this country and 20 years later their legacy lives on. Fisher House I was built to accommodate eight families and today Lackland has three houses for 26 families at no charge to them.

## Lackland Fisher House Summer/Fall 2012 NEEDS WISH LIST

People and organizations often ask for the Fisher House Wish List when visiting the Fisher Houses. Listed below are items needed to help decrease our operating cost. Interesting facts, we use an estimated 10,000 rolls of toilet paper and 225 bottles of detergent annually.

### PAPER PRODUCTS

- \* Toilet paper
- \* Paper towels
- \* Paper napkins
- \* Plates and bowls (all sizes)
- \* Cups (Hot 6-8 oz)
- \* Cups (Cold 12-16 oz)
- \* Plastic forks, knives and spoons

### KITCHEN SUPPLIES

- Cake, brownie and cornbread (mixes)
- Antibacterial liquid hand soap
- Pam Cooking/Baking Spray
- Glad/Zip Lock Disposable Storage Containers (large and medium)
- Zip-Lock food storage bags (1 gallon & quart)
- Pot Holders or Barbeque Gloves
- 13 Gallon Trash Bags

### CLEANING PRODUCTS

- Furniture wax for dusting
- Glade or Lysol Air Freshener
- Bleach
- Fabric Softener Sheets
- Laundry detergent (Liquids only)
- Laundry stain remover
- Bathroom cleaner: Lysol disinfectant 4 in 1
- 409 Cleaner
- Clorox disinfecting 4 in 1 spray (prefer Fresh Scent)
- Comet or Ajax cleaning powder
- Clorox Disinfectant Sheets
- Brooms
- Dust pans

### APPLIANCES

- Universal TV remote controls

### RESIDENTIAL/HOUSEHOLD

- DVD movies
- Surge Protectors (4-6 ft.)

### FOOD PRODUCTS

- Sugar (5 lb bag)

### HYGIENE PRODUCTS

- Hand soap (liquid, 7.5 oz pump or gallon refill)

### RESIDENT NEEDS

- Passes to local attractions
- Gift certificates (BX, Walmart, Taco Cabana, Commissary)
- Postage Stamps

### MISCELLANEOUS

- Copier/printer paper
- Black Ink Pens
- Batteries (sizes AA, AAA, C, and D)
- Large emergency size Flashlights with batteries

*\*High demand items*





## ARMED FORCES FINANCIAL NETWORK DONATES “Thank You” GIFT CARDS TO LACKLAND AFB FISHER HOUSE



L-R—Capt. Leria Diaz (Commander, Financial Analysis Flight 802nd), Dwayne F. Hopkins (Executive Director Fisher House), Maj. Gen. Byron C. Hepburn (Commander of 59th Medical Wing), Bob Glenn (President/CEO Air Force FCU), Arnette Willis (Banking Service Representative Broadway Bank) and Ethel Harris (Assistant Service Center Manager Security Service FCU).

SAN ANTONIO, TX— The Armed Forces Financial Network (AFFN), in partnership with on-base financial institutions on Lackland AFB, presented one-hundred \$50.00 “Thank You” cards to the Lackland Fisher House to distribute to military families staying there in 2012. The card is the organization’s way of saying “Thank You” for the service and sacrifice made by the men and women in our armed forces.

Representatives from Air Force Federal Credit Union, Security Service Federal Credit Union and Broadway Bank made the presentation to Maj. Gen. Byron Hepburn (59th Medical Wing Commander), Capt. Leria Diaz (Commander, Financial Analysis Flight 802nd), and Dwayne F. Hopkins (Fisher House Executive Director), on behalf of the financial institutions on Lackland AFB. The \$5,000.00 in gift cards were given to Fisher House on Friday, January 6th, 2012.

The “Thank You” cards can be used at any of the 1.3 million locations worldwide accepting AFFN payments including DeCA and AAFES. The cards function the same as regular debit or ATM cards, and residents will be able to use them throughout the year. The cards will be distributed to military personnel by Fisher House management.

AFFN, along with the Association of Military Banks of America (AMBA) and the Defense Credit Union Council (DCUC), has proudly supported the Fisher House Foundation and individual Fisher Houses in Germany and the United States for the last seven years, providing over \$1,000,000.00 in direct support during that period. Every dollar distributed has assisted military service members and their families for care, comfort, and food while staying at the Fisher House.

### About AFFN

AFFN was founded in 1985 at the request of the U.S. Army in support of the “Surepay” direct deposit system to provide U.S. Military personnel (active, reserve, dependents and retired) with access to their funds through ATM and POS terminals at or near U.S. Military bases worldwide. AFFN’s mission is to increase the versatility of participating financial institutions to better serve the U.S. Military. For more details, please visit [www.affn.org](http://www.affn.org).

### About Fisher House

Fisher House is a public-private partnership with the military that provides families living quarters and support when coping with specialized medical situations. The Lackland AFB Fisher House is a home-away-from-home for the families of seriously ill or injured patients receiving treatment at Wilford Hall Medical Center. For more details, visit [www.fisherhouseinc.org](http://www.fisherhouseinc.org).





# *Do Something Amazing*

Article by: Whitney Goligowski



On Saturday, April 14, 2012, we had a wonderful morning at the Lackland Air Force Base BMT reception center. This was a fun day because the Lackland Independent School District held a 5K “Do Something Amazing” fundraiser for the Lackland Fisher House. This is the first 5K Fun Run that has supported Lackland Fisher House in a very long time. Of course, every fundraiser has a front runner, and that was the amazing coordinator of the event, Dina Webb. Dina started planning this event months ago, and she had Lackland Fisher House on her mind the whole time. All profits made from the 5K will be donated to Lackland Fisher House and also to support the children at Lackland ISD. This will be able to benefit all past and present members of the military and their family members which are receiving care at any of the local hospitals in San Antonio. It is people like Dina, and other volunteers, that make the mission of Fisher House a success.

The morning started out early for those that were helping with the event. We saw everything get set up as we set up our Fisher House booth. It took a lot of hard work and dedication to get everything ready for the runners; water coolers, fruit trays, registration booth, first aid booth and more. Dina was there making sure everything went off without any mistakes, which it didn't. It was great watching all the volunteers help with the setup who were not paid with money, but with the satisfaction of helping others. That is why people volunteer. Not for personal gain, but for a sense of satisfaction that others are being helped with their hard work and sweat.

Luckily, for the runner's sake the wonderful state of Texas kept its heat turned down for the morning. It was a little cloudy with a westward wind of about 5-10 mph. It never even broke 73 degrees. This, in my opinion, is the perfect running temperature. There was a total of 1,329 runners, most of which were some of the Air Force's finest, the Lackland Basic Military trainees and their trainers. Just before the race, you could see everyone preparing to charge the pavement. Some runners were stretching, some were pumping each other up, and some were in position waiting for the horn.

As the horn rang out loud into the morning air, the runners burst out with energy as they ran past me with determination. The race was short for some and long for others. Some ran to better a personal time and others walked for the joy of the great day, and the basic trainees chanted jodies all along the course. Whichever you prefer, it really didn't matter because it was joyous knowing that so many were able to contribute to such a great non-profit organization that helps those that have helped so many.

At the end of the day, there had to be a winner. First Place Overall for Males went to Michael Davenport and First Place Overall for Females went to Edith Davis. There were other awards too for all age groups ranging from 10 and under to 70 and over. For the Group Awards, First Male Group went to the 323<sup>rd</sup> Training Squadron, and First Female Group went to the 322<sup>nd</sup> Training Squadron. Now, in my opinion, everyone who participated in this Fun Run, whether running or volunteering, was a winner. With all that hard work, there is a great reward not only to Dina and the volunteers, but also to the Fisher House families who will get to see first-hand how fundraisers like this go a long ways to help those in need. The “Do Something Amazing” 5K Fun Run raised an astounding \$9,000 which will go towards both the Lackland ISD and the Lackland Fisher Houses.

I get great satisfaction working for the Lackland Fisher House. Every day I get to see the donations that we receive go to great use. If it wasn't for people like Dina, who donate or coordinate an event to support the Lackland Fisher House, we wouldn't be able to keep our doors open. So, thank you for those that participated in the Fun Run and thank you to those that will help in the future.







# 2012 Fisher House Inc. Volunteer Luncheon

Article by: Ramona Lewis



Mrs. Shirley Jones "Mama Jones" and members of the Lackland African-American Cultural Association and the San Antonio Northwest Civic and Social Club Organization accepting the Angel award from Maj Gen Lorraine Potter (USAF Retired).

The 2012 Fisher House, Inc. Annual Volunteer "Helping Hands" Luncheon was held Thursday, 26 April in the Fiesta Ballroom at the Gateway Club. We strongly believe Lackland Fisher House has the most faithful, dedicated, and motivated group of men and women volunteers. For the first 121 days of 2012, we've had 529 volunteers with 1,245 volunteer hours. During 2011, over 1,671 people volunteered at the Fisher House contributing 4,074 hours.

We were honored by the Air Force Tops n' Blue singing our National Anthem a cappella. They stood 20 airmen strong and gave us an outstanding harmonized, and patriotic performance which caused a stir in your heart. "Oh, I got goose bumps," several of the guests commented with many nodding in agreement and applause.

Our guest speaker was Chaplain, Major General Lorraine Potter, Fisher House, Inc. Board President. She spoke of self-imposed limitations we put on ourselves including false factors like our age, gender, health or lack of transportation. We all have been given a gift of talent to share with one another, she shared. Never let your circumstances or other people control your

destiny. Never allow anyone to take your dreams away from you. She spoke of an elderly woman who could knit but was unsure how knitting could help others. She decided to knit a few sweaters for the winter and gave them to the people in her neighborhood. The word got around and eventually others started helping her and now thousands of children and adults received knitted items because she did not allow her circumstances to govern her life. Her knitting has prompted others to give the gift of giving.

We especially want to recognize two outstanding volunteers who provide continuous support throughout the year and who inspired others to serve. SSgt Anthony Wainwright, 59th Medical Wing, volunteered 238 hours with 125 volunteers in the renovation and reopening for guest occupancy of FH I, and FH II received the Angel Award. The second Angel award went to the Lackland African-American Cultural Association and the San Antonio Northwest Civic and Social Club Organization.

They collected 6,000 items from the Wish List over a 15-day drive. Mrs. Shirley Jones accepted the award on behalf of the group and also received a Fisher House coin from Director, Dwayne F. Hopkins for providing meals to our guests.

Many people assume volunteers are just looking for accolades, but we see firsthand the genuine concern and care for wanting to help. The Fisher House families are strangers to many. It is the love from our volunteers who want to help make a medical crisis easier for someone who is physically, mentally, and sometimes financially unable to help themselves. The respect given to a fellow serviceman and the desired comfort and peace in supporting the family member or friend staying at the Fisher House cannot be expressed.

Our volunteer's gift of giving goes beyond sharing their time, energy, and ideas to ensure that the Fisher House guests and their families are never in need. On Tuesdays and Thursdays dinner is provided to the Fisher House guest from an organization or individual host who serves a hot buffet of assorted foods and desserts. Volunteers conduct canned food drives, organize storage rooms, fold linen, build closet shelves, power wash sidewalks and do landscape projects. We are very appreciative of their willingness to keep everything running smooth, and that guests are always helped. Volunteers are exceptional people with extraordinary hearts.



TSgt "Q" from the 59th Medical Wing accepting the Angel Award for SSgt Wainwright from Maj Gen Lorraine Potter (USAF Retired).





## *Fisher House Inc.*

*We wish to convey our great appreciation and gratitude for all of the many times and ways in which you provided for our needs during our time at the Fisher Houses. We cannot begin to describe how we were blessed by the availability of the facilities, and the love and concern you and your people provided to us.*

*Our grandson, Sr. Airman Phillips, age 25, unexpectedly suffered a stroke in September 2011. Since we, his grandparents, were retired and able to move to San Antonio, his parents, determined that they would continue to keep their jobs in Dallas, and would come to San Antonio on weekends. His parents greatly benefitted from the use of the Fisher Houses on the weekends that they were able to come to San Antonio.*

*During the first few days of our grandson's illness, while he was still at St. Luke's Hospital, many of his military acquaintances and co-workers visited him. They informed us about the possible use of the Fisher Houses. Within a few days we all moved to the Fisher House at Lackland AFB. About two months later, after being an in-patient at HealthSouth, our grandson also moved to the Fisher House as an out-patient at Brook Army Medical Center.*

*For six months the Fisher House provided for many of our needs, including housing, food, and numerous expressions of support and concern. It became our home away from home. Very frankly, without the Fisher House we would not have been able to support our grandson during his rehab in San Antonio. We wish to express to all of you, and the Fisher House organization, our great gratitude. In our lifetimes we will never forget how much the Fisher House and its people provided such great care for us.*

*Many thanks, and may God bless you as you continue to provide care and comfort to our injured and hurting warriors and their families.*

*Phillips family  
Texas*



*Phillips family along with members of the Fisher House Inc. staff.*



*The Lackland Fisher house serves all branches of the military. In 2011, the occupancy rate breakdown was 52 percent Army, 41 percent Air Force, 4 percent Marines, 2 percent Navy, and 1 percent civilians. We serve all military active duty, retired, members who receives VA benefits, guard, reserve and their families. (In photo from left to right, Sergeant John Reynolds (US Army), Mrs. Whitney Goligowski, Staff Sergeant Anthony Wainwright (US Air Force), Mrs. Jamie Perraut and Sergeant Chad Perraut (US Marines).*





# FISHER HOUSE DONATIONS

The Fisher House Family would like to offer their sincerest thanks and appreciation to all of those who have generously and thoughtfully provided their time, talents and treasures to support the guest residents of the Lackland Fisher Houses. We appreciate your encouragement for our continued success in service of our military families with medical crises. The following "Friends of Fisher House" have provided financial support between July 1, 2011 and March 31, 2012

## BUSINESSES AND CORPORATIONS

Air Force Federal Credit Union	Insperty	Shawn P. Hughes, Attorney at Law
Alamo Metro Chorus	JM Waller Associates, Inc.	Singing Water Vineyards
Artistic Endeavors	Janie's Pie Factory	Skanska USA Building, Inc.
AT&T Employee Giving Campaign	Jersey Mike's Subs	SP Administration
Booz Allen Hamilton, Inc.	Kel-Lac Uniforms	SRC, Inc.
Boysville, Inc.	Kids R Kids Learning Academy	St. Mary's University
Carousel Court Partnership	Kuper Sotheby's Realty	Team Integrated Engineering, Inc.
Casepro, Inc.	Luhn-McCain Insurance Agency, LTD	The San Antonio Hotel and Lodging Association
Chinook Medical Gear, Inc.	Marty's Sports and Spirits	The Winston School San Antonio
Dell Giving	Merck Partnership for Giving	Tri Starr
Doralina's Beauty Spa	Mohrman's Drug Store	Trofholtz Technologies, Inc.
EKTIMIS	Morgan Stanley	Truist
Fisher House Foundation, Inc.	National Instruments	Universal Toyota
Freescale Employee Giving Campaign	Pepsico Foundation	Wounded Warriors Family Support
Honeywell International Corporation	San Antonio Bar Association	
ImmixGroup Foundation	San Antonio Symphony	

## SPOUSES CLUBS

Carswell Retired Officers' Wives Club	Fort Dix Spouses' and Civilians' Club	McGuire Officers' Spouses' Club
Dover Officers' Spouses' Club	Lackland Officers' Spouses' Club	Mountain Home Officers' Spouses' Club
Eielson Officers' Spouses' Club	Los Angeles Air Force Spouses' Club	Randolph Enlisted Spouses' Club
Elmendorf Officers' Spouses' Organization	Maxwell Gunter Officers' Spouses' Club	Randolph Officers' Spouses' Club
F.E. Warren Officers' Spouses' Club	McChord Officers' Spouses' Club	Seymour Johnson Officer and Civilian Spouses' Club

## ORGANIZATIONS

19th AF Unite Advisory Council	Desk and Derrick Club of San Antonio	PPA HQ
344 TRS Booster Club	First United Methodist Church of Sinton	Rosemary Haggard Vaughan Family Foundation
37th Training Wing Warhawks	Gold Star Wives of America	San Antonio Thunderbird Club
59 DTS/56 DTP	Golf San Antonio	Shelby American Legion Post 602
737 TRSS	Helen W. Bell Charitable Foundation	Spring Creek United Methodist Church
AFMOA	Helotes #377 Assembly	St. Matthew Priory
Air Force PKI SPO	Hill Country Christian Church	St. Peters Knights of Columbus
Air Force Village I Protestant Church	HQ AETC A 5/8/9	The Men's Club at Lake Ridge Bingo
Airman Leadership School	J.W. Barnett, Jr. Family Foundation	The San Antonio Defense Gang
American Legion Auxiliary Post 489	Joy Lutheran Church	The Scoob Trust Foundation
American Legion Auxiliary Alamo Unit 2	Ladies Auxiliary Fleet Reserve Association Unit 203	TITLE Material Management
American Society of Military Comptrollers	Leakey United Methodist Women	U.S. Military Vet Motorcycle Club
Association of Former Air Force OSI Special Agents	Logistics Readiness School Class 20110811 and 20110815	UUMC Builders SS Class
Bee County American Legion Unit 274 Class 1101516	NCHA	VFW Lackland Post 9174
Department of Oklahoma Ladies Auxiliary Roy B. Hodges Unit 128	NCOA Chapter 1272	Whiskey Drinkers of the Hill Country
	Our Savior Lutheran Church Women	Zion Lutheran Church
		West Fork Presbyterian Church







## CHAPELS

14 FTW/HC Columbus AFB Chapel	4 FW/HC Seymour-Johnson AFB Chapel	673 ABW/HC Elmendorf-Richardson AFB
17 TRW/HC Goodfellow AFB Chapel	470 ABS/HC Geilenkirchen NATO	7 BW/HC Dyess Catholic Community
18 WG/HC Little Rock AFB Chapel	Air Base Chapel	72 ABW/HC Tinker AFB
2 BW/HC Barksdale Chapel	502 ABW/HC Lackland AFB Chapel	82 TRW/HC Sheppard
20 FW/HC Palmetto Chapel, Shaw AFB	502 ABW/ Randolph AFB Chapel	92 ARW/HC Fairchild Chapel
35 FW/HC Misawa	502nd ABW OLB/HC Universal City	Minot AFB Chapel
355 FW/HC Davis-Monthan Catholic Chapel Community	51 FW/HC Osan AFB	
	56 FW/HC Luke AFB	

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## Family Fun Programs for Fisher House Guests

The Douglas family enjoys bingo at the Fisher House. Fisher House Inc. provides many programs for military families staying at the Fisher Houses. One of the programs is bingo for families to enjoy.

A few other programs are:

- Dinners on Tuesday and Thursday night sponsored by community volunteers,
- Tickets to ball games and passes to local parks,
- Movie night by the Fisher House Board of Directors,
- GPSs, Playstation, X-Box sign out,
- Trips to the mall for shopping.

All programs are provided at no cost to the military families.





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Air Force Tops & Blue sing the National Anthem at the Fisher House Inc. Volunteer Luncheon on 26 April at Lackland Air Force Base. About 85, volunteers enjoyed the great voices from the Air Force Tops & Blue along with lunch and awards presentations.







# FISHER HOUSE AROUND THE WORLD

## CALIFORNIA

### VA Greater Los Angeles HS

11301 Wilshire Blvd (10AF), Building 512  
Los Angeles, CA 90073  
(310) 268-4457 / Fax (310) 268-3449  
Manager: Sharon Hudson, Sharon.hudson4@va.gov

### VA Palo Alto Health Care System

3801 Miranda Ave., Palo Alto, CA 94304  
(650) 493-5000 x.60384 / Fax: (650) 849-1269  
Manager: Shelly Foutz-Lowe, shelly.foutz-LOWE@va.gov

### San Diego Naval Medical Center I, II

34800 Bob Wilson Dr. Bldg 46  
San Diego, CA 92134-5000  
(619) 532-9055 / Fax: (619) 532-5216  
Manager: Belle Esposito, Belle.esposito@med.navy.mil

### David Grant USAF Medical Center

100 Bodin Circle, Travis AFB, CA 94535-1804  
(707) 423-7550 / Fax: (707) 423-7552  
Manager: Charlene Hall, Charlene.hall.1@us.af.mil

## COLORADO

### VA Eastern Colorado HCS

1954 Quentin St., Aurora, CO 80010  
(303) 399-8020 x. 2049 / Fax: (303) 364-4882  
Manager: Joy Weyna-King, joy.weyna-king@va.gov

## DELAWARE

### Fisher House for Families of the Fallen

220 Lajes St., Dover AFB, DE 19902  
(302) 677-5317  
POC: Robin Raine, Robin.Raine.1@us.af.mil

## DISTRICT OF COLUMBIA

### Walter Reed Army Medical Center I, II, III

6900 Georgia Ave, NW Bldg 56  
Washington, DC 20307-5001  
(202) 545-3218 / Fax: (202) 545-3202  
Manager: Maurice Borde, Maurice.borde@us.army.mil

### \*Washington DC VA Medical Center

50 Irving St. NW, Washington, DC 20422  
(202) 745-8000 x. 6023  
Manager: Kenneth E. Merritt, Kenneth.merritt@va.gov

## FLORIDA

### Bay Pines VA Healthcare System

10000 Bay Pines Blvd., Bay Pines, FL 33744  
(727) 319-1350 / Fax: (727) 319-1106  
Manager: Rich Kippings, richard.kippings2@va.gov

### Eglin Air Force Hospital

350 Boatner Rd., Eglin AFB, FL 32542  
(850) 883-2865  
Manager: Ron Gribble, ronald.gribble@eglin.af.mil

### James A. Haley Veterans' Hospital

13000 Bruce B. Downs Blvd., Tampa, FL 33612  
(813) 910-3000 / Fax: (813) 910-3088  
Manager: Paula Welenc, Paula.Welenc@va.gov

### Miami VA Healthcare System

1201 NW 16th St., Miami, FL 33125  
(305) 575-7260 / Fax: (305) 575-7261  
Manager: Carolyn Soucy, carolyn.soucy@va.gov

### West Palm Beach VA Medical Center

7305 N. Military Trail-Route 136  
W. Palm Beach, FL 33410  
(561) 422-5554 / Fax: (561) 442-8793  
Manager: Theresa Ringel, Theresa.Ringel@va.gov

## GEORGIA

### Dwight D. Eisenhower Army Hospital

Fisher House Rd. — Bldg 280  
Ft. Gordon, GA 30905-5650  
(706) 787-7100 / Fax: (706) 787-5106  
Manager: Francisco Cruz, ftheamc@aol.com

## HAWAII

### Tripler Army Medical Center I, II

315 Krukowski Rd., Honolulu, HI 96819  
(808) 433-1291 x: 28 / Fax: (808) 433-3619  
Manager: Theresa Johnson  
Theresa.Johnson@amedd.army.mil

## ILLINOIS

### Hines VA Hospital

5000 S 5th Ave., Hines, IL 60141  
(708) 202-7154 / Fax: (708) 202-7155  
Manager: Holly Wright, holly.wright@va.gov

## KENTUCKY

### Blanchfield Army Community Hospital

650 Joel Dr., Fort Campbell, KY 42223  
(270) 798-8330 / Fax: (270) 798-8804  
Manager: Wendy J. Carlston  
wendy.carlston@amedd.army.mil

## MARYLAND

### Malcolm Grow Medical Center

1076 West Perimeter Rd., Andrews AFB, MD 20762  
(301) 981-1243 / Fax: (301) 981-7629  
Manager: Janet Grampp, janet\_grampp@msn.com

### National Naval Medical Center I, II, III, IV, V

24 Stokes Rd., Bethesda, MD 20814-5002  
(301) 295-5334 / Fax: (301) 295-5632  
Manager: Becky Wood  
bwood@fisherhousebethesda.org

## MASSACHUSETTS

### VA Boston Healthcare System

1400 VFW Pkwy., West Roxbury, MA 02132  
(857) 203-4000 or (857) 203-6503  
Manager: Elizabeth St. Pierre, Elizabeth.stpierre@va.gov

## MINNESOTA

### Minneapolis VAHCS I, II

1 Veterans Dr., Minneapolis, MN 55417  
(612) 467-5602 / Fax: (612) 970-5864  
Manager: Marge Oslund, mary.oslund@va.gov

## MISSISSIPPI

### Keesler AFB Hospital

509 Fisher St., Keesler AFB, MS 39534-2599  
(228) 377-8264 / Fax: (228) 377-7691  
Manager: Larry Vetter, larry.vetter.1@us.af.mil

## MISSOURI

### St. Louis VA Medical Center

1 Jefferson Barracks Rd., St. Louis, MO 63125  
(314) 894-6145 / Fax: (314) 894-6147  
Manager: Rachael Fernandez, rachael.fernandez@va.gov

## NEW YORK

### Stratton VA Medical Center

113 Holland Ave., Albany, NY 12208  
(518) 626-6919 / Fax: (518) 626-5452  
Manager: Jerry Jensen, jerry.jensen@va.gov

## NORTH CAROLINA

### Camp Lejeune Naval Hospital

4 Recovery Way, Camp Lejeune, NC 28547  
(910) 450-3885 / Fax: (910) 450-3887  
Manager: Josie Callahan, josephine.callahan@usmc.mil

### Womack Army Medical Center

12 Bassett St., Ft. Bragg, NC 28307-5000  
(910) 432-1486 / Fax: (910) 432-3825  
Manager: Paula Gallero, fhwmc@aol.com

## OHIO

### Cincinnati VAMC

3200 Vine St., Cincinnati, OH 45220  
(513) 475-6571 / Fax: (513) 487-6661  
Manager: Karrie Hagan, karrie.hagan@va.gov

### Wright-Patterson Medical Center I, II

415 Schlatter Dr., Wright-Patterson AFB, OH 45433  
(937) 257-0855 / Fax: (937) 656-2150  
Manager: Karen Healea, karen.healea@wpafb.af.mil

## TEXAS

### VA North Texas HCS

4500 S. Lancaster Rd. Bldg 79, Dallas, TX 75216  
(214) 857-2574 / Fax: (214) 462-4923  
Manager: Lydia Henderson, Lydia.Henderson1@va.gov

### William Beaumont Army Medical Center

5005 N. Piedras St., El Paso, TX 79920-5001  
(915) 569-1860 / Fax: (915) 569-1862  
Manager: Harry Hicks, fhwbamc@aol.com

### Carl R. Darnall Army Medical Center

Bldg. 36015 Fisher Ln., Ft. Hood, TX 78254  
(254) 286-7927 / Fax: (254) 286-7929  
Manager: Isaac Howard, Isaac.howard@amedd.army.mil

### Brooke Army Medical Center I,II,III,IV

3623 George C. Beach Dr., Ft. Sam Houston, TX 78234  
(210) 916-6000 / Fax: (210) 916-6488  
Manager: Inge Godfrey, fhbamc@aol.com

### Michael E. DeBakey VA Medical Center

2002 Holcombe Blvd., Houston, TX 77030  
(713) 794-8095 / Fax: (713) 794-7194  
Manager: Frank Kelley, frank.kelley@med.va.gov

### Wilford Hall Medical Center I, II, III

1445 Foster Ave. Bldg 3865, Lackland AFB, TX 78236  
(210) 671-6028 / Fax: (210) 671-6020  
Manager: Ramona Lewis  
Rlewis-fisherhouse@sbcglobal.net

## VIRGINIA

### Naval Medical Center, Portsmouth

853 Fisher Dr. Bldg 287, Portsmouth, VA 23708  
(757) 953-6889 / Fax: (757) 953-7174  
Manager: Loretta Loveless, FishrHouse@msn.com

### McGuire Richmond VA Medical Center

1201 Broad Rock Blvd., Richmond, VA 23249  
(804) 675-6639 / Fax: (804) 675-5979  
Manager: Wayne Walker, wayne.walker@va.gov

## WASHINGTON

### Madigan Healthcare System

9999 Wilson Ave., Joint Base Lewis-McChord, WA 98433  
(253) 964-9283 / Fax: (253) 968-3619  
Manager: Jodi Land, fhmmc@aol.com

### VA Puget Sound Healthcare System

1660 South Columbian Way, Seattle, WA 98101  
(206) 768-5353 / Fax: (206) 277-1415  
Manager: Cecile Bagrow, Cecile.bagrow@va.gov

## GERMANY

### Landstuhl Regional Medical Center I & II

CMR 402 Box 669, APO, AE 09180  
011-49-6371-6183311 / Fax: 011-49-6371-866679  
Manager: Vivian Wilson, Vivian.wilson@amedd.army.mil





# FROM OUR GUESTS....



My wife and I would like to express our appreciation to all those responsible for the Fisher House. It definitely provided a wonderful home away from home for people experiencing a time of crisis. The entire staff was kind and caring. Special thanks to Whitney. She is definitely a great asset to your organization. Her extra-effort combined with her friendly, cheerful attitude brings credit not only to herself but also to Fisher House. Thanks again for each of you.

**Salmans Family  
Hanston, Kansas**

Our family is so grateful to the Fisher House Staff. They went above and beyond the call of their normal duty/services to accommodate my family and I during a very hardship time of our lives. While we were enduring physical and emotional distress they were always there to say a kind word or render a deed to our family. A special thanks to Mrs Cathy and Whitney and thank you again to all the staff. May God bless you all.

**Adams Family, Converse, Texas**

Each and every day the staff meets the highest standards. The Fisher House Staff are friendly, caring, and perfect example of a civilian/military organization. Each person goes above and beyond the call to complete the mission. God bless each and every person.

**Winnick Family, Lack Charles, LA**

We have all been very pleased with our stay at Fisher House. The staff and facilities have been wonderful! Thank you so much for the blessing you are to military families like us.

**Phillips Family  
Dallas, Texas**

It is wonderful that a not so great situation can be made so much easier with such caring, wonderful people. There are no words to express the gratitude we feel. Thanks to all for the great lengths they go to everyone to help ease the burdens of others.

**Roy Family, Ft Walton Beach, Florida**

We don't know what we would have done without the Fisher Houses. Thank you so much for giving us a home away from home.

**Jeness Family, Phoenix, Arizona**

Awesome! Those ladies were awesome. The food that volunteers provided helped a lot when we were not able to cook for ourselves. It was really our home away from home. Thanks again for everything.

**Rawls Family, Fort Leonard Wood, Mo**

God bless each and every one of you all. Thank you with all of my heart and soul. My son Michal was miracoulsly healed with the help from the awesome team here.

**Hill Family, Chevak, AK**

This place has always been amazing. Our entire stay was more than we could ask for.

**Wooten Family, Killeen, Texas**

This service being provided for service men and women families is far above anything that I have ever seen in my twenty years of military service.

**McClish, Uvalde, Texas**

*Thank You!  
From all of us at Fisher House*





# FISHER HOUSE, INC.

7323 Highway 90 West, Suite 107  
San Antonio, Texas 78227-3562

Non-Profit Org.  
U.S. Postage

**PAID**

San Antonio, TX  
Permit No. 568



## CORE VALUES

### **INTEGRITY.**

Be honest with ourselves and with whom we deal, building a foundation of trust and confidence through the organization and with our clients, stakeholders, and the community

### **CARING.**

Sensitive to the needs of our clients, always ready to go the extra mile to provide responsive, compassionate support

### **SERVICE.**

Give freely to others in need. Willing to donate time, energy and resources

### **EXCELLENCE.**

Continually strive to excel, to be the best in our field, and to maintain the highest standards of quality and service

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as of June 2012

[www.fisherhouseinc.org](http://www.fisherhouseinc.org)

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