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: 13 days
- Longest stay: 425 days
- Over 8,570 families served
- Over 133,379 room nights
- Close to 7 million lodging dollars saved
- 50 States
- 3 territories
- 14 countries
- Over 1,378 volunteers last year
- Over 4,816 hours contributed
- CFC: #87784, SECC: #413062, SAMA: #8035

(as of November 2019)
The Fisher House Board of Directors and staff continue to work hard at making the stay at the Fisher House a great experience for military families. This of course would not be possible without our dedicated donors and volunteers. The Donor Appreciation Day event 23 October was a great success. We had an incredible band and Texas Barbeque to top off the event. The event had about 200 people attending cumulating with CMSgt Robert Elizondo (USAF, Ret) receiving the coveted Helping Hands Award for his work with Fisher House, Inc. families. After the event closed, everyone had an opportunity to walk around the grounds and see all the great work done during the year. I mention all this because, without our donors the work we do for military families would not be possible. Please take the opportunity to view the Donor Appreciation Day event photos in this newsletter.

This year, Fisher House, Inc. provided a home-away-from home for 381 military families at no cost to family members. That number will increase as we wrap up the end of the year. The average stay is about 11 days with the longest stay at our Fisher house being 425 days. The staff works cooperatively with the Fort Sam Fisher House and the VA Fisher House in San Antonio providing a home-away-from-home. One of our goals is to ensure that no military family with a medical referral in San Antonio should need to pay for lodging. The staff and I are honored to serve each military member and their family with quality lodging.

The Volunteer Luncheon event will be on April 16th 2020 at the Lackland Air Force Base Gateway Consolidated Club at 11:30. This will be our opportunity to thank our volunteers who contribute so much to the daily operation of the Fisher House. Fisher House, Inc. will also present an Angel Award and Helping Hands Award to a few outstanding volunteers. Please mark your calendar for this great event.

I am blessed to have incredible leadership and experience on the Fisher House, Inc. Board of Directors. Next year, will be a transformation for Fisher House, Inc., as the Air Force takes over management of the houses with Non Appropriated Funds (NAF) employees. However, Fisher House, Inc. will continue to provide vital support while fulfilling the needs of the military families staying at the Fisher House. In fact, military families staying at the Fisher Houses will not see any change in the services we provide. We continue to serve with a positive outlook.

Again, thank you to all our critical donors and volunteers. You make our great mission possible. I wish each one of you Happy Holidays, Merry Christmas and a Happy New Year.

Mrs. Dawna Webb, Spouse of Commander, Air Education and Training Command with “little John the bear”. Fisher House, Inc. provided a tour for key San Antonio senior military leaders spouses on 27 September, 2019. Maj General Roger Burg (Retired, USAF) represented Fisher House, Inc. Board of Directors during the tour. Key spouses attending the tour were Mrs. Dawna Webb, Spouse of Commander, Air Education and Training Command, Mr. Rob Gudgel, Spouse of Command Chief, Air Education and Training Command (Retired Major, USAF), Mr. Dave Lederman, Spouse of Commander, 502d Air Base Wing and JBSA (Retired Colonel, USAF), and Mrs. Sara Lantagne, Spouse of Command Chief, 502 Air Base Wing and JBSA (Retired SMSgt, USAF).
IN THE HOUSE

By Irma Robinson, House Manager

Lackland Fisher House has three houses. Each of our homes, Fisher House I, II and III provide fully furnished bedrooms with bathrooms, shared kitchens, and comfortable community living areas for family members of those receiving care at military medical facilities in San Antonio.

While all of our homes can accommodate families with children, Fisher House III features a spacious single-story floor plan with specially designed play areas. There is one play area for younger children as well as a game room for teens and adults to use with board games and puzzles.

House III was renovated in 2018 with beautiful new furniture in our guest rooms as well as the living and dining room. Recently, the front of House III got a mini makeover. The old grass of the front lawn was removed and replaced by mulch and rocks. New flowers were added to the front of the house as well as beautiful flowerpots.

This work was completed by our Facilities Manager, Luis Ruiz, with the help of our amazing volunteers. These amenities, combined with the caring support of our on-site staff, help create a peaceful atmosphere for our guests.
WISH LIST 2019

Paper Products
- Toilet Paper
- Paper Towels
- Paper Plates and Bowls (all sizes)
- Paper or Plastic Cups (Cold 12-16 oz)
  No Styrofoam Products Please

Kitchen Supplies
- Baking Supplies (mixes)
- Canned Fruit
- Anti-bacterial Liquid Hand Soap
- Glad/Zip Lock Disposable Storage Containers (large and medium)
- Zip-Lock Food Storage Bags (1 gallon & quart)
- 33 Gallon Black Trash Bags
- 13 Gallon Kitchen Trash Bags

Cleaning Products
- Furniture Wax for dusting
- Oust/Glade Air Freshener
- Bleach
- Fabric Softener Sheets
- Laundry Detergent (Liquids only)
- Laundry Stain Remover
- Dishwasher Detergent (tablets only)
- Bathroom Cleaner: Lysol Disinfectant 4 in 1
- 409 Cleaner
- Clorox Disinfecting 4 in 1 Spray (prefer Fresh Scent)
- Comet or Ajax

Residential Household Need
- Keurig Coffee, Tea and Hot Chocolate K-cups
- Irons
- Toaster Ovens

Food Products
- Sugar
- Canned Meats
- Canned Vegetables
- Pasta Dishes

Hygiene Products
- Hand Soap (liquid, 7.5 oz pump or gallon refill)
- Refill, Purell Hand Sanitizer, 40.5 oz
- Refill, Clorox Hand Sanitizer, 33.8 oz
- Batteries for Dispensers “C”

Resident Needs
- Passes to local attractions
- Gift Cards (BX, Walmart, Taco Cabana, Commissary, ect)
- Postage Stamps
- Large Umbrella (We will mark them with “Lackland Fisher House”)

Miscellaneous
- Copier/Printer Paper
- Large emergency size Flashlights
- Batteries “AA”
Have you heard about Amazon Smile? It’s a really easy way to help support our non-profit organization every time you order something with Amazon. On your first visit to Amazon Smile, customers are prompted to select a charitable organization, this is when you select Lackland Fisher House. You’ll have to choose our organization before you can browse and shop. Some purchases won’t qualify for Amazon Smile, but Amazon is kind enough to let you know the ones that do. The Amazon Smile Foundation will donate 0.5% of the purchase price from your eligible Amazon Smile purchases. The purchase price is the amount paid for the item minus any rebates and excluding shipping & handling, gift-wrapping fees, taxes, or service charges. Below is the link.

https://smile.amazon.com/ch/74-2603325

Amazon donates 0.5% of the price of eligible purchases. You pay the same price either way.

1. Go to smile.amazon.com, and sign in using your usual Amazon username/password.

2. Go to Your Account > Other Programs> Change your charity.

3. In the search box type: “Lackland Fisher House” Then select button.

4. Bookmark smile.amazon.com so that you can benefit the Lackland Fisher House every time you shop. You can also check out our wish list items.

Happy shopping!
Creamy White Chili

Ingredients:

- 1 tablespoon olive oil
- 1 pound skinless, boneless chicken breast halves, cut into 1/2-inch cubes
- 1 onion, chopped
- 2 cloves garlic, chopped
- 2 (15.5 ounce) cans great Northern beans, rinsed and drained
- 1 (14.5 ounce) can chicken broth
- 2 (4 ounce) cans chopped green chiles
- 1 teaspoon salt
- 1 teaspoon ground cumin
- 1 teaspoon dried oregano
- ½ teaspoon ground black pepper
- ¼ teaspoon cayenne pepper
- 1 cup sour cream
- ½ cup heavy whipping cream

Directions:

Step 1
Heat olive oil in a large saucepan over medium heat; cook and stir chicken, onion, and garlic into the hot oil until chicken is no longer pink in the center and the juices run clear, 10 to 15 minutes.

Step 2
Mix Great Northern beans, chicken broth, green chiles, salt, cumin, oregano, black pepper, and cayenne pepper into chicken mixture; bring to a boil. Reduce heat and simmer until flavors have blended, about 30 minutes.

Step 3
Remove chili from heat; stir in sour cream and whipping cream until incorporated.

From our Volunteer: A college roommate of mine had made white chicken chili for us, the one and only time she cooked right before we all moved our separate ways. I thought it was great, but never thought to ask her for the recipe. It was something I found myself craving any time someone spoke about chili, so it became my mission to find it. Since locating it thanks to the power of Google, it has been a household staple. It is an awesome spin on a classic family go-to, that can be both spicy and savory. When our daughter fell ill, and we ended up staying at the Fisher House ourselves along with our daughter’s biological mother, this meal brought us together. Due to the military lifestyle, I had never met her, and of course was not sure how things would play out. I stuck to being myself and decided to cook everyone’s dinner. It was a cold night, and this was the perfect quick and tasty meal. She, like us, loved it! She has since asked for the recipe and makes it in her own home, although she puts her own twist on it. We line our bowls with tortilla chips and add it with a little taco cheese; she prefers it over white rice added with cheese and sour cream. I recommend everyone tries it! It is a versatile (mild/spicy, chips/rice....), quick, and go-to meal for every home. I hope you enjoy it as much as we do! -The Andrade’s
**STAFF & VOLUNTEER IN THE SPOTLIGHT**

**Irma Robinson**

Irma Robinson started at the Lackland Fisher House in November 2018 as Assistant Manager for a temporary position. She returned in August of 2019 as the Assistant Manager and is currently the House Manager. Irma moved to San Antonio in 2014 with her family after her husband retired from the US Air Force after 24 years of service.

Originally from The Netherlands Irma graduated with a Bachelor’s Degree in Business and Management. Before moving to San Antonio, she lived in Ramstein, Germany for seven years where her husband was stationed. When she first moved to San Antonio, she worked in the hospitality industry.

Being able to help our military families has been a very rewarding experience for her and she loves being part of the Lackland Fisher House team.

**Max Bruysschaard**

Max was born in 1936 in the Dutch Indies presently called Indonesia. In 1942, the country was captured by the Japanese forces and all Dutch citizens, including Max and his family were put in concentration camps until August 1945. In May of 1946, Max was sent to The Netherlands with his parents where he stayed until 1956. In December of that year, he immigrated to the US under a special program for children who spent WW2 in a Japanese prisoner of War camp during the war. Max enlisted in the US Air force in 1957 and entered the gate at Lackland AFB for basic training for the very first time.

After his military service, he worked various field engineering contracts for NASA and the US Air Force until 1974. Max and his wife of 58 years are both retired and enjoying life in San Antonio. Max has been generously volunteering almost every day at the Lackland Fisher House since September 2019 where he is giving back his time to help our military families.
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GOLF TOURNAMENT

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FEDERAL CREDIT UNION

Silver Sponsors

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A FEDERAL CREDIT UNION

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Fisher House
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Board of Directors

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EXCELLENCE

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GOLF TOURNAMENT

Sponsors

AF Branding & Trademark Licensing, Wilford Hall Axillary, and Swing Mid Day

First Place Team

Second Place Team

Third Place Team

Last Place Team

Winning Group Photo

Ladies Long Drive & Closest to the Pin

Male Long Drive

Male Closest to the Pin

Veterans United Home Loans
Thank you to all our donors, sponsors, individual and group volunteers. We could not have printed over 18 newsletters for our guests and for you to enjoy if it was not for your support.

Each newsletter (above and to the side) that I put together shares our story of who we are as a home-away-from-home. Where children felt comfortable to laugh and play; and their parents felt safe and be stress/worry-free about where to stay when a family member had to seek medical attention. The Fisher House was there for the families and will be in the future.

Our newsletter shared house renovations, volunteer recognition, volunteer dinners, outreach, wish-list request, golf tournament photos, donation list, recipes from our guests or volunteers and groups volunteering events. We enjoy telling our story through our newsletter.

Contact us today to schedule a volunteer event or to provide a dinner for our guests. Your group could be in our next newsletter.

**BE THE FIRST VOLUNTEER TO SIGN UP FOR 2020**
Thank You for Sponsoring our Appreciation Day Luncheon

APPRECIATION DAY LUNCHEON

rbfcu.org
**DONATIONS**

**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 May 1, 2019 and October 31, 2019.

### BUSINESSES AND CORPORATIONS

<table>
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<th>Ahtum Cleveland</th>
<th>Air Force Federal Credit Union</th>
<th>Aligned Mortgage</th>
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<td>Order of the Eastern Star Harlandale Chapter No 750</td>
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### MILITARY CHAPELS

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Patrick Zinlich ........................................................Maj. Gen. (Ret.) Charles E. Honore
COMMUNITY CONNECTION

From TODD M. MAGHAMEZ, Raptor PO President

The 737th Training Support Squadron operates within the 737th Training Group that runs Basic Military Training (BMT). Our private organization, the Raptor PO, is uniquely positioned to where we can provide the recruits within BMT a positive outlet from training. We do this by putting on the BMT 5K races. These events provide the recruits the opportunity to build the spirit-de-corps within BMT, build confidence in their running and overall physical abilities, and provide an opportunity to aid the local community. All of which reinforce the Air Force Core Values that we strive to instill in our recruits here at BMT.

Each trainee is briefed on if they are eligible to participate in a BMT 5K race while in training and are informed on how their donation will support the military and local communities. We charge a $15 registration fee which provides each individual trainee with a specially designed T-shirt along with fruit and Gatorade after the conclusion of the race. Also, all trainees can compete to earn various prizes and awards for these events. In summary, our 5K races bring out the competitive spirit of all of our trainees to include our finest athletes to our trainees who never ran a competitive race before.

Because of what the Fisher House provides to our extended military family, our Raptor PO decided to donate $18,000 to your organization. We support your mission, values, and dedication to helping our military members and their families in need. Finally, we hope that our donation helps improve their quality of life.

Thank You USAA for Supporting Fisher House, Inc.
ALASKA
JBER Hospital
4943 Zamaer Ave.
JBER, AK 99506
(907)222-1673
Manager: Jenny Hall
jennifer.hall.24@us.af.mil

ARIZONA
Southern Arizona VA HCS
3601 S 6th Ave. (9-135FH)
Tucson, AZ 85723
(520) 838-3680
Manager: Kelly Laurich
Arizona.fisherhouse@va.gov

CALIFORNIA
Camp Pendleton
MCI WEST _ Fisher House
BLDG 2014 San Jacinto Rd.
Camp Pendleton, CA 92055
(760) 763-5308
Manager: Kiana Bright
Kiana.bright@usmc.mil

VA Long Beach Healthcare System
Attr: Fisher House
5901 East 7th St.
Long Beach, CA 90822
562-826-5905
Manager: Lana Toenjes
Lana.toenjes2@va.gov

VA Greater Los Angeles HS
11301 Wilshire Blvd (10AF)
Building 523
Los Angeles, CA 90073
(310)268-4457 Fax (310) 268-3499
Acting Manager: Erma Mickens
Erma.Mickens@va.gov

VA Palo Alto Health Care System
3801 Miranda Ave.
Palo Alto, CA 94304
(650) 493-5000 x.60384
fax: (650) 849-1269
Acting Manager: Tracy Marino
Tracy.marino@va.gov

CALIFORNIA
Naval Medical Center San Diego I, II
34800 Bob Wilson Dr. Bldg 46
San Diego, CA 92134-5000
(619) 532-9055 fax: (619) 532-5216
Manager: Lori Erickson
lorene.j.erickson.naf.mail.mil

David Grant USAF Medical Center I, II
100 Bodin Circle
Travis AFB, CA 94535-1804
(707) 423-7550 fax: (707) 423-7552
Acting Manager: Ivana Jordovic
travisfisherhouse@comcast.net

COLORADO
VA Eastern Colorado HCS
1954 Quentin St.
Aurora, CO 80010
(303) 399-8020 x. 2049
fax:(303) 364-4882
Manager: Tessa Levy
tessa.levy@va.gov

CONNECTICUT
VA Connecticut Healthcare System
950 Campbell Avenue, Mail Code 135
West Haven, CT 06516
(203) 937-3438
Manager: Amanda Salthouse
amanda.salthouse@va.gov

DELWARE
Fisher House for Families of the Fallen
220 Lajos St.
Dover AFB, DE 19902
(302) 677-6660
Manager: TSgt. Dorothy Whitfield
dorothy.whitfield@us.af.mil

DISTRICT OF COLUMBIA
Washington DC VA Medical Center
50 Irving St. NW
Washington, DC 20422
(202) 745-2482
Manager: Stacey Childs
Stacey childs@va.gov

FLORIDA
Bay Pines VA Healthcare System
10000 Bay Pines Blvd.
Bay Pines, FL 33744
(727) 398-6611 x.11350
fax: (727) 319-1105
Manager: Shentrela Diggs
Shentrela.Diggs@va.gov

Eglins Hospital
350 Boater Rd.
Eglins AFB, FL 32542
(850) 883-2865, fax
Manager: Marc Ambrose
marc.ambrose@us.af.mil

North Florida/South Georgia Veterans HS
1601 SW Archer Rd.
Gainesville, FL 32608
(352) 548-8492
Manager: Michelle Howard
kberly.howard@va.gov

Miami VA Healthcare System
1201 NW 16th St.
Miami, FL 33125
(305) 575-7260 fax: (305) 575-7261
Manager: Richie Sanchez
lerrichad.sanchez@va.gov

Orlando VA Medical Center
13800 Veterans Way
Orlando, FL 32827
(407) 631-9800
Manager: Terri Turner
teresa.turner2@va.gov

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
OHIO
Wright-Patterson Medical Center I, II
417 Schlatter Dr.
Wright-Patterson AFB, OH 45433
(937) 257-0955 fax: (937) 656-2150
Manager: Karen Healea
karen.healea@us.af.mil
OREGON
VA Portland HCS
1601 E. Fourth Plain Blvd.
Vancouver, WA 98661
(503) 220-8262 xt. 32285
Manager: Barbara Decoito-Weaver
barbara.decoito-weaver@va.gov
PENNSYLVANIA
VA Pittsburgh Healthcare System
University Drive C, Bldg 33
Pittsburgh, PA 15240
(412) 360-2030
Manager: Heather Frantz
heather.frantz@va.gov
SOUTH CAROLINA
Ralph H. Johnson VA Medical Center
150 Wentworth Street
Charleston, SC 29401
(843) 588-5900
Manager: Quinn Kiger-Good
Quinn.Kiger@va.gov
TEXAS
Carl R. Darnall Army Medical Center
Bldg. 36015 Fisher Ln.
Ft. Hood, TX 78254
(254) 286-7927 fax: (254) 286-7929
Interim Manager: Steve Wakefield
Forthhousefisherhouse3@gmail.com
Brooke Army Medical Center I,II,III,IV San Antonio Military Medical Center 3623
George C. Beach Dr.
Ft. Sam Houston, TX 78234
(210) 916-6000 fax: (210) 916-6488
Manager: Inge Godfrey
fhbamc@aol.com
Wilford Hall Ambulatory Surgical Center I, II, III San Antonio Military Medical Center 1445 Foster Ave. Bldg 3865
Lackland AFB, TX 78236
(210) 671-6037 fax: (210) 671-6020
Manager: Irma Robinson
HM-Fisherhouse@sbcglobal.net
South Texas Veterans HCS
7485 Wurzbach Rd.
San Antonio, TX 78229
(210) 671-5542 x.61672
fax: (210) 593-0902
Manager: Erik Zielinski
Erik.zielinski@va.gov
VIRGINIA
Naval Medical Center, Portsmouth
853 Fisher Dr. Bldg 287
Portsmouth, VA 23708
(757) 953-6889 fax: (757) 953-7174
Manager: Jill Thompson
Jill.Thompson@portsmouthfisherhouse.org
WASHINGTON
Madigan Army Medical Center I & II
90700 Gardner Loop
Tacoma, WA 98431
(253) 964-9283 fax: (253) 968-3619
Manager: Pamela Barrington
manager@fisherhouse-jblm.org
VA Puget Sound Healthcare System
1660 South Columbia Way
Seattle, WA 98108
(206) 768-5353 fax: (206) 277-1415
Manager: Carrie Booker
carrie.booker@va.gov
WISCONSIN
Zablocki VA Medical Center
5000 W. National Ave., Bldg. 150
Milwaukee, WI 53295
(414) 384-2000 xt. 45005 or 45006
Manager: Jennifer Kiefe
GERMANY
Landstuhl Regional Medical Center I & II
CMR 402
APO, AE 09180
011-49-6371-9464-7 430
Fax: 011-49-6371-866679
Manager: Vivian Wilson
Vivian.Wilson.naf@mail.mil
UNITED KINGDOM
Queen Elizabeth Hospital Birmingham
Mindelsohn Way
Birmingham
B15 2TH
0121-472-6217 Fax: 0121-41306897
Manager: Patrick Hogan
fisherhouse@uhb.nhs.uk
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 November 2019

www.fisherhouseinc.org

Lackland Fisher Houses, 1445 Foster Ave, Building 3865, Lackland AFB, Texas 78236, 210.671.6028, Fax 210.671.6020