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: 16 days
- Longest stay: 358 days
- Over 6,889 families served
- Over 116,000 room nights
- Close to 6.7 million lodging dollars saved
- 50 States
- 3 territories
- 14 countries
- Over 3,355 volunteers last year
- 5,747 hours contributed
- CFC: #87784, SECC: #413062, SAMA: #8035

(as of September 2014)
The staff at Fisher House Inc. continues to work on improvements. This November all three Fisher Houses will undergo a $240,000 bathroom renovation. This will involve replacement floors, tubs, showers, sinks, handrails, sinks and painting walls. The Fisher House renovation should be complete by February 2015. In addition, by the end of December 2014, each room will have at least one-queen size bed. The $21,000 replacement bed project will replace all the twin size beds to allow more comfort.

Fisher House Inc. has some key dates to mark on your calendar. The Combined Federal Campaign is kicking off and should be complete by December 2014. The Annual Fisher House Inc Appreciation Day is scheduled for 25 Oct 2014. Please come out and meet some Fisher House guests, staff, members of the Fisher House Inc. Board of Directors and key community leaders.

The Annual Volunteer Luncheon will be on April 24, 2015 at the Lackland Air Force Base Gateway Club. This event is the Fisher House Inc. Board of Directors opportunity to thank all our volunteers for a great year.

The next Fisher House Inc. golf tournament is scheduled for August 22, 2015. This event is known, as one of the best non-profit organization golf tournaments in San Antonio. Please take some time to review the highlights of the 9th Annual 2014 golf tournament in this newsletter. This year we maxed our attendance and exceeded previous funds raised during the golf tournament. Our goal next year is to have 130 golf players and surpass funds donated last year. The golf tournament will be held at the Republic Golf Course in San Antonio. The Fisher House Inc. volunteer manager is already signing up teams for the event. To register your team, please contact Sara Richardson-Paniagua at (210) 671-6029.

The mission at Fisher Houses Inc. would not be possible without the kind generosity of our donors and volunteers. Donors continue to ensure we have the funds available to provide food, Internet service, morale programs, cleaning service and many other essential needs at no cost to family members. Our volunteers are critical to the mission at Fisher House Inc. In 2013, we had over 3,355 volunteer with 5,747 hours contributed. We are extremely grateful for all the contributions from our donors and volunteers who make the Fisher House mission possible.
The 688th Cyberspace Squadron under the direction of MSgt Patrick Garret has been providing lunches to the Fisher Houses on Lackland since 2013. Their lunches are prepared fresh and with love. This group has come together with themes such as Asian, Italian and Chili for our guests. Each meal has multiple selections of each type of food set up in a buffet style. This group puts in countless hours shopping and preparing for each meal. They always ensure there are leftovers for the guests to enjoy later. MSgt Garrett has been key at organizing this group and already has dates set for later this year. We are truly grateful for groups like this that bring a little bit of home to our guests.

Air Force FCU

Air Force Federal Credit Union has been supporting the Fisher Houses on Lackland for the past few years. Their dedication is evident in all their time and support. Air Force F.C.U. has been a key sponsor for our golf tournament, the main sponsors for our Annual Volunteer Luncheon, and they lead the way for an annual donation from the Air Force Financial Network. Their support does not stop there. Their staff will donate money throughout the year by their “Jean Days” and also by collecting wish list donations such as canned food, paper goods, and cleaning products. Air Force F.C.U. is an amazing organization with a truly supportive staff.
The amazing volunteer group from Rackspace spent time at the Fisher House in May of 2014. This group helped prepare a homemade lasagna meal that could be heated for dinner. That meal allowed guests to have a home cooked meal without the cooking and cleaning. For guests that are coming in and out of the hospital, a meal like this can mean the world. The group also cleaned and sanitized toys; restocked pantries, and folded linen. Rackspace not only contributed their time and a delicious meal, but they did it all in love. All that could be heard was laughter and talking as they worked diligently to get their activities done. This group gave from their heart and it was evident their positive attitudes were contagious to the guests they came in contact with during their visit.

Red McCombs Toyota

Red McCombs Toyota has become a key supporter of the Fisher House on Lackland during the past year. They have supplied the Hole in One car for a few golf tournaments that were held in support of the Fisher House. Also, they supported a Bass Fishing Tournament where the proceeds came back to the Fisher House. Charles Bunch, their Military Relations Director, has been a huge supporter by introducing new people and being an advocate for the Fisher House. Without help from our community, like that shown to us by the staff at Red McComb’s Toyota, we would not be able to operate so efficiently.
Gold Star Wives of America

San Antonio Chapter Gold Star Wives of America are pictured with House Manager, Ms. Ramona Lewis presenting a donation to Lackland Fisher House. The Gold Star Wives were created to support the widows and widowers of service members killed in action. Besides offering comfort and support, the Gold Star Wives help their fellow members navigate the benefits system while also legislating for improved benefits. Although initially formed by women, the Gold Star Wives know women also pay the ultimate price and welcome widowers whose spouse was killed in action.

Northwood Elementary “KINS” Afterschool Program

Fisher House Manager, Ramona Lewis challenged eighty students from the second thru fifth grade if they collected 100 canned items in 4 months they would receive an end of school year Bingo and Pizza Party. KINS students exceeded the goal with 375 canned items for our families. Fisher House staff kept its promise with 15 large size pizzas, Caprisuns, and additional snack goodie bags for everyone.

Prizes were given to six bingo winners.
Mrs. Gernell Smart
Fisher House Volunteer

Mrs. Gernell, as we called her, was faithful in her service to our Fisher Houses for 21 years. She was our first volunteer in 1992. Mrs. Gernell would make weekly visits to the commissary to purchase milk, eggs, and bread for the families. She also served meals as the Liaison for Freedom Chapel “Heavenly Angels,” Lackland Protestant Women of the Chapel, Order of the Eastern Star, and Disabled Veterans #128. Fisher House will never forget her generosity to give and her heart to encourage and serve others. Family and friends gathered for the dedication “Brick Paver” ceremony in her honor. Mrs. Gernell will always be our angel and will be deeply missed.

In the photo to the right are two of her three children, Triest and Nicole Smart.

Girl Scouts Southwest Texas Troop 288 of San Antonio

Misses Rebekah Van Over, Kierstin Wilkins, and Kayla Wade chose Lackland Fisher House to earn their Silver Award Project. Fisher House Manager, Ms. Ramona Lewis challenged the three to build a Trellis Flower Stand. The Girl Scouts surpassed Ms. Lewis’ expectations. It is beautiful! Ms. Lewis proudly mentioned four young Eagle Scouts who chose projects at the Fisher House and earned their Service Award: Mr. Stephen Trippy (Brick Masonry Wall - FH I), Andrew Olech (Refurbished - Garden Gazebo), Joseph Espeland ($2,300.00 –Wish List), and James Van Over (6 Cedar Garden Planters). Job well done.

In the photo to the right are two of her three children, Triest and Nicole Smart.
Air Force Federal Credit Union Makes Donation To Help JBSA-Lackland Fisher House “Fill’er-Up” For The Holidays

Written by: Danny Sanchez

Air Force Federal Credit Union (Air Force FCU) donated over 2,500 pounds of food and non-perishable items as part of the “Fill’er Up for the Fisher House” food drive for the JBSA-Lackland Fisher House.

Each year Air Force FCU has a month long food drive that encourages members and employees to bring canned goods, paper products and non-perishable food items to any Air Force FCU branch or Wash Me Car Salon donation stations. The items donated are for the families staying at any one of the three Fisher Houses on JBSA-Lackland during the holidays to make their stay as comforting as possible.

“We are so thankful to all those who contributed,” said Dwayne Hopkins, Executive Director of Fisher House, Inc. “Every dollar spent on donations like food or paper goods provides Fisher House, Inc. the capability to fund other programs for military families staying at our Fisher Houses.”

This is the seventh year that the credit union has held the “Fill’er-Up for the Fisher House” donation drive. Each year the participation in the donation drive from the Air Force FCU family has increased, and has spread to involve the credit union’s community partners.

“The Fisher House is an important part of the military community and therefore very important to the credit union,” said Bob Glenn, Air Force FCU President and CEO. “The support that they provide to families staying there is immeasurable, and we will continue to support their mission not only today, but in the future.”

Fisher House is a public-private partnership with the military that provides families with living quarters and support when coping with specialized medical situations. The JBSA-Lackland AFB Fisher House is a home-away-from-home for the families of seriously ill or injured patients receiving treatment at Wilford Hall Ambulatory Surgical Center and other Joint Base San Antonio (JBSA) facilities. For more details, visit www.fisherhouseinc.org.

Air Force FCU serves the diverse needs of over 38,500 members worldwide with a full array of financial services and the strength of more than $363 million in assets. For additional details about Air Force FCU, visit www.airforcefcu.com.

Lackland Fisher House
NEEDS WISH LIST

People and organization often ask for the Fisher House Wish List when visiting the Fisher Houses. Listed below are items needed to help decreases 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) / 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*
Universal Toyota of San Antonio helps Fisher House, Inc. purchase a new truck

Universal Toyota of San Antonio Texas has contributed to Fisher House Inc with the Real Community Heroes Program. Details on the program can be found at RealCommunityHeroes.com. This program provides military, police officer, and firefighter car discounts. The Real Community Heroes Package is available to all active and retired personnel on both new and used vehicles. Recently, Universal Toyota helped Fisher House Inc. select a new Toyota truck, which was manufactured in San Antonio, Texas. The truck is used to move furniture around the houses, landscaping work, airport runs for military families and special events.

Photo is of Brittney Depaul, (Universal Toyota Internet/Marketing Director) and Dwayne Hopkins, (Fisher House Inc Executive Director) with the new Fisher House Inc. Toyota truck.

Members of the United Methodist Church from the Leakey, Texas community donated items to Fisher House Inc. on 24 Aug, 2014. This is the third consecutive year that members from the Leakey Texas community helped military families at Fisher House Inc. Photo from left to right: Pastor Doug Smith, Ginger Camstra, Helen Stephens (UMW Chair for the wish list drive), Anneke Hopkins and Jan Hallum. Dwayne Hopkins is in the truck.
Many thanks to our generous sponsors. Your contributions made this tournament a success and Fisher House is grateful.

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SILVER SPONSORS

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Golf Towels - Air Force FCU
Goodie Bags – RBFCU
Mr. Jim Laffoon
Glazer, Inc
Rudy’s BBQ – Lunch
Holiday Inn San Antonio – Market Square
Billy Madison Show
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 September 1, 2013 and April 30, 2014.

**BUSINESSES AND CORPORATIONS**

- Air Force Federal Credit Union
- Alamo Craft Company
- AT&T Employee Giving
- BE3J2&Co.
- Booz Allen Hamilton, Inc.
- Boeing Political Action Committee
- C.A.W. HVAC Company
- Clean Air Heating and Air Conditioning
- Dell Giving
- Devary Durril Foundation
- Educational Testing Service
- Employees Charity Organization of Northrup Grumman
- Finnerty & Associates
- Fisher House Foundation, Inc.
- Freescale Employee Giving
- Give Realty, Inc.
- Gladys W. Carr
- Gonzales Chamber of Commerce
- HEB. Public Affairs
- Honeywell International Corporation
- Intercontinental Hotels Group
- JC Penny Corporation, Inc.
- Jordan Ford
- Kegley, Inc.
- Lockheed Martin AERO Club
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- One Source Networks, Inc.
- OneMain Financial
- Painting With A Twist
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- The Center for Health Care Services
- Timekeepers, Inc.
- Travelers Companies, Inc.
- Universal Toyota
- USAA Real Estate Company
- Wal-Mart Foundation #1198
- Wells Fargo Community Support
- WEP Limited Partnership
- Zulu Rugby, Inc.

**ORGANIZATIONS**

- 377 ABW Command Chief
- 599 MDG Booster Club
- 690 NSS
- 6924th Heritage Association
- Air Force Village I Protestant Church
- American Endowment Foundation
- American Legion Auxiliary Unit 352
- American Legion Auxiliary Unit 60
- America’s Charities
- Association of Former Air Force OSI Special Agents
- Bee County American Legion Unit 274
- Chapter BR P.E.O. Sisterhood
- Common Bond Foundation
- Devine Area Health and Hospice Resource
- Disabled American Veterans
- Disabled American Veterans Auxiliary Roy B. Hodges Unit
- Fidelity Charitable Gift Fund
- First Commando Association
- Girl Scouts Connelly Service Unit
- Global Impact
- Helen W. Bell Charitable Foundation
- J.W. Barnett, Jr. Family Foundation
- KAFB First Sergeant Council
- Kirtland AFB Chiefs’ Group
- Ladies Auxiliary Fleet Reserve Association Unit 203
- Landman and Lawyer Clays Shoot
- Leakey United Methodist Women
- NCHA Trailblazers
- Order of the Eastern Star Luling Chapter 155
- Order of the Eastern Star Yoakum Chapter 282
- Our Savior Luther Church Women
- Paricutin Civic and Educational Foundation, Inc.
- Protestant Christian Youth
- Rosemary Haggar Vaughan Family Foundation
- San Antonio Shelby Club
- Shelby American Legion Auxiliary 602
- Society of Urologic Nurses and Associates
- Sons of Hermann Shelby Lodge No. 28
- The Green Valley Bunco Club
- The Men’s Club at Lake Ridge Bingo
- VFW Lackland Post 9174
- Warm Springs Foundation
- West Fork Community Church
- WHMC Volunteer Auxiliary
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Edwards Officers’ Spouses’ Club
Eielson Officers’ Spouses Club
Elmendorf Officers’ Spouses’ Club
Hanscom Spouses Club
Hurlburt Spouses’ Club
Lackland Officers’ Spouses” Club
Maxwell Gunter Officers’ Spouses Club
McConnell Officer’s Spouses Club
Minot Officers’ Spouses’ Club
RAF Mildenhall Officers’ and Spouses’ Club
Ramstein Officers’ Spouses’ Club
Randolph Enlisted Spouses’ Club
Randolph Officers’ Spouses Club
Robins Officers’ Spouses’ Club
Seymour Johnson Officer and Spouses Club
Sheppard Officers’ Spouses’ Club
Tyndall Officer Spouses Club
Vance Officers’ Spouses Club
Whiteman Officer’s Spouses Club

MILITARY CHAPELS

10 ABW/HC USAF Academy Catholic Community Center Chapel
14 FTW/HC Columbus AFB
19 AW/HC Little Rock Protestant Congregation
470 ABS/HC Geilenkirchen NATO Chapel
14 FTW/HC Columbus AFB
7 BW/HC Dyess Protestant Chapel Community
4 FW/HC Seymour Johnson AFB
72 ABW/HC Tinker AFB
HQ AETC/HC JBSA-Randolph
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It was about 45 days ago that Colleen McClaren-Sojot sat in the vast, callous insurance office and stared out the window longing for something of substance and meaning in her career. After studying Sociology in college, Colleen always wanted to follow a path where she could play a role in the greater good.

Colleen is a proud Air Force wife of a Military Training Instructor at Lackland Air Force Base. She is blessed with four little ones who call her “Mom”. After several years as an Office Manager for a local insurance company, Colleen felt the need for a change.

Last month, Colleen was selected with the opportunity to fulfill the Assistant House Manager position at Fisher House Inc. The transition to this incredible team has brought Colleen more laughs, compassion and sentiment than she has felt in a very long time.

Colleen said, “Strangers, both military and civilian, take time out of their busy lives to drop off donations by the truckloads. Squadrons full of our military men and women make it a point to fill our kitchen and prepare meals for our houseguests. Wounded warriors, cancer patients, and families of loved ones being treated at nearby medical facilities grace my desk each day. My job is to help them but the reality is that they help me just as much.”

Fisher House Inc, is both grateful and honored to have Colleen serve those who serve our country. It truly is a privilege not found in any other profession. Welcome to the team Colleen.
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 September 2014