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 7,680 families served
- Over 120,727 room nights
- Close to $7 million lodging dollars saved
- 50 States
- 3 territories
- 14 countries
- Over 1,378 volunteers last year
- 4,816 hours donated
- CFC #87784, SECC: #413062,
  SAMA: #8035
  (as of June 2018)
From Our

Executive Director

The Fisher House Inc. Board of Directors and staff work very hard to make the Fisher Houses a great experience for military members and their families. During the last few months, the staff worked to completely remodel Fisher House One. The $200,000 project now has a modern look that invites guests into the house. Space was utilized to its maximum capability while maintaining a balance of comfort and feasibility. Please take a few minutes to look at the old and new photo of Fisher House one in this newsletter. As you become amazed at the renovation project, keep in mind Fisher House One was built in 1992 as the first Fisher House in Texas. Of course, credit for the project goes to the Board of Directors, House Manager Philip Harralson, Assistant House Manager Brittany Strout and the crew at Finishing Touches. Now, onward to the remodeling of Fisher House Two which is scheduled to start in June.

The Fisher House Inc. Annual Golf Tournament is scheduled the 17th of August at the Republic Golf Course in San Antonio, Texas. Our goal is to have 144 players for the event. People in San Antonio keep talking up this golf tournament as one of the premier non-profit golf outings in San Antonio. The reason for this is because we want to have fun. Plus, it is a great day with friends in our community. Come out and take the opportunity to see our staff while playing a round of golf. Within the next 30 days, you can register on the Fisher House Inc. web page (www.fisherhouseinc.org) or call Alexandra at 210-671-6029.

In addition, please mark the 17th of October on your calendar for the Fisher House Inc. Donor Appreciation Day event. This event is designed as an opportunity for community partners to meet members of our Board Of Directors at the Fisher Houses on Lackland Air Force Base. This year, we will have a live band, great food and military families from our Fisher House at the event. At the end of the Donor Appreciation Day event, you get to take an opportunity for a private tour of our incredible Fisher Houses. This will be really special this year as the renovation on House One and House Two will be complete.

I am extremely grateful for all of our volunteers and donors during the year. Each member at Fisher House Inc. understands that our mission would not be possible without dedicated volunteers and funds. In 2017, Fisher House Inc. had 1,378 volunteers contributing 4,816 volunteer hours to the mission at Fisher House Inc. In my view, that is simply amazing because it calculates to about 3.5 hours per volunteer. Projects like the house renovation, daily operations, the Internet for families and even the capability to provide an airport taxi would not be possible without great reliable donors. The bottom line is, making the mission at the Fisher House happen takes a village of donors and volunteers. Thank you to all those who have dedicated funds and volunteer time to our mission.

From the Cover Page

The Buksoontorn family wanted to give back to the Military and blessed our guests with five teddy bears with tags that has uplifting and inspiring messages. One of our guest, Aiyanna Nicole Spear, was ready to hug one of the cuddly teddy bears. Thank you Buksoontorn family for your kind and thoughtful gifts.
PLAQUE WALL ADDITION

The Lackland Fisher House staff was pleased to install a new addition to the Lackland Fisher House gazebo plaque wall. The house staff was ecstatic when the Finck Cigar Companies plaque arrived. Finck Cigar has provided Fisher House Inc. with generous contributions in recent years to include fund-raising for Fisher House Inc. at their annual cigar event. This wall plaque is just a small gesture of gratitude from Fisher House Inc. and the staff for the assistance that has been provided to the military families that stay at the Lackland Fisher House.

This particular wall was created in 2008 for the purpose of enhancing the grounds well-known gazebo area. The plaque wall is a unique area and gives the guests a special place to imprint a loved one's legacy and remembrance. The wall also serves as a unique location for Fisher House Inc. to recognize and appreciate large contributions from our esteemed donors.

GUIDE TO GUEST SERVICES

The staff at Lackland Fisher House are always striving to improve our guest’s stay, and recently we completed a rather lengthy and complex project of providing a guide to guest service’s book in each of the 26 guest rooms at the Lackland Fisher House.

The guest book is a twenty-seven-page booklet with multiple color illustrations covering not only room information but also a plethora of information about the Lackland Fisher House, Fisher House Inc., Lackland AFB, JBSA and the Alamo Area. Guests can get information about transportation and local MWR resources to finding out a little history on Mr. and Mrs. Fisher to how Fisher House Inc. manages and runs one of the largest Fisher House campuses in Texas.

One of the unique properties of our room book is most of the photos used are from the Lackland Fisher House campus and houses. The staff is truly proud of this project. The next time you’re in the area feel free to come by for a tour of one of the rooms.
COMMUNITY CONNECTION

The Harmony School Of Excellence hosted the Boy Scout Troop # 473, located 2015 SW Loop 410, San Antonio, TX 78227. They came to the Lackland Fisher House to donate their popcorn sales to us this year. During their visit, they gave hand painted gifts, cleaned toys in the playroom and sang a Christmas music selection. They understood the importance in giving back to a non-profit; giving a gift of love to our guests and keeping the toys clean and sanitized. They are looking forward to returning to volunteering soon.

BLESSINGS OF DONATION MANAGEMENT

One of the finest tasks for our staff at Lackland Fisher House is donation management. Not only is the staff blessed with receiving these fortunate donations on behalf of the guests and their families the staff are also blessed with meeting and working with some of the communities greatest and most generous donors.

A really unique donation that the Lackland Fisher House received was a hand-made Fisher House wall clock. One of our Lackland Fisher House past guest was so moved with the Fisher House mission that he hand-carved a wood wall clock with the Fisher House emblem. Other really special donations were Girl Scouts of America #132 who brought in Girl Scout cookies and household items. The girls truly loved the children's play areas bigger than life-size bears.
FISHER HOUSE RECIPE

Froy Lockhoff-Taylor, a Fisher House guest, prepared one of his world-class recipe for all the guests and staff to enjoy. He also cooked fried rice and chicken adobe in a matter of a few hours. He enjoys cooking for everyone who is around him. He gave the Lackland Fisher House the recipe for lumpia for everyone to have. The recipe is below.

LUMPIA INGREDIENTS
- Lumpia Wrapper
- 1 ½ lb. ground beef/pork/chicken
- chopped carrots
- 4 cloves of garlic
- ½ onion
- 1 tablespoon all purpose seasoning
- 1 teaspoon cayenne pepper
- 1 egg
- salt and pepper
- oil

PROCEDURE:
1. In a bowl, throw in protein of choice or combo of any of them
2. In the same bowl, throw in chopped carrots, garlic and onion
3. Season with salt and pepper.
4. Mix
5. Add the rest of the ingredients. This is the critical part. You have to mix everything well, or you’ll have a few bland rolls. Put some elbow grease when mixing. You know that it’s ready when you see your carrots evenly spread everywhere, and the meat is actually easier to mix since you’ve loosened it up earlier.
6. Lumpia wrappers usually come in 30 sheets. Peel them carefully one by one and make sure they have been chilling in the fridge. Once all 30 sheets are separated from each other, you’re read to roll.
7. Crack egg in small sauce dish and whisk. This will serve as your glue for the wrapper.
8. Follow the ancient art of egg roll rolling, before you fully roll it seal it with your egg wash and set aside.
9. Heat up oil in a standard deep pan. Make sure oil is about half an inch high. High heat for about 7min., then immediately switch to medium low. Wait for about a minute before you place your lumpias inside the pan. The first batch of lumpias will take longer to fry usually to cook to a golden brown (5 min. per side)
10. Place on a rack to drip excess oil.

FURTHER INSTRUCTION:
The amount of meat per wrapper is usually about 2 tablespoons. Place meat in the middle of the wrapper
One phrase comes to mind when you hear Fisher House, and that is “Home Away From Home.” Since 1991, Fisher House, Inc. has strived to make the houses a home away from home for guests. Here at Lackland, our best days are spent with past and current guests, who stop by to say hello. Guests come to share the impact our house had on their medical journey. Through these conversations one thing that past and current guest brought up was “warmth in staff” and the “safe retreat,” we gave the families at such dire times. We took these comments to the next level, and a conversation began about what more we could be doing in the Fisher name. Our House One was due for a fresh new look, and our guests were telling us exactly what they wanted without even knowing it.

A Fresh place to lay their head, a crisp new way sees life out of the hospital and warm place to call home while away from their actual home. The best way to deliver the requests was to work cohesively with Fisher House, Inc. Board of Directors and staff to find the right touch that would give our guests the oasis they so desperately needed during their time of healing. We researched and looked at many different avenues to compete for this project. The one thing that we needed was a “Finished Touch,” you see; the house needed to flow as a home while keeping in mind that our guests were fighting tough battles medically. The living room when you glanced over, needed to invite you in order to calm your medical stressors for the day. Dinning room needed to communicate it was a place for warm conversation and friendship. The bedrooms, where so many of our guest spend confined to due to infection control, needed to give guests an enhanced oasis.

Luckily, we found just the right group for the project who could truly pull together all the intricate ideas and requests we had for Fisher House One. Finishing Touches, an interior-decorating firm in San Antonio brought so much to the table. Kelly Scully, owner and interior designer, felt compelled to take this project on, with a close relationship with the military ran in her family’s background. The pictures to the left really showcase the amount of time and sentiment this project arose from Finishing Touches. Kelly once said, “Anyone can select a fabric or pick a sofa, what we do is truly listen to the client. We excel in not only the design but the relationship.” Kelly and her outstanding team did just that.

Board of Directors, staff and guests are forever grateful for this beautiful transformation!

From left to right: Abby Rodriguez, Emily Grones, Blake Rosko, Kelsey Freudenberg, Kelly Scully, Dwayne Hopkins, Kelsey Osborne, Tanya Long, Brittany Strout, Philip Harralson, and Shannon Sample
Before

Fisher House

After

Before

After

Before

After

Before

After

Before

After
WISH LIST 2018

**Paper Products**
- Toilet paper
- Paper towels
- Paper napkins
- Plates and bowls (all sizes)
- 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 (liquid only)
- Bathroom Cleaner : Lysol Disinfectant 4 in 1
- 409 Cleaner
- Clorox disinfecting 4 in 1 spray (prefer Fresh Scent)
- Comet or Ajax
- Mops (large head washable)
- Brooms

**Appliances**
- Electric can opener
- Universal TV remote controls

**Residential Household Need**
- DVD movies
- Coffee pot (8 cup)

**Food Products**
- Sugar (5 lb bag)
- Canned Meats
- Canned Vegetables
- Pasta Dishes

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

**Resident Needs**
- Prepaid long distance phone cards
- Passes to local attractions
- Gift certificates (BX, Walmart, Taco Cabana, Commissary)
- Postage Stamps
- Large umbrella (We will mark them with “Lackland Fisher House”)

**Miscellaneous**
- Copier/printer paper
- Large emergency size Flashlights with 8 batteries
- White standard pillow cases
- White towels
- White wash cloths
- Batteries “AA”

Thank You USAA for Supporting Fisher House Inc.
OUTREACH

U.S. Citizenship and Immigration Services (USCIS) asked for a staff member to talk about the Fisher House during their CFC campaign. They wanted to know more about what we do. They were so surprised how we support the military member and the family members. They also are aware of all the opportunities to volunteer and ways to support the Fisher House. They plan to reach back to donate and volunteer. We look forward to a group coming out to volunteer soon.

USCIS mission: will secure America’s promise as a nation of immigrants by providing accurate and useful information to our customers, granting immigration and citizenship benefits, promoting an awareness and understanding of citizenship, and ensuring the integrity of our immigration system.

Stephanie Lau-Paralegal Specialist and CFC Coordinator and Alexandra Murray- Volunteer Coordinator

RODEO NIGHT

GDC Technics is a renowned aircraft modifications and technology company that is globally approved. GDC Technics prides itself on next-generation modification expertise with a worldwide reach always serving it clients as a truly international player in aircraft modification. GDC Technics may be located all over the map, and we have one based right here in San Antonio.

The connection between GDC Technics and the Lackland Fisher House has grown over the years while they continue to work in the aircraft industry they also want to give back in service. The past two years the GDC Technics has given five to eight families each year a night to the San Antonio Rodeo. The picture above does not do the time the families had justice. From the Grounds all day admission, to the mutt bustin’ kiddos in the rodeo. The guests also saw a highly rated concert ending the night that left them in awe and beyond appreciated.

Thank you to GDC Technics for the continued support over the years and your gracious hospitality. Our guests are forever grateful for all that you do for our community.

SMSgt Israel Del Toro Jr: Guest Speaker
STAFF IN THE SPOTLIGHT

Philip G. Harralson

He has been the House Manager at the Lackland Fisher House for two years. Philip retired from the U.S. Army after 20 years of active federal service. He joined the Army in 1994 and throughout his 20-year active-duty, he served as a First Sergeant, Platoon Sergeant, Maintenance Control Sergeant, Senior Drill Sergeant, Senior Instructor, Master Driver, and Vehicle Recovery Specialist.

He served in four combat tours to Afghanistan and Iraq, and several other overseas tours to Germany and Kuwait one of which was during The Gulf War Cease Fire. Philip has continued his military service to the country and state by serving first with The Washington State Guard (WSG) and is now serving with The Texas State Guard (TXSG). Philip is currently a 1SG with A Company 1BN -1st Regt. Philip recently deployed with the TXSG to Houston in support of the Hurricane Harvey rescue and recovery effort.

Philip was born in Tucson, Arizona and has lived in South Carolina, Georgia, Oregon, Colorado, California, Washington State, and Maryland. Philip is married to Krendra Harralson who is active-duty Army and stationed at Ft Sam Houston as a detachment 1SG. Philip and Krendra have three children; Daniel, Christian, and James. Philip and family currently reside in the San Antonio area.

Luis A. Ruiz

Luis A. Ruiz is currently the Facilities Manager for Fisher House Inc. When he was hired back in 2013 it was for a part-time position a groundskeeper. However, after seven months of his hard work and dedication gave him the opportunity to be offered a full-time position as Facilities Manager.

As Facilities Manager, Luis does his best to keep Fisher house grounds clean and beautiful. With foliage and flowers that give our guest a pleasing atmosphere any time throughout the year. Luis also helps in picking up donations and in storing them. He in addition provides transportation to our guest as needed to the airport, Commissary or the Main Exchange.

As a naturalized citizen, Luis is very proud to have the opportunity to help those who have served this great country that is now his own. He wants those that stay at Fisher House to feel welcomed and cared for. For them to see clean and kept grounds, comfortable rooms in working order, it makes a home-away-from-home experience.

Luis is married to Gina Ruiz, and they have four children: Josiah A., Ezrah, Izabella E., and Benjamin I. Luis and his family currently live in San Antonio.
SAN ANTONIO, TX— The Armed Forces Financial Network (AFFN), along with on-base financial institutions on JBSA-Lackland, presented 80 “Thank You” gift cards valued at $50 each to the JBSA-Lackland Fisher House and the South Texas VA Fisher House. The cards are intended to be distributed to military personnel and their families staying at the houses as they receive treatment at a local hospital. These annual gift cards presented by AFFN are a small “Thank You” for the service and sacrifice made by the men and women in our military and their families.

AFFN, in partnership with the Defense Credit Union Council (DCUC) and the Association of Military Banks of America (AMBA), has proudly supported the Fisher House Foundation and individual Fisher Houses in Germany and across the United States for the last 14 years through the community support program. It has provided over $3,297,800.00 in direct support during that period. Every dollar distributed has assisted military service members, veterans and their families for care, comfort, and food while staying at a Fisher House.

Air Force Federal Credit Union (AFFCU) representatives made the presentation of the gift cards, which totaled $4,000.00, to Dwayne Hopkins (JBSA-Lackland Fisher House Executive Director) and Erik Zielinski (Manager South Texas VA Fisher House) on behalf of the financial institutions on JBSA-Lackland AFB.

“We are humbled by the generosity from each on-base institution and AFFN,” Dwayne Hopkins said. “Each year we receive these cards after a year-long effort to raise money for us, and we sincerely appreciate it. We cannot thank their staff and board members enough for their dedicated support.”

The “Thank You” cards can be used at any of the 1.3 million locations worldwide accepting AFFN payments, including Defense Commissary Agency (DeCA) and Army and Air Force Exchange Service (AAFES). The cards function the same as Debit or ATM cards, and will be distributed to military personnel by Fisher House management.
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, 2017 and March 31, 2018.
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Edward Zielinski .......................................... Rudic and Vi Holmes
ILLINOIS
Edward Hines, Jr. VA Hospital
5000 S. 55th Ave.
Hines, IL 60141
(708) 202-7154 fax: (708) 202-7155
Manager: Holly Wright
holly.wright@va.gov

KENTUCKY
Blanchfield Army Community Hospital
652 Joel Dr.
Fort Campbell, KY 42223
(270) 798-8330 fax: (270) 798-8804
Manager: Wendy Carlston
wendy.j.carlston.net@mail.mil

MARYLAND
Malcolm Grow Clinics & Surgery Center
1076 West Perimeter Rd.
Andrews AFB, MD 20762
(301) 981-1243 fax: (301) 981-7629
Manager: Janet Grampp
janet.grampp@msn.com

MISSISSIPPI
Keeler Medical Center
509 Fisher St.
Keeler AFB, MS 39043-2599
(228) 377-8264 fax: (228) 377-7691
Manager: Larry Vetter
larry.vetter.2@us.army.mil

MISOURI
VA St. Louis Medical Center
1 Jefferson Barracks Rd.
St. Louis, MO 63125
(314) 894-5184 fax: (314) 894-6147
Manager: Vannieca Brown
vannieca.brown@va.gov

NEVADA
VA Southern Nevada HS Las Vegas
6900 N. Pecos Rd.
Las Vegas, NV 89108
(702) 224-6789
Manager: Cadie Franco
cadie.franco@va.gov

NEW YORK
Albany Stratton VA Medical Center
113 Holland Ave.
Albany, NY 12208
(518) 628-6515 fax: (518) 628-5452
Manager: Michael Fitzpatrick
michael.fitzpatrick3@va.gov

NORTH CAROLINA
Naval Hospital, Camp Lejeune
4 Recovery Way
Camp Lejeune, NC 28547
(910) 450-3865 fax: (910) 450-3887
Manager: Joie Callahan
josephine.f.callahan@nmc.mil

OHIO
Cincinnati VA Medical Center
3200 Vine St.
Cincinnati, OH 45220
(513) 475-6574 fax: (513) 487-6661
Manager: Karrie Hagan
karrie.hagan@va.gov

OILIGHT-Patterson Medical Center I, II
417 Schletter Dr.
Wright-Patterson AFB, OH 45433
(937) 257-0855 fax: (937) 656-2150
Manager: Karen Helea
karen.helea@va.of.mil

OREGON
VA Portland HCB
1601 E. Fourth Plain Blvd.
Vancouver, WA 98661
(503) 220-8262 xt. 32285
Manager: Barbara Decoto-Weaver
barbara.decoto-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

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.henderson3@va.gov

William Beaumont Army Medical Center
Bldg 7360 Rodriguez St.
El Paso, TX 79930
(915) 742-1800 fax: (915) 569-1862
Manager: Alice Coleman
alice.m.coleman2.net@mail.mil

Carl R. Darnall Army Medical Center
Bldg 36015 Fisher Ln.
 Ft. Hood, TX 76245
(254) 286-7927 fax: (254) 286-7929
Interim Manager: Candice Uallesi
Forthoodfisherhouse3@gmail.com
FISHER HOUSE

Brooke Army Medical Center I, II, III, IV
San Antonio, TX 78234
(210) 916-8000 fax: (210) 916-6488
Manager: Inge Godfrey
FISHERHOUSE@uab.com

Michael E. DeBakey
VA Medical Center I, II
2002 Holcombe Blvd.
Houston, TX 77030
(713) 794-7784 fax: (713) 794-7194
Manager: Frank Kelley
frank.kelley@va.gov

Valleymede Ambulatory Surgical Center
I, II, III San Antonio, TX 78234
1445 Foster Ave., Bldg. 3865
Lackland AFB, TX 78236
(210) 671-6037 fax: (210) 671-6020
Manager: Phillip Harrelson
AHC Fisherhouse@skemblah.net

South Texas Veterans Health Care System
7485 Wurzbach Rd.
San Antonio, TX 78229
(210) 617-5542 x. 61672
(210) 593-0902
Manager: Erik Zielinski
Erik.zielinski@va.gov

VA Puget Sound Healthcare System
1660 South Columbian Way
Seattle, WA 98108
(206) 789-5853 fax: (206) 277-1415
Manager: Stephanie Kocer
Stephanie.Kocer@va.gov

VA Puget Sound Healthcare System
1660 South Columbian Way
Seattle, WA 98108
(206) 789-5853 fax: (206) 277-1415
Manager: Stephanie Kocer
Stephanie.Kocer@va.gov

VIAHCAECHS
5000 W. National Ave., Bldg. 150
Milwaukee, WI 53296
(414) 384-2000 ext. 45005 or 45006
Manager: Jennifer Kiefer
Jennifer.kiefer@va.gov

GERMANY
Landstuhl Regional Medical Center I & II
Germany 402
APO, AE 09180
011-49-6371-9464-7430
Fax: 011-49-6371-866679
Manager: Vivian Wilson
Vivian.Wilson.net@mail.mil

UNITED KINGDOM
Queen Elizabeth Hospital Birmingham
Mindelsohn Way
Queens Elizabeth Hospital
Birmingham
B15 2TH
0121-472-6117 Fax: 0121-41306897
Manager: Patrick Hogan
fisherhouse@uhs.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 June 2018

www.fisherhouseinc.org

Lackland Fisher Houses, 1445 Foster Ave, Building 3865, Lackland AFB, Texas 78236, 210.671.6028, Fax 210.671.6020
The Harmony School Of Excellence host the Boy Scout Troop # 473, located 2015 SW Loop 410, San Antonio, TX 78227, came to the Lackland Fisher House to donate their popcorn sales to us this year. During their visit, they gave hand painted gifts, cleaned toys in the playroom and sang a Christmas music selection. They understood the importance in giving back to a non-profit; giving a gift of love to our guests and keeping the toys clean and sanitized. They are looking forward to returning to volunteering soon.

BLESSINGS OF DONATION

One of the finest tasks for our staff at Lackland Fisher House is donation management. Not only is the staff blessed with receiving these fortunate donations on behalf of the guests and their families the staff are also blessed with meeting and working with some of the communities greatest and most generous donors.

A really unique donation that the Lackland Fisher House received was a hand-made Fisher House wall clock. One of our Lackland Fisher House past guest was so moved with the Fisher House mission that he hand-carved a wood wall clock with the Fisher House emblem. Other really special donations were Girl Scouts of America #132 who brought in Girl Scout cookies and household items. The girls truly loved the children's play areas bigger than life-size bears.