



*Making our Hospitality  
Unmistakable*

*Annual Report 2018*

## *A Message from Managing Director*

*Harbor House continues to thrive and serve the needs of many families across New York State and beyond. Whether people have come from an hour away or from across the world to receive treatment at the University of Rochester Medical Center, or one of our other Rochester area hospitals, we are honored to provide the affordable lodging and unmistakable hospitality that helps them survive the trying days, weeks and months of uncertainty, anguish and worry.*

*Providing the best hospitality possible for our guests is at the core of everything we do at the Harbor House. Bringing comfort and emotional support to help ease the burdens of our guests is our top priority. Our devoted staff, dedicated board of directors, and so many amazing volunteers who work tirelessly to keep our house operating have made Harbor House the special place that it is today. It's their combined passion for our cause and true concern for our guests that makes this house the unique place that people come to love.*

*We understand that the medical journey through critical illness can be frightening and painful. Even though there is nothing we can do about that, we all open our hearts to our guests and support them in any way we can to lighten their burden.*

*To those of you who have given financial aid, donated items to keep our house in good operating order, spent an hour listening to a distraught guest, helped clean the house or the grounds, or any of the countless ways there are to make a difference at the Harbor House, we thank you. To those of you just learning about the Harbor House, we encourage you to come for a visit.*

*Your support is life-changing and unforgettable for those who benefit from your kindness. You are an essential part of the Harbor House of Rochester and we are truly grateful. Together we can make our Rochester hospitality unmistakable!*

*With warm regards,*

*Joan*

*Joan G. Malley*

# *Mission*

The mission of Harbor House of Rochester, Inc. is to provide temporary lodging for families of adult critical care patients who live outside the Rochester area and are receiving care at the University of Rochester Medical Center or other area hospitals. Harbor House provides a “home-away-from-home” environment of safe and supportive living that eases the emotional and financial burdens on these families.

## *Board of Directors*

Gary Acker \*

Scott Anthony

Christine Arcara \*

Tom Arcara \*

Leway Chen, MD -Vice President \*

Amy James

Rob Kochik- President

Katie Rudow- Secretary

Mike Vollmer, CPA -Treasurer

Rob Wackerman \*

## *Staff*

Joan G. Malley

Managing Director

Mary Katherine Crowley

Weekend House Manager

Peggy Green Lull

Weekend Relief Manager

\*Indicates founding members

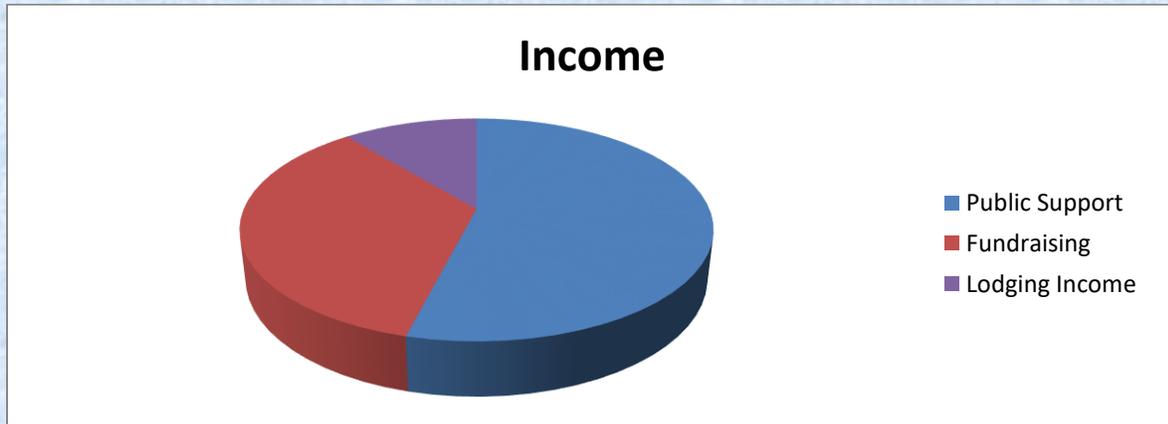
## EXPENSES

PAYROLL	60,352	51%
FACILITIES	27,235	23%
OPERATIONS	15,979	14%
FUNDRAISING	13,569	12%
<b>TOTAL EXPENSE</b>	<b>117,135</b>	



## INCOME

PUBLIC SUPPORT	89,941	54%
FUNDRAISING	58,928	35 %
LODGING INCOME	17,466	11 %
<b>TOTAL INCOME</b>	<b>166,335</b>	



## **Harbor House Staff was supported by:**

### ***Volunteers***

On-going: 27 amazing individuals

Special Projects: 62 more amazing individuals

**Harbor House fulfilled its mission in 2018 by being “home- away- from- home for people” from all over New York State and beyond.**

### ***Counties/States/Territories***

### ***Year Totals:***

Residents from 50 out of 62 counties in New York	1,235 nights of accommodations
Individuals from Arizona, New Jersey, Pennsylvania, Puerto Rico and Texas	108 people served Average length of stay: 12 days

### **Testimonials of our Unmistakable Hospitality from Our Guests**

*“The staff and volunteers helped me through times when I didn’t know up from down. I never once felt out of place or like I was wearing out my welcome.” **Glenna Z.***

*“Some days it was just the little things, like having something special for breakfast to grab as you ran up to the hospital to face the trials of the day. Other days, it was knowing that someone would be there for you to talk to, to lean on, to cry with, or to get a hug that you needed so badly.” **Ann F.***

*“From the minute I walked through the door I felt like I was home. The staff always took time to inquire about my husband. When times seemed bad they were there with words of encouragement to help me through.” **Patty U.***

*“When my wife and I came there we were strangers, but we were treated like family. The kindness we received is beyond words.” **Richard M.***

*“I knocked on that red door nervous and scared. I was met with a smile and a gentle invitation to come inside. I felt a warmth there that I had not felt since arriving in Rochester. It also helped my husband to worry less knowing I was at the Harbor House and so close to the hospital.” **Toni F.***

*“While I was there, it truly felt like my home. It is a safe place and refuge from the stress that having a loved one hospitalized brings.” **Tonya H.***

*The Harbor House offers remarkable hospitality because there is always someone to lend a sympathetic ear to weary residents.” **Eileen F.***

## ***A Safe Harbor Beckons***

*When illness strikes a love one  
You might feel lost at sea  
But the shining light of Harbor House  
Will guide and comfort thee.  
As you enter through our open doors  
You will become a part  
Of a kind and caring “family”  
Who will guard your troubled heart.  
Through many trials and hardships  
You might be forced to pass,  
But alone you will not travel  
For you’ve found some peace at last.  
When your worries are finally ended  
And a new course you’ve begun,  
May Harbor House stay in your heart  
Until your days are done.*

***By: Joan G. Malley***