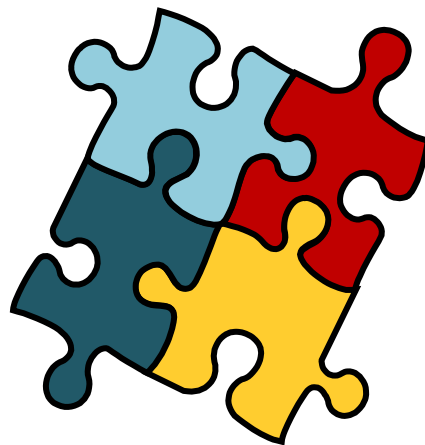




AN IMPORTANT PIECE OF THE HEALTHCARE PUZZLE



ANNUAL REPORT 2019

A MESSAGE FROM THE MANAGING DIRECTOR

Our guests come to us after long stressful days spent in the hospital supporting their loved one who is dealing with a serious health problem. Being out of town away from family and friends who can offer encouragement and support during this difficult time makes it even harder.

That's why our guests truly appreciate what the Harbor House offers them. It is a special place filled with love and hope. The home-like environment is clean, warm and welcoming. Our staff member and volunteers deeply care about each and every person that walks through our door. Our guests often tell me that this support and understanding is what really makes a difference for them.

Harbor House is a vital piece of the puzzle on the road to health and recovery not only for the patient, but for their loved ones too. We offer piece of mind to the patient because they can stop worrying about the well-being of their loved one. We offer affordable lodging and so much more for the family caregivers of these patients. This eases their financial worries and relieves the feeling of isolation and loneliness. Because of this, they are able to rest and recover so they can be the best possible advocate for their loved one.

We could not continue our mission without the volunteers, generous donors, businesses and family foundations that generously continue to support the Harbor House of Rochester year after year. Your support makes all the difference. You are very important piece of the puzzle and for this we give you our heartfelt thanks.

HARBOR HOUSE BOARD OF DIRECTORS:

Katie Rudow – President

Leway Chen, MD – Vice-President*

Mike Vollmer – Treasurer

Amy James – Secretary

- Gary Acker *
- Scott Anthony
- Christine Arcara*
- Tom Arcara*
- Scott Hetsko
- Marie Laryea, MD
- Robert Wackerman*

HARBOR HOUSE STAFF:

Mary Crowley

Weekend House Manager

Peggy Lull

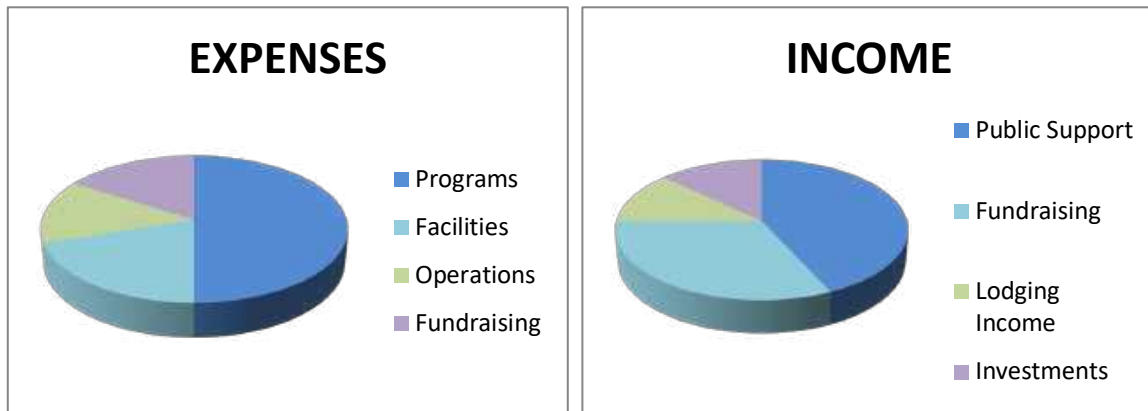
Weekend Relief Manager

Joan G. Malley

Managing Director

* Indicates founding board member

SOME IMPORTANT PIECES TO THE PUZZLE INCLUDE:



Harbor House Staff was supported by:

VOLUNTEERS

**On-going: 40 amazing individuals
Special Projects: 78 more amazing individuals**

***COUNTIES/STATES/COUNTRIES SERVED YEAR
TOTALS:***

- Residents from 22 out of 62 counties in New York 1,125 nights of rest
- California, Florida, N. Carolina and Pennsylvania 85 people served
- South Korea Average length of stay: 12 days

WHAT OUR GUESTS SAY ABOUT THEIR EXPERIENCE

“We were emotionally and physically exhausted from sleeping next to our mother’s bed before we found the Harbor House. The staff understood the trials of people passing through these rooms and offered comfort. This is a wonderful mission to families in the middle of crisis.” Denise D. and Amy C.

“Harbor House has been my unbreakable lifeline to hope and peace.” Shannon P.

“Harbor House helps ease the sting of a loved one’s stay in the hospital by being a haven of hope.” Gwen M.

"It was a beautiful place to stay while our daughter had surgery. The house was peaceful, clean and welcoming. We appreciated all that you do for families." Cathy W.

"I have enjoyed being here. It is just about like being in my own home." Christine M.