



Hospitality Homes

A BIT ABOUT US

Hosting Patients' Families Since 1983

Hospitality Homes provides temporary housing in volunteer host homes and other donated accommodations for families and friends of patients seeking care at Boston-area medical centers. Since 1983, Hospitality Homes' unique, home-away-from-home lodging option has provided a caring response as well as relief from emotional and financial challenges for these individuals and families. The nation's first program of its kind, Hospitality Homes has served as a model for nine similar programs across the country. It is open to all families, regardless of income, nationality, or the patient's age, diagnosis, or treatment facility.

SERVICES SINCE INCEPTION IN 1983

Guest Nights Provided:	Over 146,000	Participating Host Homes:	678
Families Served:	More than 11,000	Healthcare Facilities Served:	58

2008 HIGHLIGHTS

Guest Nights Provided:	9,125	Participating Host Homes:	101
Guests Housed:	692	Healthcare Facilities Served:	23
Average length of stay:	13 nights		

In 2008, we saved our guests over \$815,000 in estimated equivalent hotel fees. These guests traveled from 43 U.S. states and territories and 18 countries.

Top 2008 Users, by Healthcare Facility: Children's Hospital, Shriners Hospitals for Children – Boston, Beth Israel Deaconess Medical Center, Massachusetts General Hospital, Boston Foundation for Sight, Brigham and Women's Hospital

Hospitality Homes continues to experience significant, sustained growth.

During 2006-2008, the program experienced the following increases over the previous three-year period:

- Guest nights increased by 54%
- Requests for housing grew by 26%
- Average length of stay increased by 5 nights
- The number of guests rose by 21%
- International guests increased by 53%

Financial Information

Hospitality Homes is a 501(c)(3) non-profit organization. The program charges no fees. Financial support comes from individuals, hospitals, corporate donors, philanthropic, religious, and community organizations, and fundraising events. The organization has an annual cash operating budget of approximately \$418,000 and receives an average of \$480,000 worth of in-kind support each year.

About Hospitality Homes Hosts

Hospitality Homes' 2009 host home network includes 110 hosts throughout the Boston area and they are as diverse as the program's guests. They range from single men and women to young couples, families, empty nesters, and retirees, and their professional and personal backgrounds are equally diverse. At Hospitality Homes' core are compassion, generosity, and trust, and a focus on human connections. Hospitality Homes Hosts personify these values each time they open their doors to patients' families and friends. Their volunteerism has an immeasurable impact on the lives of thousands.

Please See Reverse

FREQUENTLY ASKED QUESTIONS

How did Hospitality Homes evolve?

Hospitality Homes evolved out of the care and compassion of a handful of hospital staff and others who witnessed families sleeping in waiting rooms, nurses' closets, and even cars while their loved ones were hospitalized. These caring individuals began to open up their homes to patients' families and Hospitality Homes was born.

What do Hospitality Homes Hosts do?

Hospitality Homes Hosts are trained volunteers who open their homes to provide a clean and comfortable place to sleep and access to a bathroom. Many also offer limited kitchen use. Hosts do not provide meals or transportation.

How are guests placed?

Most individuals are directed to the program by social workers, nurses, and other medical professionals; others learn about it through other nonprofits and the Internet. Applicants go through a thorough screening process involving an application and reference check. Hospitality Homes then matches guests with host homes that meet their needs.

What do guests pay for this service?

Hospitality Homes charges no fees. Instead, guests are encouraged to make donations to sustain the program.

Is the placement service exclusive to specific medical facilities?

No. Hospitality Homes serves families of patients at any of Boston's medical facilities.

Can a patient also be a guest?

The program's primary focus is on the families and friends of patients. Whether or not we can accommodate patients is determined on a case-by-case basis.

Is there a need for more host homes?

Yes. Hosts in Brookline, Boston, Cambridge, and Newton are always in demand as well as hosts in surrounding areas who live near public transportation. We are also in need of host homes that are handicapped-accessible and hosts who will consider longer-term guests.

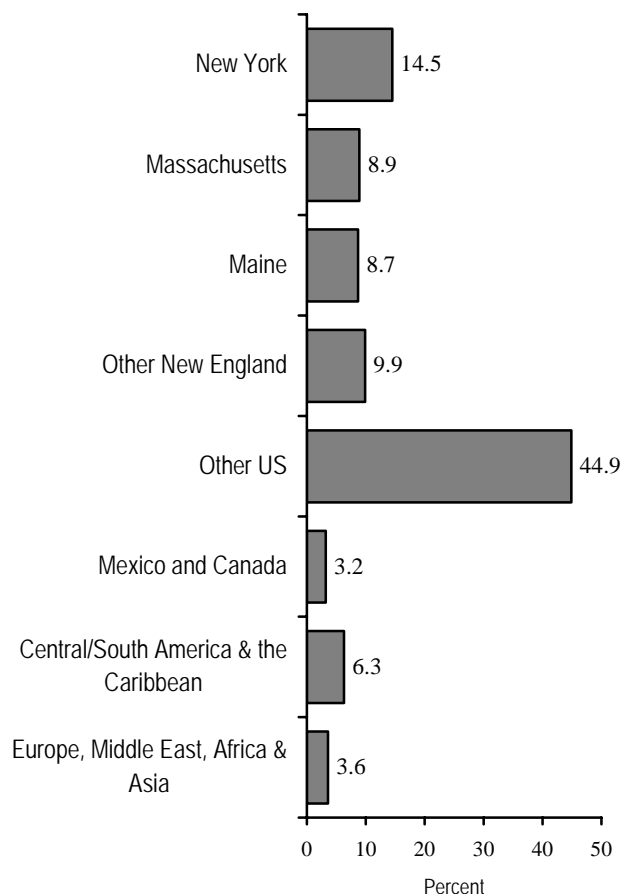
How can I make a donation to the program?

Donate online at www.hosp.org or contact the Hospitality Homes office at 617.482.4338 to request donation materials. For information on donations of stock and planned giving, as well as donations of goods and services, please call the office.

How can I learn more?

Please visit www.hosp.org or contact our office at 617.482.4338 for further information about the program.

Where Guests Traveled From in 2008



Healthcare Facilities Served

Since inception in 1983, Hospitality Homes has served the families of patients at over 50 Boston-area medical centers. In 2008, the program served families of patients at the following 23 healthcare facilities:

- Beth Israel Deaconess Medical Center
- Boston Eye Group
- Boston Foundation for Sight
- Boston Medical Center
- Brigham and Women's Hospital
- Children's Hospital Boston
- Dana-Farber Cancer Institute
- Faulkner Hospital
- Germaine Lawrence
- Lahey Clinic
- Massachusetts Eye Research & Surgery Institute
- Massachusetts Eye and Ear Infirmary
- Massachusetts General Hospital
- McLean Hospital
- New England Baptist Hospital
- New England Medical Center
- Newton-Wellesley Hospital
- North End Rehabilitation and Nursing Center
- Shriners Hospitals for Children – Boston
- Spaulding Rehabilitation Hospital, Boston
- St. Elizabeth's Medical Center
- VA Boston Healthcare System, West Roxbury
- Youville Hospital