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Follow us on Twitter (@FamilyHousePgh) and Facebook (Family House Pittsburgh) to learn about more ways to help our families.

Family House Film

Watch our engaging new film at www.youtube.com/user/PGHFamilyHouse and select the video titled *Family House Film*.

Save the Date

Giftgiving Gala
Saturday, April 14, 2012
29th Annual Polo Match
Saturday, September 8, 2012

FAMILY HOUSE

Where families come to heal.

Fall 2011

Volunteers AT FAMILY HOUSE

When you walk into a hotel, you are greeted by a concierge. When you walk into Family House, you are greeted by the warmth and compassion of a volunteer who is there to welcome you into your “home away from home.” As a community led organization, we depend on the generosity of our volunteers to help us care for each person who comes to us in need. Family House is privileged to have many of Pittsburgh’s most extraordinary volunteers, each who has their own selfless reason for donating their time and talents to our guests. They seize the opportunity to make a difference in the lives of others, even if only for brief moments or sometimes for months at a time.

A house volunteer’s responsibilities range from giving tours of the houses, to delivering linens and towels, to taking phone calls and giving directions. They work closely with the house managers to make sure that our guests have a smooth transition into their temporary homes. We also have group volunteers who come to do anything from yard work to themed dinners to counseling sessions. We are so grateful for the commitment of our volunteers, whose efforts are essential in delivering our mission but above all they are there to be a friend to many guests.

Joan Finkel is a 10 year house volunteer veteran. She spends time at two of our locations each week. Joan works diligently to provide a “home away from home” for guests.

“Over the years I have volunteered for numerous organizations but only with Family House do I see firsthand how the dollars are expended to serve our many guests. We are constantly improving our services to meet their individual needs. So many guests are in crisis situations but I find it very rewarding to be able to put a little bit of sunshine into their day. By interacting with the residents and listening to their problems, I count my own blessings every day,” says Joan.

At the end of the day, it is almost a given that volunteers and guests alike will walk away having been blessed by each other. Is there ever a more rewarding gift than knowing you are the reason for someone’s smile?

We are also fortunate to have quite a number of enthusiastic group volunteers who strive to bring joy to our guests. Members of the University of Pittsburgh chapter of Project Sunshine, a national non-profit organization, frequently show up to Family House bearing smiles and sweets – two things

everyone can appreciate! Often, the folks who are residing within our houses are weary and homesick. Imagine the smell of freshly baked cookies and the laughter that a kitchen full of people tends to provide - these are simple gifts that bring cheer and hopefulness back into the souls of our guests.

Christina Jolley, local Project Sunshine President, had this to share: *“I think that one of our favorite memories at Family House happened very recently when a 6 year old little boy, wearing a Halloween costume, joined us in decorating cookies. We all had a great time and left knowing that we were able to add something fun to his day. Our group enjoys Family House because it gives us the ability to really fulfill the ‘reaching out to families’ aspect of our mission.*

Witnessing kindness in the connections of strangers is one of life’s sweetest gifts – and one you will come to intimately know as a Family House volunteer. We are always looking for new faces and open hearts to join our team. For information about ways to volunteer, please contact Julia Homa, Volunteer Manager at volunteer@familyhouse.org or 412-578-8693.



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“This experience has been a great blessing to us at this uncertain time in our lives. The staff and volunteers were kind, courteous and helpful in any way possible. We were very impressed with the guests themselves. They shared their stories and hopes. Thanks, a million thanks to everyone associated with this place of peace and solitude to weary travelers. God bless each of you from the bottom of our hearts.”—Guest from Pennsylvania



Dear Friends of Family House,

I would like to take this opportunity to reflect upon and recognize the importance of our Family House volunteers. We refer to Family House as a “volunteer driven” organization and some may wonder what exactly that means. It means many things to many people.

The well known humorist, Erma Bombeck wrote, “*Volunteers are the only human beings on the face of the earth who reflect this nation’s **compassion, unselfish caring, patience, and just plain love** for one another.*”

How true this statement is for Family House as well as our nation. Our volunteers are the face of Family House and may be the first person an overwhelmed guest sees upon arriving at Family House. **Compassion** is demonstrated each time a volunteer answers a question or provides a listening ear for someone in a crisis.

Unselfish **caring** is a hallmark of our Family House volunteers, whether it is shown through the number of hours so generously given or a gentle hand to guide someone through a confusing and frightening time away from home.

Likewise, **patience** is offered to guests by our volunteers; the patience to listen, to care and to help a stranger. Family House volunteers provide patience in place of haste and caring in place of indifference. What could be a greater demonstration of selflessness and love?

Family House volunteers may have regular schedules in one of our four houses, greeting guests, helping them to settle into the house and providing any needed amenities. Others might choose to cook a meal, bring entertainment into a house or host a movie night.

To those of you who already volunteer with Family House, may I extend a heartfelt thank you from the guests, staff and board of directors! We are deeply grateful for your gifts of time and effort.

If you are not currently a Family House volunteer and are interested in joining a team of truly devoted people who make a difference in our world one person at a time, please consider joining Family House as a volunteer. Special skills are not required, just the willingness to help Family House guests is enough. You may bring comfort to others through a calming presence in our houses, create a home cooked meal or find a way to bring joy to those guests who are experiencing a medical crisis. Your presence will be priceless and the gratitude extended by our guests immeasurable.

Gratefully,

Christie Knott
Executive Director



THE tradition CONTINUES...

Family House Polo 2011

After weeks of uncertain weather and the very real threat of storms, the 28th annual Family House Polo match took place on September 10th, under some much needed sunshine. This was a great relief for Family House and annual field sponsor UPMC.

Polo represents the best of the community-at-large, a pure demonstration of generosity and great fun. But none of this would be possible without the help of our partners and volunteers. Many devoted individuals stepped in to help craft this very successful event. Additionally, under the co-chairmanship of Christina O'Toole and Helen Wylie, Family House created a volunteer Polo host committee, made up of returning and new volunteers who took the reins of implementing a Polo kick-off party at Carnivores in Oakmont and securing over \$3,500. But this was just the beginning.

On Polo day, volunteers ensured there were a variety of activities for all ages to enjoy, from the Children's Tent to the Pittsburgh Magazine Boutique Village, the Carnivores Beer Garden and the Whirl Brunch Tent. Each area was coordinated by volunteers and logistics of each venue were overseen by a cadre of volunteers.

The Virginia International Polo Team sponsored by Howard Hanna Real Estate Services and the Potomac Polo Club sponsored by #1 Cochran played a rousing match with volunteers caring for the polo ponies, selling raffle tickets and touts. At halftime, the Saxonburg Hounds came onto the field for the traditional parade of hounds as volunteers passed out Eat 'N Park Smiley Cookies to the children. Many guests joined the volunteers on the field to stomp the divots during the halftime break.

The awards ceremony highlighted some very special people who have given generously of their time and talents. Family House awarded the Muldoon Cup to Christine and Jack Thumpson, who reflect the character of the Cup; that is, those who have made a tremendous impact upon Family House. Christine and Jack have cooked meals, donated in-kind gifts and services and have been long-term supporters of Family House. The Chairman's Cup was presented to Chuck Dunkel, Family House's Director of Maintenance, in recognition of his profound impact upon the spirit of Family House. In addition to maintaining our four houses, Chuck has been responsible for all of the behind-the-scenes set-up of the polo field for the last 10 years. Family House Polo would not happen without Chuck's dedication, organization and perseverance.

And in the end the Potomac Polo Club bested the Virginia International Polo Club by 1 point. Recognition and awards were given in the categories of UPMC Health Plan's Most Valuable Player and Hefren Tillotson's Best Playing Pony. Again, all made possible by the diligence and hard work demonstrated by the many Family House volunteers.

Family House is grateful to our sponsors, partners, guests and volunteers participating in Polo, the commitment and enthusiasm shown is remarkable and appreciated. Thanks to the combined efforts of so many supporters, over \$200,000 was raised for our guests. Your support is essential to the success of Polo and we ask you to join us on Saturday, September 8, 2012. Together, we can make great things happen.

2011 Polo Sponsors

PLATINUM MALLET

University of Pittsburgh Medical Center — Field
Whirl Magazine — Brunch Tent
Lamar Outdoor Advertising
Pittsburgh Magazine — Boutique Village

TEAM

#1 Cochran
Howard Hanna Real Estate Services

ENTERTAINMENT

Fifth Third Bank

GOLD MALLET

Brunner

Hefren Tillotson — Best Playing Pony Award

KDKA-TV

Mylan

UPMC Health Plan — Most Valuable Player Award

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All Occasions Party Rental

CBS Radio

CSL Behring

Gateway Engineers

Koppers, Inc.

Northwestern Mutual Financial Network

Kevin Miller/Peter & Alice Leone

BRONZE MALLET

Buchanan Ingersoll & Rooney

The Capital Grille

Carnivores — Beer Garden

Cioppino

Citizens Bank

Clark's on McKnight

Donato's

Fort Pitt Capital — Polo Bells

Frank B. Fuhrer Wholesale

Frank M. Vaccaro & Assoc. Inc. and

American Union Insurance & Benefits, LLC —

Children's Tent

Greycourt

My Garden

PwC

Reed Smith LLP

Siba

United States Steel Corporation

Victoria's Linens



2011 Wish List

Help us provide extra comforts both in our houses and for our guests. Below is a wish list of items that would help to make our houses a "home away from home." Please contact Gerri Giles at 412-578-8694 or ggiles@familyhouse.org for more information. Thank you!

FOR THE GUESTS:

Anything "Pittsburgh"

One-size-fits-all slippers

Umbrellas

Tote bags (may be filled with snacks)

Hand-held games

Small photo album

Gift Cards (Giant Eagle, CVS, gas stations, etc.)

Board games for all ages

Puzzles

Body lotion and body wash

Shampoo

Stationery/Stationery sets and stamps

Gift certificates to Pittsburgh businesses

Gloves, scarves, hats (unisex)

Boxed candy

Playing cards

Purse sized Kleenex

Memo pads

Paperback puzzle books

Movie gift certificates

Event tickets

FOR THE HOUSES:

Small and medium frying pans

Silicone pot holders (no dish cloths)

Cookie sheets

Cake pans

Ironing board covers

Toasters/Toaster ovens

Knife sharpener

Paring knives

Aprons

Irons

Blender

White plastic hangers

Mixers

Pyrex storage and casserole dishes

Tea pots

Soup size bowls

Water pitchers

Kitchen utensils (no wooden spoons)

Can openers (manual)

Bagel slicers

Pots and pans

Vacuums

Tools



Welcome New Family House Volunteers!



28 new people have joined our incredible team of volunteers and will be helping us to welcome and care for our guests.

Katie Barry
Darlene Bassin
John Bruno
Kathy Depaul-Green
Michael Dougherty
Dustin Durham
Phil Gallagher
Taylor Glock
Naimah Gloster
Deborah Hackney
Gary Hussar
Hannah Masters
Santia Valerio
Madeline Leo
Jill Lewandowski
Lauren Michael
Sarah Simkin
Alexis Smith
Leslie Spiegel
Cheryl Spooner
Heather Stoernell
Dara Swank
Karen Talerico
Jessa Tunacao
Bernice Weisberger
Clemens Weygandt
Carson Williams
Adrienne Wimberly

as of September 30, 2011

Many Ways to Give

Charitable Giving through a Charitable Remainder Trust

As a charity, Family House depends upon the generosity of supporters to maintain our critical mission and keep our houses homes. Giving can come in many forms; financial contributions, in kind gifts and the gift of time. The following article on charitable giving through a Charitable Remainder Trust is enlightening and informative. Please take a moment to read this and give some thought as to how you might formulate your charitable gift for Family House.

Charitable giving can play an important role in many estate plans. Philanthropy cannot only give you great personal satisfaction, it can also give you a current income tax deduction, let you avoid capital gains tax, and reduce the amount of taxes your estate may owe when you die.

There are many ways to give to charity. Today, I would like to focus on The Charitable Remainder Trust. A Charitable Remainder Trust is an irrevocable

trust used to enable donors to give property or money to charities, while continuing to receive income from the gift for life or for a period of time up to 20 years. The grantor and/or other beneficiaries receive distributions from the trust annually, and the charities receive the assets remaining in the trust when the trust ends. The grantor gets an immediate income tax deduction for the remainder interest, defers or avoids capital gains tax on the donated assets, and gets gift or estate tax deductions for the remainder interest.

Charitable Remainder Trusts are not for everybody. Before you consider setting up such a trust you should discuss your situation in more detail with an estate planning attorney and your financial advisor. If you would like more detailed information please contact an estate planning attorney, your financial advisor, or you may contact Alfred Vallano, Senior Vice President of Hefren Tillotson, Inc. at Alfred.Vallano@hefren.com.

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To read this complete article and learn more about ways to give, please visit our website at www.familyhouse.org/donate-gifts.php

FAMILY HOUSE



5301 Fifth Avenue
Pittsburgh, PA 15232

TO GIVE:

Visit us online at www.familyhouse.org
or call 412-647-4908.

TO VOLUNTEER:

Contact us at volunteer@familyhouse.org
or call 412-578-8693.

TO GIVE THROUGH UNITED WAY:

Choose contributor choice #859.

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Please contact us if there is a change, if you have received multiple copies, or if you would like to be removed from our mailing lists. Please contact
Krissey DeShetler, development manager at
kdeshetler@familyhouse.org or 412-647-4908.

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“Thank you to the volunteers for giving their time to help all who come through the doors of Family House.” —Guest from Ohio