August 2015

House Talk
The official newsletter of Kiwanis Family House Vol. 16 Issue 2

Director's Column | Dan Germain

In 1885, Clark W. Bryan published the first edition of Good Housekeeping, with a "mission to fulfill compounded of about equal portions of public duty and private enterprise...to produce and perpetuate perfection as may be obtained in the household." Years later, the organization's commitment to "perpetuating perfection" manifested itself in the Good Housekeeping Seal of Approval.

The Kiwanis Family House has a rich history of service to families experiencing traumatic chapters of their lives. Individuals and clubs support our mission partly because they have been moved by one or more of our guest stories. There have been many pivotal points in the 31-year evolution of the Kiwanis Family House, many related to the challenge of ensuring we have enough operating capital in the bank to keep doing what we do. Planning - when we have done it - has been more operational and reactive than strategic.

These days, our Board of Directors and management team are speaking in more forward-thinking terms. We are purposefully committed to the continuous improvement of organizational management, service delivery, diversity, and cultural competence. We want to focus on standards of excellence that will earn the trust and support of our stakeholders for the long term. This does not necessarily mean that we will pursue a highly prestigious accreditation, although we might decide to do so as an element of our next strategic plan. It is enough for me to know that we aspire to lead in accordance with standards published by accrediting organizations, even if we will not formally seek their seals of approval.

One such entity, the Standards for Excellence Institute, tells us that if we succeed in meeting its standards of ethics, effectiveness, and accountability in nonprofit governance, management, and operations, we will strengthen our leadership, engage our board of directors, gain a deeper understanding of our organization, prepare for
transitions, improve decision-making, minimize risk, strengthen evaluation, and facilitate fundraising and resource development.

We should want to meet high standards, not so we can post somebody's seal of approval on our front door, but because we value the trust and confidence of all our stakeholders. We have an obligation to all of you and to the thousands of families we serve to embrace continuous improvement in how we deliver services and manage this precious Kiwanis Family House. When I step away from my current role in a few years, I expect to be proud of all of us for our focus on perpetuating perfection. After all, that's good housekeeping.

**DCON Tour Schedule Announced**

During August's District Convention in Sacramento, the Kiwanis Family House will offer tours from the Sacramento Convention Center to KFH daily. Sign up at the Kiwanis Family House booth in the Exhibit Hall—the tour schedule is below:

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<th>THURSDAY, AUGUST 13</th>
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<tr>
<td>TOUR 1</td>
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<tr>
<td>2:00 pm: Leave Convention Center</td>
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<td>3:30 pm: Return to Convention Center</td>
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<td>TOUR 2</td>
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<td>3:00 pm: Leave Convention Center</td>
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<th>FRIDAY, AUGUST 14</th>
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<td>TOUR 3</td>
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<tr>
<td>12:00 pm: Leave Convention Center</td>
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<td>1:30 pm: Return to Convention Center</td>
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<td>TOUR 4</td>
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<td>1:00 pm: Leave Convention Center</td>
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<td>2:30 pm: Return to Convention Center</td>
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<td>TOUR 5</td>
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<th>SATURDAY, AUGUST 15</th>
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<tr>
<td>TOUR 6</td>
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<tr>
<td>9:00 am: Leave Convention Center</td>
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<td>10:30 am: Return to Convention Center</td>
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<td>10:00 am: Leave Convention Center</td>
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97...98...Countdown to 100 Sponsor Clubs!

With the addition of the Fordham University Kiwanis Club, we are now very close to our goal of 100 or more sponsor clubs in this, the 100th year of Kiwanis International. As it stands, 98 clubs in California, Nevada, and now, New York, are now official sponsors of the Kiwanis Family House. We are flying on a wave of confidence that we will reach at least 100 Sponsor Clubs during Kiwanis’ centennial birthday. If your home club is not already a sponsor, please champion our cause with your board of directors. The commitment is as follows:

- A one-time sponsorship fee of $500
- Annually, thereafter:
  - Dues of $100 each October
  - At least one additional donation or fundraiser on our behalf

If you are a 2014/15 or 2015/16 Lieutenant Governor, can you help us locate one club in your Division which is not already a KFH sponsor? Let us know!

A Personal Journey | Charlie Bussey

In the time that I have worked at the Kiwanis Family House, I have often wondered how our guests manage to deal with the anxiety and the pain and life disruption associated with severe injuries and illnesses. Due to recent events in my personal life, I have a much better appreciation for what our guest families experience.

On Thursday July 9, I spilled a pot of boiling water on my left foot, resulting in third degree burns over approximately half of my foot. A trip to the local emergency room stabilized the injury and an appointment was scheduled for me the next day in the Kaiser Permanente Burn Center for Northern California. The burn center for Kaiser is located in South San Francisco, approximately 100 miles from home. My wife was able to drive me down and back that Friday, taking the day off from work (it did take over 5 hours to get home that night).

As the days went by, the daily dressing changes and the severe pain associated with a burn of this nature really set in, I gained a great deal of true empathy for our guests and the situations in which they often find themselves.

As I write this it has been three weeks since my accident and while the pain is much more manageable, it still exists. I am fortunate that I live in an area where quality medical care is available. It would have been extremely difficult and expensive to have to travel to South San Francisco on a regular basis for treatment.

I am also fortunate that I have a good support system of family, friends and co-workers who have helped me to manage things through this difficult period. Some of that support comes from the good people that work here at Kiwanis Family House. They have all stepped up to help when necessary. I am back at work now and the healing process is going well. It is nice to know that these people are also the ones who help our guests navigate through difficult times.

Over the past two years I have often said that this is the most satisfying job I have ever had. Going home at night knowing you have helped people is a very powerful and life affirming feeling. Going through the experience of a serious injury and how life is turned upside down by it has made me even more thankful for the service and comfort that Kiwanis Family House provides.
President's Message | George MacMurphey

Happy New Year! Contrary to what the calendar on the wall may indicate, a New Year has begun - the new fiscal year for the Kiwanis Family House. Fiscal year 2014-2015 ended on June 30. By all accounts it was a financially successful year. To quote our Treasurer: "We finished the year strong and exceeded our budgeted goal of ending the year with little to no decrease in current assets (mainly cash)."

We have managed to build up a three month reserve of operating capital which is considered a minimum amount for a non-profit. We can attribute a great deal of our success to good management and careful control of expenditures by our management team and staff. However, we are so dependent on and so blessed to enjoy the generosity of our wonderful donors who provide such a large percentage of our revenue stream.

As the accompanying pie chart shows, our nearly half million dollar budget is dependent on donations from individual Kiwanians, friends from the community, Kiwanis Clubs and SLPs (with donations and fund raisers) to the tune of about 50% of the budget. This has been true since day one. The House has been built and operated through the amazing love and generosity of so many.

On behalf of the Board of Directors, I say THANK YOU, so profoundly, so sincerely, to all the aforementioned. This continuous non-stop support allows us to continue to provide temporary lodging and respite to hundreds of families year-in and year-out as they support hospitalized loved ones.

These families constantly express their gratitude for our endeavors. Today, I do so as well.

New Board and Committee Schedule Announced

The Kiwanis Family House Board of Directors has announced a new board meeting schedule for the 2015-2016 term. Until further notice, the board shall meet every other month (odd months: January, March, May, July, September, and November) as well as in the month of June following the Kiwanis Family House Annual Meeting. Except for June, all meetings are scheduled for the second Tuesday of the month at 6:30 p.m. at Kiwanis Family House, unless otherwise announced.

Board committee meeting schedules have been updated as well, as follows:

- **Development Committee**: Every other month (even months) on the second Tuesday at 5:30 p.m.
- **Marketing Committee**: Every other month (even months) on the second Tuesday at 6:30 p.m.

- **Governance Committee**: Every other month (even months) on the fourth Monday at 5:00 p.m.

- **Operations Committee**: Every other month (even months) on the fourth Monday at 6:00 p.m.

- **Human Resources Committee**: as needed every other month (odd months), date and time TBD

- **Finance Committee**: as needed every other month (odd months), date and time TBD

For more information, please contact Board Secretary Rita Germain at ritamgermain@gmail.com or 916-549-1354.

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Need a Mortgage Loan? Call Jon Kaempfer and 50% of His Fee Will Be Donated to Kiwanis Family House!
Donors and volunteers make all the difference in our ability to care for our guest families during times of medical crisis. Without these two key groups, our Kiwanis Family House could not continue to fulfill its mission of providing temporary housing and support to ill and injured patients being treated at UC Davis Medical Center and Shriners Hospitals of Northern California. So, beginning this month, we will use this column to remind you of ways YOU can make a difference by helping the families who stay in our Kiwanis Family House.
Do you shop at Amazon.com? If so, an easy way to give back to the Kiwanis Family House is through the AmazonSmile program. You can shop at AmazonSmile for the same items you purchase on Amazon.com everyday. When you do, .5% of the purchase price of all items you buy will be donated to the Kiwanis Family House.

Just go to www.smile.amazon.com and designate Kiwanis Family House as your charity, and start shopping today—it's that easy!

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Volunteer opportunities are always available, and Operations Manager Charlie Bussey coordinates these efforts for individuals, clubs, and outside groups. To learn more, or to schedule a time to volunteer, contact Charlie at (916) 736-0116 or cbussey@kiwanisfamilyhouse.org.

In addition, large K-Family workdays are scheduled at least two times a year, typically in April during Kiwanis One Day, and in early September. **Our next K-Family Workday is scheduled for Saturday, September 12th. For the flyer, click here.** This is great opportunities for clubs to work side-by-side with their sponsored youth, friends, family members, and membership prospects.

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**Join us at Kiwanis Family House for a K-FAMILY WORKDAY**

**Saturday, September 12, 2015**

9:00 a.m. to 2 p.m.

We will be weeding, spreading bark, and generally cleaning up the landscaping of our KFH.

We will also be organizing closets, sorting clothes and doing other cleaning tasks indoors.

***Lunch will be provided***

K-family members (Kiwanis, Key Club, Circle K, Akton Club) and friends are invited to join us for this day of service and fellowship as we support our Kiwanis Family House.

RSVP to Charlie Bussey cbussey@kiwanisfamilyhouse.org
Upcoming Events
Join us for the following upcoming events:

Development & Marketing Committees  Aug 11
Cal-Nev-Ha District Convention  Aug 13-15
Governance & Operations Committees  Aug 24
Swing Fore Kids Golf Tournament  Aug 31
KFH Board Meeting  Sept 8
K-Family Workday  Sept 12

August Wish List
Click here for a printable version of this month’s Wish List.

The Operations Manager always has a ready Wish List of items that are needed by Kiwanis Family House. These items are usually available at a convenience store or perhaps you might have them in your home. If you feel you can help out with an item, either bring it to Kiwanis Family House or give the Family House a call at 916-736-0116 to arrange a pick-up of the item(s).

AUGUST PRIORITIES

- Paper plates, bowls, and cups
- Bottled water

GUEST NEEDS

- Hotel size toiletries (shampoo, soap, etc.)
- Hand held electric hair dryers
- Alarm clocks

OTHER NEEDS

- Liquid dish soap
- Powdered laundry detergent
- Bleach
- Automatic dishwasher detergent
- Non-latex Nitrile disposable gloves

Who We Are
Our Mission

Our mission is to provide temporary housing and support to families of seriously ill or injured children and adults being treated at UC Davis Medical Center and Shriners Hospitals of Northern California.

Our Vision

Our Vision is to continually provide convenient, restful, secure, and low cost accommodations for the families of patients being treated at the UCD Medical Center or at Shriners Hospital.

Our Values

Our Values are guided by the KIWANIS Service Motto: "Serving the Children of the World".

The KIWANIS FAMILY HOUSE encourages the following core values:

- A sense of community
- Dedication to service
- Respect for families
- Augmentation of services provided by other organizations
- Collaboration with community partners
- Foster awareness for those in need
- Generosity

Ways to Help

You can help the Kiwanis Family House by donating or participating in the following programs:

- Sponsor A Family
- Become a Friend of the Kiwanis Family House
- Buy a Brick
- Purchase a Bright Award
- Donate a Vehicle
- Participate in the SaveMart S.H.A.R.E.S. Card Program
- Donate Wish List Items
• Become a Sponsor Club
• Sponsor a Room
• Volunteer at the Kiwanis Family House
• And much more!

For information on these opportunities, go to: www.kiwanisfamilyhouse.org/how-you-can-help/donate/

Kiwanis Family House is a 501(c)3 charitable corporation

Print the House Talk

Click here for a printable version of this month's issue.

Current and past issues are always available at the Kiwanis Family House website.

You must have Adobe Reader to open and save the file. If you need Reader, please go here to download your free copy.

Stay Connected

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