



# House Talk

The official newsletter of the Kiwanis Family House

Vol. 15, Issue 8

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*KFH Operations  
Manager  
Charlie Bussey*

## The State of OUR House | Charlie Bussey

Each month, I generally provide you with a guest story and/or a profile of one of our staff members. However, I felt that it was important this month to follow up on the Executive Director's Letter that Dan Germain wrote in last month's House Talk with some additional information about the operational aspects of Kiwanis Family House.

As Operations Manager, my job is to manage the facility and staff on a day-to-day basis, making sure that our guests' needs are met. After Dan was hired as the Executive Director in 2012, he was assisted by our prior House Director, Mauda Butte, for 15 months on a part-time basis, until Mauda fully retired. Performing Mauda's previous job, while at the same time having the additional responsibility of growing our donor base, performing community outreach, and taking on the other ambitious, but necessary goals that Dan shared with you in last month's letter, was just too much for one individual. I came on board in July of 2013 with the goal of freeing Dan from performing the day-to-day management of facilities and staff, so that he could better concentrate on long-range planning, pursuing additional grant funding, developing a legacy giving plan, and enhancing the community and corporate outreach that is vital to our continued existence.

Working together over the past eighteen months, we have been able to accomplish many things that benefit Kiwanis Family House and our guests. Dan told you about some of these things last month. Over the next year, he will be working on getting an "A" on the report card he wrote about. I want to communicate with all of you not only what we have been doing to improve the facility, but also some of the plans and projects that are in the works in the coming year. So, here we go:

### Accomplishments to Date:

- We have expanded storage space in the building by seeking and securing donations of two large outside storage containers and also by adding additional shelves in closets within the building.

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## Executive Director's Column | Dan Germain

We celebrate so many things. Births and their anniversaries, weddings and their anniversaries, cultural and religious rites, world records, discoveries and inventions, coronations and inaugurations, ribbon cuttings, championships, retirements, and holidays.

So what about longevity? Should we celebrate longevity in and of itself? What is longevity, anyway? Many celebrated individuals have proffered, "Hey, all that means is that I have been around forever."

The Kiwanis Family House celebrated its 30<sup>th</sup> anniversary in 2014. In 2015, Kiwanis International celebrates its 100<sup>th</sup> anniversary. Are either of these long periods of time? As compared to an average human lifespan, most would agree that these are appreciable periods. But in other contexts, they are the blink of an eye and, indeed, you can miss so much in such a blink. I believe there is a place in our celebrations for longevity as long as we more sincerely celebrate the legacies that result from the years of service.

History is full of celebrated people who have left their individual legacies and there are numerous notable partnerships – Orville and Wilbur Wright; Ben Cohen and Jerry Greenfield (think ice cream); John Lennon and Paul McCartney. Kiwanis International's humble beginnings began with Joseph Prance and Allen Browne.

Those of us who love the Kiwanis Family House continuously honor founders Vern and Leona Bright. Certainly, there have been – and continue to be – so many Kiwanis partners and teams securing the legacy of the Kiwanis Family House. Those who have come before us and those currently serving in leadership positions are investing in a passionate cause that we firmly believe must continue to serve families dealing with medical crisis for decades to come. Today, we serve during our blink of an eye. Down the road, I am confident we will be replaced by similarly committed community servants.

The outstanding performance of our current Board of Directors and management team is delivering a road map to the intermediate future. These carefully considered plans address risk management, marketing, fund development, human resources, information technology, and related strategies that design our path ahead.

As we complete this work, I will remind our team that a documented leadership succession plan is equally critical. Today, the management team consists of two guys named Bussey and Germain. Far be it from me to suggest that we merit mentioning in the same breath as others I have mentioned in this column. Even though the accompanying photos suggest that we have been around forever, our contributions pale in comparison to the longevity and legacy of names such as Christensen, Butte, Seigal, Hooper, Cotter, and Bristow. As I blink my eye and envision the next generation of our leadership, I celebrate them all.

*Comments? Questions?*

*Email the editor at  
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*Then and Now:  
1984 and 2015  
Some things NEVER  
change*



## Visit Us at Mid-Year North and South

For those of you planning to attend Mid-Year South on February 21<sup>st</sup> in Riverside, or Mid-Year North on February 28<sup>th</sup> in Monterey, be sure to stop by and say “hello” to us in the Exhibit Halls on both days. We’d love to help you with any and all of the following:

- Answer your questions!
- Provide you with details current and upcoming events, and how you can participate
- Schedule a club workday
- Schedule a KFH speaker for your club
- Help you sign up as a KFH Sponsor club
- Help you sign up as a Friend of the Kiwanis Family House
- Help you order a Bright Award
- Provide you with SHARES cards for your club members and friends
- Accept your donations of money, or the following Wish List items:
  - Twin sized white cotton sheet sets to fit 12” deep mattresses
  - Bath towels – white, 30”x52”
  - Hand towels – white, 16”x30”
  - Wash cloths – white
  - Mattress pads – standard twin sized
  - Hotel-sized toiletries
  - Disinfectant wipes (Clorox or similar)

**Note:** please no toilet paper or paper towels, as we have limited space for transporting these.

## 100 in 100!

Kiwanis Family House needs four more clubs to reach 100 sponsors! Only four! Can your club help us reach that target during the 100<sup>th</sup> anniversary of Kiwanis International?

With the half a dozen new sponsors we have recently added, 96 clubs in California and Nevada 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 Lieutenant Governor, can you help us locate one club in your Division which is not already a KFH sponsor? Let us know!



*Come say “hello” to Dan, Rita, and Gary in the Exhibit Hall!*



*Kiwanis Family House  
Board President  
George MacMurphey*



## President's Message | George MacMurphey

KIWANIS INTERNATIONAL is the official name of our 100 year old organization. It occurs to me that the appellation INTERNATIONAL can certainly be applied to the Kiwanis Family House. While the majority of our guests come from California, particularly from the counties in the far northern reaches of the state, we have housed guests from all over the United States and from numerous countries throughout the world.

In fact in our 30 plus years of operation, we have provided a home away from home for families from every state in the Union and from over 20 countries around the globe. Countries our guests have come from include: Belgium, Brazil, Canada, England, Federated States of Micronesia, Guatemala, Haiti, Israel, Italy, Mexico, Netherlands, New Zealand, Pakistan, People's Republic of China, Republic of Palau, Republique du Senega, Serbia, Scotland, Taiwan, Uruguay, Venezuela, and Wales. So the Kiwanis Family House, in my mind, can truly be considered on INTERNATIONAL project.

These families from different parts of the world can present challenges regarding language barriers, cultural differences, dietary preferences or restrictions, and the agony they experience being so far from home with a seriously ill family member. It is hard to imagine how difficult it must be to find yourself thousands of miles away in an unfamiliar environment seeking healing for a loved one. Our staff and volunteers always rise to the challenge and provide the most comfortable temporary home possible.

We can be so thankful that we are able to provide the refuge of the Kiwanis Family House to families of patients who come to UCD Medical Center and to Shriners Hospital for the world-renowned abilities to cure and heal that these outstanding institutions are able to offer.

Thanks to ALL who continually give of their time, talent, and treasure to keep this wonderful facility operating year after year. Isn't it great to be part of our own INTERNATIONAL PROJECT for KIWANIS INTERNATIONAL?

## The State of OUR House *(continued from page 1)*

- A plan has been implemented for systematically deep cleaning the guest rooms and upgrading rooms with new paint, curtains, bedspreads and artwork. Much of this has been accomplished by re-engaging the clubs and individuals who have sponsored the rooms.
- Through a simple email reaching out to the local chapter of the International Union of Painters and Allied Trades, we were able to secure the donation of labor and materials that enabled us to have the complete outside of the building re-caulked and painted at no cost. Additionally, their

*(continued on page 5)*

## The State of OUR House *(continued from page 4)*

apprenticeship training program donated the labor for painting all of the common areas within the building. Our building looks much better and we saved tens of thousands of dollars in costs.

- We are working on a plan to better coordinate and manage the use of our vast number of volunteers. This is one of our major initiatives for 2015. We cannot successfully operate this facility without the continued support of the more than 2,000 volunteers who donated almost 6,300 hours of their time and talents in 2014. Thank you to all of the Kiwanis Clubs, Key Clubs, Circle K Clubs, and the numerous individuals and groups that have generously donated their time and talent to us. We are looking forward to making our volunteers' experience even more rewarding and fulfilling.
- As I write this, the completion of a new laundry room dedicated solely to the use of our staff is imminent. This will greatly reduce the amount of time spent doing laundry and largely eliminate the need to compete with our guests for the use of the guest laundry facilities. The result will be an enhanced guest experience and the removal of a source of frustration when guests are already stressed. I anticipate that we will also benefit from reduced utility bills because of the enhanced efficiency of these machines. Thank you to the generous individuals, clubs, and foundations that have made this possible through your donations and grant funding.
- All of the parking spaces in our parking lot have been re-stripped.



### Future Plans Include:

- We have begun the implementation of a plan for the conversion of our lighting from fluorescent lights to LED lights. This will further reduce our electrical needs and reap long-term savings. We are working closely with SMUD, the local utility district, on this program and will utilize their expertise in identifying major opportunities for electrical savings and possible sources of grant funding of the necessary electrical upgrades.
- We have begun investigating the possibility of adding solar power to supplement and/or replace our existing electrical usage.



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## The State of OUR House *(continued from page 5)*



- We have begun the process of replacing the flooring in the entire building. This is an item that will take a large amount of funding and coordination to complete. It is an item that is mandated by our Operating Agreement with UC Davis Medical Center to be completed by the end of 2016. This project will be a major focus over the coming months.
- We have actively engaged our staff in cross training for the various jobs and duties needed to make this facility function smoothly. This has helped to make us more efficient as an organization, and an added benefit has been a reduction in payroll costs because the staff has been more flexible. They are an amazing group of people that I am fortunate to serve.

My pledge to you, our supporters, is that I will continue to concentrate my efforts on managing our outstanding and caring staff and ensuring that this wonderful and unique facility continues to provide our guests with a safe, clean and comfortable environment. If I can accomplish these objectives, our Executive Director will be better able to meet his goals, and our guests can then concentrate their efforts on supporting their family members in a time of medical crisis without worrying about where they are going to stay.

## Mattress Replacement in Progress, New Bed Linens Needed

As part of our current campaign to address compelling facility needs at the Kiwanis Family House, we are replacing all of the mattresses in our guest rooms. Funding to accomplish this has come from generous people with the Sacramento Bee Book of Dreams and from the Thomas Winn Foundation. We are also grateful to Nick Kirk, a member of the Kiwanis Club of Rocklin and owner of Mattresses by Appointment, for his assistance with the procurement.

In conjunction with these replacements, we are soliciting donations of new linens to outfit the new beds. We seek complete sets of white cotton bed sheets, twin-size only. Fitted sheets must accommodate our new mattresses, which measure 12 inches in height. If you or your club would like to help us meet this need, please contact Charles Bussey, KFH Operations Manager, at (916) 736-0116 or [cbussey@kiwanisfamilyhouse.org](mailto:cbussey@kiwanisfamilyhouse.org).



## How YOU Can Make A Difference | Rita Germain

*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. 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 every day. 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](http://www.smile.amazon.com) and designate Kiwanis Family House as your charity, and start shopping today—it's that easy!

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](mailto: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. These are great opportunities for clubs to work side-by-side with their sponsored youth, friends, family members, and membership prospects. Our next Kiwanis One Day K-Family Workday is scheduled for **Saturday, April 11, 2015**. Look for more information soon on our website!



### **Making a Difference At Left:**

*Members of Divisions 7 and 44 Key Clubs attend one of several annual Awake-A-Thons at Florin High School, raising money for Kiwanis Family House*

### Upcoming Events

Join us for the following upcoming events:

- February KFH Board Meeting** February 12
- Cal-Nev-Ha Mid-Year South** February 21
- Cal-Nev-Ha Mid-Year North** February 28
- March KFH Board Meeting** March 12
- March In March** March 21
- April KFH Board Meeting** April 9
- Kiwanis One Day K-Family Workday** April 11

### February 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).

#### FEBRUARY PRIORITIES

Paper towels, unscented facial tissues, toilet paper, hotel size toiletries (shampoo and soap in particular), Clorox or comparable disinfectant wipes, non-latex disposable gloves (all sizes), bottled water

#### GUEST NEEDS

- Fitted bed sheets. TWIN Size only. White cotton only. Must fit 12'' deep mattress (We have 51 beds in the House)
- Bath towels, hand towels, and wash cloths (white only)
- Liquid hand soap

#### OTHER NEEDS

- Individually wrapped candies for our front desk candy basket

FEBRUARY 2015						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

MARCH 2015						
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

APRIL 2015						
S	M	T	W	T	F	S
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5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

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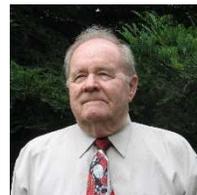
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## Our Mission

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:**

- o A sense of community
- o Dedication to service
- o Respect for families
- o Augmentation of services provided by other organizations

Collaboration with community partners

- o Foster awareness for those in need
- o Generosity

## Ways to Help

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

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

For information on these opportunities, go to [www.kiwanisfamilyhouse.org/how-you-can-help](http://www.kiwanisfamilyhouse.org/how-you-can-help)

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



Visit [www.kiwanisfamilyhouse.org](http://www.kiwanisfamilyhouse.org)