



EVELYN D. REINHART
GUEST HOUSE



a home
away from home

2021-2022

IMPACT REPORT

Evelyn D. Reinhart Guest House, 1100 Libbie Ave., Richmond, VA 23226
804-287-7300 | reinharthouse.org



A REMARKABLE TWO YEARS MARKED BY GENEROSITY AND KINDNESS



Heather Thompson, Manager

This year’s impact report will look back on two years of hope and hospitality at the Evelyn D. Reinhart Guest House. Not an easy feat, because there is so much good news to report and only three pages! This mission continues to be a great source of pride and inspiration for the Guest House team, Bon Secours care providers and leaders, and the community. The best news we can lead with is that the Guest House program has remained true to the Vision and Mission of our founding Sisters of Bon Secours; to accompany those we serve with mercy and tenderness, recognizing that “being with” is as important as “doing for”. Although, what we do is just not possible without generous support of a community of volunteers, donors and our Bon Secours family. Simple human kindness has taken on a whole new meaning for each of us. Despite the lingering challenges of the pandemic in 2021, the year was filled with promise, lots of pivoting and many triumphs like successfully boosting engagement through alternative channels such as a monthly newsletter, social media, online fundraisers and more. In 2021 and 2022, guest volume steadily rose, volunteers returned to in-person service and our beloved annual fundraiser Rockin’ on the Avenue was a virtual success. In-kind donations continue to be a lifeline of support for the Guest House operations and our most vulnerable guests. The positive momentum continued into 2022 as we launched a fully philanthropically funded project to refurbish all 16 guest bedrooms and public space. We hope this year’s report highlights what attracted you to the Evelyn D. Reinhart Guest House in the first place – the mission, the compassionate care for those in need, the stories and the community we are building. Families and patients during crisis finding a place to call home. Caregivers finding a reason to be hopeful. Volunteers realizing their ability to lift a stranger’s spirits with gifts of generosity. Humanity uplifted through connection. Resilience strengthened by struggle. Above all, the promise of hope and hospitality. Rediscovering the power of our community.

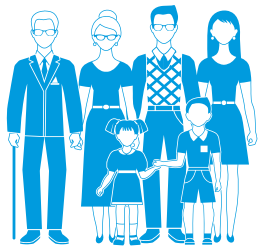
“Do not neglect to show hospitality to strangers, for by this some have entertained angels, without knowing it.”
 – Hebrews 13:2

Heather Owen Thompson

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BY THE NUMBERS



FINANCIAL ASSISTANCE REQUESTED

276
2021 FAMILIES

355
2022 FAMILIES

1,165 2021
FAMILIES SERVED

1,495 2022
FAMILIES SERVED



AVERAGE NIGHT STAY: **5** NIGHTS



75 2021 VOLUNTEERS

348 2021 VOLUNTEER HOURS

460 2022 VOLUNTEERS

1,310 2022 VOLUNTEER HOURS

(This includes house volunteers, groups and virtual visits)

2021 FUNDED
ROOM NIGHTS

\$40,015

2022 FUNDED
ROOM NIGHTS

\$49,795

Guests are encouraged to pay a suggested room rate; however, no one is turned away due to inability to pay.

WORD AROUND THE HOUSE

Here's what our guests are saying about the Reinhart Guest House.

“Thank you so much for your kindness and warmth. This guest house is so much more than I could have envisioned. I'm sitting in front of the beautiful fireplace, finally able to calm my thoughts away from my upcoming surgery bright and early tomorrow. It's comforting to know my dad will be well taken care of while I'm in the hospital the next three days. Well wishes to all who come through here.”

- Nicole

“Forty-five minutes after Pegasus took off from our local hospital, the call came from Dr. Mark Bladergroen: Ms. Evick, we have your husband. He is on ECMO. We do not know how long he will need it. He's very sick, and he will be here a very long time. A few days later, Dr. Rob Ratzlaff called to brief me on the intensivist team at St Mary's and the care they would provide for my husband after ECMO. My husband is a miracle. The Reinhart Guest House supported me emotionally, spiritually and physically. This house became my home away from home. We will forever be grateful.”

- Teresa

“Thanks to all the staff and volunteers for being a refuge in the storm. You have made an unbearable situation bearable. A ready smile and an open heart to send you on your way in the morning and welcome you back at night. You are a blessing to this community and beyond. May God hold you in the palm of his hand.”

- Tim and Ann

EXCITING CHANGES

After serving more than 1,400 guests annually, much needed renovation projects began in 2021 and 2022. The Reinhart House, like any home, requires constant maintenance and periodic updates to keep it running smoothly and looking visually pleasing. It was time to address the noticeable wear and tear of space like the kitchen, laundry rooms, public space and all 16 guest bedrooms. We remain committed to provide a supportive atmosphere that promotes rest and relaxation for our guests; it continues to be our number one priority.



THE CREECH FAMILY AND EVELYN D. REINHART GUEST HOUSE

My wife Debby and I would have been married 49 years in November 2022. During our 49 years of marriage, we have been blessed with three boys, fifteen grandchildren and one great granddaughter. In 1992, Debby had a brain operation that saved her life, but left her with short term memory loss.

Fast forward to July 2022. Debby suffered a heart attack and was flown from Bon Secours Southside Medical Center to St. Mary's Hospital because she required more specialized cardiac care. I needed to be by her side in the mornings so I could let her know where she was and what was going on. I wanted to see her myself. Living in Western Dinwiddie County, my commute would have been just over two hours – driving every morning and night. After two nights sleeping in a waiting room chair, a nurse helped me contact the Reinhart House. My granddaughter and I had one room with two queen beds. The room and beds were extremely comfortable, and we had a nice bathroom. I honestly do not have the words to explain what a blessing the Reinhart House was for my family. The meals



Billy Creech

prepared by volunteer groups, the comfortable accommodations and trivial things like enjoying a good cup of coffee in the morning was one less thing I had to worry about, which gave us more time with Debby.

Debby was in the Hospital for 42 days. I stayed at the Reinhart House for the last 40 days. Family members joined me during those weeks as we took turns being at Debby's bedside.

The Guest House team, the people I met, the memories and the mission of the house will hold a special place in my heart and prayers. I want to offer a special thank you to the entire Reinhart family and all the people and organizations who donate time, talents and money. God bless you all.

PLEASE CONSIDER THE FOLLOWING OPPORTUNITIES TO REMAIN CONNECTED AND SUPPORTIVE OF THE REINHART GUEST HOUSE MISSION IN 2024

Hospitality
Heartbeat

Sign up to receive our bi-monthly e-newsletter at reinhartouse.org (scroll to bottom)

amazon

The Guest House wish list is available on Amazon.com. When you make a purchase from this list, it will ship directly to the Reinhart Guest House!

Scan this QR code to view the wish list.



Since opening in June 2014, the Guest House has served more than 12,600 guests. In 2022, 355 guests were unable to make the suggested \$50 room rate contribution. If you would like to help fund room nights, the average stay is 5 nights/\$250.

Scan this QR code to make a donation.



Save the date

June 6, 2024 is the 10th annual Rockin' on the Avenue fundraiser. To learn more, contact lisa_patten@bshsi.org



Enroll and support us every time you shop at Kroger by selecting the Evelyn D. Reinhart Guest House as your Community Rewards beneficiary at kroger.com/i/community/community-rewards

CONTACT US!

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