



**GIFT of LIFE**  
Family House  
www.GiftOfLifeFamilyHouse.org

# UPDATE

## ALL ABOARD OUR CAMPAIGN FOR A NEW SHUTTLE



### New passenger van will add comfort to convenience

#### WITH YOUR HELP, WE CAN MAKE IT EASIER FOR OUR GUESTS TO GET TO AREA TRANSPLANT CENTERS

More than half of our guests depend on our free, regularly scheduled shuttle service to travel back and forth from the Family House to area transplant centers. This past year, more than 4,600 guests climbed aboard our six-passenger minivan driven by our devoted volunteer drivers.

Unfortunately, there were many trips when guests were turned away because the van was full.

To meet the increased need for shuttle service as our occupancy grows, and to better provide for our guests' comfort and well-being, the Family House must purchase a new, 11-passenger vehicle. In our current minivan, there is limited cargo space to stow the oxygen tanks and wheelchairs our transplant patients need. Squeezing into the back row of seats can be challenging or impossible for some of our guests.

With our new shuttle, getting on and off will be easier and faster, thanks to a bus-style folding door, low steps, a center aisle, and raised roof. Its larger capacity will enable us to adjust the schedule so drivers have more time to complete their runs and stay on time. It will also have a larger cargo area.

**CLIMB ABOARD OUR CAMPAIGN FOR A NEW SHUTTLE** OUR NEW SHUTTLE WILL COST MORE THAN \$50,000, NOT INCLUDING GAS, MAINTENANCE AND INSURANCE. WE ARE ASKING EVERYONE IN OUR FAMILY HOUSE COMMUNITY TO CONSIDER HELPING US MAKE A NEW SHUTTLE A REALITY.

By supporting the purchase of the new passenger van, you will help ensure that our shuttle service continues to meet the needs of Family House guests. Transportation is an important part of the comprehensive services provided within our modest \$40 nightly lodging fee. Charitable contributions to the Family House make this possible.

#### **LESS STRESS AND COST FOR GUESTS**

In addition to comfort and convenience, the shuttle helps transplant families save on the cost of parking and gas, which can add up to hundreds of dollars a month, and relieves them of the burden of city driving.

**“MOST OF OUR GUESTS AREN’T FAMILIAR WITH PHILADELPHIA AND HAVE NO IDEA HOW TO GET TO THE TRANSPLANT CENTERS. THE CITY TRAFFIC AND DRIVING CAN BE OVERWHELMING. THE FAMILIES ARE ALREADY UNDER SO MUCH STRESS. WE ARE TRYING TO MAKE IT EASIER FOR THEM BY PROVIDING THESE DOOR TO DOOR TRANSPORTATION SERVICES,”** says Joe Kauffman, Family House Operations Manager.

No one could agree more than Diane Hems, who stayed at the Family House while her husband, Don, was waiting for his gift of life, a lung transplant. “Having the shuttle service available alleviated my stress and fears of getting lost in the city. Each day, the volunteer driver safely dropped me off at the hospital and then brought me back to the Family House at the end of the day. There are no words to describe how grateful we are for the services provided.”

This fall, Chris Bolton stayed at the Family House for four months while his life partner, Diane Ortiz, recovered from a heart transplant. He calls the shuttle a lifesaver for the convenience and the cost

savings. “The drivers drop you right in front of the hospital entrance. And parking my own vehicle at the hospital would have cost almost \$100 a week.”

### EVERY RIDE A HEALING JOURNEY

Our devoted volunteer drivers are the backbone of the Family House Shuttle Service. Last year, they made more than 1,600 trips and drove over 19,000 miles, expertly navigating city traffic and getting our guests to doctors’ appointments and hospital visits.

There are a dozen volunteer drivers who either drive regular part-time shifts or who fill in when needed. Most of them are transplant recipients or have been family caregivers. They enjoy interacting with our guests and helping them through experiences they have in common.

### RIDING THE SHUTTLE ALSO ENABLES FAMILIES THE TIME TO SHARE THEIR EXPERIENCES WITH ONE ANOTHER, GAINING SUPPORT AND STRENGTH ALONG THE WAY.

Ashley Adams, who road the shuttle when her husband Bobby was gravely ill and waiting for a lung transplant found it comforting to

talk with other families and the volunteer drivers. “It was really great being able to talk with everybody about what they’re going through. It does really help,” she says. “One of the drivers had a lung transplant so I was asking him a lot of questions about it. Bobby and I ended up getting married in the hospital and it was this shuttle driver who arranged for a friend of his to marry us.”



## JOHN BRANTON

has been a Family House volunteer driver for five years and a volunteer speaker for Gift of Life Donor Program since he received a liver transplant 10 years ago. He drives two days a week, taking the afternoon shift when guests are usually returning to the Family House.

Now retired, John was a small business owner and insurance executive. He says that he often shares with guests how the transplant enabled him to return to a normal life.

“The conversations that go on in the shuttle are often-times very emotional,” says John. “Not everyone winds up with a good outcome. Those conversations are tough. But even when it’s disappointing news, it’s better to share it with other people who can empathize and understand what you’re going through.”

HEAR ABOUT WHAT IT’S LIKE TO BE A SHUTTLE DRIVER FROM JOHN ON THE VIDEO SECTION OF THE FAMILY HOUSE’S FACEBOOK PAGE AT

[facebook.com/GiftofLifeFamilyHouse](https://www.facebook.com/GiftofLifeFamilyHouse)

# FACES of the Family House



Mariah is a guest who has been battling Chronic Obstructive Pulmonary Disease (COPD) for 10 years. Gift of Life Family House makes her and her three children, ages 7, 13, and 24, feel like they have a “home away from home” when traveling to Philadelphia for hospital visits.

Mariah, patient waiting for transplant from Lewisburg, Pennsylvania.

“We stay at Gift of Life Family House every time I have to see my doctor. I have been waiting for a double lung transplant for two years now and they make my stay so inviting. Everyone there has always been very kind, friendly, and helpful. It truly has all the comforts of home and after a long day at the hospital, they have dinner waiting every evening. I don’t know what I would have done without Gift of Life Family House; the accommodations are so nice and they make sure your stay is affordable. Thank you.”

—Mariah

Joe pictured with his youngest granddaughter, Ella.



“Gift of Life Family House is the portal to a new life for patients and their families going through the transplant journey. Kindness and understanding is reflected from the staff’s first greeting to their happy goodbyes as [patients] continue on [their] journey. The staff and volunteers make the pre- and post-transplant ordeal much easier to cope with. You soon realize you’re not alone, but a part of a whole new family.” —Joe

Joe was diagnosed with end stage Chronic Obstructive Pulmonary Disease (COPD) six years ago. After many tests at different centers, he was deemed too high risk for a double lung transplant. He also lived too far away from the centers where he was being tested. Never giving up faith, in August of 2016 he was evaluated again, this time at a transplant center in Philadelphia. In January 2017, he was finally listed and just months later in May, he received his life-saving bilateral lung transplant.

“To be honest, this has been a bumpy road to recovery but my surgeon, doctors, and the whole transplant team have been amazing. All of this sounds great, but the true miracle came from my donor family. If it wasn’t for them, I probably wouldn’t be [here] now. I look forward to living many more normal years and watching my grandchildren grow.” —Joe

“We stayed at the Family House for about a month during recovery. Everyone there was really supportive. It felt like being home—that this was our house. You never know the importance of how something we take for granted can change a life forever. The warmth there was really special.”

—Kim and Jim

Kim and Jim Price from Triangle, VA. Jim received a life-saving liver transplant in 2015.



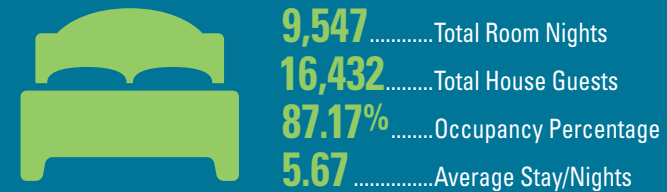
## PLEASE CONSIDER MAKING A TAX-DEDUCTIBLE CONTRIBUTION TODAY

TO SUPPORT THE URGENT NEED TO PURCHASE A NEW PASSENGER VAN. FOR YOUR CONVENIENCE, USE THE ENCLOSED ENVELOPE OR DONATE ONLINE AT [www.GiftofLifeFamilyHouse.org](http://www.GiftofLifeFamilyHouse.org).

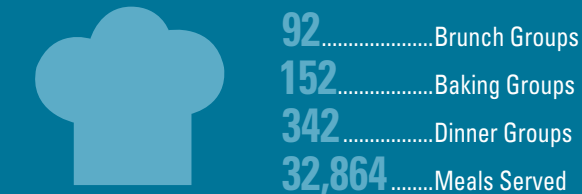
## 2017 OPERATIONS RECAP

In 2017, operations at Gift of Life Family House were busier than ever! In fact, the Family House was completely full a total of 131 days last year, resulting in over 336 families being turned away due to 100% occupancy. Support from the community for this “growing family” is needed now more than ever. Visit [www.GiftofLifeFamilyHouse.org](http://www.GiftofLifeFamilyHouse.org) for ways to get involved.

### OCCUPANCY



### HOME COOK HEROES



### TRANSPORTATION



## VOLUNTEER DRIVERS NEEDED

You can help us get our guests to their hospital and doctors appointments by becoming a volunteer shuttle driver.

To apply, you must:

- Be 18 years or older
- Have a clean driving record
- Be an experienced city driver
- Enjoy being with people of all ages

To apply, please call Gift of Life Family House at **267-546-9800**

# HOME COOK HEROES VOLUNTEERS



**SEER INTERACTIVE** “Seer loves giving back to our community and we also love food! With that combination and the chance to make someone’s day a bit easier at Gift of Life Family House, we couldn’t pass up the opportunity. Our team is on a pretty frequent rotation at the house. The guests and the staff keep us coming back – the kitchen is pretty sweet too!” —Stephanie Powley



**MASON’S MISSION** “Preparing meals through Home Cook Heroes is not only a way to help others but it allows us to keep the memory of our son Mason alive. To be able to meet individuals who are going through the transplant process at all different stages is so fulfilling and it really shows the magnitude of how important organ donation truly is. It’s always an honor for Mason’s Mission to be able to cook at the Family House.” —Kellie Hess



**CELEBRATING GAVIN LEONG** “For several years now, my family and friends have come together at Gift of Life Family House to cook and serve guests a special, home-cooked meal. We choose to be Home Cook Heroes because we know what these families are going through. And we do it because we want to honor our own hero, our son Gavin, on his birthday.” —Kate Leong

The Family House is thankful for and proud to recognize volunteer groups who supported the Home Cook Heroes program from October-December 2017:

- Arcadia for a Better Community
- Aria Jefferson Emergency Department
- Aria Jefferson Frankford Campus ED
- Assiah’s Liver Fund
- AtlantiCare – 2 Meadow
- AtlantiCare – Business Office
- AtlantiCare Quality
- Aurelia Pontarelli & Friends
- Beneficial Bank
- Brightwood Career Institute
- Brusich/McGinty Family
- Butterflies I.N.C
- BZBI
- Catholic Community of Christ Our Light
- Chicks in the Pantry + Rooster John
- City Sisters
- Cole Family
- Comhar
- Community, A Walgreens Pharmacy
- Coordinating Council of Philadelphia
- DaVita Philadelphia West Dialysis
- Desiree Rivers & Friends
- Diane Milbourne and Family
- Donna’s Darlings
- Dragons for Donation
- Drexel Infectious Disease
- EAPA
- Einstein Medical Center – Surgical/Trauma ICU
- Einstein Transplant and Hepatology
- Episcopal Academy Family
- Five Friends
- Four Ladies & Friends
- Franklin Towne Charter High School – National Honor Society
- Friends’ Central School
- George Washington Culinary
- Gift of Life Donor Program Hospital Services Department
- Girl Scout Troop 5062
- Gleasons Cousins
- Grand Chapter of Delaware, Order of the Eastern Star
- Hearts of Gold
- Hospital of the University of Pennsylvania’s H&VICU
- HUP Heart & Lung Transplant Team
- HUP OR Nursing Transplant Team
- Hyatt at the Bellevue**
- Inspira Medical Center – Woodbury Campus
- Jefferson Respiratory
- Jefferson Share Governance
- JHN NICU
- Kaplan
- Kate Pardini and Friends
- Kennedy Health System
- La Familia Dei Fratelli
- LaForte + Bellamy Family
- Lenape Valley Church
- Maegan Rigberg & Friends
- Marla Vitarello and Friends
- Mason’s Mission
- Mastbaum HOSA Nursing Hearts
- Merck & Co.
- Morgan Stanley
- NCL National Charity League
- New Church Live
- New Vision Pioneers
- Nichol Foster & Friends
- Pachiella and Penkala Families
- Paramount Enterprises Inc.
- Patil Family
- Pat’s Wings**
- Pattinson Family**
- Penn Medicine Chester County Hospital Emergency Department RNs
- Penn Medicine Chester County Hospital ER Nurses
- Penn Medicine Perioperative Staff
- Penn Mutual Life Insurance Company
- Penney Girls Foundation
- Pinola Family
- Post & Schell
- PPMC Neuro ICU Braniacs
- Project Management Institute
- Randon Family
- ReachLocal Philadelphia
- Riddle Hospital ICU
- Royal Disturbance Sinful Beautizz
- Rutgers Gang**
- Ryan’s Shamrocks
- Satyra Oberfrank & Friends
- Schuhl/Morrissey Family
- Seer Interactive
- SightLife
- St. Augustine Parish*
- Stantec Architecture and Engineering LLC
- Student University Programmers
- Team E-Hoot
- Team GS
- Team Spiers**
- Team Stevie
- Temple Nursing Critical Care & Trauma Division
- Temple of Deliverance Teen Ministry
- Temple Transplant Team**
- Temple University Gamma Iota Sigma
- Temple University Hospital MRICU
- Temple University Hospital SICU
- Temple University Hospital’s Speech Pathology Team
- Temple’s Kappa Chi Chapter of the Sigma Theta Tau Nursing Honors Society
- The Mullin Family
- Theresa Suevo and Friends
- Thomas Jefferson University Hospital
- Timberbirch Women’s Club
- Trish Graham and Friends
- TUAMSTAT
- University City Kiwanis
- Valley Forge Financial Group (VFFG)
- Vanguard HR Business Partner/Business Consultant Team
- Villanova’s Initiative for Engaging Women
- Voya Financial
- Woodside Church

**BOLD = Home Cook Hero All Star**  
All-Stars are committed volunteer groups who provide a meal to Family House guests through the Home Cook Heroes program at least 12 times in a calendar year.

**Thank you to our generous community partner for their ongoing food donations:**  
Starbucks at the Bellevue

Home Cook Hero team photos are available to view on the Family House’s Facebook page at [www.Facebook.com/GiftofLifeFamilyHouse](http://www.Facebook.com/GiftofLifeFamilyHouse). While you’re there, don’t forget to like our Facebook page, tag yourself and your teammates and share your photo – in doing so, you’re helping spread awareness about the Family House mission!

## Caregiver Lifeline Spotlight

### Learning from a Liver Transplant Caregiver

**Mario is the son of a liver transplant patient. His mother received a liver transplant in October 2017 after being sick for four years. Mario shared some of his story and what he has learned as a caregiver throughout this journey.**

#### What has been the most rewarding part about being a caregiver?

Just being with my mom through this — to talk to, vent to, and provide the extra care that she needs. I am fortunate enough to split this role with my sister. Once you get over the frustration, anger, and tears, you know that you are a vital person in this journey.

#### What has been the most difficult part about being a caregiver?

I cannot say any of this has been easy because none of it has been. I think it is important for a caregiver to understand that you are important too. This job has to be done, but it is a time, emotional, and financial commitment. I think the hardest part is not being able to do anything medically to help my mom.

#### What have you learned that has helped you on this journey?

I have learned that I am not alone and that we are all in this together in a way. When I see other families going through this — it humbles me and I can sympathize with them. It brings a sense of normalcy, knowing that others are going through a similar situation too.

#### What advice would you give other transplant caregivers?

The biggest piece of advice I can give is to express yourself — talk about your feelings, your desires. As someone who internalizes things, I learned that it is helpful to talk about what is going on when people

ask you about it. It does not make it easier, but it does help. You do need to take care of yourself. I know it is hard but go away for 24 hours if you can or somewhere quiet at the hospital to refresh your mind.

#### What practical advice would you give to other transplant caregivers when working with the medical team or planning for transplant?

I think it is important to listen and follow instructions from the medical team. They told us to be ready at any moment, but when my mom received the first call, we were caught off guard. There are people to help you throughout the whole journey, from the financial coordinator and social worker to the transplant coordinator and support groups. I wish we had taken advantage of these resources before transplant. I think knowing that there are people at the hospital who can help is important.

#### How do you think transplant has affected your family?

My family was already pretty close. I also had a hidden blessing. I lost my job but I saw that as an opportunity for me to be there for my mom. My sister is working and she is able to take the initiative and has figured out all of the resources that can help. The more we talked about what was going on, the more people came through — both family and friends. I think that brought us closer together as well.

#### What are you hopeful for in the future?

I am hopeful about my mom’s health. I want her to be back to her old self — to the life she had prior to getting sick. I want her to feel normal, comfortable, and do the things she loves. That is my main focus.

L-R: Sara, Betty, Mario Mineros.



## 16TH ANNUAL OSTERLOF OPEN SUPPORTS GIFT OF LIFE FAMILY HOUSE



**ON JUNE 9, 2017** over two hundred friends and family of the late Carl T. Osterlof gathered at the Crystal Springs/Wild Turkey Golf Club in Hamburg, NJ for their annual “Osterlof Open” golf outing.

“Charity begins on the golf course” is the Osterlof family slogan for this outing, a fundraiser started 16 years ago by Carl’s wife, Joan, and their eight children to honor his memory by using his favorite leisure pastime, golf, to raise funds for various causes.

This year Gift of Life Family House was one of the proud beneficiaries. Over \$8,000 in proceeds was donated to the Family House in honor of Nancy Wallace, a recent patient who received a lifesaving lung transplant in December of 2016. Her husband and caregiver, Ed, stayed at the Family House which enabled him to remain by her side during the entire transplant journey.

After long days at the hospital, Ed was always welcomed “home” to hot meals cooked by friendly volunteers and a caring community who understood what he was going through. Later, Nancy joined her husband at the Family House to finish her recovery.

“Ed and Nancy Wallace are special people in the Osterlof family’s lives. I visited with them at Gift of Life Family House during Nancy’s recovery and knew as soon as I walked in that it was going to be an organization that we would support from money raised in our golf outing.” Says Carl R. Osterlof, a good friend of Nancy and Ed. The Wallace’s stayed at the Family House for a combined 77 days during the transplant journey and continue to utilize the Family house for follow-up transplant appointments.

**“NANCY WALLACE IS OUR CHRISTMAS MIRACLE AND IT IS APPROPRIATE WE PROVIDE THIS GIFT TODAY IN THE SPIRIT AND SEASON OF GIVING!”** —Carl R. Osterlof

LEFT: Osterlof Open proceeds check presentation on December 18, 2017. (L-R) Jan L. Weinstock, Esq., VP Administration & General Counsel, Gift of Life Donor Program, Carl R. Osterlof, Nancy Wallace, Ed Wallace, Sara Cohen, Development Manager, Gift of Life Family House.

