



2021

Impact Report

1933 W. Polk Street, SSR 214

Chicago, Illinois 60612

312-996-1167

www.guesthousechicago.org



2021 was an important year

for the Guest House. We completed our 17th year of delivering our mission to help patients and families, seeking lodging in Chicago during treatment. In addition to taking pride in providing a vital service, we were pleased that the impact of the pandemic began to ease. In the final months of the year, guest traffic reached pre-pandemic levels, as the number of families we supported, and lengths of stay, increased.

Thanks to the Governing Board, Associate Board, Partners, Supporters, Volunteers, staff and leadership team. Key achievements included:

- Service to patients strengthened at our partner hospitals – Rush University Medical Center, Stroger Hospital of Cook County, the UChicago Medicine, and UI Health.
- The Road Home Program at Rush, helping military veterans cope with PTSD, returned to a full year of service, following a hiatus for several months during 2020.
- The American Cancer Society (ACS) joined as a sponsor for the first time, enabling the Guest House to support cancer patients receiving treatment at any Chicago area hospital.
- Support of transplant patients receiving treatment at any Chicago area hospital expanded, thanks to our partnership with Gift of Hope Organ and Tissue Donor Network.
- Our volunteer program continued to evolve, to accommodate the changing post-pandemic environment.
- For the first time, our Development team secured the opportunity to sponsor runners in the Bank of America Chicago Marathon.
- Our operating lease with University of Illinois Chicago was extended until 2028.

Supported **602**
Families and
Medical Professionals



Delivered **9,031**
Nights of Service

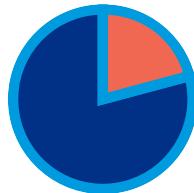


Provided **\$376,165**
in room rate subsidies,
an average of **\$42** per night

KEY POPULATIONS

- 125** Cancer Patients — **3,054** nights
- 201** Military Veterans — **2,341** nights
- 101** Transplant Patients — **1,624** nights
- 44** NICU/Peds Families — **887** nights
- 11** Medical Professionals — **71** nights

79% of guests
received some form
of financial
assistance



Guest Stories

The **Guest House** enables family members the opportunity to stay with patients before, during, and after transplantation. An organ transplant is a major surgery and caregivers play an integral role in recovery.

“ When we found out we would have to live in Chicago for a year, we didn’t know where we would live ... It worked out to be the best place for me to be. I was very nervous coming from a small town to Chicago, but always felt safe in and around the Guest House. ”



Peggy

CAREGIVER: Transplant Patient



Ashton

CAREGIVER: Cancer Patient

Marine Corps Veteran who works for the Road Home Program at Rush

When her husband was diagnosed with cancer, Ashton experienced firsthand the care and comfort the Guest House provides loved ones when it matters most. She expressed just how much being able to stay at the Guest House personally meant.

“ I have been working professionally with the Guest House for almost four years ... I never thought that I would be a client ... it’s the small details that you don’t think about that makes the Guest House special ... thank you ... ”

Traveling from the Quad Cities region for medical treatment, Jay spent three to 10 days sleeping in his car, every six to eight weeks for a year before finding out about the Guest House. Guest House provided Jay more than just temporary lodging; the Guest House enabled him to connect with other guests and live normally without judgment.

“ For the first time in a long time, I felt very normal, and I can’t get that from anywhere else ... Thank you for every aspect of your existence.”



Jay

TREATMENT: Rare Cancer





Schubert Family

TREATMENT: Newborn with
Unilateral Cleft Lip + Palate

The hospital in the Schubert's hometown lacked the experience to provide the treatment plan for their newborn baby. Learning that the best medical team was hundreds of miles away only compounded the crisis. After being told about the Guest House, things fell into place, providing a sense of security and a home away from home that the family desperately needed.

“It's hard to explain, how much stress this place alleviated. Guest House was so kind to our family ... We have no idea how to thank you for how much you've done ... with much love ... ”

Dealing with a health crisis impacts your life forever. Gwen found her own way of coping with the emotional and physical changes cancer can bring. Particularly helpful to her has been the warm atmosphere, which allowed her to gain strength from connecting with other guests.

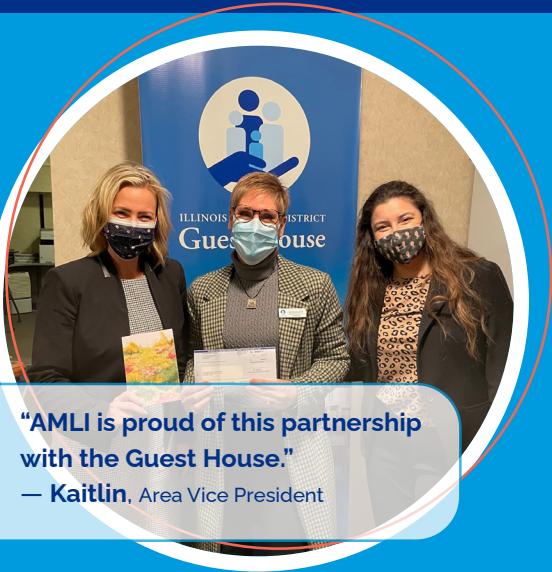
**The Guest House is a wonderful place ...
it's more of a family like atmosphere ...
I can't say how much this place helps
reduce the financial burden, when you're
far from home needing to heal
after a trying treatment. ”**



Gwen

TREATMENT: Cancer

Volunteers emPOWER and enCOURAGE



"AML is proud of this partnership with the Guest House."

— **Kaitlin**, Area Vice President

Though 2021 continued to be challenging for our volunteers, they still found ways to connect with our guests.

- Welcome Bags with packaged snacks were delivered right to their doors.
- Corporate partners donated towards our Meal Programs or catered in dinners.
- Many volunteers took the emPower in an Hour Challenge and did creative acts of service to encourage our guests.



"My husband hadn't been eating much but he LOVED the meatloaf that the Rotary group brought. Your volunteers are wonderful!"

— **Peggy**, guest & caregiver



"We always enjoy our time there and doing what we can for the Guest House."

— **Heather**, Community Manager



2021 Jane Reich
Volunteer of the Year AWARD

Bri Rohde & Cat Degen

This volunteer award encourages people to serve the Guest House community. The award recognizes the generous contribution of time and talents of volunteers. Jane Reich is the Founder of the Guest House, and a member of the Board of the Directors. We encourage you to be inspired and get involved in the joy of community service.

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Exciting reBRAND!

In 2021, the Guest House embarked on a project to update our branding. Our service and relationships have evolved since the last update in 2014, presenting an opportunity to better communicate our mission.



What We Changed

1. Removed "IMD" or "Illinois Medical District."

Why? We partner with organizations located outside of the Illinois Medical District, and many of our patients receive care outside of the IMD.

2. Added the tagline "A Sweet Home for Patients & Families in Chicago".

Why? Communicates our mission and the welcoming feeling of the Guest House for patients seeking treatment away from home in Chicago.

3. Introduced Bed and Pillow Motif to replace Hand

Why? Supports our mission in a way that is more specific to the service we provide than previous imagery.

What We Retained

Guest House indicates our identity and allows for a seamless transition to the new branding.

Blue is a solid part of our identity, while it connotes calm and welcome.



support our mission
donate today!



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