

Inside Hospitality

Newsletter of the
National Association of Hospital Hospitality Houses, Inc.

24 Years of Member Services

April/2010

NAHHH Members ~ *Thank you for your ongoing support by renewing your membership.*

Mission: The mission of NAHHH is to support homes that help and heal to be more effective in their service to patients and families.

Value #4: NAHHH provides expertise to the membership by seeking out professionals who are willing to share their knowledge with individual members.



**THE *art* OF
HOSPITALITY**
where heart & smart meet

SAVE THE DATE
SEPTEMBER 21 - 23
SHERATON STATION SQUARE HOTEL
PITTSBURGH, PA

Family House, Inc.
in partnership with the
National Association of Hospital Hospitality Houses, Inc.
has been selected to host

**THE *art* OF
HOSPITALITY**
where heart & smart meet
22nd Annual NAHHH Conference

REGISTRATION BEGINS MAY 3, 2010!
INFORMATION WILL BE COMING TO YOUR E-MAIL SOON.

ONSITE CHECK-IN & WELCOMING RECEPTION:
MONDAY, SEPTEMBER 20, 2010

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New Members & Members' News

Welcome New members ~

Dan's House of Hope, Houston, TX. Dawn Kenneavy. Provisional.

Tree House: A Place for Families, Tacoma, WA. Heather Courtney. House, 42 rooms.

Members making a difference ~

Congratulations to Nachele McGrath and her team for the House Warming of Close to Home on March 9th, Gillette, WY. Visit the house at [Close to Home](#)

The Rathgeber House, Wichita Falls, TX, is celebrating their 10th anniversary this year. Congratulations Kim Tomlinson and your entire team! Visit their website for more information [Rathegeber Hospitality House](#)

Do you have news to share? Let us know!

Around the House

Earth Day & Hospitality Houses

by Stephen Brown

April 22 is Earth Day. Caring for our earth involves all facets of sustainable design and operation, but let's take this opportunity to talk about the grounds around your house.

Many of you are probably thinking about fixing up your grounds as the growing season approaches - maybe you have a local organization or group of volunteers that help with this. Think about plants that help improve your environment in more ways than just looks.

Trees can provide valuable shade and help stabilize the soil against erosion. Consider choosing and placing trees that can block direct sunlight on exterior walls & windows. Eventually the advantage will be lower summertime heat gain on your walls, the opportunity to leave window shades open to allow indirect natural light to enter, and lower cooling costs.

Ground covers also help stabilize the soil, will help keep the soil moist by shading it from the sun, and will help keep the yard cooler in the summer. The right ground cover can also help keep unwanted weeds at bay, making upkeep of the grounds easier. Keep in mind that ground covers don't have to be plants - you can highlight areas with ornamental stones & gravels.

Try to vary your flowering plants so that there is something in bloom throughout the year. Find a local nursery that will work with you to develop a scheme for your grounds. Perhaps they'll even



adopt you as a community project. Use indigenous plants as much as possible - they will flourish better than imported plants and that means less care will be required to keep them healthy.

Finally, for those necessary paved areas, consider one of the many kinds of brick, stone & concrete pavers available instead of concrete or asphalt. This kind of paving can frequently be designed to allow rainwater to pass through the joints of the pavers and be absorbed into the ground rather than becoming runoff.

Happy Earth Day (there aren't greeting cards for this too, are there?)

Brown & Bills Architects sponsors the monthly NAHHH Inside Hospitality Newsletter. Thank you!



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and
bb Building Group.
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Ask the Expert

Wednesday, April 14, 2010

1:00pm CST**

What's on your mind?

A membership conversation about . . . whatever your want it to be about.

Lou Tompkins, Board President, and ***Karylenn Echols***, Executive Director, are looking forward to hearing from you about whatever is on your mind.

- Perhaps you have questions about the association as it is today or where we are headed
- Maybe you have questions, input or concerns about member benefits
- Possibly the transition of NAHHH over the last several months has you wondering
- Or, maybe, you have thoughts or input that you want to share

We'll start the call with a short update on what's happening at the national office and with the Board. From there it's a wide-open conversation. We truly want to hear what's on everyone's mind so that NAHHH can best serve our members. We hope you will join us on April 14th.

***** Adjust for your local time zone.***

Watch your email for call-in instructions; emails will go out to all members the 1st and 2nd Monday's in April.

Recap of March's Ask the Expert Session:

Board member, Denver Severt, Ph.D. guided the participants through an informational and inspirational conversation about managing a hospitality house. With limited time and resources, we

should spend our time doing what provides the greatest return for the house.

The 4-D rule of managing a house is just one of the ideas that Denver passed on to the callers: 1) Do what is most effective; 2) Delegate to create more time for yourself; 3) Defer to a later time; and 4) Ditch those things that don't really have to be done, such as cutting out a step in a process that takes time but doesn't impact the result.

If you would like to order a CD of the March call, or any previous session, please email or call the NAHHH office. The cost is just \$5 per session.

The 22nd Annual Conference is just around the corner!

Executive Director's Message

by *Karylinn Echols*

Does this surprise you? It does me. We've passed the half way point between the 2009 NAHHH Annual Conference in Rochester and the 2010 Conference in Pittsburgh!

Where has the time gone?

For Pittsburgh's Family House and the NAHHH Conference Planning Committee the time has been filled with dreaming, scheming and planning. Hundreds of emails, dozens of team calls and countless versions of programs, agendas and plans have zipped across the miles. The result is an amazing, evolving conference that you, our members, will not want to miss.

"The Art of Hospitality, where heart & smart meet" is being hosted by the talented and creative team at Pittsburgh's Family House - Christie Knott, Patti Likar, Beth Ellis, Tamasia Johnson and Kara Ionadi, along with dozens of their dedicated board and house volunteers.

Karri Morgan (NAHHH Board member, Conference Chair and Target House manager) and I made a quick trip this week to Pittsburgh where we met with the local team, visited the conference site and toured the four Family House properties. We left yesterday excited about what Family House has in store for all of us.

So, please be sure to block September 20 to 23, 2010 out on your calendar. The conference will kick-off with a reception on Monday evening (September 20) in a beautiful riverfront room with a stunning view of the city lights. This is just the beginning of a 3-day hospitality *experience!* If your schedule allows, plan to come early or stay late to enjoy more of what Pittsburgh has to offer. You will be glad you did!

Keep a close eye on your email in the coming weeks and months as we tell you more about the 2010 Conference. I hope to see all of you there!

Karylinn



NAHHH Board of Directors, 2009-2010

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