



MORE  
than  
A Place Like  
HOME



## MORE than A Place Like HOME

The Children's Inn at NIH offers more than 900 fun, educational, and therapeutic activities and programs each year, providing a welcome diversion from treatment and a chance to meet and make friends going through similar experiences. These programs help to make The Inn much more than just A Place Like Home.



## From the Chair of the Board of Directors



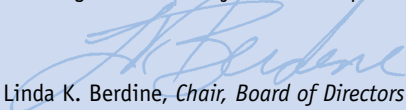
This year, 1,735 children and their families stayed at The Children's Inn while participating in groundbreaking medical treatments at the National Institutes of Health. This is a 10-percent increase over last year. After a long day of tests and procedures, they return to The Inn where the staff excels at caring for their hearts, souls and spirits.

Families depend on The Inn as their anchor. Whether it is Family Dinners, grocery store gift cards, art programs or family game night, The Inn provides an abundance of activities and services aimed at giving kids a place to be kids and families a chance to relax.

The more than 900 programs offered annually to the children, siblings and caregivers are entirely possible because of your commitment to The Inn. This year, we launched HeARTworks, a monthly art program for caregivers, as well as Mother's Circle, at The Woodmont House, where caregivers can share experiences in an intimate, private setting. The Inn also expanded its educational resources for our international families with a glossary of information on our website.

Inn families tell us repeatedly that staying at The Inn makes a big difference in their lives. The AdventureINN outings to baseball games or museums, the ExploreINN science activities with NIH volunteers, the small Thoughtful Treasures in the mailboxes, all make their stay meaningful and memorable.

We are grateful for all you do to help us support, sustain and strengthen our families.



Linda K. Berdine, *Chair, Board of Directors*

## From the Chief Executive Officer



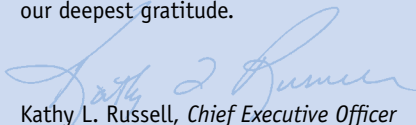
This year has been busy and productive with much-needed infrastructure improvements at The Children's Inn. While the day-to-day programs and activities for families are integral to The Inn's mission, so is making sure the air-conditioning and heating units are in top order, as well as all the many details of running a large Inn.

As part of the design process for our upcoming new playground and park, we were able to address longstanding drainage challenges in the backyard of The Inn. The water remediation efforts are an added benefit to the exciting new construction.

There also were improvements inside The Inn. A new Terrazzo tile floor, centered with The Inn's logo, shines in our front entrance. Carpeting has been replaced in many of the public spaces throughout the building. Technology improvements were made in resident rooms, including new flat-screen TVs, which feature Blue-Ray players and Google TV access.

We continue to raise money to upgrade The Inn's two older kitchen and dining areas, which are more than 20 years old. Renovating the kitchens will provide a more open floor plan, as well as allow residents greater access to cabinets and counters.

We are tremendously grateful to all our supporters for allowing us to maintain and improve The Inn's infrastructure and services. On behalf of all the seriously ill children who have cultivated "A Place Like Home" at The Inn this year, I extend our deepest gratitude.



Kathy L. Russell, *Chief Executive Officer*



Each year, we like to share our progress with friends and supporters of The Children's Inn at NIH. Because of you, much was accomplished last year, ranging from increased programming for caregivers and international families to new technology installed in resident rooms and throughout The Inn. Your generous gifts allowed us to provide so much more than just a place to stay for the 1,735 children and families who spent more than 14,000 nights at The Inn from July 1, 2011 through June 30, 2012.

## Facilities and Resident Services

### Resident Services

- Experienced increase in number of families who stayed at The Inn by 10% over previous year
- Engaged residents in The Inn's Values Program by encouraging families to nominate one another for values awards
- Implemented paperless registration process so that residents are able to check-in more efficiently by using a computer kiosk or iPad at the front desk
- Expanded programs for caregivers to include an art class and opportunities for respite
- Developed a comprehensive community resource page on the website for international families to access local services, restaurants and cultural organizations
- Expanded educational support for international families by improving the quality and increasing the amount of tutoring and ESOL classes

### Facilities

- Designed a new playground and park—construction began in April 2012 with completion expected by the end of the calendar year
- Completed assessment for perimeter security video, which resulted in a detailed plan to improve our video security system
- Hired a consultant to test the indoor air quality of The Inn, leading to important operational changes
- Upgraded front entry foyer appearance with Terrazzo tile floor that includes The Inn's logo, paint, lighting, and a new breakfast cart
- Remodeled and updated the Volunteer & Staff Lounge

Opposite page: (1) Celebrity Chef, Paula Deen, joined Inn Board Member and Journalist, Cokie Roberts, at a fundraiser to support upcoming kitchen renovations at The Inn; (2) Art Therapist, Brigid Guttmacher, leads the HeARTworks art program for caregivers at The Inn; (3) Plans for The Inn's new Playground/Park.









## Volunteer Program

- Developed a facilities maintenance schedule for volunteer teams to reduce facility costs
- Created two programs called “Baking A Difference” and “Thoughtful Treasures Workshops” to partner volunteers with Inn residents
- Implemented refresher training/evaluation program for more than 65 Welcome Desk volunteers
- Hosted events during Volunteer Appreciation Week to honor our 200 dedicated volunteers
- Installed flat-screen display monitor in the Volunteer & Staff Lounge to recognize volunteers and staff
- Received The Presidential Service Award for having volunteers provide 1,000 hours of service within the year

## Community Outreach Program

- Created a Corporate Opportunities packet to promote ways for businesses and organizations to become involved with The Inn
- Established partnerships with local hair salons to provide in-kind services to our families

## Human Resources

- Updated Employee Handbook to ensure continued compliance with laws and regulations
- Updated Risk Management Plan and Policy to ensure the organization is properly protected
- Incorporated earthquake preparedness into The Inn’s Crisis Action Plan
- Updated Social Media Policy to ensure that staff understands The Inn’s expectations around its use

Opposite page: (1) International Inn Resident Angelica Arias enjoying the annual Beach Party with one of the evenings many special guests, a member of the Archangels Motorcycle Club; (2) The remodeled Volunteer & Staff Lounge, made possible through a generous gift from Shirley Howard and The Children’s Cancer Foundation; (3) Attendees of the 23rd Annual Congressional Gala to benefit The Inn. Front row, left to right: Congressional spouses and Inn Board Members Debbie Dingell, Abby Blunt, and Linda Bachus. Back row: NIH Director Francis S. Collins, MD, PhD, Senator Roy Blunt, and Congressman Spencer Bachus.

## Information Technology

- Evaluated new interactive games and technology resulting in the installation of an interactive Surface Scan table for resident’s use in the front lobby
- Implemented video conferencing
- Upgraded technology in resident rooms, including the addition of 32” HD TVs on wall-mounted furniture and Google Internet TV, which provides in-room internet access
- Upgraded Multipurpose Room with new high lumens projector, Kaleidescape DVD movie server and Apple TV, all of which were donated

## Finance

- Created accounting manual to ensure transactions are treated consistently, proper accounting principles are used, and to aid in the training or delegation of accounting functions
- Trained Accounting Assistant in processes and procedures, production of financial statements and other reports for the Finance Committee

## Development and Public Relations

### Development

- Held the first fundraiser for the Young Ambassadors Council, a group targeting 20–40 year-old donors, which raised \$50,000
- Increased CFC workplace giving by 14%
- Raised funds for the new playground and park initiative
- Held several major fundraisers to raise money for upcoming kitchen and dining room renovations:
  - 23rd Annual Congressional Gala to salute longtime board member Cokie Roberts
  - Meet and Greet with Paula Deen in conjunction with The Metropolitan Cooking & Entertaining Show

### Public Relations

- Surveyed Inn residents to determine their preferences regarding communication to enhance dialogue with families
- Completed a strategic plan for social media to improve external communication via twitter, facebook, etc.

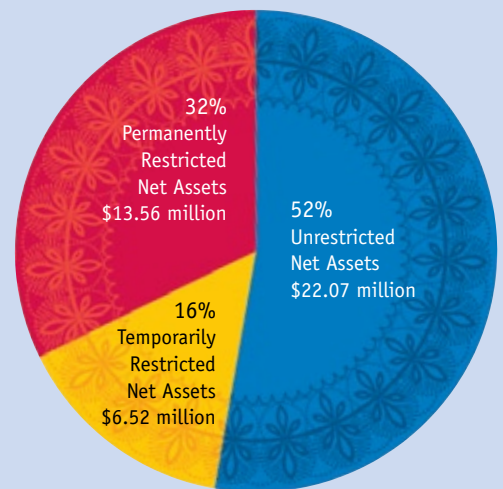


# Financial OVERVIEW 2011–2012

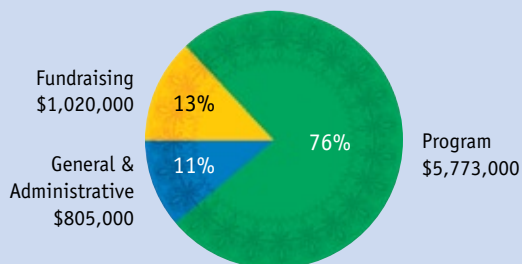
The Children’s Inn at NIH is a haven of hope for up to 59 families each day, from across the country and around the world. Families seek help for their children’s medical conditions and hope for a cure while participating in research studies at the National Institutes of Health—the nation’s premier biomedical research center. More than 10,000 children and their families, from 50 states and more than 80 countries, have stayed at The Inn since it opened in 1990. The Inn continues to enhance programs and services for residents that fulfill our mission of keeping the family together during a child’s illness and providing a healing environment through mutual support.

## Net Assets as of June 30, 2012: \$42.15 million

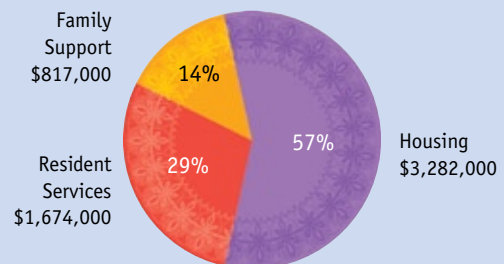
Total Income for FY2012 = \$9.22 million (including in-kind contributions of \$2.95 million)



## Total FY2012 Operating Expense: \$7.60 million



## Programming Expense Breakdown: \$5.773 million



Source: Audited financial statements as of June 30, 2012; Available upon request.

The Children’s Inn holds the Better Business Bureau seal of approval and is recognized by Charity Navigator, indicating that we fulfill our mission in a fiscally responsible way. These exceptional designations demonstrate to supporters that we are worthy of their trust.







# Our Mission and Values

The Children's Inn at NIH is a private, nonprofit, family-centered residence for pediatric patients at the National Institutes of Health and their families. Its purposes are to keep children together with their families during serious illness, reduce their stress, and facilitate their healing through mutual support. At The Children's Inn at NIH, the following core values guide our daily actions as we strive to create an optimal healing environment.

## **Integrity**

We are honest and trustworthy and take personal responsibility for our actions.

## **Open Communication**

We listen and encourage others to share their ideas and knowledge in a cooperative manner.

## **Community**


We share a passion to create "a place like home," where all feel a sense of belonging, safety, support and care.

## **Helping Others**

We respond to the needs of others as we individually and collectively care for and work with each other.

## **Respect**

We honor the unique qualities of each individual, treat others with kindness, and value the strength that comes from our diversity.



## Emely is an avid animal lover.

Emely Reveles, a bright and bubbly eight-year-old, is an avid animal lover who adores caring for her cat, turtle, and three dogs at home in Victorville, CA. Her great love for animals followed her to The Children's Inn, where she immediately fell in love with The Inn's resident therapy dog, Viola Mars. While staying at The Inn, Emely happily spends hours giving Vi hugs and rubbing her furry ears and belly, and Vi is always willing to oblige.

Emely was just a baby when she began experiencing intense fevers and rashes accompanied by severe pain in her joints. Her aunt and guardian, Blasa Lamas, knew that something wasn't quite right with her young niece and took her to their local pediatrician. After a round of extensive testing, Emely's doctors were unable to diagnose her condition. Emely began losing her sight and experienced hearing loss in one ear due to the intensity of her fevers. As Emely's condition rapidly worsened, her doctor referred her to a rheumatologist at the Children's Hospital in Los Angeles. After another round of testing, the rheumatologist referred her to the National Institute of Arthritis and Musculoskeletal and Skin Diseases at the National Institutes of Health (NIH).

After arriving at the NIH, one-year-old Emely soon was diagnosed with Neonatal Onset Multisystem Inflammatory Disease (NOMID). NOMID is a rare genetic periodic fever syndrome that causes uncontrolled inflammation in multiple parts of the body. Symptoms include skin rashes, severe arthritis, and chronic meningitis that can lead to neurological damage over time. Emely immediately began treatments to ease the symptoms of her condition. Her

doctors prescribed Anakinra, a medication that has shown positive results in treating NOMID. Emely no longer has daily fevers, severe body aches, rashes, or headaches.

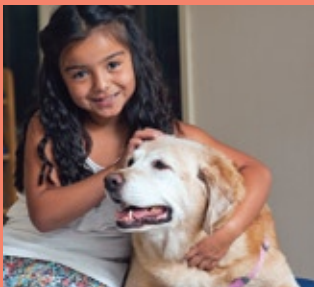
Emely also has fully regained her sight, and recently had tubes placed in her ears to prevent further hearing loss. She has visited the NIH twice a year for the past seven years. However, she is doing so well that during her last visit, doctors told Emely that she will only have to come for a check-up once every two years. Although Blasa was thrilled that her niece's condition has stabilized, Emely was greatly disappointed that she will not get to stay at The Inn and see Vi as often.

After long days of treatment at the NIH Clinical Center, Emely looks forward to spending time in The Inn's Arts & Crafts Studio, playing with new-found friends in the Playroom, and using the Computer Room to keep in touch with her family and friends back home. She loves to participate in the many programs and activities offered at The Inn. To Emely, The Inn means enjoying the things that make her happiest and that means the company of Vi, her furry companion.





Emely combines two of her favorite Inn activities: playing with Resident Therapy Dog, Vi, and being artistic in the Arts & Crafts Studio.



### Resident Therapy Dog Program

Viola Mars, a Yellow Labrador therapy dog, came to The Inn in 2008. She was donated by Mars, Incorporated, in hopes of lifting the spirits of Inn residents, both children and adults. Residents interested in playing with Vi or taking her for a walk can simply stop by the front desk and sign up for some one-on-one time. Vi takes part in many of The Inn's programs and activities.



## Tristin enjoys the Teen Program.

Fifteen-year-old Tristin Hanson of Bountiful, UT has big plans for his life after high school. From graduate studies in the medical field, to becoming an exotic animal veterinarian, Tristin's ultimate goal is to help those who are in need. One of Tristin's favorite parts of summer is the annual road trip he makes with his grandparents, Ken and Jane Greenwell, from their home in Tennessee to stay at The Children's Inn. Tristin participates in a research study for McCune-Albright Syndrome (MAS) at the National Institute of Dental and Craniofacial Research (NIDCR).

When Tristin was born, doctors and family members immediately noticed his small size. From that time, he had difficulty growing and gaining weight. He was often sick with ear infections and pancreatitis, and was in and out of the hospital. Tristin was diagnosed with MAS at age two. After his diagnosis, Tristin's endocrinologist called Dr. Michael Collins at the NIH, who he thought might be interested in meeting Tristin. Dr. Collins is a pioneer in the field and, at the time, was establishing a series of clinical protocols for the study and treatment of MAS. Dr. Collins met Tristin and immediately enrolled him in an ongoing natural history protocol to monitor his condition over the course of many years. Tristin made his first trip to the NIH at the age of four, and since has visited once a year.

MAS affects the bones, skin, and several endocrine, or hormone-producing, tissues. Tristin's symptoms include fibrous dysplasia of the bone, which occurs when normal bone is replaced by softer, fibrous tissue. Despite breaking his arm and leg multiple times, Tristin does not face any mobility issues. Other symptoms include dark pigmentation of the skin and endocrine issues, which caused Tristin to

begin puberty at the age of four. Doctors were able to offset puberty through medication until he reached the age of fourteen. Although there is currently no cure for Tristin's condition, Dr. Collins is researching treatments to potentially deactivate the abnormal cell behavior that causes MAS. Tristin and his family are immensely grateful for the work of Dr. Collins, saying that his efforts have given Tristin "a sense of normalcy."

While at The Inn, Tristin enjoys participating in the Teen Program. From socializing with new friends, cooking lessons, and learning fun games, Tristin can't hide his excitement while discussing the different activities he participated in during a two-day Teen Retreat at The Inn last summer. His grandparents simply enjoy seeing how happy he is at The Inn. "Everyone is so kind and considerate. Tristin actually looks forward to returning to the NIH each summer," says Ken.

Tristin is enjoying his sophomore year of high school. He likes spending time with his friends, listening to music, playing video games, and caring for his family's pets.





Tristin plays video games in the Teen Lounge with Family Program Manager, Ryan Whited. Ryan oversees the Teen Program, which includes the annual Teen Retreat.



### Teen Program

The Teen Program at The Children's Inn was established in 2006. An evening is planned twice a

month that creates a safe environment for teens to establish a sense of community among peers, share feelings, enhance problem-solving skills, strengthen self-esteem and confidence, build leadership skills and have fun. Each summer, The Inn holds a two-day Teen Retreat complete with a pajama and pancake breakfast, team-building group challenges, and a panel discussion led by young adult patients and siblings who share their personal stories.

## Emily loves going to Family Dinners.

Following a long day of treatment at the NIH Clinical Center, Emily Rominski, an energetic five-year-old from Chicago, IL, is busy hosting a tea party in The Inn's Playroom. She carefully pours the pretend tea and offers one of her guests, mom Kristina, the first cup. Playing games together, they unwind from a long day filled with doctors and IVs. The Playroom is a sanctuary for Emily, who has been coming to The Inn for nearly half of her life.

When she was born, Emily weighed a healthy seven pounds and two ounces. However, at four months old, she was not gaining enough weight and failing to thrive. Doctors discovered that she had a rare genetic disorder, similar to atypical progeroid syndrome, although the diagnosis was not certain. The disorder is characterized by signs of early aging and can lead to complications with the heart, liver and kidneys. Doctors back home referred Emily to the NIH and at age two and a half, she and her parents, Justin and Kristina, made their first trip to The Children's Inn. Since then, they have returned to the NIH five times. Emily currently participates in a research study at the National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK) to treat lipodystrophy, a symptom of her disorder. Lipodystrophy is a condition that causes abnormal loss of fat from one area of the body—usually the face. "We have been told by many different doctors that Emily's file is one of their thickest," Kristina says. "She is a bit of a medical mystery."

Her parents appreciate the warm, peaceful environment at The Inn. Tests and treatments are stressful, but when they return to The Inn, they feel far away from the nearby

hospital. They are especially grateful for the staff and volunteers at The Inn, "who care beyond the medical," says Kristina. The Rominskis enjoy participating in The Inn's Family Dinner Program—an evening with a warm dinner provided for all Inn residents by generous community groups. These evenings enable Emily's family to connect with other parents and children. "When you come to The Inn, you don't feel different," explains Kristina. "There's a camaraderie because we're all different...everyone's normal here."

For Emily, The Inn is all about playtime. She's a happy little girl who loves checking her mailbox for goodies each day, coloring in the Arts & Crafts Studio and dancing in front of a large and colorful interactive digital art piece in the hallway. When Emily comes to The Inn, she does, however, miss her usual playmates—her siblings—nine year-old twin sisters Heidi and Anna and seven year-old brother Luke. Back home, she and her siblings enjoy riding bikes together, playing Wii video games and splashing in their sprinklers. Emily now has something else in common with her older siblings—school! She began pre-kindergarten in September.



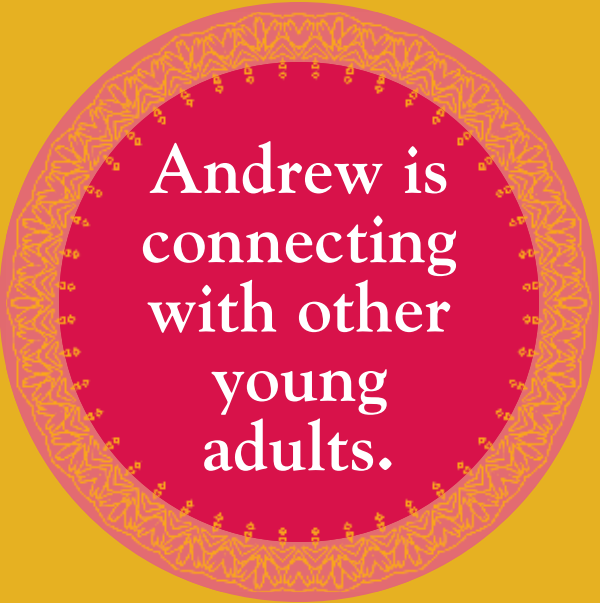


Emily hosts a tea party in the Playroom with Bridget Kuzma, Family Program & Community Outreach Coordinator. Bridget coordinates The Inn's Family Dinner Program.



### Family Dinner Program

Sunday is when the majority of families arrive. After a long trip, they are often tired and ready for a home-cooked meal. Every Sunday, The Inn invites different community groups and organizations to provide a large meal for all Inn families. The Family Dinner Program allows residents to relax, while alleviating the worries of transportation, grocery shopping, and the hassle of preparing a meal after a long day. The dinners are an opportunity for residents to meet and get to know other families who are also facing a child with a serious illness.



## Andrew is connecting with other young adults.

When Andrew Prince graduated from Temple University in May of 2010, the last thing he expected was to be diagnosed with cancer. That fall, however, he was told he was suffering from Desmoplastic Small Round Cell Tumor, a rare and highly aggressive tumor that occurs in multiple masses in the abdomen. After several rounds of chemotherapy and multiple surgeries, Andrew was eventually referred to the National Cancer Institute (NCI) at the National Institutes of Health (NIH).

When Andrew, 24, first came to the NIH in 2012, he traveled from his hometown in Far Rockaway, New York on his own. Without any friends or family in town to keep him company, it didn't take the energetic and outgoing former fraternity brother very long to meet people. He heard about the Young Adult Night Out (YANO) Program at The Children's Inn and signed up right away, spending a fun-filled evening bowling with Inn staff and fellow young adult residents. He now attends YANO outings regularly with friends he has met at The Inn, which he says is "like being back in college again."

The Inn also offers Andrew valuable family time, especially with his Dad, Grover, who has made several visits to The Inn with him. "When you have a young adult son, it can be difficult to find time for each other," Grover says. "Andrew is always busy with friends, school, sports, and everything else he has going on. Being able to stay together at The Inn gives us a chance to reconnect." The Inn also made it easy for Andrew's older brother, Anthony,

to travel to the NIH to give Andrew a bone marrow transplant on April 4, 2012—a date Andrew enthusiastically refers to as, "My new birthday!"

The Princes enjoy a sense of normalcy at The Inn. "You have everything you have at home... and more," says Grover, who particularly appreciates the regularly scheduled Family Dinners prepared by donors and volunteers and easy access to the Exercise Room so he can work out. Father and son also spent a lot of time in the Business Center this past summer; Grover paying bills back home and Andrew applying to graduate school. Andrew was filled with excitement to begin classes at Baypath College this semester to earn a Master's Degree in Occupational Therapy.

Despite Andrew's difficult health struggles over the past two years, the Prince family maintains a positive attitude. When asked what he would tell families coming to The Inn for the first time, he smiles, "Expect the incredible."





Andrew plays pool in the Game Room with Taylor Watson, Woodmont House Assistant Manager. Andrew first met Taylor at a YANO outing.



### Young Adult Night Out

Inn residents range in age from infancy to age 25. The Young Adult Night Out (YANO) Program

began in 2007 with the purpose of meeting the needs of

The Inn's young adult population. Once a month the YANO program provides a free dinner out at a local restaurant just for Inn residents ages 18–25. Spending an evening away from the NIH campus with peers relieves stress and provides fun and support for this special population of Inn residents.



## Emma finds gardening at The Woodmont House relaxing.

Van Khai “Emma” Tran is no stranger to hospitals. Since she was seven-years-old in her home country of Vietnam, Emma has battled a rare blood disorder called Aplastic Anemia. In a country where getting a blood transfusion can be extremely difficult, Emma’s mother, Anh Nguyen, says it is a miracle her daughter made it out of the hospital.

In August 2010, Emma and her parents arrived at the National Institutes of Health (NIH), hoping the National Heart, Lung and Blood Institute (NHLBI) would provide successful treatments for Emma’s illness. Within a year, Emma was able to receive a bone-marrow transplant. Her dad, Van Khoa Tran, was her donor. In July 2011, doctors gave Emma and her parents some good news: Emma was well enough to move to The Inn’s Woodmont House, a transitional home for Inn families whose children are no longer in the acute phase of their illness and do not need to be as close to the NIH Clinical Center, but still aren’t cleared to go home.

Although Emma’s parents were thrilled with the prospect that Emma’s health was improving, they were nervous and hesitant to take Emma away, even a mile away from the hospital.

“I panicked,” says Anh. “It felt so good to hear that news,” she says. “It was like they took a big stone off my shoulders.” But, she resisted moving at first. “I was very scared.”

The move has proved to be a big boost to Emma’s spirits. On July 1, 2012, Emma celebrated her 11th birthday at The Woodmont House with four other Inn families who share the home together. The families surprised Emma with a birthday party. They decorated cupcakes together and Anh, who loves to cook, made a special dinner with Emma’s favorite Vietnamese noodles.

“I prefer it here now,” Anh says. Her extended family from Vietnam, including Emma’s cousins, was able to stay with them at Woodmont for several weeks this past summer. Van Khoa travels back and forth between Vietnam and The Woodmont House when he can get the time off from work.

The Inn’s Education Program Coordinator, Ronny Kempenich, visits The Woodmont House once a week to tutor Emma, helping her keep up with her schoolwork. Anh enjoys Mother’s Circle, a weekly chat with other moms in the house facilitated by Woodmont House Manager, Chiquita Serpas.

“There are many things I cannot share with Emma,” Anh says. “She’s still a kid.” The Mother’s Circle gives her a chance to speak freely with other adults. “Chiquita is a very patient audience.”





Emma enjoys planting and watering flowers on the porch at Woodmont with House Manager, Chiquita Serpas. Chiquita facilitates the Mother's Circle Program.



### Mother's Circle

Created in 2011, The Mother's Circle Program is an intimate and personal time for parents staying at The Woodmont House to support one another.

Woodmont House Manager Chiquita Serpas facilitates the discussion with the mission of encouraging caregivers to share their experiences, hopes and fears with other residents in similar situations.



The Children's Inn at NIH is deeply grateful to the generous donors who gave gifts of cash and pledges between July 1, 2011 and June 30, 2012. The following list recognizes gifts of \$250 or more. The Inn also appreciates the many in-kind gifts and services that we receive throughout the year. Every effort has been made to ensure the accuracy of our records. Please contact Lucy Seagraves at [seagraveslf@mail.nih.gov](mailto:seagraveslf@mail.nih.gov) or 301-451-9455, if we need to make a correction.

### Stars (\$100,000+)

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 Holly and David Parker



## Jody and Dick Vilardo



Jody Vilardo had been a member of Glen's Garden Club in Rockville for many years when one day she read an article in the local Gazette newspaper about an amazing "place like home" for seriously ill children who were participating in clinical trials at the NIH, called The Children's Inn. Knowing that the garden club was often looking for charities to support, Jody suggested The Inn. That year, the garden club made Thoughtful Treasures for the children's mailboxes; Jody, along with her husband, Dick, delivered the treasures to The Inn.

"We were so impressed by the beautiful facility," Jody said recently. "I was simply blown away by The Inn and its mission to support these special families."

That was more than a dozen years ago and marked the beginning of a long relationship between the Vilardo's and The Inn. Jody and Dick have generously supported The Inn annually ever since. In 2010, the Vilardo's came for another tour of The Inn to see the many changes since they had visited years earlier. During their visit, they learned about one of The Inn's priority capital projects—the renovation of two of The Inn's original community kitchens and dining areas. When asked if they would be willing to serve on a committee to help raise funds for these renovations, Jody and Dick did not hesitate. In fact, Dick knew that his 35 years in the hotel management and hospitality industry might be helpful. The Vilardo's are active members of the Kitchen Renovation INNitiative and have helped raise more than \$27,000 for the project. The first phase of the renovation is set to begin this winter.

Supporting The Inn is a family affair for the Vilardo's. They encouraged their daughter, Katie, and son, Andy, to become actively involved with The Inn. The couple lives in Rockville: Jody is a retired partner with the accounting firm DeLeon & Stang, CPAs, and Dick is a co-owner of Pinnacle Hotel Management of Royal Palm Beach, Florida.

The Children's Inn is deeply grateful to the Vilardo's for their volunteerism and generous financial support over the years.

The Honorable Nancy Pelosi and Paul Pelosi  
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PricewaterhouseCoopers  
Mark and Jean Raabe  
Catherine B. Reynolds Foundation  
Phyllis Rienzo and Scott Parr  
Adam Robinson  
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## Jim and Janis Cook



Janis Cook vividly remembers her mother sleeping next to her in a chair, night after night, at Children's National Medical Center years ago when Janis was seriously ill. Janis was born with four kidneys (bilateral renal duplication) and has endured a lifetime of surgeries and medical complications.

"I truly understand the value of a place like The Children's Inn," Janis says. "When I was a young child, it was so hard on my mom not having a place to stay when I was in the hospital."

Janis and her husband, Jim, learned about The Children's Inn through Jim's job as an electrician at the NIH in the late 1980's. Jim helped build The Inn, which opened its doors to families in 1990, and has been involved ever since. Jim still works at the NIH and oversees card key security at the Division of Personnel Security and Access Control (DPSAC).

"The Inn is the perfect charity for us," Janis says. "I know how important its mission is on a personal level, and Jim actually helped build the place. So it's only natural that we want to lend our support."

The Cooks support The Inn annually through the Combined Federal Campaign. They also have made a bequest to The Inn in their wills, which is a way they can make a meaningful future gift to The Inn. The Cooks are members of The Innkeepers Society, which recognizes individuals who have made gifts to The Inn through their estate plans.

Janis and Jim live in Bowie, Maryland and are avid motorcyclists in their spare time. The Inn is deeply grateful to the Cooks for their generous support of our children and families.

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## Young Ambassadors Council



One of the most exciting new initiatives at The Children's Inn is the Young Ambassadors Council (YAC), which was formed in 2011 with the goal of increasing opportunities for individuals in their 20s, 30s, and 40s to become involved with The Inn. Led by a volunteer council made up of talented and energetic Inn supporters—volunteers, donors, residents, and corporate sponsors—the YAC offers young professionals a variety of ways to support The Inn's mission, including volunteer projects, community outreach initiatives, social events, and much more.

One of the YAC's first projects was hosting a Kick-Off Barbecue at The Inn in July 2011. More than 60 young professionals attended and were treated to dinner, mingling with Inn residents, and taking guided tours of The Inn. Building on the success of that event, the Young Ambassadors Council hosted several fundraising happy hours, represented The Inn at multiple community outreach events, and organized a Family Dinner for Inn residents. The culmination of their efforts was the first annual A WINNter Affair in February 2012, where 250 young adults enjoyed a night of cocktails, hors d'oeuvres, dancing, and live music by the Winn Brothers Band. The event raised almost \$50,000 to benefit The Inn. Although they started with just 60 guests at their first barbecue, the YAC's list of supporters has grown to more than 900 people from the DC metropolitan area.

The YAC's first year was a resounding success, and council members are already busy planning next year's fundraising events and volunteer opportunities for young professionals. To learn more about their efforts and find out how to become involved, visit [www.childrensinn.org/youngambassadors](http://www.childrensinn.org/youngambassadors).

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## Howard Neuberg



The Inn's Welcome Desk volunteer shift is one for which volunteer Howard Neuberg is particularly well suited. Nearly 10 percent of The Inn's 1,700 residents each year come from foreign countries. Some arrive nervous and unsure, having never traveled abroad before.

Howard has years of experience escorting high-ranking foreign visitors for the State Department throughout the U.S. He treats Inn families with the same warm welcome and confidence. After nearly 25 years in the U.S. Foreign Service, working in nine countries, Howard has studied German, French, Spanish, Portuguese and Vietnamese.

Gregarious and outgoing with a deep, radio voice, Howard has a knack for making families feel at home. Howard says he enjoys his Friday morning shift because he sees families on their way back home and many are eager to tell him how much The Inn has meant to them. "They always express their gratitude," he says. "I remember one child telling me, 'at The Inn, no one made fun of me.' That is a wonderful expression of what goes on here."

For the past four years, Howard has jumped at opportunities to fill in for other volunteers who need a substitute. He is a member of The Inn's Volunteer Advisory Committee and has received the Presidential Volunteer Service Award for completing more than 100 hours of service at The Inn. "He is an extraordinary volunteer," says Laura King, The Inn's Director of Volunteers & Community Outreach.

Howard also is an ardent advocate of The Inn, an ambassador who relishes the chance to speak to community groups on behalf of The Inn. "Children come to the NIH from all over the world with serious medical problems," Howard says. "The thing that impresses me the most is the resiliency and courage of these kids."

Howard still works as a replacement announcer for the Voice of America. Born in Chicago, he lives with his wife Norma "Cookie" in Gaithersburg. They have a daughter, Gabi, 26, and a son, Christopher, 47. Howard plays tennis several times a week and likes to brush up on his language skills.

"Howard's dynamic personality and unwavering commitment to The Inn's mission has helped build partnerships in the community," says Laura. "We are very fortunate to have him on our volunteer team."

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## Passion Food, LLC



The name says it all. Passion for food. Passion for people. Passion for helping others. Passion Food is a company that reflects the many passions of its three partners—Chef Jeff Tunks, David Wizenberg and Gus DiMillo. Wanting to give back to their community, and particularly wanting to help children, the partners at Passion Food started an annual charity golf tournament in 2006. For the last two years, the proceeds from the ComPassion Golf Tournament have benefited The Children’s Inn at NIH, raising more than \$75,000 to support the 1,700 children and their families who call The Inn home each year.

“We wanted to give something back to the community where we are invested and where we can really make a difference,” says David, founding partner of Passion Food. “The Children’s Inn has a wonderful mission, and we knew that our donation would directly affect the lives of the courageous children who stay at The Inn. We’re just happy we can help in a meaningful way.”

In April, more than 140 golfers participated in the ComPassion Golf Tournament held at the Reston National Golf Course. “This is a great event for our vendors and many friends in the community,” says Kathy Arvis, Director of Marketing for Passion Food Hospitality. “The golfers have a great time, while knowing that they are helping a wonderful charity. It’s a win/win for us and The Inn.”

Passion Food, LLC was established in 1998 with their first restaurant, DC Coast, opening in downtown DC; and now includes area restaurants Ceiba, Acadiana, PassionFish, District Commons, and Burger, Tap & Shake. Their newest restaurant, Fuego Cocina y Tequileria, is set to open in Clarendon this fall.

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*For more information, contact Fern Jennifer Stone, Director of Development and Public Relations, at 301-451-9453, or [stoneff@mail.nih.gov](mailto:stoneff@mail.nih.gov).*



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