



2020 ANNUAL REPORT

Preview

Although we have largely carried out the same mission to provide a relief option for families in the last 35 years, our focus has continued to evolve with the needs of our community. We are serving an increasing number of patients as guests. As we look ahead, we will keep adapting to ensure that medically necessary healthcare is accessible to all.

For our 35th Anniversary, we are not only celebrating the work we've done since 1985, but the growth of Charlotte's medical community that continues to attract people from all over the country to seek its cutting-edge care.

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2,768 INDIVIDUALS were served 

 **1,552** FAMILIES TURNED AWAY from overnight lodging due to **limited capacity**

 **220** NIGHTS OF STAY awarded through Guest Assistance Program

40% of all guests **traveled from MORE THAN 100 MILES AWAY** 

COVID-19: Meeting the challenge



The onset of COVID-19 brought on unforeseen challenges when restrictions on hospital visitation and elective surgeries resulted in a decline in demand for Hospitality House of Charlotte's services. Although this resulted in a temporary facility closure, the administrative offices remained open, patient referrals were directed to partnering hotels at negotiated rates, and our leadership team dedicated their efforts to analyzing and improving safety measures.

33% of guests experienced a **DELAY IN HEALTHCARE** 

37% of guests faced a new or worsened **FINANCIAL BURDEN** 



PREVENTATIVE MEASURES AT HHOC:

- Protective barrier surrounding front desk
- COVID-19 screenings for all guests & staff
- Additional extensive cleaning and disinfecting of facility 
- Requirement of masks and social distancing 
- Limited guest capacity
- Antimicrobial bedding
- Additional hand sanitizing stations

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Meet The Hamiltons



Robyn Hamilton was first involved with Hospitality House in 2016 as an integral part of our Annual Corporate Fundraiser. She chaired the campaign, encouraging a group of corporate executives to help raise money for the families at HHOC. When her father, Otis, was diagnosed with cancer in 2019, her relationship with Hospitality House came full circle.

“ We should support Hospitality House because it's a lifesaver for families. -Otis Hamilton ”

Read the full story by visiting
hhocharlotte.org/annual-report

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Our Corporate Partnership Program is more than an annual sponsorship opportunity. This Partnership provides opportunities for employees to engage in our mission through group volunteer activities. Visit hhocharlotte.org/corporate-partners to learn more information.

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