



As 2015 comes to a close, we reflect on the many hands that have reached out to help us. We are **thankful to you** for showing us that partnership comes in all sizes and in many different ways. Hacienda HealthCare has truly been fortunate and in turn we have been able to provide the much needed medical and social services for our medically fragile and chronically ill children and young adults, including those with developmental and intellectual disabilities. We owe you, our volunteers and donors, our sincerest and most heartfelt **thanks** for your time, talents, and generosity, both in-kind and financially.

As the New Year approaches, we wish you a safe holiday season, much success in 2016, and a closer partnership with us as we continue to grow and fulfill the unmet needs of our community.

We can never say **thank you** enough, so we hope you will enjoy some of our stories highlighting the many partnerships that have improved the lives of our patients and residents this year.

Hacienda Skilled Nursing Facility Celebrates 15 Years and 1000 Faces

Hacienda Skilled Nursing Facility celebrates 15 years of service to Arizona's medically fragile and chronically ill, infants, children, teens and young adults.

An array of colorful flowers crafted of tissue paper hang from the ceiling.

The walls of the dining hall in the skilled nursing facility are lined with paper silhouettes reminiscent of the children and young adults at Hacienda.

Cheerful ribbons with multi-colored hand-prints welcome guests as they fill the room with their excited chatter.

On November 17, 2015, Hacienda HealthCare had the great fortune of celebrating Hacienda Skilled Nursing Facility's fifteen year anniversary.

Since it began serving the community on November 17, 2000, Hacienda Skilled Nursing Facility has provided care for more than 1,000 of Arizona's infants, children, teens, and young adults.

The afternoon's celebration focused on the exemplary collaboration between nurses, staff, administrators, board members, public agencies and organizations that made Hacienda Skilled Nursing Facility a reality for all the individuals who've been entrusted to our care.

>> *Read more on page 4.*





Grand opening of Hacienda Children's Hospital

"A stellar example of how Hacienda HealthCare continues to follow through on its commitment to Arizona families"

The completion of Hacienda Children's Hospital was nothing short of extraordinary.

Private and public entities worked diligently in collaboration with Hacienda HealthCare to ensure the hospital would meet all stringent licensing criteria, while building a space that still evoked a sense of peace and whimsy for children and their families.

On July 1, 2015, guests gathered to bear witness to the fruits of this collaboration.

A misted tent provided guests with shelter from the mid-summer sun as they listened to tribal, city, and federal officials describe the impact and importance of Hacienda Children's Hospital on the community.

"This really is a great day for the city of Mesa and the Fiesta District," said Mesa Vice Mayor Dennis Kavanaugh as he stood at the podium.

Despite the triple-digit heat, over one-hundred community members gathered to celebrate the grand-opening of Hacienda Children's Hospital.

While dignitaries shared their remarks, some curious guests made their way into the hospital to admire the vision of Hacienda,



This page (top to bottom): Hacienda Children's Hospital (top), Ribbon cutting ceremony (L-R); Mayor John Giles, Jennefer Frost Hacienda Children's Hospital Director of Nursing, Councilwoman Deanna M. Scabby, Tom Pomeroy Hacienda HealthCare Board of Directors, Rep. Matt Salmon, Vice Mayor Dennis Kavanaugh (middle top), Rep. Kyrsten Sinema (middle bottom), Jungle wing with guests (bottom). Opposite page: (clockwise from top left) Hacienda Children's Hospital Donor Tree, Sky Wing, Patient Room, Jungle Wing. © Image courtesy of David Jolkovski/East Valley Tribune

brought to life thanks to the talent at Devenney Architects and RJM construction.

“Hacienda HealthCare is a center of excellence, providing one-of-a-kind care. The Children’s Hospital is a stellar example of how Hacienda HealthCare continues to follow through on its commitment to Arizona families,” Arizona 9th District Representative Kyrsten Sinema said.

The enthusiasm was echoed by all who attended.

“The healthcare community in this part of Mesa is strong, and the addition of a sub-acute children’s hospital will fill a need felt across

the Valley,” Mayor John Giles said. “Congratulations Hacienda HealthCare and welcome to Mesa.”

Before everyone gathered around the hospital’s entrance for the ribbon cutting ceremony, a very special final thank you was announced.

“I applaud the great work that Hacienda HealthCare does on behalf of all of their patients, and the opening of their new Children’s Hospital is just another way they will be serving the youngest among us who need this special care,” said Arizona 5th District Representative Matt Salmon. “I thank everyone at Hacienda HealthCare for their dedication to making our community better.”

Leaving a Legacy of Philanthropy

This year if you are considering where to give a financial gift or tax credit donation, consider giving to Hacienda and its qualified affiliates. Special recognition opportunities are available for Hacienda Children’s Hospital so that you can leave a lasting legacy in honor of your family name, a loved one, or your business. For those of you who prefer to give without recognition, we honor your privacy.

We have designated areas of the hospital for commemorative gift opportunities. This offers a way to memorialize yourself, your family, a loved one, or your company by naming a room or area at our Hacienda Children’s Hospital. A plaque displayed in the area will showcase your name or message to commemorate your support.

In addition, we have a donor tree display in our lobby with commemorative leaf plaques in a variety of sizes based on the amount of your gift.

For more information, please contact:

SIERRA KAMELA, VP | Marketing & Public Relations
602.243.4231 x176 | SKamela@HaciendaHealthCare.org

NANCY SALMON, VP | Corporate Communications
602.243.4231 x602 | NancySalmon@HaciendaHealthCare.org

To donate: **Complete form on attached envelope.**

For more information, please visit:

HaciendaChildrens.org | HaciendaHealthCare.org





Kevin (center) with his dad (left) and Brian Henrie (right) and cowboy John Robinson

Boots, Chaps, and Cowboy Hats!

Hacienda's 11th Annual Prom 2015

The theme was Western and from the sounds of laughter and sights of smiling faces, everyone had a *boot scootin'* good time!

With a Western theme we thought it was fitting to host this year's Prom outside. So for the first time in Hacienda Prom history, we held it in the parking lot under the desert sky.

Once again, Prom was a huge success thanks to our community partners. **John Robinson** owner of **Robinson Ranch** donated decorations of hay bales and ranch-style props, and arrived on horseback to bring the Western theme to life.

Several of our residents wore gowns donated by **Royna Torrez Rosell**, co-owner of **Azteca Bridal**. Each year she opens her bridal shop to our residents giving them a chance to hand-pick their Prom attire. This year a special project by Scout leader Ariana Schein added more dress choices for our special ladies.

Thank you to all of our volunteers, Robinson Ranch, Azteca Bridal, and Ariana Schein for making this a memorable evening.



Ricky, Adam, and Erica



This year's Prom invitation



Jibri and John Robinson



Salina



Alex and guest

Cover story continued...

"We are fortunate to have a team of direct-care staff and support staff who are dedicated to continuously providing outstanding care to Arizona's most vulnerable." Hacienda Skilled Nursing Facility Administrator, Brian Henrie said.

Brian's enthusiasm was echoed by the speakers whose experience with Hacienda covered the entire spectrum—from our respiratory therapist, Eleanora Riggers, to Hacienda's CEO, Bill Timmons.

Guests listened intently as Jibri, Hacienda Skilled Nursing Facility

resident and Hacienda Prom visionary, proudly expressed his gratitude to everyone at Hacienda.

Johnna Elwood and her husband Mike spoke with fondness and gratitude about their time at Hacienda with their now 7-year-old son, Jayson.

Before closing, Johnna waved Jayson to the podium and hoisted him up the mic for one final remark. He smiled sheepishly and said, "Hi, my name is Jayson...Thank you."

Teen Partner Strikes Gold in the “Old West”

A story of a young girl's dream to find gold, brings fortune to our Prom attendees.

As a child you may have received gold stars for a job well done on a report card or from a special school project. Gold was certainly the best, and in the world of Girl Scouts attaining the Girl Scout Gold Award represents the highest achievement in Girl Scouting. The prestigious award is earned through a multi-step project that incorporates research, team building, planning, leadership, and execution of the plan to provide a meaningful community service.

Ariana Schein, an 18 year old competitive gymnast and Girl Scout from Desert Mountain High School, first heard about Hacienda and its Prom from one of the scouting moms who happened to be the doctor of the founder of Hacienda's Prom. Dr. Christina Kwasnica, has been Jibri Crawford's physiatrist for a number of years. Jibri, a full time resident of Hacienda came up with the idea of having a Prom eleven years ago to bring a fun event that he knew most of his friends at Hacienda would never have the chance to experience in their lifetime.

Having heard Jibri's story of how Prom became a tradition, she was so touched that she decided to make this her project.

With a plan and her team they gathered dresses from a variety of sources and made the wonderful gift to our Hacienda ladies. Hacienda has continued the tradition of a Prom for all its infants, children, teens, young adults and even some older adults. The Prom has been the yearly highlight and delight for residents, patients, and their families. Having grown in popularity and fun, the Prom was moved outside, under the skies, with a Western cowboy theme.

Ariana will be receiving her Girl Scout Gold Award for her project with Hacienda HealthCare. Thank you Ariana for striking gold and making our Prom a beautiful event.



Ariana Schein (top right) with her troop



Nick (resident)



Alison (resident, second from right) with guests

Pennies and Golf Make Perfect Cents

Hacienda HealthCare is gearing up for another round of Birdies for Charity

The **2016 Waste Management Phoenix Open** [Feb. 1-7] promises to be the biggest and best tournament in the event's history, featuring some of the biggest names in the PGA TOUR battling it out for first place.

We invite you to be a part of the action again through the 2016 WMPO tournament's **Birdies for Charity Program**. The program centers on the PGA TOUR professionals making birdies – lots of them – during the 2016 WMPO.

Not a golfer? Don't worry, you don't

need to be a golfer, or even a golf fan to participate in the program.

What matters is that you participate by making a pledge – who knows, maybe we can beat our record 571 pledges and go to the WMPO again!

Pledge as little as ONE PENNY and you can support Hacienda HealthCare with your generosity.

In recent years, WMPO PGA Tour professionals have averaged 1,500 birdies during the Waste Management Phoenix Open at the TPC Scottsdale.

So, if you pledge one penny for every birdie made, your pledge amount would total \$15.00.

As an added bonus, Thunderbirds Charities will match 10% of the total amount of pledges we collect. So, if we collect \$5,000, that's an extra \$500 for Hacienda!

You can pledge online by going to: **BirdiesForCharityAZ.com**, or give us a call at 602.243.4231 x197 and we'll fill out the pledge card for you.

The Pledge deadline is 5PM Monday, February 8, 2016.

Tribal Gaming Benefits Arizona's Most Vulnerable

The following is a modified version of a speech written by President & CEO, Bill Timmons to deliver before the Salt River Pima Maricopa Indian Community tribal council and representatives.

The partnership between Salt River Pima-Maricopa Indian Community (SRP-MIC) and Hacienda HealthCare is a perfect example of how 12% gaming funds enhance the lives of Arizona's less fortunate by financially empowering local nonprofits.

Our partnership with SRP-MIC began in 2004 when SRP-MIC accepted our grant request for funds to help Hacienda purchase medical equipment for one of our affiliates, Los Niños Hospital in Phoenix.

To the children that directly benefited, SRP-MIC's gift meant that children would get the healthcare that they deserved, not the care they could afford.

But to Hacienda, it meant that we had a tremendous responsibility to remain fiscally, socially and programmatically accountable to all of our stakeholders—SRP-MIC, licensing agencies, parents, and most importantly, the individuals we care for every day.

Our careful stewardship and detailed reporting proved that Hacienda was worthy of the ongoing partnership we have, to this day, with SRP-MIC.

Since 2004, Hacienda HealthCare has received substantial annual gifts from SRP-MIC, making it Hacienda HealthCare's largest ongoing financial supporter.

To illustrate, SRP-MIC has been directly responsible for the expansion, establishment or enhancement of 13, or 40%, of Hacienda HealthCare's 34 programs.

This means that SRP-MIC, in partnership with Hacienda HealthCare, has directly made a difference in the special lives of the thousands of Arizonans touched by the programs you've supported.

On behalf of all of them, thank you for allowing us to be your partner.

Examples of How Tribal Gaming Benefits Arizona's Most Vulnerable

1. Expand Los Niños Hospital, Arizona's first stand-alone sub-acute care Children's Hospital
2. Expanded services provided by our unique Home Ventilator Program to serve more ventilator-dependent children via the purchase of additional ventilators
3. Expand our unique Synagis Clinic Program into Gilbert
4. Establish Arizona's first and only Pediatric Skilled Nursing Facility
5. Enhanced Autism Spectrum Disorder (ASD) Vocational Program by purchasing a house to establish an Independent Living Program
6. Establish Arizona's second sub-acute children's hospital in Mesa

Special Recognition

Bill Timmons, CEO of Hacienda HealthCare, was recently recognized by Phoenix Mayor Greg Stanton at the **2015 Mayor's Commission on Disability Issues, Disability Awareness and Recognition event**, for his outstanding "dedication and commitment to improving the quality of life for all residents and visitors of Phoenix." *Congratulations Bill!*

Letter from Phoenix Mayor, Greg Stanton



Pillows with a purpose

Preston became Hacienda's youngest donor when he was just 18-months old.

It all started when he was nine months old and spent 17-days in the hospital. Part of his treatment required him to be connected to a ventilator which his family noticed made him very uncomfortable. His grandmother and mom soon



Preston, 18 months old at Los Niños Hospital

brought in a handmade pillow that made it easy to comfortably reposition him while he was on a ventilator. Before long they realized all the other children could use one of these pillows too and that is when "Pillows from Preston" began.

This fall Preston (now 3 years old) and his grandmother stopped by Hacienda Skilled Nursing Facility to donate 60 "Pillows from Preston" pillows. These pillows are handmade and uniquely designed to be used to position infants, toddlers, and young children to be more comfortable during their hospital stay. With their colorful, and child-friendly themed fabrics and soft plush feeling they are a great to snuggle with too.



Preston, 3 years old in 2015

The pillows from "Pillows from Preston" will be used by Hacienda Children's Hospital, Hacienda's Children's Medical Group Home, Los Niños Hospital, and Hacienda Skilled Nursing Facility. Thank you Preston, mom and grandma!



Haylee Headrick in Hacienda Children's Hospital Jungle Wing.

Young Entrepreneur Partners with Hacienda Children's Hospital

Haylee Headrick is a 9 year old entrepreneur who has a heart for giving. She and her friends, Kendra, Kate, and Claire got together to raise money for Hacienda Children's Hospital. With the help of her dad, James Thresher, Haylee, and her team set up a lemonade stand and started selling lemonade. The young ladies who attend Haley Elementary School in Gilbert, Arizona raised \$100 and sent that in as a donation.

Hacienda Children's Hospital is a 24 bed uniquely designed children's hospital located in Mesa that provides acute transitional and sub-acute medical care to medically fragile and chronically ill infants, children, and teens.

Haylee was one of the first children to take a tour of Hacienda Children's Hospital during the grand opening in July. With four children's themed wings, Haylee chose the jungle wing for her photo opp. Thanks to young partners like Haylee and her friends, the gift of time, creativity, and salesmanship led to a donation that will always be appreciated. A big thank you to Haylee, Kendra, Kate, and Clair.

"It's not how much we give but how much love we put into giving." — Mother Teresa

A HEARTFELT THANKS

Henry & Horne volunteers making a difference at Hacienda

Thank you to the friendly staff of Henry & Horne, LLP., that volunteered to clean wheelchairs for our residents. This may seem like a small task but the impact it makes is enormous. Having volunteers here to help out allowed our staff to focus more time on fun activities for our residents.

The staff of Henry & Horne went above and beyond to clean not only wheelchairs but also the children's play mats and toys. Volunteers truly reflect the heart of the organizations they represent. It warms our heart to see such excitement and enthusiasm to help others.



The Home Team Advantage

Hacienda HealthCare teams up with local sports and organizations.

In the field of sports entertainment, Arizona has a lot to offer. We are so thankful that our home teams and organizations are community minded and very generous. Here are some examples of what these partners have done for us in 2015.

The **Arizona Diamondbacks** have generously donated complimentary tickets to our clients and their caregivers for a number of years. Our clients, who for the most part must use wheelchairs, love to go to the ball games. No matter the score, it's always a win for us. **Thank you** D-Backs and we look forward to an awesome 2016 season.

On March 12, the **Arizona Coyotes** faced the Chicago Blackhawks in a close game that ended with a score of 2 to 1, Blackhawks winning. Although it was a loss for our home team, it was a big win for Los Niños Hospital. The Arizona Coyotes hosted a telethon for Los Niños Hospital and raised \$24,000. **Thank you** Arizona Coyotes for highlighting Los Niños Hospital and thank you for helping our children.

For a slower pace, "the greatest show on grass" proved to be no less exciting, having set an all-time attendance record. This year the **Waste Management Phoenix Open** golf tournament, hosted by the Arizona Thunderbirds drew in record crowds. Through the *Birdies for Charity* program, the Thunderbirds awarded Hacienda a 15% bonus to add to the funds it had collected. **Thank you** Thunderbirds for your hard work and for giving back to organizations like Hacienda.

Lastly, our **Phoenix Suns** and **Phoenix Suns Charities** have thrown down the gauntlet to help charities with a \$25,000 Charity Challenge. With this challenge the Suns have been donating game tickets in batches of 50 to charities that will make sure that 90% of the tickets are used for attendance. Each time at least 90% of the tickets are officially used, the charity will receive a ticket for the \$25,000 drawing coming up in January. **Thank you** Suns for the tickets and most importantly for giving us, the chance to win \$25K.

Lifting Each Individual To Their Greatest Potential

Hacienda HealthCare gets a new logo.

Hacienda HealthCare has grown in many ways since 1967, when it was known as *Hacienda de los Angeles* and served three special needs foster children.

Today, Hacienda HealthCare provides services to more than 2,550 individuals, ranging from infancy to adulthood, through one of its 30+ programs and services.

This history of service and care is at the core of Hacienda's culture—and serves as the inspiration for the new logo that represents the spirit of compassion for those we serve.

The heart: a symbol of care, life, and support. Wings: a symbol of flight and lightness. Combined they represent how the exceptional care and support we provide, lifts each individual to their greatest potential.



Donate to one of Hacienda HealthCare's affiliates without spending a dime!

With the **Arizona Charitable Tax Credit** you can receive a dollar-for-dollar tax credit for your donation to **Hacienda Skilled Nursing Facility, Hacienda Inc., and Los Niños Hospital**.

If you're a single filer, you can receive up to a **\$200 tax credit** or up to **\$400** if you file jointly. Best of all, you no longer need to itemize your taxes to take advantage of the credit.

To donate: **Complete form on attached envelope and mail today.**

To make a donation visit:
www.HaciendaHealthCare.org/donate

For details visit:
<https://www.azdor.gov/about/faqs/charitabletaxcredit.aspx>

HOW IT WORKS



Make your tax credit donation today.



Your gift helps provide an enhanced quality of life for our patients.



You receive a dollar-for-dollar tax credit up to \$400

Horsing Around at Robinson Ranch

Hacienda Skilled Nursing Facility Residents Receive Therapy with the Help of Horses

Daytime walks through the park with Tyler Shupe, physical therapist at Hacienda Skilled Nursing Facility, are not to be mistaken for leisurely strolls.

He's working, diligently, and so is the resident that's right beside him.

Tyler's focus is dynamic, and like any dedicated medical professional, he's always looking for new ways to improve his patients' health and wellbeing.



Kevin with Lowes volunteer

The Valley of the Sun Kiwanis awarded Hacienda Skilled Nursing Facility with a generous grant that will allow residents to attend the ranch weekly and engage in activities such as therapeutic horseback riding.

October 13th, 2015, marked the start of the official partnership between Hacienda and Robinson Ranch.

"To-date, two residents have participated in therapeutic horseback riding and two other residents are training to participate in equine-based Special Olympics events," Tyler said. "We look forward to continuing our relationship with Robinson Ranch, to not only provide another form of therapy, but to allow the residents to experience the joy of working with and being around animals."



Nick (resident) with Tyler Shupe (right)

The day he discovered **Robinson Ranch Equine Assisted Learning and Therapeutic Riding Center**, he was teaching a resident how to master his power wheelchair and regain control of his independence.

After his discovery, Tyler moved quickly. "In the fall of 2014, I met with John Robinson [Robinson Ranch president] to discuss how Hacienda and Robinson Ranch could begin a partnership that would be mutually beneficial," said Tyler.

The partnership proved to be mutually beneficial and fruitful.

"The Hacienda residents loved going to the ranch to work with the animals. During the eight-week trial phase, they participated in feeding the horses, pig, ducks, goats and sheep, cleaning the stalls, and grooming the horses."

After the eight week period, the development team at Hacienda worked with Tyler to garner interest and support. And their efforts paid off.



Would you prefer to receive this newsletter via email?

If you'd like to receive this newsletter and other information about Hacienda HealthCare visit HaciendaHealthCare.org and enter your email address.

Planting Partnerships Is a Family Affair

"Growing Lives One Seed at a Time", began in 2014 with Master Horticulturist and Rotarian, Kent Titze and the Squaw Peak Rotary Club. A master plan for horticultural therapy had been designed to model the Rotary and Rutgers University Enabling Garden initiative in New Jersey. Kent Titze devised the master plan so that any number of volunteer groups could select areas of Hacienda's campus to beautify or provide environmental stimulation with raised planters, designed space with pathways, textures, scents, and sounds.

Beginning last year two major undertakings with large volunteer groups began the transformation. As an on-going project for various areas of our campus, smaller groups have stepped up to make a difference, including families.

One such family was Alan Potter and his children and grandchildren. Service to community has always been a part of who Alan is. Alan continues to serve as a longtime member of the Kiwanis organization and is currently helping a new chapter in the South Mountain area get established with a service project. Alan chose Hacienda HealthCare and our main campus.

Not wanting to wait, Alan decided to bring his children and grandchildren and get started on a small project. Alan and his family provided all of the materials, plants, tools, and labor to complete the planting of flowers and plants in eight large pots in



Ian Glidewell and his team



Ian Glidewell and his team building stairs



Alan Potter with his children and grandchildren

Hacienda's main entrance. Grandpa Alan was able to enjoy mentoring his young grandsons as he taught them how to plant these flowers which greet our residents and visitors each day. Thank you Alan for choosing Hacienda and for bringing your family to serve.

Ian Glidewell, a 17 year old Mountain View High School student and boy scout heard about the volunteer opportunities at Hacienda through his dad, Chris Glidewell. Ian had been working



Hacienda's main entrance flower pots.

on selecting a service project in order to earn the highest honor in Boy Scouts, the Eagle Scout Award. After hearing of the horticultural opportunities, Ian chose Hacienda as his project. He pulled his team together that included other scouts, family members, and Kent Titze, who himself was an Eagle Scout as a teen.

The group completed a number of projects that included building hand made stairs, gardening, and extensive cleanup. From this project which teaches leadership, Ian has completed all the requirements for earning the Eagle Scout award. Thank you Ian and congratulations on a job well done.

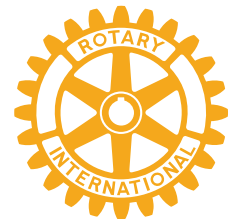
Hacienda Inc.
1402 E. South Mountain Ave
Phoenix, AZ 85042
HaciendaHealthCare.org

Thank you to our volunteers, donors and partners. Without your support Hacienda HealthCare would not be able to provide the much needed medical and social services for medically fragile and chronically ill children and young adults, including those with developmental and intellectual disabilities.

Special Thank You to Our Partners



Bishop Granjon Council # 4339



Squaw Peak Rotary



Valley of the Sun Kiwanis



West Valley Lutheran Thrift Shop

Newborns In Need