



Fall 2020 | Phoenix Children's Hospital Foundation

HOPES & DREAMS

HEROES TAKE ACTION

Phoenix Children's called, and our community answered



Panda Express staff deliver boxes of personal protective equipment to Phoenix Children's Hospital. Read the story on page 8.

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Cover: Mia and Ron Shurts with their sons Jaxon and AJ. Read their story on page 10.

Hopes & Dreams is published by the Phoenix Children's Hospital Foundation.
To share your comments or if you wish to unsubscribe, call (602) 933-4483.

DEAR FRIENDS:

When I reflect on how our community has joined forces with us these past few months, I am overcome with gratitude.

In the face of unprecedented challenges, Phoenix Children's Hospital never stopped fighting for newborns in critical condition; for children battling the ravages of cancer; and for kids needing emergency surgeries. Phoenix Children's never stopped fighting for children's lives, even for a moment.

While the world may look and feel different, some things never change—Phoenix Children's remains essential.

Faced with the added pressures of the times, our doctors and nurses show up every single day, for every single child who needs them. And they do more than show up—they come in strong and committed. Every day, they find the strength and resilience to create the safest and most healing environment for children, despite the odds. They are true heroes.

And they aren't the only ones. When we asked you—our community of donors—for help during our time of need, you stepped up, even as many of you faced uncertainty of your own. You responded quickly and generously, without hesitation, to meet our most critical needs. From donations of personal protective equipment and new technology to financial support for families who could no longer afford to pay their bills, you proved that you too are a hero.

I want to take this opportunity to thank you. Thank you for responding to our call for help when we needed you most. Thank you for your generosity, your partnership and your commitment to Phoenix Children's. We are forever grateful.

At the end of the day, we are all here because we want to see our children heal and, in many cases, beat the odds. Because we know that Phoenix Children's is essential—now and always. And because no matter the circumstances, #KidsCantWait.

Sincerely,

STEVE SCHNALL

Senior Vice President & Chief Development Officer



THE HARDSHIP FUND

Having a critically ill or injured child is difficult. Added financial stress—on top of caring for a hospitalized child—can push a family to the breaking point. The Hardship Fund provides support to patient families facing extreme circumstances. It helps parents offset the costs related to their child's Hospital stay, such as food, gas, lodging and transportation. And it would not be possible without your generous support.

WHEN FAMILIES NEED IT MOST: YOUR GENEROSITY IN ACTION



3,300+ families enjoyed a hot meal



6,000+ weekly telemedicine appointments kept children safe and healthy since March



433 cameras allowed family and friends to virtually visit with patients



600+ families traveled to and from the Hospital without worrying about the cost of gas



300 families had a comfortable bed to sleep in while their child was hospitalized

WHY YOUR SUPPORT IS ESSENTIAL



Phoenix Children's relies on the generosity of its community to adapt to new and pressing needs. Your gifts allow us to deliver on our world-class promise, even when time is of the essence.

TRANSITIONING TO TELEMEDICINE

Protecting our patients, their families and Hospital staff has required a fundamental shift in how Phoenix Children's Hospital delivers care. In March, the Hospital transitioned most of its 6,000 weekly in-person appointments to a virtual, video-powered telemedicine format. The quick transition was largely supported by a custom-made analytics dashboard developed in house by Dr. Vinay Vaidya, chief medical information officer. The dashboard has helped clinicians and scheduling staff coordinate and identify which patients are appropriate for telemedicine visits. Dr. Vaidya says patients and clinicians have been thrilled by the telehealth initiative, which was made possible by donations.



PROTECTING OUR PATIENTS

In early 2020, Phoenix Children's was facing a severe shortage of face masks due to heightened demand for personal protective equipment globally. Face coverings are fundamental to patient safety at Phoenix Children's—not only to protect against the transmission of COVID-19 and other illnesses, but also to keep surgical settings sterile and protect children with compromised immune systems. In March, the Foundation put out a call for masks and our partners responded with more than 250,000 pieces of personal protective equipment. For the Arizona Coyotes, donating 3,500 masks and face shields was a no-brainer. "We wanted to be there for them when they needed us most," says Brittani Willett, executive director of the Arizona Coyotes Foundation.

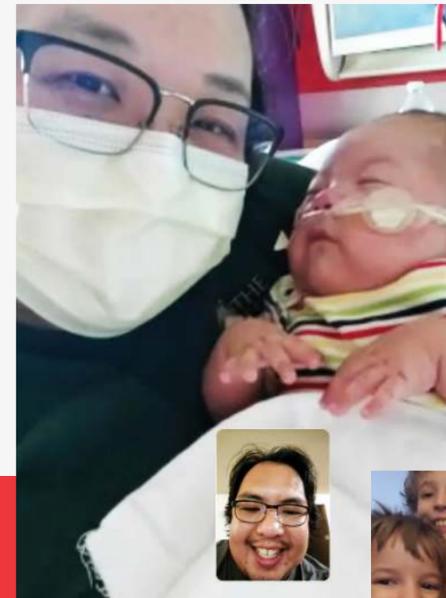


DELIVERING VITAL SOCIAL SERVICES

With patient families increasingly facing job loss and mental health challenges in recent months, Phoenix Children's social workers have seen an exponential growth in needs. Rhonda Baldwin, manager of Social Services, says that donor support for programs like the Hardship Fund and meal assistance has helped her team make a tangible difference in patients' lives. "You get into social work because you want to help people, so there's nothing harder than seeing people struggle and only being able to offer empathy," says Rhonda. "When you can provide actual resources so families can get a good meal, have a roof over their heads or pay off their utilities, that gives you a whole new level of gratitude for the work you do."

NOURISHING FAMILIES

A warm meal can go a long way. When Melody and Kyle learned that their son Robert would spend the first months of his life in the Neonatal Intensive Care Unit for a congenital heart defect, they had no idea how difficult it would be. Months later, Robert has never seen his parents smile—their faces are always masked—and he has never seen his parents together—only one is allowed in the room at a time. "You feel completely alone," says Melody. "No one is there to hold your hand and tell you it's going to be ok." Melody says that the meal card she received has helped her take better care of herself and stay strong for Robert. "I just want to thank Phoenix Children's. They have been there for us every step of the way."



EASING FINANCIAL HARDSHIP

Financial stress can be devastating to the family of a hospitalized child. In the wake of the global shutdown, our community of donors helped Phoenix Children's expand the Hardship Fund, which helps patient families manage costs related to their Hospital stay as they struggle with extreme financial circumstances. That was the case for LeAnne, a single mother of four children, two of whom have been hospitalized for chronic conditions. After LeAnne lost her job, she had to choose between putting food on the table and keeping the electricity on. "I had been praying so hard, but I was close to breaking," says LeAnne. "When Phoenix Children's told me they could take care of the bills, I cried happy tears. It was beyond my expectations."

PROVIDING HOLISTIC CARE

A child's health extends beyond what medicine can heal. In early 2020, many of the Hospital's beloved, donor-supported Child Life programs—which help children cope and manage stress—closed indefinitely. The Child Life team quickly adapted to the new normal by beaming in music and pet therapy through interactive television shows in patients' rooms. A squad of telepresence robots were deployed to help patients virtually explore the world outside of their room or have a bedside chat with a celebrity guest. And a Hospital-wide staff dance competition provided a powerful bonding experience. "Play is a big part of how children cope when hospitalized—and it's part of what makes Phoenix Children's unique," says Jenni Rogers, manager of Child Life. "Even in the midst of stress, kids still need to be kids."

WHY THEY GIVE

PANDA EXPRESS

An Interview with Peggy Cherng

In early 2020, Panda Express was forced to close 400 of its 2,000 restaurants. But co-founders Peggy and Andrew Cherng doubled down on giving back. In addition to returning a \$10 million federal paycheck protection program loan in the hopes that more support would be diverted to smaller, independent restaurants, the Cherngs donated more than 5 million pieces of personal protective equipment to local hospitals in need, including Phoenix Children's.

Over the past 20+ years, your charitable organization Panda Cares has raised \$212 million for health, education and disaster relief. Why is philanthropy so integral to your business model?

Andrew and I came to the United States for a chance at a better education and a better life. Our company mission of inspiring better lives stemmed from our journey of humble beginnings to where we are now with Panda—none of which would have been possible without the support of others. It only seemed natural for us to give back once we were able, and that's when we started Panda Cares in 1999. Staying true to our values has really helped us grow as a Panda family and keep our mission of inspiring better lives at the top of mind in everything that we do.

What drew you to Phoenix Children's as a charitable partner?

Children are our future! And in order for them to reach their greatest potential, they need to be healthy, happy and have resources to learn and develop. Knowing that Phoenix Children's works to deliver best-in-class care to children and families who need it has truly inspired us over the years, so it was a simple decision. And as a family owned and operated business with a strong community of

guests and associates in Phoenix, the impact that Phoenix Children's has on the immediate area is not lost on us.

In May, Panda Cares donated more than \$121,000 worth of personal protective equipment to Phoenix Children's. What inspired this gift?

Giving back to the communities we serve has never been more important than in this extreme time of need. So many essential workers have put their own lives on the line, including members of the Phoenix Children's community, and we wanted to help keep these heroes safe and show our sincere support and gratitude. This is a small act in comparison to the sacrifices they have made this year alone.

This month, Phoenix Children's announced the establishment of the Panda Cares Center of Hope to support family-centered care. What will this gift bring to the Hospital?

We believe in the whole-person paradigm—which is physical, mental, emotional and spiritual growth. With Panda Cares Center of Hope, we want to create a safe and comforting place where kids can be kids again, where children learn through play to improve self-expression and enjoy moments in time despite their illness. When we can help children achieve a sense of well-being, we can deliver much-needed relief not only to the child, but to the entire family.

What message would you share with our community about your work?

An important philosophy I have is to think about love as an action. Love is about working harder, being more accepting and growing personally, so that you can be the best version of yourself and in turn become a role model for others.



Panda Express Co-Founders and Co-CEOs Peggy and Andrew Cherng.

Panda Cares: Our Valued Partner by the Numbers

SINCE MARCH 2020:



\$121,000
worth of personal
protective equipment



130,000
surgical masks



9,600
N95 masks



150
hot meals for
Hospital workers



1,200
books for patients of all ages

LIFETIME GIVING:



\$3.3 million
for Phoenix Children's
since 2007

WHY THEY GIVE

MIA AND RON SHURTS Champions for Children

Mia Shurts always wanted to be a mother. But when she and her husband, Ron, decided to have a child, doctors told Mia she had a 10 percent chance of conceiving naturally.

"I thought motherhood had passed me by," says Mia. "But Ron pushed for it. He has a grown son, AJ, and he said, 'I can't let you live life without understanding what that love is like.' So we decided to try."

Mia underwent multiple rounds of in vitro fertilization. Months passed, then years, but in early 2019, Mia became pregnant. And in December, Mia and Ron welcomed their son Jaxon into the world.

Over the course of the experience, Mia found her perspective on parenthood began to shift. If it took this much strength and determination to bring a child into the world, what must it be like for parents who decide to start a family and welcome a new baby, only to watch that child battle a debilitating illness?

Mia and Ron had always championed children's causes, but their fertility journey drove home the vital importance of that work. They decided to double down on their commitment to children—particularly children's health.

"To raise AJ, to have Jax, and then to consider what families with hospitalized kids go through—it hit a serious chord," says Ron.

In her career as a TV reporter, Mia had developed a high regard for Phoenix Children's Hospital. When news of an ill or injured child broke, she knew that if that child went to Phoenix Children's, they were in the best possible hands. So just months after Jaxon was born, Mia and Ron reached out to Phoenix Children's about getting involved.

Their timing was fortuitous. In early 2020, the Hospital was in urgent need of community support to keep vital programs up and running. The Shurts Family didn't hesitate.

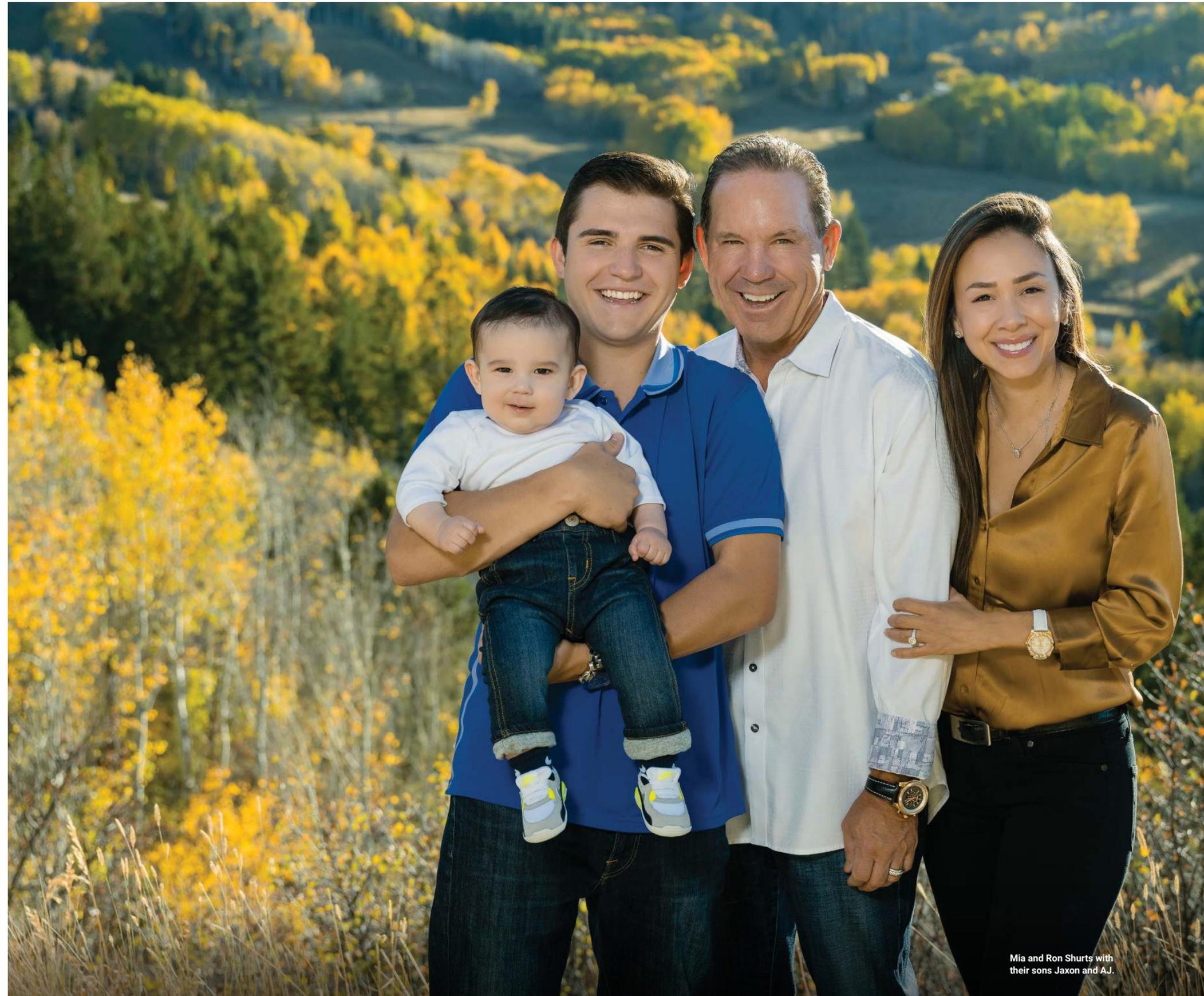
"When something horrible like this pandemic happens, that's the time to give back to your community," says Mia. "We didn't want a single child to suffer or not receive the medical treatment they needed."

Mia and Ron's gift has paid dividends. It has helped the Hospital source personal protective gear, fund new testing and sterilization equipment, and support families struggling make ends meet.

And the Shurts know that this is just the beginning of their involvement with Phoenix Children's. Like true champions, they plan to go the distance.

"When something horrible like this pandemic happens, that's the time to give back to your community."

— MIA SHURTS



Mia and Ron Shurts with their sons Jaxon and AJ.

WHY THEY GIVE

JUNE OLSON

Becoming the Poetry Lady

In 2012, June Olson's husband passed away. Two years later, June lost her only son. Her parents were laid to rest shortly thereafter. After her mother died, June herself became seriously ill and spent months in the hospital.

During each of these losses, June threw herself into writing poetry—a lifelong habit. Initially, she wrote to express her emotions; later, writing poetry and prose helped her understand her grief. In the process, grieving gave way to healing. Eventually, June found that writing for herself was no longer enough. She wanted to use her experience to help others.

As it happened, Phoenix Children's Hospital was already on June's mind. In the wake of her son's death, a family member suggested that June consider giving part of her estate to a charity of choice. A retired schoolteacher, June felt a profound empathy for hospitalized children and decided to revise her will to leave a legacy gift to Phoenix Children's.

As June got to know Phoenix Children's, she came to realize that it is so much more than a hospital. She found it to be a loving, nurturing environment that cares for the entire child—not just their physical ailment, but also their emotional and developmental well-being.

"These children are more than their disease," says June. "Phoenix Children's looks beyond their diagnosis and sees the person inside."

June was inspired. She imagined a contribution that went beyond a financial gift. She decided to share her own therapeutic practice—writing poetry—with hospitalized children.

Today, June is known as the Poetry Lady—an unlikely superhero who helps ill and injured children find solace and comfort in the written word. She adapts her approach to each child's age and abilities, personality and passions. For some, composing a poem can provide powerful emotional release; for others, simply listening to a clever verse can bring a precious moment of joy.

These days, June provides poetry lessons remotely that are delivered by the staff of Phoenix Children's 1 Darn Cool School. She misses the one-on-one engagement but knows that what matters is that her students still have the opportunity to find healing through poetry.

"Just because a child is sick doesn't mean they must wait on the sidelines," says June. "It's our job to help them continue to develop and explore. That work can't wait."

A HAIKU BY JUNE OLSON

Phoenix Children's Hospital
Restacking the deck

A lighthouse over the shoals.



June Olson, aka
the Poetry Lady.

WHY THEY GIVE

NICOLE AND AARON STEAD Giving in Gratitude

Like so many of us, Nicole and Aaron Stead have had a difficult few months.

The year began with wonderful news. In March 2020, Nicole and Aaron learned that Nicole was pregnant with their third child.

But shortly thereafter, the global shutdown had a serious impact on Aaron's company. Nicole and Aaron were confronted with the harsh reality that their income would be severely affected. The couple spent many a sleepless night considering their options and making difficult decisions about how to adapt.

"I was a bit anxious at first," says Nicole. "We didn't know what Aaron's career could face, and what that would mean for our family. But then all I could think about was how lucky we are."

The Steads reflected on their blessings. They had two healthy children and Nicole's pregnancy was proceeding well. And while Aaron's business had taken a hit, he was still employed, and they felt blessed to have the means to weather the storm and still be in a place to give back.

So when Phoenix Children's called with an urgent request, Nicole and Aaron—who had made their first gift to the Hospital only months earlier—didn't hesitate. They asked how much.

"In the Stead family, we say that giving is the ultimate selfish act because it feels so good!" says Aaron. "We all needed a boost given everything that's going on, so we looked at this as the ultimate win-win."

The Steads' contribution was timely. It helped Phoenix Children's purchase equipment and technology that allowed it to adapt quickly to new safety and testing protocols. And it helped the Hospital continue to provide the family-centered programs that set it apart—programs such as meal assistance and financial support for struggling families that are entirely funded through philanthropy.

"We just thought—whatever way this money is needed, we want it to go to the areas where it can do the most good," says Nicole.

For Aaron, the parallels between his own business and the situation at Phoenix Children's were impossible to ignore.

"Every dollar matters," says Aaron. "Every dollar we were able to give back from our salaries meant jobs that we were able to save. For the Hospital, every dollar means a staff member can keep their job, operations can continue and a child's life can be saved. So we didn't think twice."

"In the Stead family, we say that giving is the ultimate selfish act because it feels so good!"

— AARON STEAD



Nicole and Aaron Stead at home with their children.

WHY THEY GIVE

ANGRY CRAB SHACK When Partners Step Up

For Ron Lou, founder of Angry Crab Shack, his work has always been about more than a restaurant. It's about a lifestyle.

When Ron started Angry Crab Shack, he wanted to create a uniquely personal experience—one where families felt comfortable throwing on bibs, getting messy, enjoying a delicious meal and etching a memory into the wall. He also wanted Angry Crab Shack to bring people together—not only around the dinner table, but also in a spirit of giving.

"America has given me so many opportunities," says Ron, the son of Chinese immigrants. "But I can't take my success with me when I'm gone. In my mind, it's better to share it, have people enjoy it and have fun doing it. We will always be the family that works with the community."

When Angry Crab Shack partnered with Phoenix Children's Hospital in 2017, Ron decided to bring his guests in on the effort. Every time a guest purchases the Root Beer Float or the Cajun Fries (renamed Phoenix Children's Fries), a portion of the proceeds go directly to helping Phoenix Children's bring world-class care to children across the state and beyond. Between 2017 and 2019, Angry Crab Shack's menu promotions raised more than \$157,000 for the Hospital.

In 2020, as the restaurant industry suffered in the wake of the global shutdown, Angry Crab Shack doubled down on its commitment to giving back.

Ron and Angry Crab Shack co-owner Andrew Diamond say that they have been able to ride out the storm thanks to their incredible guests, who stuck by them in a time of crisis. They resolved to do the same for their partners.

In spring 2020, Angry Crab Shack made a \$100,000 gift—its largest gift to Phoenix Children's to date—to help the Hospital meet urgent and pressing needs. The restaurant chain also gave \$15,000 to fund state-of-the-art equipment for screening employee temperatures.

"Angry Crab Shack's founding principle is giving back to the community—not just when times are great, but times like these when your partners really need you," says Andrew. "We knew that Phoenix Children's was hurting, so we decided to step in and help. That's just who we are."

Ron considers it a privilege to be able to support the community that has given him so much.

"You have to take care of the people who take care of you," says Ron. "For us, that's Phoenix Children's. That place is our future."

"You have to take care of the people who take care of you. For us, that's Phoenix Children's."

— RON LOU



Angry Crab Shack Co-Owners Andrew Diamond (L) and Ron Lou (R) toast their team.

MAKE YOUR IMPACT

OUR COMMUNITY IN ACTION

Whether you're calling in, logging on or joining at a distance, Phoenix Children's Hospital Foundation is still creating fun, inspiring and unique opportunities for our community to get involved and stay engaged. The proceeds of every event are used to give children and their families the best possible experiences and outcomes.



EVENT

2020 Give-A-Thon

Why it matters: In August, Phoenix Children's asked for help, and supporters from across Arizona responded with contributions that will give Phoenix Children's the resources it needs to continue to deliver world-class care, even in unprecedented times. Hosted by KTAR News 92.3 FM and Arizona Sports 98.7 FM, it was a record-shattering year for the largest and most successful children's hospital radio fundraiser in the nation. The proceeds will directly benefit Phoenix Children's Hope Fund, which helps the Hospital respond to new and pressing needs as they arise throughout the year, often when time is of the essence.

Total raised: \$1.9 million



EVENT

Extra Life Phoenix

Why it matters: In July, video gamers, sportscasters and the public came together for an esports tournament that raised funds for health, hope and healing for patients at Phoenix Children's.

Total raised: \$104,000



EVENT

Hit the Green

Why it matters: Between October and December, golfers Hit the Green for Phoenix Children's at Troon-affiliated facilities across Arizona. Participants can donate for a chance to win great prizes and support critical Hospital programs.

PCHGolf.org



EVENT

Virtual PCH5K

Why it matters: In October, the annual Phoenix Children's Hospital 5K & Kids Dash took participants on a virtual run/walk/ride to help Phoenix Children's care for critically ill and injured children.

Total raised: \$162,000

UPCOMING EVENTS

Look for updates by visiting these event websites

<p style="color: #00a6c9; font-weight: bold;">DECEMBER 1, 2020</p> <p style="font-weight: bold;">Extra Life Phoenix</p> <p>ExtraLife4PCH.org</p>	<p style="color: #00a6c9; font-weight: bold;">DECEMBER 12, 2020</p> <p style="font-weight: bold;">Ignite Hope</p> <p>PCHigniteHope.org</p> <div style="background-color: #e91e63; color: white; padding: 5px; font-weight: bold; margin: 5px auto; width: 60%;">FEATURED EVENT</div>	<p style="color: #00a6c9; font-weight: bold;">FEBRUARY 13, 2021</p> <p style="font-weight: bold;">Gila River Hotels and Casinos Concours in the Hills</p> <p>GivetoPCH.org/concoursinthehills</p>	<p style="color: #00a6c9; font-weight: bold;">MARCH 2021</p> <p style="font-weight: bold;">M3F Music Festival</p> <p>M3FFest.com</p>	<p style="color: #00a6c9; font-weight: bold;">APRIL 2021</p> <p style="font-weight: bold;">ABC15 Telethon</p> <p>GiveToPCH.org/telethon</p>	<p style="color: #00a6c9; font-weight: bold;">MAY 2021</p> <p style="font-weight: bold;">Beach Day at Phoenix Children's</p> <p>PCHBeachBall.org</p>
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Make Arizona shine with hope during the holiday season by joining us for our VIRTUAL Ignite Hope program. Show our patients that even though we can't be there in person, we're with them in spirit.



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BE A HERO TO A HERO.

With your support, Phoenix Children's can continue to arm superheroes like Sadie with the world-class treatment, technology and health care they deserve as they fight the battle for their lives.

Give today at HeroesForPCH.org

Your gift may qualify you for a dollar-for-dollar **Arizona state tax credit** of up to \$800 when filing jointly or \$400 for those filing as individuals.

Phoenix Children's Hospital Foundation

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 GivetoPCH.org

- FriendsOfPCH
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 Gilbert, AZ 85297
 (602) 933-4857

**Specialty and Urgent Care Center
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