



RMHC®

of Connecticut &
Western Massachusetts

2023 Impact Report

Providing Care, Comfort, and Kindness





Click here
to watch L.J.'s Story
or use your phone
to scan the QR Code



Meet L.J.

The first hours of L.J.'s life were more trying than any mom would wish for her baby. L.J. was born via emergency c-section. An intense experience was made all the more difficult when, just moments after birth, he was rushed into surgery to repair damage to his intestines.

After an initial stay at Ronald McDonald House while they both recovered, Diana and L.J. went home. Just a few days later, Diana's instincts told her that something was wrong with her son. She brought him to the emergency room and learned that he was very sick. They were flown by helicopter back to the hospital, and Diana found herself in need of RMH again while L.J. was scheduled to have another life-saving surgery.

“Through all of our anxiety, there was one constant—Ronald McDonald House. They welcomed me with open arms and hugs and made this terrible time more bearable. I never felt alone or without someone who genuinely cared.”

After more than 100 days in the NICU, L.J. and Diana were finally able to go home.

“I want to thank you all from the bottom of my heart for what you did for me. I am so thankful and blessed to have stayed at Ronald McDonald House. The generosity that was given to me and my family will never be forgotten.”

- Diana, L.J.'s mom



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Our Mission In Motion

When you visit one of our Houses for the first time, your senses may be overwhelmed. You will see children of different ages and cultural backgrounds playing together, smell the sweet aroma of volunteers cooking in our kitchens, and hear parents sharing stories with one another or our staff. No matter what you encounter, we hear time and again – from guest families, donors, and volunteers – that our Houses are places of hope and compassionate support for families with children undergoing essential medical care. This is our mission come to life.

The mission of RMHC CTMA comes alive thanks to the efforts of our incredible donors, volunteers, and staff. Our Chapter ensures as many families as possible benefit from this outpouring of generosity, time, and skill. In addition to our House programs, RMHC CTMA recognized that there are families within the hospitals who are not able to use our overnight accommodations, but who could still benefit from support and resources. In New Haven and Springfield, we collaborated with our partner hospitals to launch on-site programs for specific populations within their pediatric patient community.

In 2023, our flagship House programs saw an increase in families needing our services. Thanks to donor support and volunteer efforts, we rose to the challenge of providing 45 more families with over 1,000 additional nights of care, comfort, and kindness than in the previous year. The immense demand for our programs has led us to launch a Mission Expansion Campaign. We have embarked on a campaign to raise \$2,000,000 to fund an 11-room expansion of our Connecticut House, revitalization of our Springfield House, and the construction of a brand-new Ronald McDonald Family Room in Baystate Children's Hospital. While this goal is lofty, we are confident that our communities' passion and support for our mission will drive us to success. Our Mission Expansion Campaign will allow us to better serve the needs of our communities and of the families and children who need us.

The future of RMHC CTMA is very bright due to your partnership in supporting our mission. Thank you for being part of our journey.

With gratitude,



A handwritten signature in black ink that reads "Cynthia Tanon-Santos".

Cynthia Tanon-Santos
President



A handwritten signature in black ink that reads "Michelle D'Amore".

Michelle D'Amore
Chief Executive Officer

RMHC CTMA 2023 Impact



Ronald McDonald Houses of Springfield and of Connecticut saved families **\$2,160,000*** by providing lodging, meals, daily necessities and a system of compassionate support.



380 families received lodging, meals, and daily necessities.



Families spent **7,196 nights** receiving care, comfort, and kindness in the Houses.



2 out of 5 families stayed in the Houses for more than one week.



Families were provided a hot, home-cooked meal **2 times a week** through the Meals from the Heart program.



149 individuals and 80 groups volunteered their time, talents, and compassion for families.

* estimated cost of \$300/night for local equivalent of services and goods provided RMHC CTMA to families multiplied by the number of nights served in FY 2023 to families by RMHC CTMA.



Ronald McDonald House of Connecticut

Ronald McDonald House of Connecticut (RMHCT) enhanced family experience by implementing upgraded safety and security measures within the House, as well as conducting uplifting activities for national celebration days to provide moments of fun and normalcy.

RMHCT expanded support to families not residing in the House and still needing comfort and support while their children were hospitalized locally through:

- 100 NICU care packages for families within Yale New Haven Children's Hospital (YNHCH) consisting of a water bottle, a book, a personal journal, and baby milestone markers.
- Mother's Day gift acknowledging 200 mothers across pediatric units in YNHCH with a single rose.
- YNHCH new nurse onboarding program to help identify prospective families that could benefit by staying at the House.

**75% of families
came from
within
Connecticut**

**30% of families
called RMHCT
'home' for over
2 weeks**

**Top CT counties
families reside:
Fairfield
New London
New Haven**

**3 out of 5
families served
came to RMHSP
from within
Massachusetts**

**Top 3 Diagnosis:
Premature Birth
Prosthetic Needs
Surgery**

**Top MA counties
families reside:
Berkshire
Hampden
Hampshire**



Ronald McDonald House of Springfield

Ronald McDonald House of Springfield (RMHSP) embarked on a revitalization campaign to address not only the structural needs of the House, but also mission delivery within our walls and at Baystate Children's Hospital. RMHSP entered a capital project to install new siding, windows, and gutters to ensure guest rooms were well insulated and that the House would be protected from the elements and time. The playscape was removed due to deterioration and to ensure a safe outdoor environment.

Family services were increased within the House through a collaboration with the Westfield State Nursing Program which includes RMHSP volunteerism in their student program cycle. RMHSP also partners with Baystate Health's Med-Ped Residency program and the UMASS Chan Medical School to include education and referral services for the House in their training.

The House has also extended support to families in the Shriners Children's New England Cleft Palate Clinic with 50 snack sacks a month which provide a beverage, a snack, and a child friendly toy or activity to enjoy while waiting to visit the medical team.

2023 Financials (USD '000)

Assets			
Property and equipment, net	\$10,894		
All other	<u>10,654</u>	21,548	
Liabilities		<u>(3,026)</u>	
Net assets			
Restricted	3,302		
Unrestricted	<u>15,220</u>	\$18,522	

Total Support and Revenue

Contributions and donations (A)	\$1,155
Special events	969
Grants	154
Donated goods and services (B)	367
Partner hospital building subsidy	398
Other	40



(A) Includes \$470 of McDonald's related funding

(B) Excludes donated volunteer services

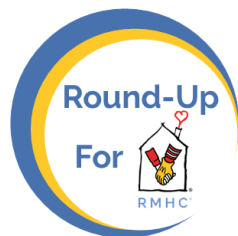


McDonald's Funding

Our founding and forever partner, McDonald's, helps enable RMHC CTMA to continue offering the important programs and services that keep families near the medical care and resources they need. In total, McDonald's, their Owner Operators, and customers donated approximately \$470,000 to RMHC CTMA in 2023, helping to provide more than 3,900 nights of care, comfort, and kindness to the families that called our Houses their home.

Funding Sources include:

- Penny per Happy Meal donated by McDonald's USA
- 5 Cents per Happy Meal donated by local McDonald's Owner Operators
- 25 Cents per Shamrock Shake donated by local McDonald's Owner Operators
- Round-Up for RMHC donated by McDonald's Customers
- Donation Box funds donated by McDonald's Customers
- Give A Little LOVE funds donated by McDonald's Customers
- Event Sponsorships donated by McDonald's Corporate
- Private Gifts donated by local McDonald's Owner Operators



Our Donors and Volunteers

We rely on the support of many donors — both individuals and corporations — to help the families of ill and injured children. Today, the need is so vast that no one company or individual could provide all the support required. As a community, our incredibly generous partners take our mission to heart.

N. Rene, Recurring Donor

"I received so much as a RMH House guest and know firsthand the immense need that families have when faced with an unexpected medical event. If I can help another family to feel as loved and at home as I did, it's a tremendous honor."

N. Cipriano, House Volunteer

After her own child spent 91 days in the ICU, Nichole sought support and healing. Her search led her to the Ronald McDonald House.

"I wanted to comfort and support other parents who were also experiencing having a very sick child. I believe that kindness and understanding can make the most horrible situation just a tiny bit better and that is what I am offering our families. In return, I am continuing to heal and feel that I am making a difference. The rewards for me are endless. I look forward to my volunteer shifts because I am eager to hear how everyone is faring, both the patients and the caretakers. When a parent tells me about their exhaustion and constant worry, I can tell them they are not alone and this is how I survived. I know that connection makes me feel that my story matters and I hope they know while their journey is hard, they are not alone."

"The Ronald McDonald House means HOPE!"



Support Our Mission

Give a One-time or Monthly Gift

Your gift will provide lodging, meals, and other necessities in a caring and comfortable environment just steps away from the hospital for children and their families.

Sponsor a Room

You will ensure 365 days of comfort, care, and kindness for families staying in a guest room by ensuring this space stays clean, fresh, and filled with necessities families rely on during their stay.

Event Sponsorship

Sponsoring an event allows families to benefit from a larger percentage of the proceeds raised on site and highlights your company to all attendees as a brand that is supporting your community and a great cause.

Host a 3rd Party Fundraiser

Help raise funds and awareness of RMMC CTMA within your circle of friends, family, or coworkers by organizing an activity or donating portions of a purchase.

Give a Planned Gift

Help support families that need RMHC CTMA today and in the future by including RMHC CTMA in your will or long term financial planning of an annuity, donor advised fund, or endowment.

Volunteer Opportunities

In Our Houses

Help support our families and day-to-day operations by answering phones, performing front desk duties, providing families with information and supplies, or even light household chores to keep our space bright and clean.

Cook A Meal for Families

After a long day at the hospital, the welcoming aromas of a hot cooked and nutritious meal lets families know they are supported and cared for. It relieves the burden of food shopping, cooking and cleaning, and allows them to focus on family time.

At Events

You can help ensure all attendees have a great time and that our event runs smoothly and raises awareness and funds for the families we serve. From checking in attendees, to selling raffle tickets, to set up and break down, volunteers help staff create the perfect day.

Wish List Drive

Our wish lists are items RMHC CTMA families use every day during their stay. Help us keep our shelves stocked, closets full and ensure every daily necessity is within reach for families.

Service Days

Volunteer as a group to help beautify our indoor and outdoor spaces with spring and fall clean up, surface cleaning program spaces for families, and more. This is a great team building exercise while helping RMHC CTMA.

Mission Moments with RMHC CTMA Staff

Our staff is dedicated to positively impacting the families we serve 365 days a year through their individual roles and collectively as a team.

Special moments of interacting with families and volunteers truly lets us see and feel the work we do has meaning and makes a big difference.



Michelle calls bingo with Grace.



Kyla enjoys ice cream with families.



Melissa greets Hailee and Geneliz with a hug.



Jane waters flowers.



Lee helps Camilla answer phones at the front desk.



Cathy helps spread mulch.

Mission Expansion Campaign

More Rooms, More Love: Expanding RMH of Connecticut

In June 2017, Ronald McDonald House of Connecticut opened its new doors at 860 Howard Avenue and welcomed families into its 18 guest rooms and two respite rooms. In less than three years, there was a long waiting list and we found ourselves unable to provide assistance to countless families desperately needing our home away from home. The increased demand for services requires RMHCT to expand its number of guest rooms from 18 to 29 in order to support our families. During the original construction of the House, plumbing and electrical services were placed behind the walls in the space currently being used for staff offices. We will convert this space into additional guest rooms to enable us to meet the growing demand.

Rebuild, Renew, Restore: Revitalizing RMH of Springfield

Ronald McDonald House of Springfield was built 33 years ago, and the wear and tear on the exterior of the building has caused severe deterioration of the siding, roof, gutters, and windows, to the point of needing full replacement. The project will revitalize the House, ensure the longevity of our special home for families, and support recovery.

The outdoor space in the backyard requires attention as the deterioration of the original playground required removal last fall. Our plan is to create an inviting space that includes a children's play area, a family activity section, and a pergola to provide shade. Outdoor fresh air spaces have a profound effect on the health and wellbeing of children and their families. It offers a chance for families to spend time together and enjoy shared experiences.

More Families, More Love: The Ronald McDonald Family Room at Baystate Children's Hospital

A Family Room is a quiet place within a hospital and away from medical units where families can recharge, grab a bite to eat, or get rest during long days of testing or treatment. We will provide the care and comfort a family needs just steps from their child's bedside. Whether it's a break from the clinical environment, or a sense of normalcy sitting down with a cup of tea, these much needed moments can make all the difference in the world.



**Ronald McDonald
House Charities®**
of Connecticut &
Western Massachusetts

Ronald McDonald House of Connecticut

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