



**Ronald  
McDonald  
House®**

Connecticut & Western  
Massachusetts

# 2025 Impact Report

## Providing Care, Comfort, and Community





Sarah with Stevie enjoying a gentle nap.

# Meet the Brooks Family

“Stevie was born with a severe lung infection and everything changed in an instant. He was rushed to a different hospital just hours after birth, while I was still recovering in labor and delivery. I was transferred to be near him, but after two nights, I was discharged—with nowhere close to stay. Thankfully, a social worker connected our family to the Ronald McDonald House, and we were welcomed to stay the same day.

Ronald McDonald House helped our family in a multitude of ways. By allowing us to stay across the street from the hospital, we were able to visit Stevie multiple times each day at all hours. We were able to meet with his doctors, nurses, and caregivers and discuss his care on a daily basis. This alone had been incredible for us and made it possible for us to be with our child and witness his recovery, while also providing us with the indescribable benefit of knowing that we were close to our new baby.

One of the physician's assistants told us, “We treat babies, but parents heal them.” Stevie's recovery likely would have looked very different if not for the House and certainly, we as parents would have had to endure an even more difficult period.”

- Sarah and Steve, Stevie's parents

**Hear their story firsthand on our YouTube channel.**



## 2025 Board of Directors

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Cynthia Tanon-Santos

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Nichole Rene

Scott Taylor

### Honorary Director

Cynthia Sparer

# A Year of Growth and Celebration

As we reflect back on 2025, we are grateful for a year that was defined by compassion, growth, and community at Ronald McDonald House Connecticut and Western Massachusetts. Guided by our belief that children heal best when families are together, we remained focused on supporting families during some of life's most challenging moments.

Throughout 2025, families continued to find a welcoming place to stay near their children, whether for a few nights or an extended journey. We also marked 40 years of care, comfort, and community at the Ronald McDonald House: New Haven. Milestones such as the progress of our Mission Expansion Campaign, including the addition of 11 new guest rooms, strengthened our ability to meet growing needs and serve more families with resources and warmth.

We also celebrated the first anniversary of the Ronald McDonald House Family Room: Baystate Children's Hospital, where caregiver feedback helped shape services that offer rest, nourishment, and moments of relief during long days of medical care.

None of this work would be possible without our dedicated staff, volunteers, community partners, and our founding and forever mission partner, McDonald's. As we look ahead, we remain committed to expanding access, deepening impact, and ensuring every family feels supported and at home.

With gratitude,



Michelle D'Amore  
Chief Executive Officer



# Celebrating 40 years of home and hope at the Ronald McDonald House: New Haven May 5, 2025

Ronald McDonald House: New Haven celebrated its 40th year of providing home and hope to families with a special reception attended by volunteers, past and present, as well as staff, board members, and donors. The event also featured a ceremonial wall-breaking to kick off construction of 11 new rooms through the Mission Expansion Campaign.



Attendees, along with Michelle D'Amore, ceremoniously breaking the walls to kick off construction.

# Honoring caregivers during the 1st anniversary of the Ronald McDonald House Family Room: Baystate Children's Hospital October 3, 2025



Display of caregiver gifts offered during anniversary week.

Beginning September 29<sup>th</sup> and culminating on October 3<sup>rd</sup>, the Family Room at Baystate Children's Hospital stepped it up a notch by pampering visiting caregivers with special sweet treats, additional daily meal items, and small tokens of stress relief to enhance wellness.

At the one year mark, use of the family room had grown to serving over 250 caregivers a month.

**In the first year, the Family Room provided approximately 3,000 grab-and-go lunches, snacks, and beverages to caregivers.**

# 2025 Impact on Families

**We served 429 families!**

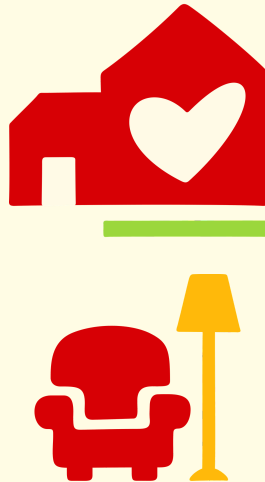
70% of our families were from CT and MA.

## In our Houses

**8,296** nights provided.

**350** meals served.

**265** activities held.

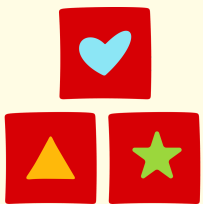


## In our Family Room

Parents and caregivers visited **1,812** times!

**3,724** meals, snacks, and beverages were served.

**56%** of families had children that were **0-12 months old**



**1 out of 2 families** stayed for over a week.



**Families saved \$2,725,000**

in lodging, meals, and daily necessities by relying on our programs.

# Ronald McDonald House: New Haven

Since 2020, the Ronald McDonald House: New Haven has steadily increased the number of nights served to families by 93%, while the number of families receiving daily resources has grown by 124%.

The Mission Expansion Campaign will allow the House to serve 30% more families, further increasing its impact within our communities.



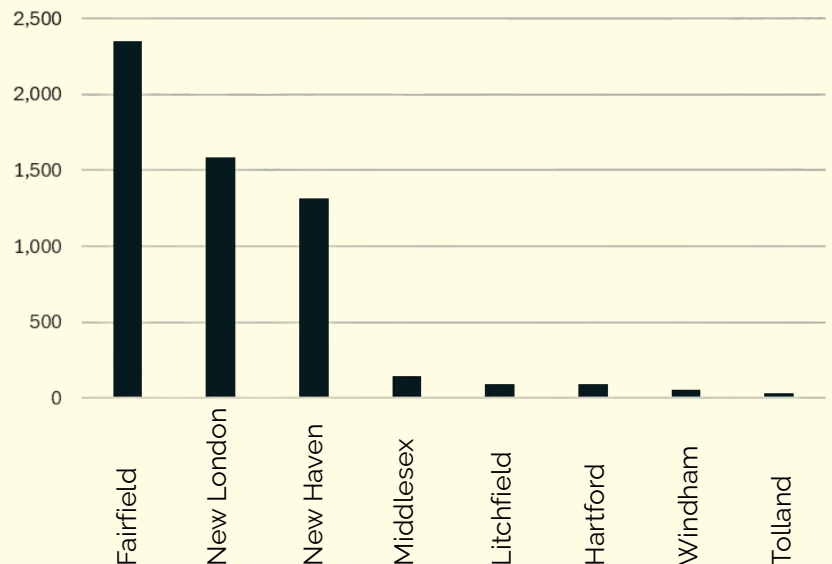
The Barney Family.

## Family Length of Stay



- Families who stayed 1-6 nights
- Families who stayed 7-14 nights
- Families who stayed 15-30 nights
- Families who stayed 31+ nights

## Nights Provided By County

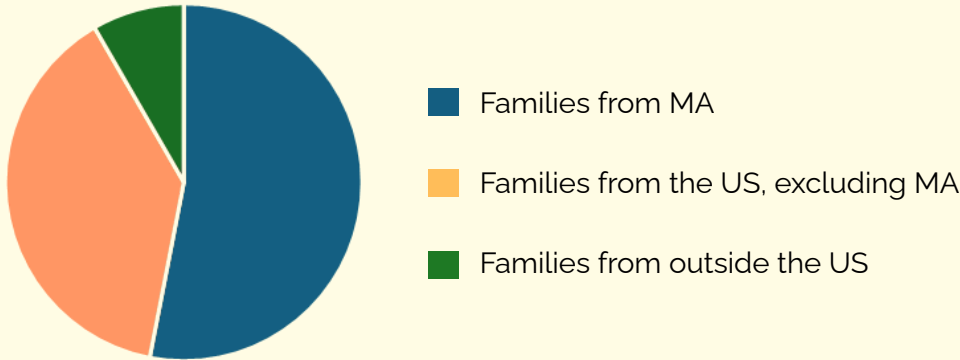


# Ronald McDonald House: Springfield

Since 2020, the Ronald McDonald House; Springfield has increased its overall occupancy by 22%, doubling the number of families served.

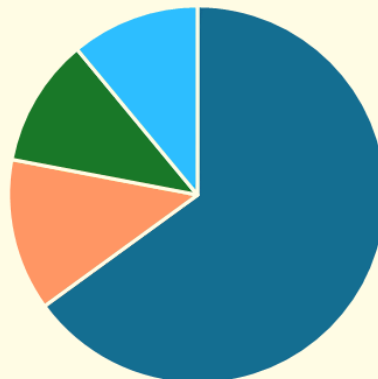
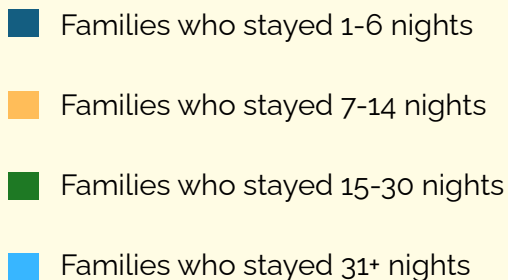
The House continues to navigate the everchanging landscape of pediatric services in the area which directly affect the family populations we serve.

## Where Families Come From



The Appiah/Narthey Family.

## Family Length of Stay



## Top Three Diagnoses

- Premature Birth
- Prosthetics
- Respiratory Illness

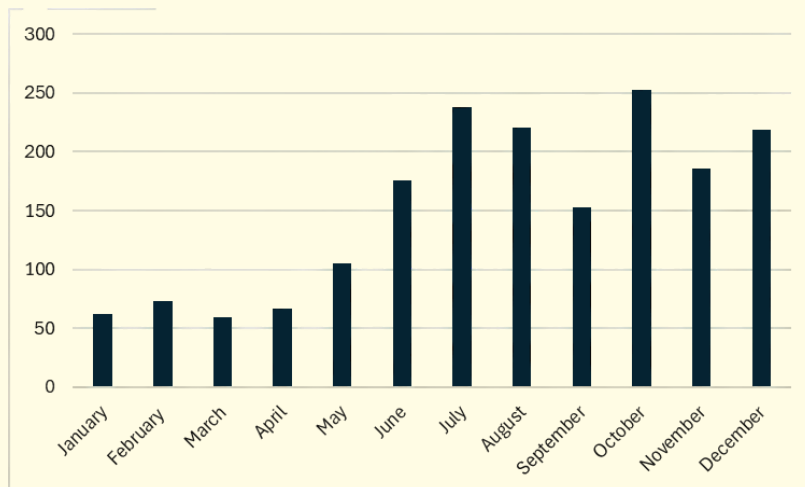
# Ronald McDonald House Family Room: Baystate Children's Hospital

2025 was a year of learning in our Family Room as we worked to better understand and meet the needs of caregivers.

Feedback from caregivers and hospital staff gave us insights into how our program services fit into the daily routine of a caregiver, as well as the timing of medical visits and treatments. Based on this data, we adjusted our hours to avoid interfering with medical staff rounding times. With caregivers expressing the need for food to fuel their days, the family room began providing quick grab-and-go lunch options. Lunch quickly emerged as the greatest resource we could provide and is now available each day in the form of sandwiches or donated cooked meals from our community partners.

**In 2025, 1,812 caregivers were served.  
They found moments of rest, comfort,  
and nourishment in our Family Room.**

## Caregivers Served



The Bessette Family



# 2025 Financials (USD '000)

Assets		
Property and equipment, net	\$11,754	
All other	<u>10,874</u>	22,628
Liabilities		
		<u>(362)</u>
Net assets		
Restricted	3,621	
Unrestricted	<u>18,645</u>	\$22,266

## Total Support and Revenue

Contributions and donations (A)	\$1,884
Special events	692
Grants	438
Donated goods and services (B)	326
Partner hospital building subsidy	398
Other	290



(A) Includes McDonald's related funding

(B) Excludes donated volunteer services

Contributions and donations (A) ■ Special events ■ Grants ■  
 Donated goods and services (B) ■ Partner hospital building subsidy ■ Other ■

# McDonald's Funding

Our founding and forever partner, McDonald's, helps enable Ronald McDonald House CTMA continue to offer the important programs and services that keep families near the medical care and resources they need. In total, McDonald's Owner Operators, employees, and customers donated approximately 25% of the annual funding needed to help to provide 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

Private Gifts 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

**ROUND ♥ UP**  
for Ronald McDonald House



# McThank You Day

McThank You Day was held on October 17, 2025 to celebrate the culmination of the 50-year partnership between Ronald McDonald House and McDonald's. As our founding and forever mission partners, local McDonald's owner-operators and crews support us every day through in-restaurant fundraising efforts such as Round Up for Ronald McDonald House, donation boxes, and special annual campaigns—all benefiting the families and children in our programs.

To show our appreciation, we carried out more than 80 surprise visits to local restaurants, where we met and thanked crew members and brought them sweet treats in recognition of all they do.



McDonald's crew members in their local McDonald's restaurants throughout Connecticut and Western Massachusetts.



# Leading with Compassion

## **The Impact of Service: Chris Garrity**

“After retiring recently, I knew I wanted to spend my time doing something meaningful. As a former McDonald’s franchise owner, I’ve long appreciated the incredible support these Houses provide to families with seriously ill children.

As a volunteer, it’s incredibly fulfilling to know I’m offering support to families during one of the most challenging times in their lives. I strive to support both the House staff and families in any way I can—whether that means stocking the kitchen with pantry essentials, preparing welcome baskets, or keeping common areas tidy. Yet I’ve found that often it’s the simplest gestures that mean the most. Sometimes, offering a warm smile or a kind word when families return after a long day at the hospital can make all the difference. Each day I’m reminded that even the smallest act of kindness can bring comfort and hope during difficult times



Chris preparing snacks.

## **A Lasting Legacy: Linda Roman**

In late 2023, Ronald McDonald House CTMA was notified of an estate gift from Linda N. Roman. That gift was realized in 2025, with the Ronald McDonald House: New Haven named among the beneficiaries of her generosity. Linda was born in New London and spent her entire life in the area. She and her late husband, Richard, made their home in Quaker Hill for nearly fifty years before his passing in early 2023. Humbly seeking no recognition during her lifetime, Linda chose to leave her entire estate to four charitable organizations.

Linda’s gift to the House is the largest estate gift ever received by our Chapter. Her life and generosity will be honored through recognition as a donor to the Mission Expansion Campaign. We are deeply grateful for this extraordinary legacy gift and the lasting impact it will have on families for generations to come.

# Mission Moments with our Staff

Every day of the year, our staff works with dedication and care—individually and as a team—to make a positive difference for the families we serve.

Special moments spent interacting with families, volunteers, and our community truly lets us bring our mission to life in a meaningful way for all involved. We also take time as a team to engage with each other to broaden our skills and deepen connectivity.



Left to Right: Incoming Board President, Lauren Mallozzi, and Emily Brady; Allan Mitchell with McDonald's crew members; Michelle D'Amore; Emily Lopez and Emily Davidson; Left to Right: Rodney West, Hailee Rodrigues and Christa Petro; Cathy Bignolas, with volunteer Georgianna Hull, Jane Caupa, Rosy Muriel, and Maria Perez; Celine Hamilton Quill with the Jimenz family.

# Mission Expansion Campaign in Action

Over an incredible eight months, construction transformed the shelled spaces at the Ronald McDonald House: New Haven into 11 new guest rooms designed to feel like home.

The project began by relocating operational areas to the lower and main levels, making staff more accessible to support the daily needs of families. The guest room areas required extensive framing and electrical work to divide large open spaces into multiple rooms, along with the installation of plumbing for ensuite bathrooms.



Various stages of construction of the new offices and guest rooms.

# Nourishing Families

Ronald McDonald House: New Haven was awarded the Nourishing Families Grant from Ronald McDonald House Global, helping ensure families in our program have access to one hot, balanced meal each day, along with fresh, healthy foods for snacking and cooking.

To support this effort, we expanded community outreach for Meals from the Heart, strengthened partnerships with local restaurants, launched Bites on the Go for easy grab-and-go meals and snacks, and created a raised-bed garden with summer vegetables and herbs.

Together, these efforts have made a meaningful difference for families and expanded the care and resources we can provide each day, both at the House and at the hospital.



Bites-On-The-Go Refrigerator, Nourishing Families Garden, volunteers preparing healthy snacks, and a family enjoying smoothies.

**Ronald McDonald House: New Haven**  
860 Howard Avenue  
New Haven, CT 06519  
203-777-5683

**Ronald McDonald House**  
**Family Room:**  
Baystate Children's Hospital  
759 Chestnut Street, 4th Floor  
Springfield, MA 01199  
413-271-5683

**Ronald McDonald House: Springfield**  
34 Chapin Terrace  
Springfield, MA 01107  
413-271-5683



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## **New Look, New Name** **Same Mission**

In keeping with the Ronald McDonald House global organization, our chapter is excited to be launching our new brand identity on May 18th.

Look for our new name and logo but please know, our mission has stayed the same: to provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare.

Ronald McDonald House Connecticut & Western Massachusetts  
Ronald McDonald House: New Haven, Ronald McDonald House: Springfield  
Ronald McDonald House Family Room: Baystate Children's Hospital

Beginning in May, connect with us at [ronaldmcdonaldhousectma](#) on our social channels and online at [www.ronaldmcdonaldhousectma.org](#).

