



RMHC[®]
Northeast Ohio

2022 IMPACT REPORT

Ronald McDonald House Charities[®] of Northeast Ohio gives a family with a sick child what they need most — each other.



28,642

FAMILIES SERVED

AT THE HOUSE



948
Families

18,462
Nights of Rest

14-night
Average Stay

AT THE HOSPITAL



Ronald McDonald Family Room® programs

3,743
Families

21,126
Family Room Visits

IN THE COMMUNITY

1,040
Families

Ronald McDonald Care Mobile®

AT THE OUTPATIENT CENTER

136 Families
(partial year)

Ronald McDonald STAR Center

ONLINE

17,391
Unique Visitors to
[RedTreehouse.org](https://www.RedTreehouse.org)

SERVED WITH LOVE

59,323
Lunches and Dinners



OUR VOLUNTEERS

381
Individual Volunteers



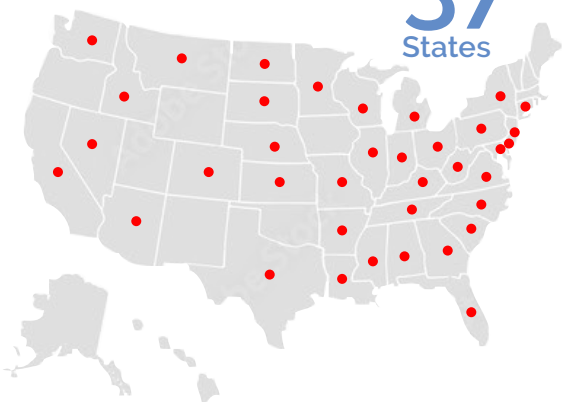
20,675
Hours

WHERE RONALD McDONALD HOUSE® GUESTS CAME FROM

16
Countries

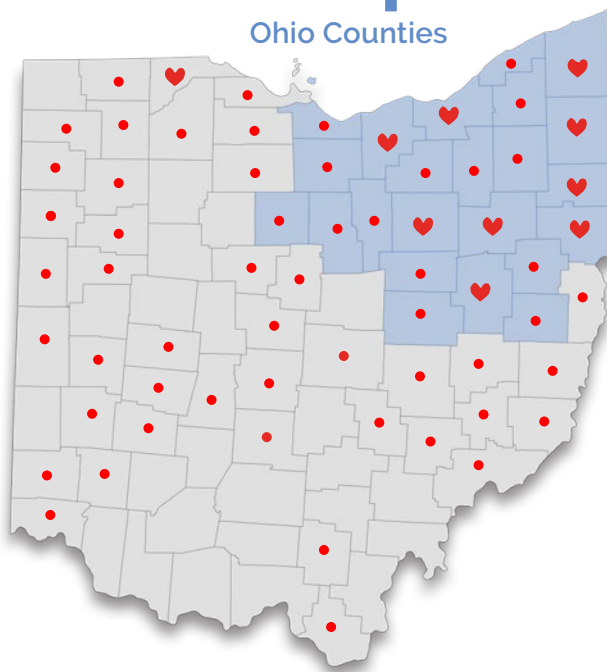


37
States



64

Ohio Counties

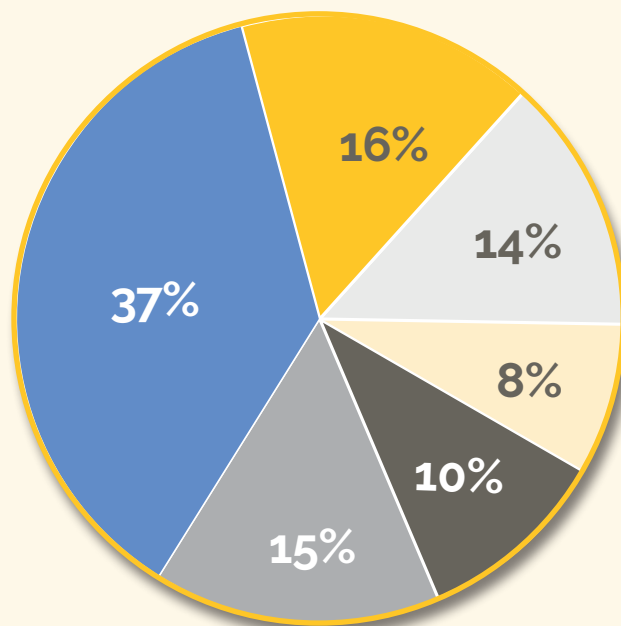


Top 10 Ohio Counties
(by families served)

- Stark
- Trumbull
- Mahoning
- Lucas
- Lorain
- Ashtabula
- Tuscarawas
- Wayne
- Columbiana
- Cuyahoga




FUNDING



- | | |
|---------------------------|-----------------------|
| Individuals/Corporations | Foundations/Grants |
| McDonald's Northeast Ohio | In-Kind Contributions |
| Signature Events | Investments/Other |

Make a difference with us today.

 **948**
Families Served

1,361
Visits
18,462
Nights of Rest

62.5% Ohio Families
64 Counties | 18-Night Average Stay

35.4% Out-of-State Families
37 States | 10-Night Average Stay

2.1% International Families
16 Countries | 37-Night Average Stay

Our Ronald McDonald House programs in Akron and Cleveland provide families with ill or injured children a welcoming and supportive place to stay near the hospital.

2022 saw a steady rise in House occupancy. In addition to outdoor activities, families were again able to gather in our beautiful indoor community spaces, benefiting from the support of others in similar circumstances. Once again, a feeling of comradery and the laughter of children filled our Houses with hope.



Childhood illnesses or injuries often require more than one round of treatment, and follow-up or ongoing care.

40% of guest families in 2022 have stayed with us more than once.

The Gonzalez/Lloveras family has stayed at the Cleveland Ronald McDonald House nine times for more than 70 nights so six-year-old Gabriela could receive treatment for a rare, life-threatening condition.

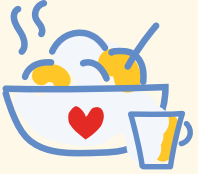
When their journey began, Gabriela and her mom, Maria, traveled to Cleveland but her dad and little sister, Andre and Camila, remained at home in Puerto Rico. Maria initially stayed with a friend but the 40-minute drive was far from Gabriela in the hospital, and commuting and meal costs were quickly depleting her funds. Learning of the Ronald McDonald House changed everything.

Maria was grateful to be just minutes from the hospital, and the free shuttle and meals eased the financial strain. Staying at the House gave her more time and energy to focus on Gabriela. She was even close enough that Gabriela could stay with her during breaks from treatment. The House also enabled the whole family to come on subsequent trips, so they could support each other and have a sense of normalcy during difficult times.

SERVED WITH LOVE

In 2022, we served **38,927** lunches and dinners to families staying at our House programs.

Continental breakfast, bakery items, fresh fruit and snacks are also available round-the-clock.



Our Akron House served more than **16,000** cookies, freshly baked on-site!

A new Cleveland House kitchen was completed in November, greatly increasing our capacity to prepare meals for the House and our Hospital-Based Programs.

"We love that our daughters can eat home cooked meals here, especially in the brand new kitchen. It has simplified our life in so many ways."

—Maria Gonzalez



Moments of normalcy in their room at the House

Gabriela and Camila love being together, and Maria and Andre appreciate that they can be parents to the girls and watch them grow, together at the Ronald McDonald House.

"You feel like you're at home. The Ronald McDonald House has eased so much stress for our family during this time."

—Maria Gonzalez

When Gabriela arrived at the House, she adopted this doll from our toy table, named her Gloria, and slept with her the very first night. Later, she was thrilled to adopt a matching doll for her little sister at home. The sisters and their dolls now travel to the House together.



Make a difference with us today.



Ronald McDonald Family Room

3,743

Registered families

21,126

Family Room Visits

1,472 Loads of Laundry

899 Comfort Items

3,257 Showers

14,085 Kitchenette Uses

15,012 Meals

Throughout 2022, visitor restrictions at our partner hospitals gradually lifted, and it was exciting to see the return of siblings and extended families to our Family Room spaces.

Families once again gathered for meals, holidays and milestones in our Rooms, benefiting from much-needed moments of normalcy. Comradery with others in similar situations, comforts like a hot shower and freshly washed laundry provided needed rejuvenation for many who couldn't leave the hospital.



"I just couldn't believe it, everything you can get and do there. From box lunches and snacks to washing clothes and showering, it is SO WONDERFUL!!!"

—Pam Blackwell,
Family Room guest

Program Locations

UH Rainbow Babies & Children's
Cleveland Clinic Children's
MetroHealth Medical Center
Cleveland Clinic Fairview



Jill is calmed by music therapy.

Debbie and Doug Triptow have relied on the Family Room at Cleveland Clinic many times.

Their daughter, Jill, has a rare neurological disease that has slowly taken away her mobility, speech, and ability to eat. Since 2019, Jill has had several hospital admissions, each lasting 4-5 days. During these stays, Debbie and Doug have been unable to leave her side unless Jill has been asleep.

While Jill sleeps, Debbie and Doug visit the Ronald McDonald Family Room to refresh with a shower, wash their clothes, and decompress with other families. Debbie appreciates having "a place to go and collect my thoughts, get something to eat, and see a smiling face from the friendly volunteers during a difficult time." She also shared that since they can't leave to get food, they are especially grateful for the meals:

"If it weren't for the boxed lunches and dinners, I wouldn't be eating while in the hospital. We're very, very thankful for the Family Room."
—Debbie Triptow



Advancing our vision of **inspiring hope when and where families need it most**, our Family Room programs also provide support when families are unable to come to the Room.

Happy Wheels carts delivered **2,218** comfort items to families who could not leave their child's bedside.

Supply Baskets provided **7,320** snacks and care items to families during overnight hours.

AT THE OUTPATIENT CENTER

Our **Ronald McDonald STAR Center** at Cleveland Clinic Children's Outpatient Center is a fun and welcoming learning environment for children while their siblings receive care.

Our STAR Center served **136** families in **3** months of operation.

Six-year-old Natalie Crago has dermatomyositis, a rare inflammatory disease that causes muscle weakness, skin rashes and other complications. There is no cure, but symptoms can be managed with treatment.

Each month, Natalie's mom, Pam, brings her to the Outpatient Center for day-long infusion treatments. Natalie's older sister, Scarlett, is in school, but her younger brother, Jacob, is preschool age and comes with them to the Outpatient Center.

While Pam stays with Natalie, Jacob visits the STAR Center, where he enjoys activities and mini lessons focusing on healthy habits and wellbeing. Jacob loves visiting the STAR Center, and Pam appreciates that she doesn't have to worry about him while she's focusing on Natalie's treatment.



IN THE COMMUNITY

Our **Ronald McDonald Care Mobile**, in partnership with UH Rainbow Babies & Children's, brings dental service and health education to children right in their communities.

1,040 Families Served



Make a difference with us today.



22,341
Site Visits
17,391
Unique Visitors

2022 Helpful Guides

- Pediatric Palliative Care: What is it and Who Needs it?
- Finding Support and Information When Your Child Receives a Rare Disease Diagnosis
- Building Healthy Eating Habits at Home
- Finding Your Community of Support
- Caring for Children with Severe Food Allergies
- Traveling with Children Who Have Special Needs and Medical Challenges
- Seizure Safety Resources
- Bullying Prevention Through Inclusion
- Eating Well

RedTreehouse.org is an online program devoted to helping families of children with disabilities and health care needs find support resources relevant to their situations.

"If you just do a general search of your child's diagnosis, you will likely be overwhelmed by the results. Red Treehouse creates a curated list of quality resources. It takes those big, scary search results and turns it into a helpful, digestible list of resources."

—Margaret Block



NEW SEARCH PATHWAYS, USER EXPERIENCE, AND CONTRIBUTIONS

In 2022, we focused on upgrading RedTreehouse.org. New search pathways, curated by medical condition and area of need, guide families toward commonly needed resources.

The new site also features **Parent and Pro Picks**, a resource blog with contributions from medical professionals and parents of children with special needs and medical challenges, like Margaret Block.

Margaret Block is a mother of two, including a child born with a rare frontal encephalocele and multiple congenital brain abnormalities. Her 2022 guide, *Finding Support and Information When Your Child Receives a Rare Disease Diagnosis*, was among the most read and shared resources on Red Treehouse in 2022.

"I enjoy being a part of the Red Treehouse team because I get to give back and be a resource for other parents as they journey through their child's diagnosis and treatment. Being a parent of a medically complex child can be overwhelming. Being able to easily find resources to help, and people who have walked this path, is invaluable."



NEW PARTNERSHIP EXTENDS IMPACT

A new partnership was formed with **Unite Us**, the nation's leading software company that enables collaboration across sectors to improve the health and well-being of communities. Users of the Unite Us coordinated care network can now connect families directly to Red Treehouse resources.

FAMILY MEALS SERVED WITH LOVE

Family Meals, Served With Love, help keep families strong so they can focus on what matters most — their children.

Through much of the year, our Cleveland House kitchen was under construction. The new, state-of-the-art kitchen allows us to serve more meals to more locations, and also accommodate future need.



59,323

Lunches and Dinners

Daily

Continental Breakfast

24/7

Self-Serve Snacks
and Beverages

\$900,000+

Saving to Families



15,860

Boxed Lunches were produced in our House kitchens and delivered to families at our four hospital Family Room programs and Akron Children's Hospital.

"Thank you for the boxed lunches! The lunch was delicious and it was so nice to be able to eat without having to leave my son and spend a lot of money in the cafeteria. It gave me one less thing to worry about during our hospital stay!"



2,264

Breakfast Bags provided families with items to sustain themselves during the day. Bags are delivered weekly to Akron Children's Hospital Beeghly Campus and Mercy Health-St. Elizabeth's NICU.

"Every morning, I rush to get my kids ready for school and then rush to the NICU. I often don't have the time or energy to prepare something to eat for myself until dinner time. The breakfast bags have been a blessing on these busy, stressful, and hungry days."

Make a difference with us today.

2022 OUR VOLUNTEERS



381

Individual Volunteers

20,675

Volunteer Hours

\$619,216

Value

Volunteers are back in full force at all programs, and we could not be more grateful for their support! Individual volunteers play a variety of roles, keeping our programs running, our spaces in tip-top shape, and supporting the families we serve with warmth and compassion.

Volunteer Recognition was back in person in 2022, with a celebratory dinner and ceremony. Awards were given for years of service, and two House volunteers received special honors.



Charley Hamlin was named our **Akron House Volunteer of the Year**. A volunteer since 2017, Charley works as a Core House Volunteer and handles many routine maintenance tasks. He is always willing to lend a hand, and even dressed up as a polar bear to recruit participants for the Polar Bear Jump fundraiser!



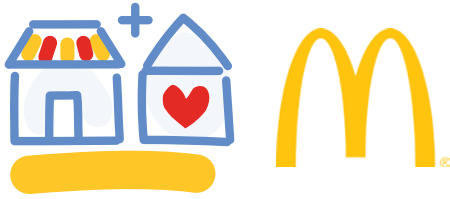
Dave Bejbl received the **Cleveland House Willa Jones Award**, named after our very first volunteer. Dave handles many maintenance tasks, such as servicing the heating and cooling for guest rooms, unclogging tubs, fixing phones, caulking, and changing light bulbs. He volunteers twice a week and sometimes stays into the evening to make sure things are just right for our families.



208 Groups prepared meals, did chores and hosted activities.

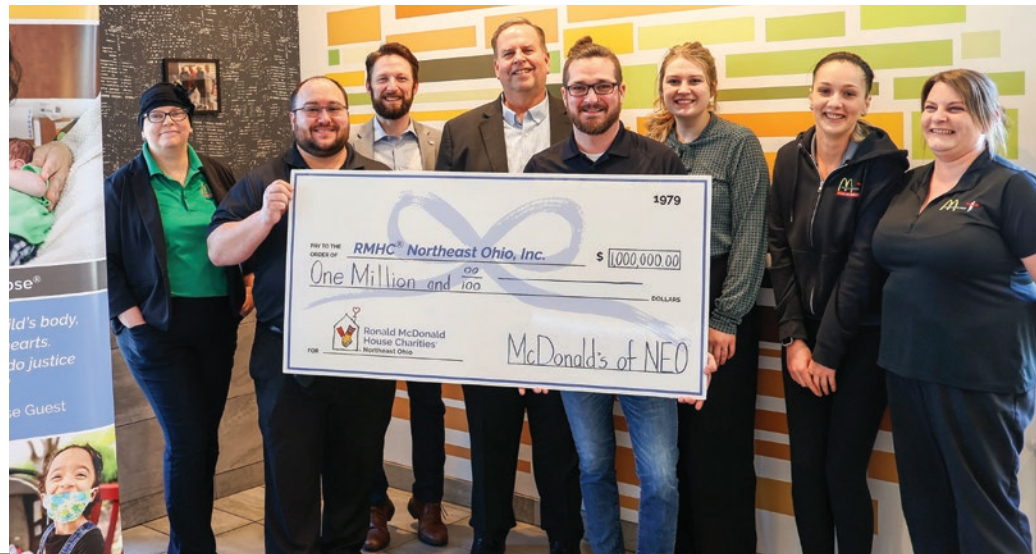
8 Pet Therapy Partners brought **10** different animals for **62** visits.

OUR FOUNDING AND FOREVER PARTNER



Contributions from McDonald's Owner/Operators of Northeast Ohio and their customers topped

\$1 million
in 2022



We are grateful for the generosity of McDonald's Owner/Operators, team members, and customers! In addition to owner/operator contributions, Northeast Ohio McDonald's restaurants donate a portion of the sale of each:

- Happy Meal®
- Medium and Large Fry
- Shamrock Shake® or Oreo Shamrock McFlurry®
- Frozen Carbonated Beverages (Special Promotion)

McDonald's customers can also contribute through in-store donation boxes, Round-Up for RMHC®, and the McDonald's app.

WAYS TO SUPPORT OUR MISSION

There are many ways to support our mission. Every contribution, no matter how big or small, makes a difference in the lives of those we serve. Some popular ways to give include:



- Monetary Donations
- Room Sponsorship
- Providing a Meal
- Hosting a Fundraiser
- Wish List Drives
- Pull Tab Collections
- Vehicle Donations
- Planned Giving

For more information, visit <https://www.rmhcneo.org/ways-to-give/>

For information about philanthropic partnership opportunities

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*Ronald McDonald House Charities of Northeast Ohio, Inc. is a 501(c)(3) nonprofit organization.
Donations are tax-deductible as allowed by law.*

Make a difference with us today.



Ronald McDonald
House Charities®
Northeast Ohio

Make a difference with us today.



Our mission is to enhance the healthcare experience for families and children through comfort, care and supportive services.

Akron Ronald McDonald House

141 West State Street, Akron, OH 44302 | 330.253.5400

Cleveland Ronald McDonald House

10415 Euclid Avenue, Cleveland, OH 44106 | 216.229.5757



www.RMHCneo.org