2020 IMPACT REPORT

Ronald McDonald House Charities of New England

Ronald McDonald House Charities
Keeping families close®
Thank you for your ongoing support of the Ronald McDonald House of Charities of New England. For over 30 years, RMHCNE has provided an invaluable service to the medical community and thousands of families.

2020 was a year like no other, and this past year has been a challenging one for everyone. While many aspects of our world are on pause, pediatric illness continues and our mission is stronger than ever before. During this crisis we have seen an overwhelming amount of support and encouragement from our community that has helped fuel us during this difficult time. We are happy to share that throughout the pandemic we have continued to provide a home to families of critically ill children in the safest possible environment.

In March, when COVID-19 first began to show its impact, our two Houses RMH Providence and RMH Boston Harbor, remained open to all of our guest families who were staying at our Houses prior to COVID-19. In an effort to mitigate the risks of exposure to COVID-19 for families and medically fragile patients in our care, we temporarily halted accepting any new patients into our Ronald McDonald Houses.

In September we introduced a slow, measured process to once again welcome new families into both our Ronald McDonald Houses. The health and safety of our guest families, volunteers and staff is paramount. In conjunction with RMHC Global, state and local government and while adhering to CDC guidelines, we introduced steps to help reduce the risks of exposure to COVID-19. A robust set of procedures designed to protect all who enter our doors has been implemented. This includes, but not limited to, stringent cleaning and disinfection protocols, social distancing measures, wellness checks and use of personal protective equipment.
Lucas was diagnosed with epilepsy and hypothyroidism last October. When he was 20 months old we had a very scary incident, I found him unconscious around 5 am and brought him to the hospital; he did not react for more than an hour. After that episode, he would constantly have absence crisis. I started to do research online for the best ranking hospitals for neurology and endocrinology. Boston Children’s Hospital had everything we wanted.

We had many fears and anxieties once we decided that Boston Children’s Hospital was the perfect place for Lucas; we started to look for hotels and airline tickets from Dominican Republic to Boston and they were very expensive. We were originally scheduled to stay for 2 weeks and the minimum rate we could find was around $2000. It was too much; we had to pay out of pocket for Lucas medical expenses since he doesn’t have insurance. We were blessed to be able to apply to the Ronald McDonald House at Boston Harbor and it was heaven sent. A week later we received an email telling us they had availability and our prayers were answered.

I came to Boston with my son Lucas and both of my parents; we were supposed to check out of RMH on March 24th, however due to Covid-19, we were not able to return home. Our government closed all boarders on March 19th at 6:00am and due to Lucas’ appointments we were unable to make it back in time. We were scared, anxious and now we were wondering what to do in regards of finding housing in Boston. We were not prepared to pay the expenses of a hotel for an unknown period of time. I wrote an email to RMH explaining our circumstances, they assured us that we could stay until it was safe to go back home. We cannot even believe that this is real. It made us feel so loved and grateful because we had no idea what to do. It is certainly a home away from home.

Ronald McDonald House is more than we expected. It has truly been a home away from home for us. Lucas is happy and plays all day long. We love walking around the harbor and Lucas loves the park nearby.

"Thank you from the bottom of our hearts. You have given us the peace, love and comfort we need to get through this uncertain and difficult time."
Coming Together, While Apart

At every level we are adapting throughout COVID-19 to continue providing families with the same unwavering care.

We are committed to ensuring these children receive the consistency and comfort our programs provide by offering alternative options of support. This includes food delivery and virtual programming and activities provided by volunteers and staff.

Oliver Family participating in a family activity night—virtually!

Virtual Story Hour

Families participating in arts and crafts nights via zoom

Volunteers dropped off Gingerbread House kits and holiday gifts on Christmas Eve
2020: The Year of Virtual Events

With the majority of our fundraising events being cancelled or turned virtual, we faced a significant financial impact of COVID-19 with a focus on mission first.

Few could imagine the disruption that would come from the pandemic, and our events and community are no different. While we were unable to host two of our signature annual events, RMHC Night Out at Fenway and Grampy’s Golf Tournament, we adapted and forged ahead in the new world of virtual events!

The Falmouth Road Race - Stay at Home Edition brought together a team of 20 runners who each ran the 7 mile race in their own neighborhoods. Together the team surpassed our fundraising goal raising over $90,000 for children and families.

The Boston Marathon, Virtual Edition was run during the month of September, delayed from the traditional Marathon Monday on Patriots Day in Boston. 2 runners completed 26.2 miles and raised critical funds for RMHCNE.

Roaring 20s Virtual Gala On November 21st our community tuned in from all over the country to enjoy our first ever, live virtual gala! Guests enjoyed “gala in a box” goodies and treats from the safety of their own home while hearing directly from families, watching tours of the house and had the opportunity to bid on fabulous auction items.

2021: Looking Ahead with Cautious Optimism

Women’s Classic: October 10, 2021 Brown University Stadium

Hearts of Gold Gala: November 20, 2021 Omni Providence Hotel

We’ll be following all CDC, state and local COVID-19 guidelines to ensure safe events! We are prepared to take our 2020 learnings to adapt our 2021 events to a virtual model if needed!
Did you catch Dwight Barnes this summer walking across New England? You’d recognize him, he was the guy wearing the red and white striped socks (like Ronald McDonald) and carrying a HUGE backpack with all of his supplies!

Dwight is a retired McDonald's Owner/Operator and former Board Member of Ronald McDonald House Charities of Eastern New England (RMHC ENE). He approached us back in July of 2019 with this idea for a walk—not a typical walk—he would walk 1,000 miles to each Ronald McDonald house in new England. He was all alone, completely self-sufficient. His goal was to raise $100,000 and generate awareness for RMHCNE along the way.

Then COVID-19 hit and everything changed. But here was Dwight, the shining light of 2020. He had already been training for 6 months, giving up ice cream and beer and he was still committed to taking on this trek. Since we were facing an enormous loss of revenue from our cancelled fundraisers, Dwight's Join the Journey Home would be dedicated to help fill that void. We increased the goal and poured our energy into supporting him and his efforts. The walk was not easy. Dwight faced difficult terrain and some harsh weather conditions. He walked between 20-25 miles per day all while carrying his 30lb backpack—only to do it all again the next day.

After 58 days Dwight finished on a cold, rainy fall day back at Boston, MA. Family and some friends were there to welcome him home.

Together we've raised over $125,000. This will allow us to provide compassionate support to families of critically ill children. Thank you to everyone who contributed! We are truly grateful for your generosity.

Join the Journey Home Impact

780+ Nights funded
Our Year in Numbers

141
Families stayed at RMH Boston, RMH Providence

4,485
Overnight Stays

Our doors were open all year long serving the most critically ill children and their families

RMHC of New England has served families from:
- 19 states
- 7 countries, including Argentina, Bermuda, Chili, Dominican Republic, Turkey, Russia
- 47% of families served are from New England

6,817
Children served at our two Care Mobiles in Rhode Island and Worcester

924
Families served at our two Ronald McDonald House Family Rooms located in Hasbro Children’s Hospital, and Massachusetts General Hospital
Ronald McDonald House of Providence
Impact Snapshot

By Diagnosis
- NICU: 46.9%
- Behavioral: 20.4%
- Oncology: 10.2%
- PICU: 6.1%
- Post Partum: 4.1%
- Surgery: 3.1%
- Trauma: 2%
- Newborn: 47.3%

By Age
- Newborn: 47.3%
- 1 month +: 11%
- 1-4 years: 6.6%
- 10-14 years: 20.9%
- 15-20 years: 12.1%
By Diagnosis

- Cardiac / Stroke: 24.4%
- Neurology: 15.6%
- Surgery: 11.1%
- Oncology: 11.1%
- Other: 11.1%
- Gastrointestinal: 8.9%
- Esophageal: 6.7%
- Rare Disease: 8.9%
- Transplant: 2.2%
- 2 months-10 months: 19.1%
- 5 years-8 years: 19.1%
- 15 years-18 years: 12.8%
- 9 years-14 years: 21.3%
- Newborn: 12.8%
- 11-23 months: 4.3%
- 2 years-4 years: 8.5%

Ronald McDonald House at Boston Harbor
Impact Snapshot
**Family proximity to the hospital provides important psychological benefits:**
Parent’s get better sleep at a Ronald McDonald House. Families who stay in a Ronald McDonald House report more positive hospital experiences and a greater ability to participate in their child’s care.
<table>
<thead>
<tr>
<th>Statistical Highlights</th>
<th>2019</th>
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<tbody>
<tr>
<td>Total Nights Provided</td>
<td>3479</td>
<td>1791</td>
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<tr>
<td>Total Families</td>
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<td>Average Length of Stay</td>
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<td>Number of Families on Waitlist</td>
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<td>Number of Weekley House Volunteers</td>
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<td>21</td>
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<td>Number of Volunteer Hours</td>
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Riley and her twin sister Olivia were born at 27 weeks in NJ. When she was 2 weeks old, Riley developed severe necrotizing enterocolitis which caused her to lose the majority of her intestines. She requires IV nutrition (TPN) to survive, which damages the liver. Her liver was going to fail before she was big enough to qualify for a transplant. We fought hard to get Riley the insurance she needed to be transferred to Boston Children’s. They have an exceptional program that would protect and heal her liver. Going to Boston would give Riley the best chance of survival, and we knew that we had to do everything in our power to save our baby. We had no idea how we were going to manage our stay in Boston. We are a young family with twin babies, and we were going to be far from home for a long time. We knew we needed to do what was best for both of our girls, and wherever we were we needed to all go together. We could not stay in the hospital with Olivia, Riley’s twin sister, due to COVID restrictions. We needed a safe place to take turns watching Olivia while the other parent went to be with Riley in the hospital to learn about her specialized care.

Ronald McDonald House was free and that made it possible for us all to be in Boston with Riley as she fought for her life. The RMH apartment was beautiful and we loved it so much. It was truly a second home for us during our stay in Boston. It was safe and cozy, stocked with anything we could need. It allowed our family to stay together and kept us as a strong family unit. RMH made our first Thanksgiving and Christmas together as a family of 4 very special with delicious meals, surprise gifts, and a gingerbread house to decorate. It brought us so much joy. The entire RMH staff was incredible, always kind, helpful, and extremely supportive in every way.

Without all of you, I wouldn't be sitting here with both of my babies. My heart is so full of gratitude. I just want to say that Riley is thriving, and it would not have been possible if it wasn't for the support of all of you. You believed in Riley and you believed in our family and were there to support us the whole way and it means so much to me. Thank you for taking such good care of us, and turning what could have been our very sad story into one with a beautiful happy ending.
“We knew our son was in the best hands. Ronald McDonald House has been one of our biggest blessings!! I couldn’t be more thankful. This program is by far one of the best I’ve ever seen to help out families.”

“We spent the first nine weeks of 2020 at the Ronald McDonald House in Providence. Our stay there was so wonderful and the House is filled with such love and compassion! We met other families with similar struggles and my son made friends with kids who were going through the same thing as he was. It was life changing (or life saving really)! I wanted to thank you from the bottom of my momma heart for helping all of the sweet people in crisis that stay at the RMH! Staying there changed our lives. What you do, means so much to us all!” - Ana Marie

“My family stayed at RMH Boston Harbor for 3 months. RMHBH was a life saver to us. A home away from home during the worst time. The apartment gave us comfort, peace of mind and a place to connect. We didn’t have to worry about much more than taking care of Sophia. By the way, my daughter is now in remission. May it last forever!”

“There is no way we could afford to be here for our son. We would be forced to leave our 11-year-old son alone. Ronald McDonald House is a critical part of our son’s treatment. Yes, young Liam’s long hospital stay has been challenging … but we are comforted and truly blessed that we have a place to live for as long as he is being treated.”

“Staying together as a family provided not only Hailey with a better experience and a happy place to come back to after a day of craziness… but her brother as well, and that meant the world to us. They love each other so much and keeping them together, keeping all of us together, kept our spirits high. Still so very grateful that we were able to stay at RMH. It allowed us to live together as a family for the six weeks of Proton treatment. Being together as a family makes you stronger in a time you’re at your most vulnerable.” - Rhlinger Family