



Ronald McDonald  
House Charities®  
Toronto

I am so grateful...  
to all our generous 2019 donors.

Your support continues to be so important. Especially as we travel the uncharted waters of COVID-19. As you can imagine, for families with a seriously ill child, this global crisis is only adding to their stress.

**My number one priority continues to be keeping families safe, healthy and together.**

Throughout the threat of COVID-19, the House has remained open as an essential service.

With so many people out of work, more families are going to need our services than ever before. What may have been a 'nice to have' for families previously will be a 'must have' for many moving forward.

**That's why I'm so grateful to you.** Many of our supporters have already made an extra gift this year and we could not be more grateful.

This has allowed us pay for unbudgeted expenses like delivering meals directly to a family's door, enhancing our cleaning practices and providing PPE for staff and families. We've been able to keep the School running virtually and we're so pleased to be welcoming new families back into the House.

**I'm so inspired by the commitment of donors, volunteers and staff – all coming together.**

This global crisis will continue to impact families. With your help, families with a seriously ill child can rely on the compassionate hospitality of RMHC Toronto. We can rise to the challenge. We are stronger together.

Thank you again for keeping families safe and together.  
Your compassion and your generosity are inspiring.

Warmest Regards,

Sally Ginter  
Chief Executive Officer

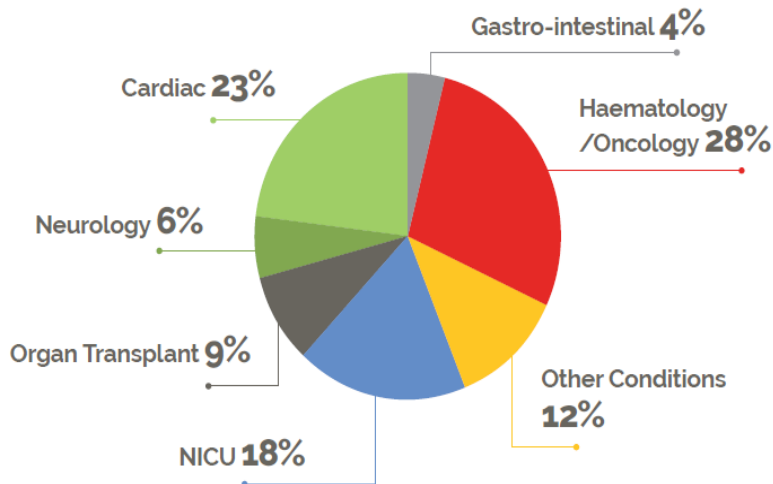


## The Impact of Your Support in 2019

Thanks to you, we helped 5,350 families in 2019 – more than ever before!

As you can see, they come from across Canada and around the world for a variety of different medical issues.

### Diagnosis



### Families Travelled From

Atlantic Canada	50
Northern Ontario	620
Ontario	4,259
Quebec	15
Western Canada	45
International	29

\*332 did not disclose their location

**95%**

of families said they were very satisfied with their experiences

### Keeping Families Close in the House

Our House was home to 730 families last year. Families travelled from across Ontario, Canada or even internationally. Each family holds a powerful desire – to remain close to their sick child.

Without you, they would also be facing a financial crisis. The cost of taking time off work and living in a new city adds up quickly. You may recall Ella, a 15-year-old who battled cancer last year. She said,



"Without the House, my parents could not have been away from their jobs for as long as they have been.

I'm grateful for that because I wouldn't want to go through this without both of them."

Your gift means families can stay together without fear of financial ruin. It also supports their mental health and well-being.

With over 20 engaging programs, your gift allowed families to connect and have some fun. Here are a few examples from 2019:

- RMHC Toronto School celebrated its 15<sup>th</sup> anniversary and served 73 patients and siblings – our highest enrollment yet.
- RMHC Toronto Camp became year-round. In addition to the summer, Camp is now available over March Break, Christmas holidays and even P.A. days.
- Pascal Siakam visited the House with the Raptors Dance Pack and championship trophy.
- In December, our Tranquility Garden was transformed into a winter wonderland complete with music, dancing, poutine and hot chocolate.



### *Keeping Families Close* in the Family Rooms

Our seven Family Rooms, located in five hospitals, served 4,620 families last year. Perhaps you remember the story of baby Hudson? He was given a 1% chance of living when he was born.

Thanks to you, his parents, Joe and Tiffany were able to navigate their roller coaster of emotions over 10 long months in the Family Room.



Today, Hudson is a curious one-and-a-half-year-old who loves playing outdoors.

Although he still bears physical scars, he has a bright future ahead of him.

When reflecting back on how they made it through, Joe and Tiffany said,

["The support of RMHC Toronto and opportunity to make connections with other families helped us navigate through rough waters with a clear mind."](#)

**Thank you for keeping families together in 2019.**