About us

Founded in 1981, Ronald McDonald House Charities Toronto keeps families close when they need each other the most. We are an independent charity, governed by a volunteer Board of Directors and operated by staff and volunteers. The first and largest chapter in Canada, we are part of a network of more than 360 licensed Ronald McDonald House chapters around the world.

We encompass:

• A House for 81 families in downtown Toronto
• Seven Family Rooms in five hospitals:
  o Markham: Markham Stouffville Hospital
  o Mississauga: Credit Valley Hospital, Trillium Health Partners
  o Toronto: The Hospital for Sick Children
  o Scarborough: Rouge Valley Centenary
  o Sudbury: Health Sciences North

Our mission

To provide a “home away from home” for seriously ill children and their families to heal better together

Our vision

To be a leader in providing a family-focused environment and innovative support services to seriously ill children and their families
Every 2 hours last year, a new family in crisis arrived on one of our doorsteps.

We supported **4,367 families** with a seriously ill child from across Canada and around the world.

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Dorothea and Hugo Saraiva | From Mississauga, Ont. | Used our Family Room at Credit Valley Hospital after Adriana was born prematurely.

Theodore and Todd Boyetchko | From Terrace, B.C. | Stayed at the House while Theo was treated for a heart condition.
November 2016 marked the fifth anniversary of the opening of our House at 240 McCaul Street. Milestones like these inspire us to pause and reflect on where we’ve been, where we’re going and the people who are with us every step of the way.

Five years ago, Ronald McDonald House Charities (RMHC) Toronto was a 28-bedroom House on Gerrard Street. In the year leading up to our big move in November 2011, we supported 213 families with seriously ill children.

Fast forward to 2015-2016 and RMHC Toronto’s arms are now wrapped around an 81-bedroom House and seven in-hospital Family Rooms. With the opening of our newest Family Room, at Health Sciences North in Sudbury, we’ve extended our embrace to Northern Ontario. Last year, RMHC Toronto kept 4,367 families close when they needed each other most.

Growth of this magnitude doesn’t happen unaided, and to honour our collaborative endeavours, we’ve called this report “Stronger Together.” RMHC Toronto as a whole is greater than the sum of its parts. Our House and Family Rooms allow us to keep families close in unique and complementary ways. Their operations are driven and enhanced by innovative support programs run by incredible volunteers and staff. Underlying it all is a strong foundation of generous donors, including our founding and forever partner, McDonald’s. Collectively, our impact is great.

As we look back on where we’ve been and ahead to 2017, we remain incredibly grateful for your support. Families are stronger together, and so are we.

Thank you.

Sincerely,

Joseph Cooper
Chair of the Board

Sally Ginter
Chief Executive Officer
Our House

We had a full House in 2015-2016. Our overall occupancy rate for the year was 94 per cent, a seven per cent increase over last year and the highest it has been since we moved to our new House in 2011.

“This year, our available space did not keep pace with demand and we often had a waiting list,” says Deborah Holmes, Director of Programs and Operations. “As our hospital partners treat more and more patients, we do everything we can to meet the increasing demand for our services.”

RMHC Toronto continues to put the needs of families first and do our best to help them feel at home. This is reflected in our record-high Family Satisfaction Score of 97 per cent.

“RMHC Toronto is so welcoming,” says Mary Grace Czyz. From Midland, Ont., she and her family stayed at the House for 257 nights this year while Olek underwent cancer treatment.

“Being away from home for nine months would’ve been unthinkable without RMHC Toronto, says Mary. “I would’ve had to stay in Olek’s hospital room, and my husband and daughter would’ve been four hours away, driving back and forth from home. I can’t even imagine. “We’re so grateful RMHC Toronto kept our family close.”

Mary Grace and Sylvester Czyz, with Aniela, 8, and Olek, 7 | From Midland, Ont | Stayed at the House for 257 days while Olek underwent cancer treatment.

2015-2016 Highlights

762 Families stayed at the House

2 New families registered every day

55 km Distance away a family must live to stay at the House

94% Occupancy rate

26 Average number of days each family stayed

97% Families satisfied with the House
It was a landmark year for Family Room expansion in 2015-2016. We more than doubled our capacity to provide in-hospital support to families of seriously ill children by opening two Family Rooms at Rouge Valley Centenary in Scarborough, and a second Family Room at Credit Valley Hospital in Mississauga. In October 2016, we also began construction on another – our seventh – Family Room at Health Sciences North in Sudbury. This new Family Room will serve families from Northeastern Ontario and is the first one we have opened outside of the Greater Toronto Area.

In a year highlighted by tremendous growth, one thing remained constant: the caring support and attention to family members by our staff and volunteers. Family Rooms provide a “home away from home” within the hospital walls so parents can rest and retreat just steps from where their child is being treated. But more than just a place for them to put up their feet, sleep, watch TV, have a coffee, a meal or a shower, the Family Rooms also offer parents a listening ear.

“When I get stressed and if I’m having a rough time, it’s really easy for me to go to the Family Room. I have a place I can go talk to someone,” says Carla Lalonde. She has used the Family Room at Rouge Valley Centenary many times in the last year, along with her 10-year-old daughter, Lilly-Anne, while her son has been admitted for respiratory issues.

Family Room users, like Kathryn McKissock from Oshawa, Ont., always benefit from a circle of support. Pictured here: Family Room volunteer, Niloy Hossain, and Trixie Williams, Director of Women & Children at Rouge Valley Centenary.

Our Family Rooms

2015-2016 Highlights

4 New Family Rooms
• 2 at Rouge Valley Centenary in December 2015
• 1 at Credit Valley Hospital in September 2016
• 1 at Health Sciences North – construction launched October 2016

7 Total Family Rooms now open

3,605 Families supported

51% Increase in number of families supported

212 Average number of Family Room visitors each day

93% Families satisfied with the Family Rooms
During the busiest year in RMHC Toronto’s history, families made great use of our many innovative support programs, designed to bring normalcy to their lives. The RMHC Toronto School was no exception: an unprecedented 67 students enrolled during the 2015-2016 school year, up from 52 the year before.

The RMHC Toronto School offers critical support for families so they can stay together. The only school of its kind in North America, it is accredited as a private school, staffed by three full-time certified teachers, follows the Ontario Curriculum and enrolls both patients and their siblings.

“The bigger classes gave students the confidence to explore and try new things,” says Katie Doering, principal and teacher. And because students were enrolled for a longer period of time than in prior years, they also formed stronger relationships with each other and across grades.

Parents have been tremendously grateful to have an on-site school to help keep their families close.

Charlotte and Austin Reinhart love the RMHC Toronto School.

“Our older children are able to be here with us, thanks to the School. It gives them stability while allowing them to see their parents and their brother,” says Jennie Reinhart, from Hanover, Ont. The Reinhart family, including Charlotte, 7, and Austin, 8, have been staying at the House regularly this year while Lukas, 2, receives life-saving treatment.

The RMHC Toronto School is funded by generous donations, including support from the Sofina Foundation and the Latifi family, and from the Kavelman Fonn Foundation.

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2015-2016 Highlights

20 Family support programs offered

2,786 “Meals-on-the-Go” distributed to House families

192 “Home for Dinner” nights at the House

67 Students enrolled in the RMHC Toronto School during the year

49 Patients and siblings supported by our “Summer Fun” day camp
Our Volunteers

RMHC Toronto functions as well as it does because of the generosity of our volunteers. With unprecedented occupancy in our House and growth in our number of Family Rooms, our volunteers gave their time and talent in record amounts last year. In fact, their hours of support represented the equivalent of 23 people working full-time, year round. RMHC Toronto is made stronger by the fact that the majority of our volunteers maintain their commitment for a long time compared to other charities.

Our dedicated volunteers are like Mike Irwin. Mike started volunteering with our Family Support Services team at the front desk in April 2011. Over six years, he has contributed more than 600 hours in support of our families. Mike has also taken part in a new program, focused on mentoring new volunteers and supporting their transition into their roles.

“Being both a parent and a grandparent, I can appreciate the difficulties our families are facing,” he says about his motivation for volunteering.

Volunteers work in all areas of RMHC Toronto, bringing smiles to families in our Family Rooms, at the School, our front desk, through our food programs and activity programs and at special events. They help us clean and decorate our facilities, prepare our gardens for the changing seasons, provide relaxing services like Shiatsu massage for parents and comforting pet visits for family members of all ages.

Volunteers are a cornerstone of RMHC Toronto and we are tremendously grateful for their dedication and compassion.

Mike Irwin, a six-year volunteer, and now a mentor to new volunteers.
Financial Report

CONDEMNED STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

<table>
<thead>
<tr>
<th>Year ended</th>
<th>October 31 2016</th>
<th>October 31 2015</th>
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</thead>
<tbody>
<tr>
<td>REVENUE</td>
<td></td>
<td></td>
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<tr>
<td>Donations and fundraising - annual</td>
<td>$ 4,462,487</td>
<td>$ 4,392,947</td>
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<tr>
<td>Donations and fundraising - capital</td>
<td>460,108</td>
<td>511,025</td>
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<tr>
<td>Room payments</td>
<td>396,270</td>
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<td>Net investment income</td>
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<td><strong>Total Revenue</strong></td>
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<td>EXPENSES</td>
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<tr>
<td>Fundraising</td>
<td>952,491</td>
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<tr>
<td>Program - Family Services</td>
<td>2,090,078</td>
<td>1,745,726</td>
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<tr>
<td>Program - Operations</td>
<td>1,284,883</td>
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<td>Administration</td>
<td>559,151</td>
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<tr>
<td>Amortization</td>
<td>791,518</td>
<td>1,218,997</td>
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<td><strong>Total Expenses</strong></td>
<td><strong>$ 5,678,121</strong></td>
<td><strong>$ 5,395,845</strong></td>
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<tr>
<td>Excess of revenue over expenses for the year</td>
<td>887,329</td>
<td>436,068</td>
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<td>Fund balances, beginning of year</td>
<td>46,397,980</td>
<td>45,961,912</td>
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<tr>
<td>Fund Balances, end of year</td>
<td><strong>$ 47,285,309</strong></td>
<td><strong>$ 46,397,980</strong></td>
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CONDEMNED STATEMENT OF FINANCIAL POSITION

<table>
<thead>
<tr>
<th>As at</th>
<th>October 31 2016</th>
<th>October 31 2015</th>
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<tbody>
<tr>
<td>ASSETS</td>
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<tr>
<td>Cash and cash equivalents</td>
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<td>Investments</td>
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<td>Accounts receivable, prepaid expenses and other</td>
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<td>Current portion of mortgage receivable</td>
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<td>1,218,997</td>
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<td><strong>Total Assets</strong></td>
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<td><strong>$ 18,802,171</strong></td>
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<tr>
<td>Capital assets</td>
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<td>28,724,238</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$ 48,264,446</strong></td>
<td><strong>$ 47,526,409</strong></td>
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<tr>
<td>LIABILITIES</td>
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<tr>
<td>Accounts payable, accrued liabilities, and deferred revenue</td>
<td>$ 522,825</td>
<td>$ 606,098</td>
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<tr>
<td>Loans payable, current</td>
<td>81,210</td>
<td>81,210</td>
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<tr>
<td>Loans payable, long-term</td>
<td>604,033</td>
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<tr>
<td>Loans payable, long-term</td>
<td>375,102</td>
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<td><strong>Total Liabilities</strong></td>
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<td><strong>$ 1,288,429</strong></td>
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<tr>
<td>FUND BALANCES</td>
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<tr>
<td>Unrestricted Fund</td>
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<tr>
<td>Internally Restricted Fund</td>
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<td>16,635,390</td>
</tr>
<tr>
<td>Invested in Capital Assets</td>
<td>28,539,261</td>
<td>28,724,238</td>
</tr>
<tr>
<td><strong>Total Fund Balances</strong></td>
<td><strong>$ 48,264,446</strong></td>
<td><strong>$ 47,526,409</strong></td>
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Ronald McDonald House Charities Toronto operates under the legal name – Toronto Children’s Care Inc.

Financial accountability and transparency are important to us. To view our full audited financial statements, please visit www.rmhtoronto.ca.

Where donations came from:
- **EVENTS**
  - 58% Signature events
  - 32% Community events
- **CORPORATE**
  - 85% Corporate gifts
  - 15% Employee giving
- **INDIVIDUAL & FOUNDATION GIVING**
  - 70% Individual giving
  - 30% Foundations
- **MCDONALD’S FAMILY**
  - 42% McHappy Day
  - 28% RMHC Canada grants (including Happy Meals)
  - 19% Coin boxes
  - 11% Events and other

Where donations went:
- **PROGRAMS**
  - 70%
- **ADMINISTRATION**
  - 11%
- **FUNDRAISING**
  - 19%
We are sincerely grateful for the support of our founding and forever partner, McDonald’s. Ronald McDonald House Charities Canada, McDonald’s Restaurants of Canada Limited and its founder, George Cohan, and McDonald’s Owner/Operators and their supplier network continue to provide critical support for our families. Thank you to every crew person, manager, franchisee, corporate employee and customer who helps us keep families close.

Our Founding and Forever Partner

$1,551,723 raised

SPONSORS Co-Presenting
Russell Investments Canada
Scotiabank

$5,000-$9,999
Borden Ladner Gervais LLP
CanDeal
CGI
Cisco Systems Canada Co.
Coca-Cola Ltd.
D+H
Danone
ED
gfinancial.com
Giesecke & Devrient
Goldcorp Canada Inc.
Home Trust
KPMG
Mercer
Microsoft
Rogers
RPM Technologies
SAS Canada
Sun Life Financial
Transcontinental PLM

$10,000+
Deloitte
Dynamic Funds
McDonald’s Restaurants of Canada Limited
Scotiabank

$5,000-$9,999
Bain & Company
Bensimon Byrne
Broadridge Financial Solutions (Canada) Inc.
Cargill
CI Investments
Franklin Templeton Investments
Google
HighVal Systems Inc.
IBM
Infor
INTRIA
Kruger Products
Mckinsey & Company
Canada
Morneau Shepell
Mylan Pharmaceuticals
UBC
Oak Incentives Group
PHD Canada
Rondeau Capital Inc.
TMX Group
Veranova Properties Ltd.
Wills Towers Watson

In-Kind Partners
$5,000+
Bond
C17 Media
Coppinwood Golf Club
McDonald’s McCafé

COMMITTEE
Barbara Mason, Co-Chair
Jim Sproul, Co-Chair
Thomas Holloway
Rab MacLachlan
Nicole Miles
Carolyn Saunders
Ross Taylor

Ronald McDonald House Classic
$257,000 netted
$3 million netted since 2003

On July 11, 2016, 230 golfers gathered at Coppinwood Golf Club for the 14th Annual RMHC Toronto Golf Classic. The signature event was a success, and we’re grateful to our sponsors, suppliers, friends and committee members who made it possible.

 Charity Golf Classic

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THE HOUSE PARTY

$58,000 netted
$150,000 netted since 2013

A record amount was raised at the 3rd Annual House Party in October 2016. Held at Steam Whistle Brewery, the House Party is the signature event of the RMHC Toronto Young Professionals Committee.

THANK YOU DONORS

We would like to recognize the following individuals, corporations, events, foundations and associations whose contributions between November 1, 2015 and October 31, 2016 helped us, collectively, raise $4,462,487 to support more families last year than ever before. THANK YOU!

$250,000+
McDonald’s Restaurants of Canada Limited
Ronald McDonald House Charities Canada

$100,000-249,999
CCL Industries Inc.
The Kavelman Fonn Foundation
Ronald McDonald House Charities, Inc.
The Solina Foundation & the Latifi Family
TD Charity Classic

$50,000-99,999
La Fondation Emmanuelle Gattuso
Michael S. Higgins
18th Annual RMH Charity Golf Tournament Thunder Bay Scotiabank

$25,000-49,999
Agency Wars VI
Cargill’s FORE! The Houses Golf Tournament
Citi Canada

$10,000-24,999
Arrell Family Foundation
Classic Bowl
Cut Cancer for Emmit FundSERV Inc.
Gazzola Paving Limited
Genworth Canada Golf Tournament
Marty Gillespie
Joan Hill
The Hillman Group Canada ULC

$5,000-9,999
Agnico Eagle
Aloris Mercantile Corporation
Adam, Barbara, Matthew & Carly Altberg

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CI Financial, Assante Wealth Management

GOLD SPONSORS

RBC
Saputo Dairy Products Canada G.P.
Solar Flow-Through Funds

SILVER SPONSORS

Bumbrae Farms Limited
CIBC Capital Markets
Cineplex Entertainment
KPMG
Tridel Corporation

BRONZE SPONSORS

BDO Canada LLP
Buyatab Online Inc.
Ross Hamilton
Kubik
LUXE Destination Weddings
Robert B. Somerville Co. Limited
Rondeau Capital Inc.
Ryerson University

In-Kind Partners

$5,000+
Apothic Wines
Diageo
Divine Furniture
FRHI Hotels & Resorts
McDonald’s Restaurants of Canada Limited
Reverie Studios

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Webster, Chair
Nadia Ahmed
Kalyn Belland
Brent Butler
Rachel Cooper
Shannon Edgar
Tiffany Gordon
Brittney Hartlen
Sophie Harwood
Andrea Heerdegen
Seon Irvine
Meghan Jakubowski
Jenny Kim
Sarah McMaster-Sutton
Cameron Millar
Zhen Ngu
Erica O’Keefe
Jumol Royes
Michael Webster
Michelle Yao

$25,000-49,999
Agency Wars VI
Cargill’s FORE! The Houses Golf Tournament
Citi Canada
Estate of Margaret Jane Donovan
Di Marco Family Foundation
Great Wolf Lodge Annual Charity Car Wash for Kids

CIBC Investor Services Inc./Wood Gundy Golf Tournament
Jeff Clapp
Graham & Barbara Clow
George & Susan Cohon
Joseph & Janet Cooper
Michael Cooper & Krystal Koo
Cut Cancer for Emmi FundSERV Inc.

$10,000-24,999
Arnell Family Foundation
Classic Bowl
Calliers International
Comtech Group Inc.
Fred Dutka
Goldcorp Canada Ltd.
Dave Hederson & Brenda Humphreys
Kinross Gold Corporation
8th Annual Korn for Kids
Marjorie Logan & Daughters
3rd Annual MacKay’s Island Pharmacy “Hits Home” Charity Golf Tournament Northwind Canada Inc.
Ontario Student Leadership Conference RBC
Taylor Manufacturing Industries Inc.
Teddy Bear Children’s Foundation Toronto Subaru Club Hyper Meet

$5,000-9,999
La Fondation Emmanuelle Gattuso
Michael S. Higgins
18th Annual RMH Charity Golf Tournament Thunder Bay Scotiabank

$250,000+
McDonald’s Restaurants of Canada Limited
Ronald McDonald House Charities Canada
“My crew is committed to supporting families at RMHC Toronto, many of whom come from our local community. I’m so proud of their incredible generosity.” – Glenn McKee, McDonald’s Owner/Operator

“The RMHC Toronto School offers critical support to families during a very challenging time. Sofina Foods is proud to support an organization that has such a tremendous impact on the communities it serves.” – Umeeda Madhany, Vice President, Sofina Foundation

Michael and Marilena Latifi and their children. The Latifi family, through the Sofina Foundation, provides foundational support for our School.

Don & Janet Thacker
The Mitchell and Kathryn Baran Family Foundation
Toronto Police Association
Toronto Maple Leafs Alumni Association

Fred & Linda Waks
Treetop Trekking – Climb for a Cause

Youth Leadership Camps Canada
Michele Wilson

Canada’s top foundations joined our fundraising efforts in 2015-2016. Some examples of our recent partnerships include:

$5,000 in products and/or services to support our families

Thank you to the following donors who donated more than $5,000 in products and/or services to support our families and enable us to deliver on our mission.

ACE Bakery
Blake, Cassels & Graydon LLP
Canus Goat’s Milk Skin Care Products Inc.
Coca-Cola Ltd.
Danamark WaterCare
Ecolab - Kay Chemical Company
EL En Packaging Company
KMFG
Kryger Products
McCain Foods Limited
McDonald’s Restaurants of Canada Limited
Montgomery Sisam Architects Inc.
Mother Parker’s Tea & Coffee Inc.
Payworks
Saputo Dairy Products Canada G.P.
Subaru Canada, Inc.
Summer Fresh Salads Inc.
Thirty-One Gifts
TutorBright
WestJet Airlines
Andrew Wiseman

$2,500-4,999

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“RMHC Toronto has given unconditional care and support to many of our families and friends in their time of need, so we love giving back through our annual golf tournament.”

– RMH Charity Golf Tournament Thunder Bay committee

The RMH Charity Golf Tournament Thunder Bay has raised more than $1 million since its inception in 1999.

"Our mom devoted countless hours to helping others. Through personal experience, she knew how challenging a child’s illness can be for families. She would be proud to know that her donation is providing them the support they need.”

– Marjorie Lagan and daughters Carol Snider, Donna Guerin and Debbie Joannou

Marjorie donated $20,000 in securities to support families.
In Honour
Emmit Barry
Lillian Beers
Tyce Bellefleurie
Greyson Bonnick
Kristy Carscallen
George Cohon
Logan Dahl
Maverick Dahl
Olivia Dollard
Devon Friedman
Hudson Fritz
Logan Gamble
Darren Glass
Ava Gottleib
Parker Gray
Tony Haven
Lilah Hopkins
Barbara Johnston
Anya Khera & Nina Khera
Doug & Liz Kinsman
Taylum Lamoureux
Barbara Mason
Harrison McKinnon
Pamela & Cameron Murray
Marlow Ploughman
James Wayne Riel
The Simonini Family
Max Tyczinski
Elyse VanNieuwenhuyzen

In Memory
Donald Amarasekera
Bob Beuglet
Leon Boudreau
Mekhia Bowen
Owen Timothy Brodhagen
Lanna Rose Charlotte Castiday
James Collins
Kahl Cunning
Leona Duncan
Miyaoko Ebata
Tim Fessler
Wesley Gibbon
Caden Gilroy
Mary Hann
Hailey Holmes
Raiden Adonis Emmanuel huwan
Bill Johnson
Renee Joseph
Harry Kennedy
Chloe Kirk
Grayson Kirkmitzis
Jordan Landry
Tyler Garrett Leckie
Kyle Licuyer
Melanie Lysonek
Jake Jeffrey MacDonald
Michelle Marasco
Ryan Marston
Thomas Martin
Rhidian Nalukruk
Lyric Naylor
Minnie Obuchowski
Lily Danielle Parisien
Matthew Pieluch
David Edwin Read
Barbara Ysseldyk

Our donors are very important to us. Every effort has been made to ensure the listings in this Annual Review are accurate. Please notify our Development Office at 416-977-1346 of any omissions or changes. Our donor list is also online at www.rmctoronto.ca.
Ronald McDonald House Charities Toronto
240 McCaul Street
Toronto, Ontario
M5T 1W5
T: 416-977-0458
F: 416-977-8807

Email: info@rmhctoronto.ca
www.rmhctoronto.ca

Charitable Registration
#11885 2631 RR0001