

The Gift of Togetherness

Winter 2017



Ronald McDonald House Charities®
Manitoba

Keeping families close™

Proud to support families from Winnipeg, rural Manitoba and beyond

The Spruyt family stayed at RMHC Manitoba's Ronald McDonald Family Room while their son received life-saving medical treatment. Pictured (from left) are Jennifer, Henry (age 18 months), Luke (age 3), TJ and Jack (age 5).



Healing with Henry

"In April, our youngest son, Henry, was diagnosed with bronchiolitis. Being a preemie and only six-weeks-old at the time, it quickly became a very serious infection. The day after he was diagnosed, my wife woke early in the morning to find our son unresponsive and turning blue.

Immediately upon our arrival at HSC Children's Hospital Emergency, the medical staff recognized how serious the situation was and attended to him, starting chest

compressions and reviving him. The infection was so severe, his body started to shut down and he was unable to breathe on his own. He was placed on a ventilator and admitted to the pediatric intensive care unit (PICU) where he stayed for the next week. The staff kept telling us that we found him at the right time. Had my wife not woken up and checked on Henry, he likely would not have made it

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Mission Statement

RMHC Manitoba supports the health and well-being of children by providing a "home-away-from-home" and other services for critically ill, chronically ill and seriously injured children and their families.

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Privacy Statement

Ronald McDonald House Charities Manitoba/Pediatric Oncology Family Centre of Manitoba Inc. does not sell, trade or lease the personal information of its donors.

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through the night. We were lucky everything turned out fine, but it was a difficult time and hopefully something we never have to experience again. Thankfully, he's doing very well right now.

When Henry was admitted to the PICU, we were also fortunate enough to learn about Ronald McDonald House Charities® Manitoba (RMHC Manitoba). It truly is a wonderful organization providing a haven for families while their sick children are staying in hospital. The staff and volunteers go above and beyond to provide a welcoming and comforting environment.

Through the whole process, we learned more about RMHC Manitoba. We were fortunate to stay at the Ronald McDonald Family Room for about a week and we can't say enough good things about it. It definitely brings peace of mind knowing you're so close to your sick child. With complimentary meals and all the comforts of home, the hospitality was phenomenal.

For me, the best part about being a family supported by RMHC Manitoba is the comfort of knowing you have a place to stay. There's food when you need it. It's a huge relief to be able to have a space to be together with your whole family and still be there for your child that's sick. It's nice to be so close and have the support of volunteers, staff and everyone here.

Every year, we create a Winnipeg Police Service Canine Unit Calendar with proceeds going to a different charity. Last year, RMHC Manitoba was the charity of choice. A couple of my colleagues heard our story and jumped on board to support the idea 110%. As a police officer, it's a special thing when you have the opportunity to give back to the community. Not everyone has the opportunity to give back like that.

Once the story behind the calendars came out there were a bunch of police officers who reached out from across the country and asked, "How can I help out? My family also stayed at a Ronald McDonald House Charities program." I think every time you're dealing with sick kids, it's a special place in peoples' hearts.

We're very appreciative of RMHC Manitoba and everyone who helped us throughout the whole process. We're glad things worked out the way they did and couldn't have asked for a better ending."

- TJ and Jennifer Spruyt



The Spruyt family enjoying quality time together in the Ronald McDonald Family Room play area



TJ and Henry at Ronald McDonald House for the 2017 Winnipeg Police Canine Unit Calendar cheque presentation

Message from the President and CEO

For over 30 years, Ronald McDonald House Charities® Manitoba (RMHC Manitoba) has supported families with sick children. We continue to deliver RMHC Manitoba's Mission through our Ronald McDonald House, since 1984, and our Ronald McDonald Family Room, in HSC Children's Hospital, since 2010. We serve all pediatric medical disciplines providing support to Winnipeg and rural Manitoba families.

Today, RMHC Manitoba is serving more families than ever before. On average, our programs will support between 650 to 750 family stays each year, totalling over 5,000 nights of comfort and over 22,000 visits welcomed in our common areas. Intuitively, we have always known the services we provide families are important. Through recent impact research and peer-reviewed studies, our role in family-centered healthcare is both qualified and quantified. The RMHC Manitoba Mission is making an immediate difference in the lives of families with sick children.

The impact of our Mission and the integral support we provide to families each and every day is a result of passionate and kind stakeholders. The success and celebration of our Mission that we proudly share in this report belongs to all of you – our donors, our partners, our volunteers, our staff and our families. We come together to serve families when they need it most – we are truly stronger together.

Thank you for recognizing the value and importance of the RMHC Manitoba Mission.

Sincerely,



Dave Einarson,
President, RMHC Manitoba



Wendy Galagan
CEO, RMHC Manitoba



Dave Einarson, President of RMHC Manitoba Board of Directors

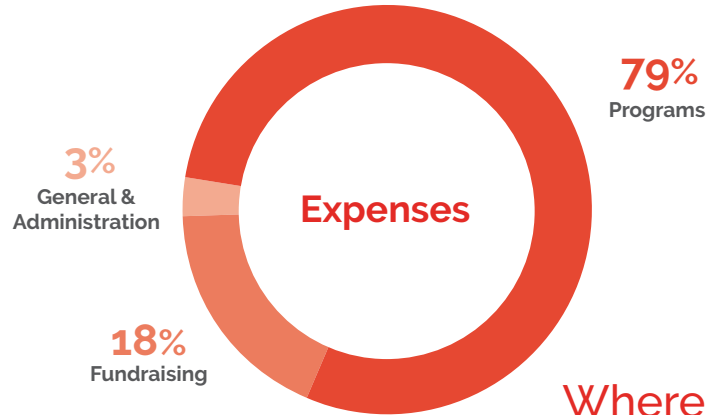
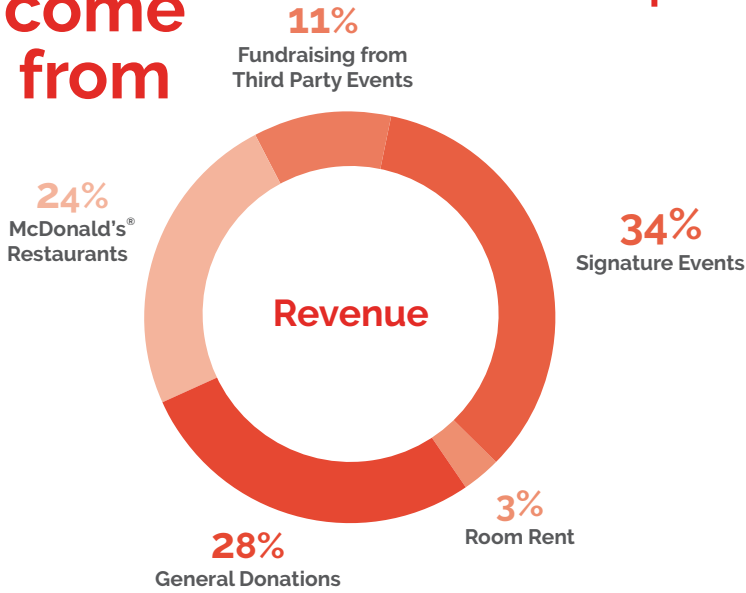


Wendy Galagan, Chief Executive Officer of RMHC Manitoba

Financials at a glance*

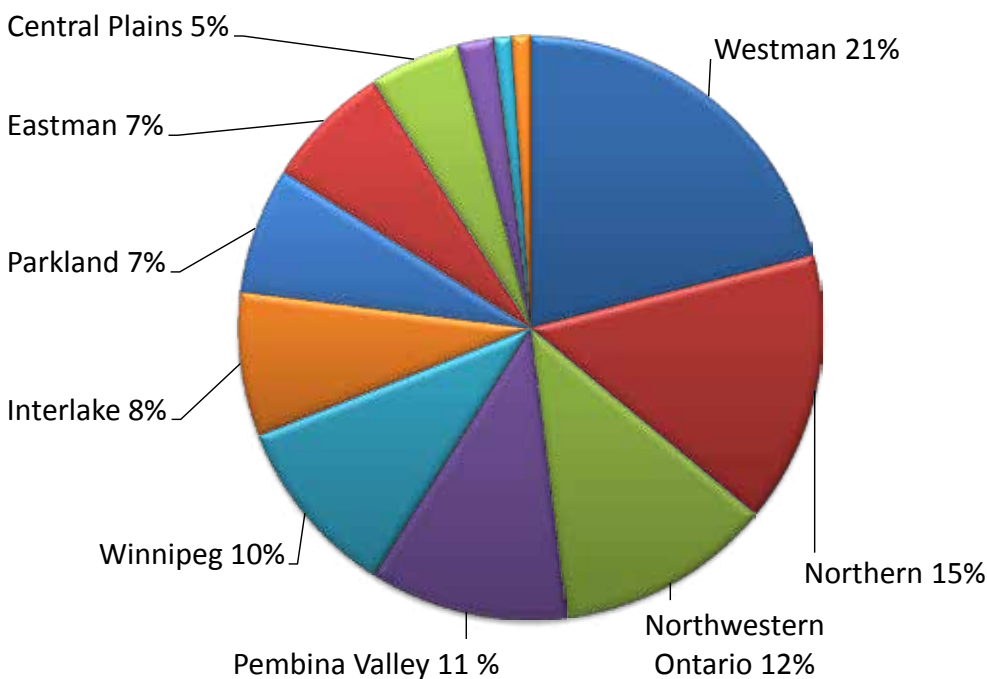
Where donations come from

Cost per Dollar Raised: **12%**



Where donations go to

Where our families come from*



- Westman (21%) = 160 family stays
- Northern (15%) = 112 family stays
- Northwestern Ontario (12%) = 88 family stays
- Pembina Valley (11%) = 82 family stays
- Winnipeg (10%) = 70 family stays
- Interlake (8%) = 62 family stays
- Parkland (7%) = 54 family stays
- Eastman (7%) = 50 family stays
- Central Plains (5%) = 35 family stays
- Saskatchewan (2%) = 12 family stays
- Alberta (1%) = 5 family stays
- International (1%) = 3 family stays

*Based on 2016 audited financial statements and statistics. 2017 audited financial statements and statistics will be available in Q2 of 2018.

Community of Love

"On August 31, 2015, my husband, David, and I were blessed with the birth of our little boy, Isaac Victor Smith, 3 weeks early. In 2016, Isaac was diagnosed with a visual impairment and seizures. These were both secondary to the brain differences he was born with.

At this point, we were approached by our genetics team to conduct a full blood scan of Isaac, David and myself. This test looked at all of Isaac's genes and compared any differences to our own. On September 29, 2017, we were thankful to have an official diagnosis. Isaac has tubulinopathy, a neuro-migration disorder. We're thankful the disorder is not degenerative, not linked to other health issues and not a concern for relatives looking to start a family.

We're very hopeful for Isaac. Most children with tubulinopathy have some sort of deficit. However, Isaac's genetics doctor is confident this will be minimal for him as he is progressing quickly for his age compared to others with his condition. His vision is also progressing very well which will aid his development. We will continue to monitor him with our Winnipeg/Sioux Lookout medical team and continue working with development resources for Isaac. He is in great hands.

Since Isaac was born, we have made regular trips to Winnipeg. Travelling back and forth to Winnipeg is a physical, emotional and financial challenge. Ronald McDonald House has been a blessing for us. The staff, volunteers and other families are all amazing people - super friendly and very supportive. The House operates with donations from various supporters. It's through these donations that they can offer so much. There is always food available if you are not able to get out to the grocery store. Three to four times per week a hot dinner is served and a continental breakfast is available every day of the week. Supporting RMHC Manitoba helps all families that have a sick or injured child.

My favourite part about staying at the House is feeling truly welcomed. Whether it's another family we've become close with, staff member or volunteer, it's a community that lets you know you're not alone in this." - *Alea Smith*



Smith family photo in Savant Lake, Ontario

Our new Ambassador, Andrew Harris!



Andrew autographing hats for RMHC Manitoba families

Andrew Harris, a running back for the Winnipeg Blue Bombers was officially announced as an Ambassador for RMHC Manitoba last September.

"After entering Ronald McDonald House with my nine-year-old daughter and meeting the wonderful team at RMHC Manitoba, we both left with a very warm feeling! It's an absolute honour to join an already amazing organization and Mission. I am very excited to help bring more awareness and support and to get more involved with all the families," says Andrew.

As an RMHC Manitoba Ambassador, Andrew will be making the commitment to support the charity. Based on Andrew's availability, this may include attending RMHC Manitoba signature and third party events, being a spokesperson for the charity, advocating for RMHC Manitoba fundraising campaigns, volunteering and supporting the charity's Mission.



Andrew was one of our special guests at the FORE! THE HOUSE Tournament of Champions golf tournament for RMHC Manitoba

"As a proud father, proud Winnipegger and Manitoban, and as a Winnipeg Blue Bomber, Andrew is an ideal ambassador for our organization. We are truly grateful and excited for the opportunity to work with Andrew to raise awareness, understanding and support of the Mission of RMHC Manitoba and our families. RMHC Manitoba was thrilled to announce and welcome Andrew Harris of the Winnipeg Blue Bombers as an RMHC Manitoba Ambassador," - Wendy Galagan, CEO

Your support helps provide a variety of meaningful programming for our families at Ronald McDonald House and Ronald McDonald Family Room.

Thank you for giving them the gift of togetherness!



We are proud to offer families our daily Continental Breakfast Program as well as dinner three to four times per week through our Home for Dinner program



Robertson College volunteers regularly offer massage therapy for our families to help reduce stress and promote relaxation



Families can enjoy the outdoors in our playground and patio area as well as gardening through our Dirt Therapy program



MC College volunteers give complimentary haircuts to families



Families enjoy a little TLC in the form of mini manicures from MC College volunteers



Our families often make many furry friends from St. John Ambulance Manitoba Pet Therapy volunteers at the House and Family Room



If a young House guest is celebrating a birthday, we help make their day a special one by throwing them a birthday party



Thanks to our generous donors, our families have many opportunities to attend local events and spend quality time together



We take joy in celebrating seasonal holidays with our families



Program guests express creativity through craft projects with Stampin' Up! volunteers



We encourage physical well-being by having a Ronald McDonald House gym facility available for our families to use

Spreading the JOY

"Since my daughter, Joy, was born in April 2015, we have lived at Ronald McDonald House (RMH) to be close to the care she needs.

Before she was born, an ultrasound detected a large cyst in Joy's neck. This was due to a rare condition known as cystic hygroma. As time passed, the cyst continued to grow in size and complexity. Joy's situation was critical. She needed constant supervision to make sure her airways were clear so she could breathe.

When I first had Joy and was staying at the House, I wasn't able to have her away from the hospital for more than hours at a time. Because of the House, we were able to stay close and keep her overnight. Medical staff were too nervous to have her spend the night back home in Portage la Prairie. It took at least 20 months before we were even able to travel with her and go home for the first time. For the first part of Joy's life, we've probably visited Portage la Prairie around 10 to 12 times in total, but not for any longer than two days in a row.

A new treatment in February and airway surgery this fall helped reduce the size of the tumour allowing her to have longer breathing times without the tracheotomy. I was doing a happy dance because her breathing time extended to over five minutes after her recent surgery and treatment. She's not critical anymore. She's considered low-risk.

After her last surgery, she was able to eat on her

own. Sound is the newest development. Now, she's even able to start making sounds and a little bit of vocalization. A speech valve is another realistic goal in her future.

After a two-and-a-half year stay at Ronald McDonald House, we have transitioned home to Portage la Prairie. It is overwhelming in a good way. We're closing a chapter and opening a new chapter in Joy's book of life. We're able to start our own life and continue to move forward.

This is not farewell for good. We will be back as Joy comes in for surgeries, treatments and follow ups. It's a fact of life that she will continue to have maintenance surgeries with plenty of follow up. In the beginning, they said Joy would need 20 to 30 surgeries. She has only had five surgeries so far so there's quite a few ahead.

If it wasn't for RMH, Joy would've never known a normal life. She would have never have been able to develop as normally, given her circumstances, as she has. She's been able to interact with many different children who are in a similar situation as she is. We both have acquired many friends here. We refer to the RMH staff as Joy's aunts and it's just an amazing community. You celebrate every small victory. Starting our new life in Portage la Prairie will be an adjustment for her, but it's going to be more of an adjustment for me. I will miss the community of support RMHC Manitoba provides. It was a very special and unique gift to have RMH as part of our journey.

Joy's first home was RMHC Manitoba and it will always be her first home. It's the foundation of our new life. I'm so thankful to the amazing network RMHC Manitoba provides. I'm forever grateful for having the incredible support given to us every step of the way."

- *Melanie Finnimore*



Since April 2015, Melanie Finnimore stayed at Ronald McDonald House to be close to her daughter, Joy, as she received essential medical treatments for her rare cystic hygroma condition. After two-and-a-half years, they have transitioned back to their home in Portage la Prairie, MB.



Husband and wife volunteers, Josh Odwak and Katie Hall-Odwak

Helping Families Together

An Interview with RMHC Manitoba Family Room Volunteers, Josh & Katie

Katie: "We've volunteered at the Ronald McDonald Family Room over the past year. Our shift is every second Thursday from 5 pm to 9 pm."

Josh: "I have worked at McDonald's® Restaurants for the last 15 years and was introduced to Ronald McDonald House Charities (RMHC) when I was hired. My brother had scoliosis, a condition that causes the spine to curve to the side. He had surgery and the Family Room was a cool place to check out and get away from the hustle and bustle of the hospital. That's when I realized what RMHC Manitoba was all about and it's impact on families. I learned more about it which sparked my interest in volunteering. I started volunteering at the Family Room three years ago for about a year and helped out with the FORE! THE HOUSE Tournament of Champions golf tournament as well."

Katie: "I first volunteered at Ronald McDonald House through my job at Payworks. We came in one day to help put in new mattresses at the House. Through that first volunteer experience, I got to see first-hand the impact the program has on families and wanted to get more involved."

Josh: "Katie told me she was going to volunteer at Ronald McDonald House through work, along with her colleagues.

It sparked my interest because it connects with what I do every day through my work with McDonald's. As soon as she was part of it, I thought, maybe we can do this together. When Katie had the opportunity to volunteer through her work, she wanted to be more involved in the charity. We decided we both wanted to give back and thought it would be a fantastic opportunity to volunteer together."

Katie: "We've been so blessed in our lives so it's good if we can give back to families going through a difficult time. It's better for us to do it together. It's a good bonding experience."

Josh: "Families can tell we're married right away. We have playful banter with each other. It gives us the opportunity to connect in a different way together. The reason we've done it as long as we have is we enjoy it. It's something we'll continue to do because it's so rewarding."

A typical day as a volunteer comes down to supporting families. Typically it's cooking, cleaning, baking, tidying things up and being a good listener. Some people want to share their story. We hear a lot of peoples' stories which can be heart-wrenching at times, but it makes you realize the impact you have by helping out and doing simple things we take for granted.

This year, there was a call for golf tournament and fashion gala volunteers and I decided to sign up and help out. The Hope Couture Fashion Gala is one of RMHC Manitoba's biggest fundraisers so I thought it was a great opportunity. The Gala is very fast-paced and there's always something going on. It's different and a lot of fun. When you go to the signature events, you see the generosity from the crowd that comes through the live auction and silent auction. It's really inspiring and it's all for a good cause.

Overall, our favourite part about volunteering at the Family Room is connecting with families and hearing their stories."

Katie: "We really enjoy supporting the RMHC Manitoba Mission and giving back to the community we live in."



Josh and Katie volunteering at the 2017 Hope Couture Fashion Gala

Our Relationship with McDonald's® Restaurants & McHappy Day®



We are so thankful to have McDonald's Restaurants, as our founding and forever partner. The generosity of local McDonald's Owner/Operators, crew and suppliers, helps us continue and strengthen our Mission in so many wonderful ways.

On average, 25% - 30% of RMHC Manitoba's funding is provided by local McDonald's Owner/Operators. This is raised through in-store and drive-thru coin box donations, signature event sponsorship, 10¢ from every Happy Meal® and from the McHappy Day® annual event. This incredible support is integral in allowing us to keep families together.



McHappy Day®

For the love of families.

On May 3rd, \$152,177 was raised on McHappy Day!



RMHC Manitoba guests, the Breemersch family honoured us as our 2017 RMHC Manitoba Advocate Family on McHappy Day and at our three signature events throughout the year

Thank you to our third party event fundraisers!

RMHC Manitoba is grateful to have dedicated and compassionate advocates holding their own fundraising events in support of our cause. Proceeds from these help sustain operations and provide much-needed supplies and services for families staying at the House and Family Room.



The annual McCain Clear Lake Golf Classic raised \$100,000 for RMHC Manitoba in 2017!

RMHC Manitoba Signature Events



31st Annual Hope Couture Fashion Gala

April 6, 2017 | RBC Convention Centre Winnipeg

Together, we rocked the runway London-style and raised **\$318,000** in support of our Mission!



28th Annual FORE! THE HOUSE Tournament of Champions

September 7, 2017 | Breezy Bend Country Club

This year, the Tournament broke records and raised **\$192,804** for RMHC Manitoba!



3rd Annual RED SHOE CREW WALK

September 16 - September 23, 2017 | Winnipeg, Brandon, Portage la Prairie and Dauphin

The four walks collectively raised **\$57,800** in support of keeping families together!

RMHC MANITOBA FAST FACTS

- Number of family stays at House & Family Room each year: **between 650 and 750**
- Total nights of comfort and accommodations provided each year: **over 5,000**
- Number of visits to common areas each year: **over 22,000**
- Value of services offered to RMHC Manitoba families is over **\$200 per day**
- All services and programming for families at Ronald McDonald House Family Room® are **free**
- The suggested donation for families to stay at Ronald McDonald House® is **\$10 per night**
- Running the House and Family Room programs cost RMHC Manitoba **\$3,000 daily**
- Typical short stay of a family in the House: **3 days**
- Typical medium length stay of a family in the House: **10 days**
- Typical long stay (more common): **3 months**
- We help families from **Winnipeg, rural Manitoba**, neighboring provinces and around the world, including Belize, Lebanon, Ireland and France
- Each year we must raise **approximately 75%** of our operating costs through our signature events, third party events, sponsorships and donors
- Today, RMHC Manitoba is proud to support **all families** with critically ill, chronically ill and seriously injured children as well as premature and high-risk pregnancies receiving care at a nearby hospital. We continue to work closely with our pediatric healthcare partners to identify families in need



Kyle Millar, RMHC Manitoba Board of Directors and pediatric doctor at HSC Children's Hospital

"RMHC Manitoba means so much to so many people. To families, it provides places where you can be home while away from home. It's where families can find support and have their needs looked after. This allows them to focus on what matters most - being close to their sick child. I am a pediatrician at the HSC Children's Hospital in Winnipeg and to me, Ronald McDonald House and Ronald McDonald Family Room are places that help children heal. Thanks to RMHC Manitoba, families stay together which supports family-centered healthcare throughout Manitoba and beyond."

- *Kyle Millar*

Upcoming RMHC Manitoba 2018 Special Events

Hope Couture
Fashion Show
April 12

McHappy Day
May 2

Tournament
of Champions
September 6

Red Shoe Crew
TBA



Ronald McDonald
House Charities
Manitoba

How You Can Help

Adopt-A-Room

By supporting our Adopt-A-Room program, you are providing families with a warm and comfortable place to stay during some of the most difficult times they may ever encounter.

Bedrooms at Ronald McDonald House (14) and Ronald McDonald Family Room (3) are available for adoption at \$5,000 annually. Common areas, such as family lounges and kitchens at the House and Family Room, are available for adoption at \$10,000 annually.

If you would like information on how you can Adopt-A-Room, please contact Wendy Galagan at 204-779-9751 or at galagan.wendy@rmhmanitoba.org.



Volunteer

Our dedicated group of program volunteers are the heart of RMHC Manitoba, helping to keep families close to their sick or injured child. We are looking for caring and dedicated volunteers to aid us in our mission. Volunteer time and energy is paramount in making a positive impact on families and supporting family-centered healthcare.

We depend on various volunteer roles throughout the year to support our family services, special events and other initiatives. We offer many different ways to get involved including supporting our two core programs, helping out at our fashion gala, golf tournament, walk, preparing a meal for families or joining a special event committee. We also offer group volunteer opportunities at both RMHC Manitoba core programs.

Applicants must be 18 years of age or older. Contact Kasia James, Family Room & Volunteer Manager, at 204-787-4626 or kasia@rmhmanitoba.org.

Wish List

Help make our House and Family Room feel like home for our families! Visit rmhcanitoba.org to see what our families need most on our wish list! The perfect way to contribute to our wish list is by gift card donations in \$25 denominations for grocery stores, gas stations, Walmart and The Chamois. Every little bit helps! To donate items from our wish list, please contact info@rmhmanitoba.org or call 204-774-4777.

Home for Dinner

How can you get involved? It's simple!

- Step 1: Gather some of your friends, family or coworkers.
- Step 2: Plan a meal for 25-30 people & purchase the groceries.
- Step 3: Prepare the meal in our fully-equipped kitchen.
- Step 4: Share your home-cooked meal with our families!

We are always looking for groups to prepare a home-cooked meal for our families at the House and Family Room. Download our information sheet online for more details on how you can give back and offer families the opportunity to spend more time together. Check out our Home for Dinner Program calendar online.

If you'd like to sign up for our Home for Dinner Program, contact our House Manager, Pat Battellino, by email at pat@rmhmanitoba.org or by fax at 204-774-2160.



Make Fun Matter

Start your FUNdraiser - It's as easy as 1 - 2 - 3! Choose an activity of your own, create your online fundraising page and start raising money to help children heal together with their families at RMHC Manitoba. Visit MakeFunMatter.ca to learn more!

Thank you to all donors and partners for helping to keep RMHC Manitoba families close!