

A Place to Call Home

Sharing the 2020 RMHC Manitoba Mission



Ronald McDonald House Charities®
Manitoba

Keeping families close®



(Left to right) Sierra, Jeremy, and Maiya, from Brandon, MB, stayed at RMHC Manitoba programs while Maiya received life-saving medical treatment

“What started with a freak accident led to a life-changing diagnosis for our 22-month-old daughter.

In December, 2019, Maiya had a couple of falls over a three-week period—one that ultimately left her with a fractured ankle. While at the ER, doctors noticed some of her levels were abnormal. We followed up with our family physician, who prescribed some supplements to remedy her blood counts.

Over the next month, Maiya developed concerning symptoms that only seemed to worsen as time went on. She was irritable, pale, had no energy, and slept a lot. She had a decreased appetite, bruises in abnormal spots, and lost the ability to walk again after her fracture had healed. We just knew something serious was happening so we took her to get her blood rechecked.

We got a phone call from the head physician at our doctor's office the following day telling us to go back to the ER immediately because Maiya's blood counts were abnormal. On February 11th, we were told that our daughter was extremely sick, but because our local hospital was not equipped for her care, we needed to take her to HSC Children's Hospital in Winnipeg where they could further evaluate her.

On February 13th, we got the official diagnosis—Maiya has B-cell acute lymphoblastic leukemia, a type of blood cancer. At 22-months-old, our precious little girl was now in the fight for her life. We spent twelve days on the oncology ward where Maiya was given multiple transfusions and started on her chemotherapy treatment.

We used the Ronald McDonald Family Room during our stay at HSC Children's Hospital. The meals we

...Continued on next page

A Home for Maiya - the Bates Family's Story

...Continued from previous page

received, the baked goods, laundry service, and hot coffee that is always available were so appreciated during those long days and nights in the hospital. The common area provided a refuge, a place to relax away from the overwhelming hospital room. I don't think I'll ever forget our first meal prepared by the volunteers—lasagna—especially since it was Valentine's Day.



As our discharge date got closer, we began to get nervous about where we were going to stay. Being from the Westman area, we needed a place that was close to CancerCare Manitoba, where Maiya would be continuing her treatments. The social worker told us about Ronald McDonald House and sent the referral for our stay. We were extremely relieved when Ronald McDonald House staff called saying they had a room available for us.

“We remained feeling comfortable, safe, and secure in the House for a total of 68 days”

We quickly became comfortable living at the House. While it was a new living situation and we had a very sick toddler, we were able to establish a routine. We got to know some of the other families living there, sharing the volunteer-prepared meals together and sharing our own homemade meals. We enjoyed communal gatherings, often with extended family members visiting. That is, until COVID-19 turned the world upside down.

We appreciate all the new protocols RMHC Manitoba put into place during the pandemic. It was a unique situation we all had to navigate together. With every new change, we always knew it was to help keep us safe.

We developed a special relationship with the staff at the House during our stay, mostly because at the time the pandemic hit, Maiya was the only child at the House full-time. We celebrated spring and her second birthday while living at the House, and the staff did everything they could to make it special for her.

We remained feeling comfortable, safe, and secure in the House for a total of 68 days, when Maiya reached a point in her treatment that didn't require us to be so close to CancerCare. She is doing extremely well, having only a few side effects of treatment. It's hard to believe she is still fighting this disease, and will be until May of 2022. We will be staying at the House regularly until the end of Maiya's treatment, as she has many back-to-back appointments requiring an overnight stay.

While the pandemic may have changed the overall running of the House, it still feels like home. A home we will continue to go to when needed. A home we will encourage anyone to use who needs it. A home we will forever be grateful for." ❤️ - The Bates Family



Leadership Message

What a trying and unprecedented time 2020 has been for all of us. The countless changes and pivots impact every aspect of our lives. For families staying at Ronald McDonald House Charities (RMHC) Manitoba, the challenges are multiplied. The fears, unknowns, and stressors of the pandemic coupled with the mental, physical, emotional, and financial burdens of childhood illness can be overwhelming for families. Now more than ever, RMHC Manitoba is integral to supporting the health and well-being of families with sick or injured children.

We recognize and thank our hospital partners and Manitoba Public Health for their outstanding dedication and trusted guidance. We are strengthened by our steadfast partnership ensuring alignment and compliance—all with the utmost priority to the health and safety of families, volunteers, staff, and our community.

Deemed essential services, RMHC Manitoba has proudly served families throughout the pandemic. We continue to implement health, safety, and cleaning protocols to ensure families are welcomed, supported, and cared for by dedicated and compassionate staff and volunteers.

Amidst the countless challenges of 2020, there is still much to be thankful for. It is through the generosity of corporate, individual, foundational, third party, and memorial giving that families are together within the safe havens of care and compassion at RMHC Manitoba's House and Family Room programs. Our deepest and sincerest thanks and appreciation go out to all who support the RMHC Manitoba Mission. Your giving sustains, strengthens, and inspires.

Thank you!

As you safely come together with your families this holiday season, know you are making the same possible for families at RMHC Manitoba. Because of you, families are together—close to the medical care their children need and close to each other. You make this possible—and you are deeply appreciated.

With heartfelt gratitude and warmest holiday wishes,



Wendy Galagan, CEO,
RMHC Manitoba

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.

Board of Directors

President:

Rhonda Lorch

Vice President:

Melissa Beaumont

Treasurer:

Hong Zhang

Secretary:

Doug Fawcett

Directors:

Dr. Norm Silver

Helen Lee

Jan Augert-Yarema

Steve Bulejsza

Teresa Woyna

Timothy O' Connor

Wayne Devlin

Privacy Statement

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

From January 1 to November 1, 2020, RMHC Manitoba provided families **3,136 nights of comfort**

RMHC Manitoba acknowledges the outstanding dedication of the Ronald McDonald House and Family Room staff throughout the pandemic. The commitment, care, and diligence across all departments has been unfaltering—enabling continued Mission delivery, and the utmost priority to the health and safety of all involved. In the face of adversity, and with a shared passion for RMHC Manitoba families, the RMHC Manitoba team continues to shine and persevere. **Thank you** to all RMHC Manitoba staff—your hard work, dedication, and compassion are recognized, celebrated, and sincerely appreciated! ❤️



**Supporting
with sick
- where a
it's need**





g families
children
and when
ed most.



Help us grow a stronger foundation for families,
and a stronger community for all of us.



A New Ronald McDonald House!

"As the holiday season approaches, I am reminded that in this year of change and challenge, one thing remains the same—children continue to need their families close to them while they receive treatment at HSC Children's Hospital. I am so proud that Ronald McDonald House Charities Manitoba makes a comfortable and comforting home available to families even during this extraordinary time of pandemic. Our planned, larger House will ensure we are able to serve even more families and will no longer have to turn away those in need of support. Your gifts that make this possible are appreciated more than ever. On behalf of the Board of Directors and all of us at RMHC Manitoba, thank you from the bottom of our hearts. May your festive season be safe, joyful, and full of promise for 2021."

- Rhonda Lorch, President, RMHC Manitoba

186% Mission Delivery Increase	14 to 40 Bedrooms	<ul style="list-style-type: none"> • Larger rooms • Specialty suites • Multiple kitchens • Private washrooms
11,000 to 47,000 sq. ft.	Up to 14,600 Nights of Comfort	<ul style="list-style-type: none"> • Increased common areas for family programming • Safe/secure outdoor spaces and parking

Because of the support from RMHC Global, RMHC Canada, McDonald's Canada, McDonald's Manitoba/NW Ontario Owner Operators, several generous philanthropic supporters, and RMHC Manitoba's commitment, over 60% of the campaign goal has been raised. Ground breaking is planned for March 2021 - once 80% of the target is achieved.

Like our families, we are always stronger together.

Please join us!

Thanks to the RMHC Manitoba Capital Campaign Cabinet

Fundraising: Doug Fawcett, Rhonda Lorch, Rick Adams, Dr. Norm Silver, Tracey Novak, Liz Boroditsky, Jeremy Epp, Hiren Shah **Construction:** Steve Bulejsza, Tim O'Connor, Wayne Devlin, Dave Coverdale, Britta Spiring **Communications:** Melissa Beaumont, Jan Augert-Yarema, Amit Kapoor, Teresa Woyna **Finance:** Hong Zhang, Helen Lee **Special Advisor:** Dave Einarson



Juno Street facade



Main entrance with inspiring donor recognition artwork



The heart of the home is warm and welcoming



Backyard space for families

McDonald's® Partners in Strengthening Support

McDonald's has created new ways to help families during 2020 and throughout this challenging time:

- McDeliveries for RMHC Manitoba families
- Donations by Owner Operators to support our meal programming
- New RMHC Sugar Kookie launch in support of RMHC and ongoing support from Happy Meal program, kiosk donations, drive-thru donations, and coin boxes
- Manager-led and Owner Operator-matched crew donations made 'in the spirit of McHappy Day'



- Signature event sponsorship
- Product and third party supplied donations
- Owner Operator and Manager participation in new RMHC Manitoba 151 virtual fundraising event
- Round Up for RMHC encouraging McDonald's customers to round up their order as a donation to RMHC Manitoba
- NEW - Fries for Good program - a portion of fries purchased from McDonald's Restaurants will support RMHC Manitoba from November 10th-30th

We are so thankful to have the kind support of our incredible McDonald's partners and send our heartfelt gratitude to them for being champions of the RMHC Manitoba Mission!



Celebrating RMHC Manitoba's 2020 Signature Events



34th Annual Hope Couture Fashion Gala

September 23 | Virtual Event

We held our first virtual event in celebration of the Roaring 20s, fashion, family, and fun. Together, we raised **\$250,000** in support of the RMHC Manitoba Mission!



31st Annual FORE! THE HOUSE Tournament of Champions

September 9 | Pine Ridge Golf Club

This year, we came together and raised over **\$215,000** for RMHC Manitoba families!



RMHC Manitoba 151

July-August | Online Fundraising Event

Our community moved thousands of kilometers over the summer while raising online pledges in support of family togetherness. Together, **\$34,457** was raised for RMHC Manitoba!

Our sincere gratitude goes out to all our event supporters for helping us deliver family togetherness.

Free Fry Day

On July 24th, **\$182,600** was raised in support of RMHC Manitoba and STARS Air Ambulance Manitoba on Free Fry Day thanks to our McCain Foods and Enns Brothers partners!



Words of Gratitude

"We got all the supports we needed at the Ronald McDonald House. The staff are responsive, respectful, and helpful. They treated us like a family. The meals are very delicious and healthy. We appreciate the care, the love, and the privilege that you provided to us during our stay. Thank you!" -Fatima Idris



(Left to right) Ronald McDonald House guests, Falilat, Fatima, and Salma from Souris, MB

RMHC Manitoba Board of Directors Member Highlight

"It is my great honour to be part of the RMHC Manitoba Mission of keeping families close. I joined the Board of Directors of RMHC Manitoba in the year I earned my CPA designation and I couldn't imagine a better opportunity to give back to the community than this.

As a father of two boys, I know my children's health is the number one priority in the family, and I can relate to how important the "home-away-from-home" is to families when they need the support the most.

Through my years as a Board member, I witnessed the difference RMHC Manitoba makes. I feel so fortunate to have met so many dedicated staff and volunteers, and share their passion towards the RMHC Manitoba Mission to keep families together.

Moreover, through helping organize the RMHC Manitoba financials, I learned the Mission is only made possible with the great generosity and kindness from donors. I am so proud to be on Team RMHC Manitoba!" - Hong Zhang, CPA, Emergent BioSolutions



Volunteer Appreciation

As we navigate the new realities brought on by the pandemic, we are ever grateful to our committed RMHC Manitoba volunteer team. Our volunteers have embraced many changes and program modifications to ensure the health and safety of all. Volunteers have made a return to support operations at both our core programs, answer our calls to support special events, and provide event support in new and unique ways, like prize delivery. Throughout 2020, our devoted Board of Directors and committees have also continued their steadfast work in support of our Mission. During these unprecedented and challenging times, a heartfelt thank you goes out to RMHC Manitoba volunteers for giving their time, support, and kindness.



RMHC Manitoba Needs Your Support Now More Than Ever

RMHC Manitoba relies on its donors to help continue to deliver essential services for families. During this challenging time, please donate to keep families close where + when it's needed most.

For more information on ways to help, please visit rmhcmanitoba.org, call **204-774-4777**, or email info@rmhmanitoba.org