



Ronald McDonald  
House Charities®  
South Central Ontario

**2019 ANNUAL REPORT**

**KEEPING FAMILIES  
CLOSE™**



## **OUR MISSION**

**To provide a warm, compassionate and safe home away from home for families of seriously ill children who are receiving treatment at our local children's hospital.**

# CONTENTS

MESSAGE FROM OUR  
CEO & BOARD PRESIDENT

4

OUR FAMILIES

5

MCDONALD'S OUR FOUNDER  
& FOREVER PARTNER

7

EVENTS

9

FINANCIALS

10

DONORS

11



## A MESSAGE FROM OUR CEO & BOARD PRESIDENT

In 2019, Ronald McDonald House Charities® South Central Ontario (RMHC®SCO) had the privilege of providing a home away from home for 728 families whose children needed medical treatment at McMaster Children's Hospital.

Thanks to our donors, including our founder and forever partner, McDonald's, we provided 12,918 nights of comfort to families in need - saving families over \$3.6 million in out-of-pocket expenses. Your generosity made this possible, and we couldn't be more thankful for your continued support.

Our programs not only provide access to quality health care; they enable family-centred care ensuring families are fully supported and actively involved in their children's care. We remain committed to expanding our services in order to keep families with sick or injured children together.

In 2019, in response to the growing need for our programs, we opened a second Family Room at McMaster Children's Hospital. The additional room helped us serve 1,887 new families and resulted in 151,072 individual visits.

Our 2019 Annual Report is a testament to the strength and support of our community. Thank you for your generosity and investment in our mission.

David Millen  
Board President

Catherine Bridgman  
Chief Executive Officer



# OUR FAMILIES

**W**e are a global family. My husband was born in a Portuguese area of India, grew up in Brazil, then immigrated to Ontario as a teenager. I grew up in the countryside just outside of Guelph and met my husband while we were both working for a charity in Africa. We've continued to travel back and forth to Africa over our 10 years of marriage.

During the winter of 2013/2014, we were home in Canada between assignments in Africa. As we were preparing to move to Kenya, our three children struggled with common coughs and colds. Isabella, who was 2 ½ years old, was taking a long time to recover. We thought she just needed extra rest to get well. After two trips to clinics and the hospital emergency room, we discovered our precious toddler was very sick and was rushed by ambulance to McMaster Children's Hospital in Hamilton. And then our hearts broke. She was diagnosed with Acute Lymphocytic Leukemia.

The night Isabella was diagnosed with cancer, one of my biggest concerns was how I would manage mothering a very sick toddler, a preschooler and a nursing baby at the same time. The next morning, we were told about Ronald McDonald House Charities® South Central Ontario (RMHC®SCO).

Tears of gratitude filled our eyes as we learned about this amazing charity. RMHCSCO has been a blessing for our family; I don't know what we would have done without this wonderful resource.

As we walked through our new home away from home, we were astounded by the kindness and generosity of everyone we met. RMHCSCO allowed our family to be close to Isabella and be by her side for this journey. It was a hard, dark road, but we were surrounded by an amazing community and found hope and peace as we counted our blessings amidst the tears.

As a family we do all that we can together. Our children are the best of friends and struggle when Isabella is admitted to the hospital. Being able to stay next door to the hospital at RMHCSCO has helped so much. Since our first stay in 2014, we have stayed at the House 26 times and 136 nights. It is because of the generosity of donors like you that our family is able to stay together - I can't thank you enough.

Sincerely,

*The Sales de Andrade Family*







# OUR FAMILIES

**728**

out-of-town families  
stayed at the House

**12.64**

nights was the  
average length of stay

**543**

families stayed with us  
more than once

**304**

nights was the longest stay by  
a single family

**12,918**

total nights stayed by families

**\$3.6**

million dollars saved  
in out-of-pocket expenses  
for families



# OUR FOUNDER & FOREVER PARTNER

McDonald's Restaurants of Canada has been a committed partner of RMHC South Central Ontario for the past 26 years and of Ronald McDonald House Charities® for over 40 years. On a national scale, McDonald's Restaurants of Canada and their guests provide over \$11 million in funding annually and help secure partner gifts for RMHC® chapters across the country. McDonald's corporate office and franchisee Owner/Operators, are our most significant funders and supporters, contributing 33% toward our annual budget through fundraising efforts.

McDonald's support goes much further than monetary assistance. McDonald's provides volunteers, partner product donations, key sponsorships, advertising and board support. From its Owner/Operators to restaurant staff, the pride McDonald's has for Ronald McDonald House Charities® and the work we do is what makes our relationship truly special.







Here are just a few ways our founder and forever partner supported us in 2019.

McDonald's Restaurants of Canada and its franchisees have raised a remarkable **\$1,064,058** this past year for our House.

Small change makes a very big difference for us. Thanks to McDonald's customers, our House benefits from their generous giving through coin boxes in McDonald's restaurants across our catchment area. This past year, **\$94,401** was raised through traditional coin boxes and an additional **\$151,573** was raised through the cashless kiosk system.

Baking cookies is a tradition at Ronald McDonald Houses across Canada, because baking cookies helps families feel a little more at home. Inspired by this tradition, McDonald's RMHC Cookies help support even more families with sick children. In 2019, the RMHC Cookie Program raised **\$54,546** for our House.

Every May, McDonald's Restaurants nationwide host McHappy Day in support of Ronald McDonald Houses and other children's charities. This amazing day brought in a record amount of **\$401,468** for our House.

# OUR EVENTS

## *Heart & Soul Gala*

The Heart & Soul Gala, was an exciting high-end cocktail gala reception including a live concert by Juno Award winning vocalist and Hamilton's own Sean Jones and the Righteous Echo. This year's event raised an incredible **\$176,277** and had over 250 guests in attendance.



## *Footsteps for Families*

The 10th Annual Footsteps for Families was a big success! We had over 300 participants and raised **\$76,467**. Our families loved the non-competitive stroller-friendly track that had them going in circles around children's activities and entertainers. The event concluded with a delicious barbeque lunch and mouth-watering treats!



## *Annual Golf Classic*

The 2019 Annual Golf Classic saw 216 golfers at the beautiful Glencairn Golf Club in Milton. Golfers enjoyed an activation on each of the 27 holes and enjoyed a delicious dinner post-round. With the addition of a spectacular silent and live auction, attendees helped raise **\$161,957** for the House.





# FINANCIALS

## FINANCIAL REPORT

The financial statements of Kids Care Oncology Central West Ontario (o/a RMHC® South Central Ontario) for the year ended December 31, 2019 were audited by Grant Thornton and are available on our website. This report should be read in conjunction with the audited financial statements.

## REVENUE

During the 2019 fiscal year, the organization generated revenues of \$3,932,004. Total capital assets for the period ending December 31, 2019 were \$11,456,023.

## EXPENSES

Expenditures incurred during the fiscal year totalled \$3,348,906. Excess of operating revenue over expenses totalled \$583,098.





# OUR DONORS

To ensure we can continue to provide compassionate support to so many, a platform of robust and sustainable financial resources is needed. Ronald McDonald House Charities® South Central Ontario relies on the community to fund 67% of our annual operating budget each year, recognizing that we do not receive government subsidies to offset our costs.

It is with the continued support of the many communities we serve that we are able to deliver high quality programming and assistance.

RMHC® South Central Ontario would like to thank all those who have donated to our Chapter throughout the year. Your donations have truly made an impact on the families we serve.

*Our donors are very important to us. Every effort has been made to ensure the listings in this Annual Report are accurate. Please notify our Development Office at 905.521.9983 of any omissions or changes.*

## Annual Gifts \$1,000+

1165298 Ontario Inc  
2390714 Ontario Inc  
501st Canadian Garrison & Legion  
A-1 Flooring Canada  
Abigayle's Journey  
Abundance Canada  
Agri-Food Ski Day  
Amanda Wagler  
American Express  
Andrea Armstrong  
Andrew & Kellie Loosemore  
Andrew Stock  
Anne Kemp  
Anne Pigott  
Ann-Marie Shirley  
Anthony Marek  
Arie den Hollander  
Aryzta - Oakrun Bakery  
ARYZTA Ltd  
Aviva Insurance  
Bagos Bun Bakery Ltd  
Barbara Hulse  
BDO Burlington  
Bella Painters  
Ben & Monique Thomas  
Bill & Mary Anne Drummond  
Blackhawk Combustioneering Ltd.  
BMR Management  
BoxRun Charitable Foundation  
Brad England  
Brantford Nissan  
Brantmac Management Ltd.  
Brian McCluskey  
Brown & Beattie Building Science Engineering  
Buchanan Park Ladies Softball Tournament  
Burlington Automation  
Burlington Central High School  
Cadillac Fairview Corp Ltd.  
CampMart 401 Auto RV  
Canadian Jewellery Group  
Capo Industries Ltd.

Cargill Meats Canada  
Catherine Bridgman  
CDK Global  
Chad Hinks  
Chad McGee  
Chatters  
Cheryl Lepage Rubin  
CHML/Y108 Children's Fund  
Chris Ukroenz  
Chum Charitable Foundation  
CIBC Commercial Banking Burlington  
Cinespace Film Studios  
City Of Waterloo Public Works  
CLAC - Christian Labour Association of Canada  
Clinton Paul & Chelsea Bolger  
Club Rheingold  
Coca Cola  
Colin Baxter & Ruth Harris  
Columbia International College  
ConCast Pipe  
Contrans Flatbed Group  
Crescent Oil Company  
CS Document Imaging Partners Inc.  
CTDI  
Dalton Timmis Insurance  
Dave Hederson  
David & Darlene Ricker  
David Kloostra  
David Millen  
David Semley  
David Shaw  
Denis Beriault  
Dennis & Joyce Scherer  
Derek & Lana Hill  
Dofasco - Recreation Club  
Domenic & Cindy Tesone  
Donald Knapp  
Donny D'Innocenzo  
Doris H. Haslehurst  
Doug & Janice Inch  
Doug Virtue  
Dynamic Leasing Canada Inc.



Eagle Water Treatment Systems  
EarthFresh  
Enterprise Holdings Inc.  
Ernie Pigden  
Estate of Aadrikje Scholtens  
Estate of Susan Tuller Hajdu  
Fairview Bowling Lanes  
Fairway Electrical  
Farm Mutual Reinsurance Plan Inc.  
Fix Auto  
Four Fathers Brewing Co.  
Frank Fiorino  
Frank McKellar  
Frank Ranieri  
Fregin Family Foundation  
Fundraising In Motion  
Gales Gas Bars Ltd.  
George Cohon  
George Karaolis  
Gerie Simpson  
Gillian White & Brad Glassford  
Gordon & Donna Wright  
Guelph Volkswagen  
Hafele Canada  
Hagersville Oldtimers Hockey  
Halton Regional Police Association  
Halton Regional Police Services Board Trust  
Fund  
Hamilton Police Association  
Harvey & Anna Falk  
Helen's Treasures  
Homestead Land Holdings (Britton Smith  
Foundation)  
Ian Keaveny & Fran Fendelet  
Industrial Alliance  
Intl Assoc of Iron Workers Local 736  
J. P. Bickell Foundation  
James & Karen Johnston  
James & Kirsten Prinsen  
James Saliba  
Jane Campbell  
Janice Caster  
JDC Restaurants  
Jennifer Antolin & Trevor Westerhoff  
Jeremy Karn & Sarah Purton

Joan Fama  
John & Margo Goffin  
John Bear Pontiac Buick Cadillac Ltd.  
John Mole  
John Rudzitis  
Jonathan MacNaughton  
Jose Prudencio  
Joseph Haulage Canada Corp.  
Josie & Giulio DiBacco  
Kelly Ottmann  
Kemp Financial Group  
Kinsmen Club of Hamilton  
Kyle Roseneck  
Larry Putman  
La-Z-Boy Furniture Galleries  
Leader Plumbing & Heating Inc.  
Lee & Graeme Howieson  
Leggat Auto Group  
Leroy & Vera Metzger  
Lindsay Brown & Josh Petch  
Lions Club of Niagara Falls  
Mainway Handling Systems  
Malcolm & Lynne Johnson  
Malini Dave  
Mark & Ashlee Zelek  
Mark Russell  
Marlene Krebsz  
Martin Brower DC 17  
Mattamy Homes  
Mavis Osborne  
McDonald Organizational Health Inc.  
McDonald's Restaurants - AND07 Consulting Ltd.  
McDonald's Restaurants - Antolin Enterprises Inc.  
McDonald's Restaurants - Casey Corp Erie Restaurants Inc.  
McDonald's Restaurants - Cavco Food Services Ltd.  
McDonald's Restaurants - Dendres Corp.  
McDonald's Restaurants - Eleven Foods Inc.  
McDonald's Restaurants - G3N Ltd.  
McDonald's Restaurants - Generation 3 Holdings Inc.  
McDonald's Restaurants - HJMac Inc.  
McDonald's Restaurants - Haldimand Family Restaurants Ltd.  
McDonald's Restaurants - Jai Mak Foods  
McDonald's Restaurants - JJH Foods Inc.  
McDonald's Restaurants - McBurl Corp.  
McDonald's Restaurants - Norfolk Family Restaurants Ltd.







McDonald's Restaurants - PALJENHU Inc.  
McDonald's Restaurants - Rowenda Investments Ltd.  
McDonald's Restaurants of Canada  
McGowan Insulations  
Meghan Van Alphen & Jamie Black  
Melrose Paving Co Ltd.  
Mercury Wood Products  
Michael & Melissa Malleck  
Michael & Rhonda Brierley  
Michael Chan  
Michael Kemp  
Michael Labonte  
Michael Mastromarco  
Mike & Brittney Radzikoski  
Mike & Julie McDonald  
Mike Motz  
Mohawk College  
Molinaro Group  
Murphy's Country Produce  
Nancy Bailey  
Natasha Pedersen  
Nav Financial  
NewGround Canada Corp.  
Niagara Falls Professional Fire Fighters Association  
North Works Brewing Company Inc  
Northland Distribution  
NPR Ltd Partnership - Northview Apartment REIT  
O.C. Tanner Recognition Company Ltd.  
Old Republic Insurance Company of Canada  
Oldsmobile Club of Ontario  
Ontario Gaming West GTA Partnership Elements Casino  
Ontario Power Generation - Employees' & Pensioners' Charity  
Oticon  
P&H Milling Group  
Pasquale LaCivita Consulting Inc.  
Paul & Christine Lett  
Paul C Armstrong Insurance Brokers Inc.  
Paul Ganesh Rajah  
Paul Matteis  
Penelope MacKenzie  
Penta Properties Inc.  
Peter Collins  
PGA Canadian Open  
Pinchin Ltd.

Power Workers Union  
Powerbev Inc  
Presstime Design and Screenprinting  
Procor Ltd.  
Purbrands Inc.  
Pure Spirits Distilling (Dillons)  
Ralph & Susan Sgro  
RBC Insurance  
RBC Royal Bank of Canada  
RE/MAX Escarpment Realty Inc - Silenzi Team  
Red Bull Canada  
Regional Painting  
Richard H Todd  
Rick Campanelli  
Ridgeway Kitchens and Design Ltd  
Robert Clarke  
Robert & Ivanna Lumia  
Roberta Ottman  
Robin L. Ming  
Rotary Club of Flamborough A.M.  
Rothsay  
Royal Bank of Canada  
Ryan Sgro  
S.C. Watson Services  
Samatava Yoga  
Samuel Nelson Steel  
Samuel, Son & Co Ltd.  
Sandtrap Pub & Grill  
Saputo  
Scruton Marine Services  
Shelley & Andrew Harrison  
Sherry Richter  
Simpson Wigle LLP  
Sjoerd & Laura Vankoooy  
Smith's Funeral Home  
Son's Bakery  
Spectrum Hospitality Canada Company  
St Kateri Tekakwitha Catholic Elementary School  
St. Augustine Catholic Elementary School  
St. Mary Catholic Secondary School  
St. Matthew Catholic Elementary School  
St. Vincent De Paul Catholic Elementary School  
Stackpole International  
Stephanie Cowie  
Stephen Meade

Steve J. Tanner  
Subaru Canada Inc.  
Summit Group - Summit Realty Inc.  
Susan Giliauskas  
Sydney Wood Purple Butterfly of Hope Foundation  
Tamara Sandy  
Tarek El Refaie  
Taurus Craco Machinery Inc.  
Terrapure Environmental  
TFI Food Equipment  
The Barton Lodge  
The Brandon Prust Foundation  
The Cancer Vanquish  
The Clark Companies  
The Congregation of the Sisters of St. Joseph  
The David Gregory MacKinnon Memorial Foundation  
The Kin Club of Cambridge (Preston)  
The Royal Coachman  
Thomas Bitove  
Toper Temps Inc.  
Tosello & Sons Inc.  
Township of Wainfleet  
Trackmaster Equipment  
Tradewind Construction Ltd.  
Trafalgar Equipment Ltd.  
Tyler Jeffery & Moraa Mochama  
Under Pressure Plumbing  
United Way Waterloo Region Communities  
United Way: Halton and Hamilton  
United Way: Kingston, Frontenac, Lennox and Addington  
Val Jedras  
Victor & Kathie Gilmour  
Wassink Excavating  
Waste Connections  
Wasteco  
Wilber Morales  
William & Helen Forrest  
Woodbine Entertainment Group  
Woodlawn Bowl  
WWWorks Inc.





**Annual Gifts (Gift in Kind) \$1,000+**

Aberdeen Carpet & Upholstery Cleaning  
Arbonne  
Aryzta - Oakrun Bakery  
Autism House  
Ava Paradisi  
Besseling Mechanical Inc.  
Beyond the Batter  
BUNN-O-MATIC Corporation of Canada  
Burlington Automation  
Chrissy Maduri-Kouvalis  
Clublink Academy  
Connie Roberts  
Dalton's Wish Toy Drive  
Dan Weare  
Dance Adventure  
Dave Deschamps  
Dream Industrial REIT  
Elite Island Resorts Caribbean  
Estate of Joan O'Leary  
Florence Meares Public School  
Food & Allied Industries Annual Golf Tournament  
Freelton Fire Department  
Galderma Canada Inc.  
Google Canada  
Grand River Modern Quilt Guild  
Guest Supply Canada  
Hana Blutrich  
ISA International Inc.  
Jan Kelley Marketing  
Jean-Pierre Verbunt  
John Savidis Lean & Fit  
Keith & Gail Davis  
Ken Hagarty  
Kingsview Community Church  
Laura-Lee Walker  
LG Electronics Canada Inc.  
Liz Clanon  
Lorna Pasinato  
Lorne H. Memory  
Mars Wrigley Confectionary  
Martin Brower Canada Co.  
Mastermind  
Maureen Green  
Mike's Miracles

Nick & Jillian Anema  
Patricia & Hugh Howcroft  
PetSmart Burlington  
RBC Insurance  
Revkor Fitness  
Rondex  
Rosehill Liquidation  
Sheraton Waikiki  
Sherwin-Williams  
Splitsville Entertainment  
The Complete Gourmet Catering  
Thirty-One Gifts  
Timothy & Brenda White  
Tina Julien  
Trillium United Church  
Tymika Klotz  
Vanessa Zanchin & Chad Peterson  
Walters Group Inc  
WestJet  
William Grove Ltd.  
WOW 1 Day Painting



**RONALD MCDONALD HOUSE CHARITIES® SOUTH CENTRAL ONTARIO**

1510 Main Street West

Hamilton, Ontario L8S 1E3

905.521.9983

**[www.rmhcscsco.ca](http://www.rmhcscsco.ca)**