

ANNUAL REPORT 2020



Pretty Family, 23 nights



Ronald McDonald
House Charities®
South Central Ontario

Keeping families close

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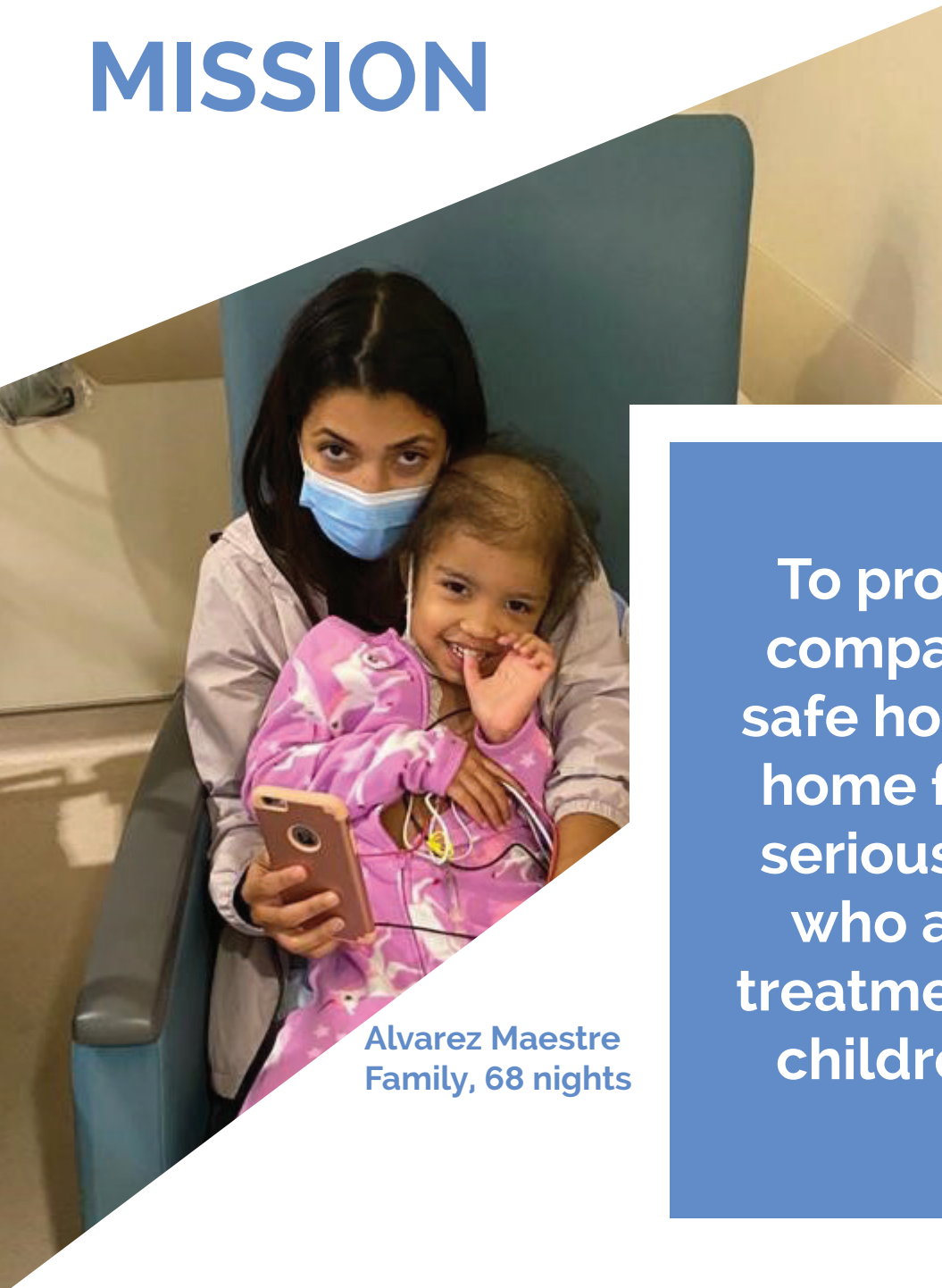
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OUR MISSION



Alvarez Maestre
Family, 68 nights

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.

A MESSAGE FROM OUR CEO & BOARD PRESIDENT

At this time of great worry and uncertainty for us all, we sincerely hope that you and your loved ones are in good health and finding ways to cope with the challenges placed in our paths.

Ronald McDonald House Charities® South Central Ontario is following government advice and has put strict measures in place to protect families, volunteers, staff and our community while ensuring that the families in our care continue to receive everything they need.

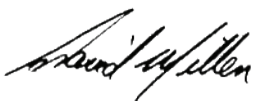
We must also consider the financial implications the presence of the virus may have on our organization and do all possible to rebuild so we can continue to be here for families in the future.

As a charity that depends on the generosity of our community to support hundreds of families in crisis annually, we need your help so we can continue to deliver our mission to those who need us.

We are here so our families can stay close to their sick children. Through every high and low, the one constant for the families at the House is each other. Because of steadfast supporters like you, we can continue to promise family togetherness during a time when it means the most.

We are inspired by the compassion and tireless support of our community. With your help, we can continue to keep families together and near the critical care their children need during this difficult time.

Sincerely,



David Millen
Board President



Catherine Bridgman
Chief Executive Officer

MEET THE PRETTY FAMILY



After a successful round of IUI (Intrauterine insemination) in the spring of 2019, we were excited to learn that we were expecting our first child. We had a routine and uneventful pregnancy until the 28-week mark. During an ultrasound, it was determined that our son Sawyer's heart was shifted to the right side of his chest. We were promptly sent to McMaster Children's Hospital where we met with a Maternal Fetal Medicine Specialist. Further investigation revealed that Sawyer had Congenital Pulmonary Airway Malformation which is a cystic mass of abnormal lung tissue.

Over the next several weeks we made regular trips from our home in St. Catharines, to McMaster where we were monitored closely. During a follow-up scan at 35 weeks, Sawyer's intestines were found to be pulsating in his chest. That is when we received the devastating diagnosis of Congenital Diaphragmatic Hernia. This means some of Sawyer's abdominal organs had made their way through a hole in his diaphragm and into his chest; impeding lung growth and shifting his heart to the opposite side of his chest.

**This was such a difficult conversation to process. We were heartbroken and terrified.
We had a thousand questions circling in our minds. What is going to happen?
How can we stay close to our baby?**

Then, a social worker at the hospital, introduced us to Ronald McDonald House Charities® South Central Ontario (RMHC®SCO) and instantly our anxieties surrounding how we would remain together as a family, were put to ease.

We were relieved to learn that we could remain only steps away from the hospital during our son's NICU stay. Family is medicine and RMHCSCO provided us with just that; the comfort of remaining together as a family, where we could solely focus on our son. At RMHCSCO, families can find the comforts of home; a comfortable place to rest our heads, home-cooked meals every day, laundry facilities, and private rooms, all next door to the hospital. We were absolutely blown away by everything RMHCSCO did for our family during such a difficult time.

Sawyer had his hernia repair surgery at two days old and went on to spend a total of 25 nights in the Neonatal Intensive Care Unit. He made a phenomenal recovery and we wholeheartedly believe that being able to remain together as a family and close to our son, played a significant role in our outcome. It is because of the generosity of donors like you that our family is able to stay together - I can't thank you enough.

Michelle & Vanessa Pretty

OUR FAMILIES

320

out-of-town families
stayed at the House

20

nights was the
average length of stay

94

families stayed with us
more than once

190

nights was the longest stay by
a single family

6,452

total nights stayed by families

\$1.7

million saved in
out-of-pocket expenses
for families

As an essential service,
our House was open

365 days

in 2020 to support
families.

OUR FOUNDER & FOREVER PARTNER

McDonald's Restaurants of Canada has been a committed partner of RMHC South Central Ontario for the past 27 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 millions of dollars 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 36.5% 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.



OUR FOUNDER & FOREVER PARTNER

Here are just a few ways our founder and forever partner supported us in 2020.

Despite a global pandemic, McDonald's Restaurants of Canada and its franchisees rallied together to raised a remarkable **\$1,215,529** 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, **\$49,708** was raised through traditional coin boxes. McDonald's customers helped raise and an additional **\$189,441** through the addition of the new Round-Up for RMHC program and the cashless kiosk system.

Baked with love, the RMHC Cookie continues to help support families with sick children across Canada. In 2020, the RMHC Cookie Program raised **\$36,060** for our House. McDonald's also supports families through the 10 cent Happy Meal program, each and every day.

Every May, McDonald's Restaurants nationwide host McHappy Day in support of Ronald McDonald Houses and other children's charities. Unfortunately, this event was cancelled due to COVID restrictions, but that inspired McDonald's employees to create new ways to support the Houses including, Roud-Up for RMHC and Fries for RMHC. We are so thankful to them for their heartfelt support during this unprecedented time.



OUR EVENTS

FOOTSTEPS FOR FAMILIES

Due to the pandemic, our 11th Annual Footsteps for Families event was hosted virtually. Registrants participated in weekly challenges held over seven weeks to help raise an incredible \$59,318. A virtual Celebration Day was held to close out the event and included surprise guest appearances from princesses and superheroes. A special thank you to everyone who supported the event!

ANNUAL GOLF CLASSIC

We were very fortunate that we were able to proceed with our 30th Annual Golf Classic at Rattlesnake Point Golf Club on Wednesday, September 23, 2020. Golfers enjoyed the new course and new format on a beautiful sunny day and helped raise \$173,938 for the House. Layne the Auctionista joined our CEO, Catherine Bridgman on the putting green to help promote our Fund-a-Need and golfers participated in our online silent auction throughout the day. Thank you to everyone who joined us!

THE AT HOME GALA

All dressed up and nowhere to go! Due to government restrictions, our Gala was held virtually on Wednesday, November 18, 2020. RMHCSCO's first-ever At Home Gala was hosted by Rick Campanelli, with entertainment from Juno Award winner, Sean Jones and The Righteous Echo. Guests joined in on the fun from the comfort of their own homes and helped raise \$101,841 for the House through our live and silent auctions! A big shout out to all of our sponsors and guests for helping make this event so successful.

OUR 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, 2020 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 2020 fiscal year, the organization generated revenues of \$3,734,846. Total capital assets for the period ending December 31, 2020 were \$11,119,914.

EXPENSES

Expenditures incurred during the fiscal year totalled \$2,962,617. Excess of operating revenue over expenses totalled \$772,229.

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 63.5% of our annual operating budget each year.

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+

401 Auto/Camp Mart
 A-1 Flooring Canada
 Agri-Food Ski Day
 Alison Bone
 Alka McArthur
 Allan Booth
 Alltrade Industrial Contractors Inc.
 Amanda Pollard
 Amanda Wagler
 Andrea Horton & Gerard Lall
 Andrew Campbell & Melanie Ditmars
 Andrew Stock
 Angelique Dias
 Anthony Valeri Holdings
 arC Agency Inc
 Arch Insurance Canada Ltd.
 Arie den Hollander
 Arvin Malhi
 Aryzta - Oakrun Bakery
 Assurant Vehicle Protection
 Back Alley Barbershop
 Bagos Bun Bakery Ltd.
 Beezee Inc.
 Ben & Monique Thomas
 BGC Funding Innovation
 Bill & Mary Anne Drummond
 Blackhawk Combustioneering Ltd.
 Blue Wave Volunteer Program
 BMR Management
 Bob & Janice Caster
 BoxRun Charitable Foundation
 Brant Community Foundation
 Brantford Nissan
 Brown & Beattie Building Science Engineering
 BUNGE
 Cadillac Fairview Corp. Ltd.
 Canada Life
 Cargill Ltd.
 Cargill Meats Canada
 Caroline Thomas
 Castec Inc.
 Catherine Bridgman
 Charles Cook
 Charles Van Alphen
 Chatters Canada
 CHML/Y108 Children's Fund

Chris & Mary Cashin
 Chum Charitable Foundation
 CIBC
 Cinespace Film Studios
 Clinton Paul
 Coca-Cola Ltd.
 ColdHaus Distribution Inc.
 Colin Baxter & Ruth Harris
 Columbia International College
 Craig & Laura O'Neill
 Dana Cobb
 Dave Freeman
 David & Kimberly Spira
 David Millen
 David Wright
 Dendres Corp.
 DH Collins & Associates
 Dhanmati Phagu
 Domenic & Cindy Tesone
 Donald Knapp
 Doug & Janice Inch
 Douglas Virtue
 Downtown Mount Forest
 Dr. Marilyn Gregus Dentistry Professional Corp
 Drew & Morgan Donaldson
 Drew Steeves
 DRS Skincare
 Duane & Carol Cowan
 Dufflet
 Durward Jones Barkwell & Co, LLP
 Ed Feenstra
 Engel & Völkers Oakville, Brokerage
 Ernie & Runa Pigden
 Estate of Lillian Welsh
 Estate of Wilma Marson
 Eugene D'Orazio
 Evolve Holistic Group
 Farm Mutual Reinsurance Plan Inc.
 Fidelity Investments Canada Limited
 Fix Auto
 Form and Build Management Inc.
 Francine Dyksterhuis
 Gary D. Corby
 George Cohon
 George Duguay
 George Limberis

Gillian White & Brad Glassford
 Giulio & Josie DiBacco
 Glaxo Smith Kline
 Glen Steeves
 Grand HVAC Leasing
 Grant & Lisa Romeo
 Grantham Lioness Club
 GSP Group
 H & K Canada
 H.S. Bartram (1984) Limited
 Halton Honda
 Halton Regional Police Association
 Halton Regional Police Services Board Trust Fund
 Henry & Jayne Huber
 Hershey
 HJMAC
 Hoda Elgharini
 Howard & Lucille Martin
 Indeed
 Independent Riders Motorcycle Club
 Investors Group
 ISA International Inc.
 Ivanhoe Cambridge Inc.
 Jacob's Project
 James & Karen Johnston
 James & Kirsten Prinsen
 Janet Evans
 Janet Mosher
 Jason P Evans Professional Corporation
 Jeff's Outdoor
 Jennifer Lehman
 Jeremy Karn
 Jim & Carol Campanella
 Joanne Jackson
 John & Margaret Carswell
 John & Margo Goffin
 John Brunton
 John Noble
 John Piper
 Jose Prudencio
 Joseph Haulage Canada Corp.
 JTL Integrated Machine Ltd.
 Kelly Clinton
 Kelly Thomas
 Kelsey Hibbard & Darrin Newson
 Kemp Financial Group
 Ken & Carol Spira
 Ken & Penny Bond
 Kevin & Amanda Harrison
 Kevin Van Berkel
 Kitchener Pioneer Lions Club
 Kyle & Renee-Claude Roseneck
 L.J. Barton Mechanical Inc.
 Lamont Law
 Larry Theall
 Laverne & Katie Martin
 Leader Plumbing & Heating Inc.
 Leena Jaanimagi
 Leggat Dealer Management Services Inc.
 Leroy & Vera Metzger
 Limeridge Retirees Club
 Lisa Heeg
 Liza C. Sheard & Mark Sazio
 Maljohn Company
 Margaret Clarke
 Marilyn DePass
 Mark DePass
 Mark Russell
 Mars Wrigley Confectionary
 Martin Brower
 Mary Lou Damota
 Masters Insurance
 Mattamy Homes
 Matthew Katz
 McDonald Organizational Health Inc.
 McDonald's Restaurants - 2018374 Ontario Ltd.
 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 - JDC Restaurants Ltd.
 McDonald's Restaurants - JJH Foods Inc.
 McDonald's Restaurants - McDar Enterprises
 McDonald's Restaurants - Onatamy Foods Ltd.
 McDonald's Restaurants - Norfolk Family RestaurantsLtd.
 McDonald's Restaurants - Piper Foods Inc.
 McDonald's Restaurants - Rowenda Investments Ltd.
 McDonald's Restaurants - Ryan Sgro Enterprises Inc.
 McDonald's Restaurants of Canada
 McDonald's Restaurants of Hamilton, Ancaster, Dundas & Stoney Creek
 McMaster Children's Hospital Child Life Staff
 McMaster Science Society
 McMaster's Healthy Haven Club
 Melrose Paving Co. Ltd.
 Menno & Ruth Bauman
 Michael & Melissa Malleck
 Michael Kemp

Mike & Brittney Radzikoski
 Mike & Julie McDonald
 Mike & Laura Dukeshine
 Mike McDonald
 Mike's Miracles
 ML Staffing Solutions
 Mountainview Building Group
 Murray Martin
 National Money Mart
 Netherlands Reformed Congregation
 Niagara Falls Civic Employees
 Nick & Jillian Anema
 Nicole Brand
 Nicole Zahnd
 Nova Mutual Insurance Company
 Ontario Broiler Chicken Hatching Egg Producers
 Association
 Ontario Power Generation - Employees' &
 Pensioners' Charity
 Ontario Realtors Care Foundation
 OPACC
 P&H Milling Group
 Pat Callaghan
 Paul Babineau
 Paul Matteis
 Paul Van Fleet
 PepsiCo Canada
 Powerbev Inc.
 Procor Ltd
 Province Electric Supply
 Puratos Canada Inc.
 Ralph & Susan Sgro
 Randy Sommerfeld
 Raw Performance Dog
 RBC Insurance
 RBC Rewards
 RBC Royal Bank
 RBC Wealth Management
 RE/MAX Escarpment Realty Inc - Silenzi Team
 Rimowa North America Inc
 Robert & Ivanna Lumia
 Robert & Lori Anderson
 Rogers Communications Canada Inc.
 Ron Clark
 Ron Wilcock
 Rona Inc.
 Rotary Club of Flamborough A.M.
 Rothsay
 Running Works
 Ryan Sgro
 Ryan te Boekhorst
 Samuel Nelson Steel
 Samuel, Son & Co., Ltd.

Saputo
 Sean & Christine Wood
 Semex Alliance
 Shaye Charters
 Signed With Love
 Silva's Concrete & Interlocking Ltd.
 Simpson Wigle LLP
 Sjoerd & Laura Vankoooy
 Sons Bakery
 St. Catharines Twinning Association
 Steve J. Tanner
 Steven & Peggy Watson
 Subaru of Hamilton
 Sumeet Sood
 Suncor
 Sunlife Financial
 Sydney Wood Purple Butterfly of Hope
 Foundation
 Terrapure Environmental
 The Barton Lodge
 The Brandon Prust Foundation
 The Cancer Vanquish
 The Congregation of the Sisters of St. Joseph
 The David Gregory MacKinnon Memorial
 Foundation
 The Kin Club of Cambridge (Preston)
 The Muttart Foundation
 Tiber River Naturals
 Todd & Lynsey Yemen
 Toper Temps Inc.
 Tracy & Sarah Foster
 Tradewind Construction Ltd.
 Trafalgar Equipment Ltd.
 Under Pressure Plumbing
 United Way Niagara
 United Way of Greater Toronto
 United Way of Halton and Hamilton
 Vera Lau
 Victoria Currie
 Waste Connections
 Waste Management
 Westrock
 William & Amy Vanderlaan
 William & Helen Forrest
 William A. & Doris H. Haslehurst
 William Rielly
 W/WWorks Inc.
 Youth and Philanthropy Initiative Canada

ANNUAL GIFTS IN KIND

\$1,000+

Courtney Butler-Davis
 Ainsley Otton
 Ancaster Jewellers
 Aryzta - Oakrun Bakery
 Bev & Karl Andersen
 Brantford Nissan
 Burlington Automation
 CampMart 401 Auto RV
 Canus Goat's Milk Skincare Products
 Caradoc Townsend Mutual Insurance
 Chatters Canada
 COBS Trinity Wilson
 Coca-Cola Ltd.
 Computer Trade-in Post
 David & Marilyn Perron
 Dundas Valley Golf & Curling Club Limited
 Elite Island Resorts Caribbean
 Foresters Financial
 Fortinos (Main Street) Ltd.
 Freelton Fire Department
 Frendel Kitchens Limited
 Golden Horseshoe Tire Service
 Great Lakes Brewery
 Haremar Plastic Manufacturing Limited
 Hershey
 Home Depot
 Indigo Books & Music Inc.,
 Ireks North America
 Jayne Industries
 Jim & Mary McCall
 Jorge Rodriguez
 Keith Davis
 Krissy Vyn
 Kruger Products Limited
 Maureen Green
 McDonald's Restaurants - Ryan Sgro Enterprises Inc.
 McMaster University
 Mother Parker's Tea & Coffee Inc.
 Niagara Covid Masks Group
 Nutech Fire Protection Co. Ltd.
 Old Bagel House
 Peoples Jewellers
 PetSmart Stoney Creek
 Powerbev Inc.
 Pure NV Salon & Spa

Roslin Enterprises Inc
 S.C. Johnson and Son, Limited
 Scotiabank Hockey Club
 Southern Pines Golf & Country Club
 Thirty-One Gifts
 Three Little Birds Home Cleaning
 Transgroup Canada
 TrendTex Fabrics
 Verneda Prentice
 Waste Management



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

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