



Cover





OUR MISSION

Ronald McDonald House New York provides temporary housing for pediatric cancer patients and their families in a strong, supportive, and caring environment which encourages and nurtures the development of child-to-child and parent-to-parent support systems.



Letter from leaders





JANUARY

- Director of Operations informs RMH-NY leadership team of Coronavirus via an update from Memorial Sloan Kettering
- COVID-19 screening tool immediately put into effect at the Front Desk
- Human Resources sends a critical update to inform all staff of Coronavirus and our updated policies to reduce risk within the organization

FEBRUARY

- Family Support contacts each of the Hospital Partners infectious control teams to understand their current COVID-19 policies
- Educate all family members on the importance of cough etiquette, frequent hand hygiene, and appropriate removal and careful handling of contaminated items (tissues, toys, clothing, linens)

MARCH

- RMH-NY crisis activation plan activated; all non essential foot traffic halted
- Start delivering Programs to-Go and wellness care packages to in-House caregivers
- First Caregiver Support Group session starts, taking place three times a week for an hour facilitated by two RMH-NY employees

APRIL

- Kitchens Close
- First Digital Drop In Program: SLIME SQUAD debuts
- First Breath in, Breath Out meditation video posted on RMH-NY's YouTube channel
- Family support team partners with other non-profits to provide financial aid to families at the House impacted by COVID-19

MAY

- Volunteer team launch their first virtual race, taking the cancelled Five Boro Bike Tour, virtual, with a total of \$27,393K raised
- RMHC finalizes framework for safe and sequential reinstatement of program operations. Mission Renewal team is created to outline current processes.
- Digital drop in program, Martial arts with Master Molloy begins

JUNE

- Updated COVID-19 policies distributed to guests, staff, and RMH-NY community
- Meal Program staff continue to deliver meals to each families' door
- Rent the Playroom (now called Playroom Picks) begins. Families can choose from favorite Playroom games, toys, construction sets, etc. and have them sanitized, sealed and delivered to their doors, theirs to borrow for a week or more



JULY

- Hospitality to-Go program launches in partnering hospitals bringing thoughtfully selected snacks and refreshments to caregivers twice per month
- Volunteer team launches their first Virtual Dinner Party - taking the meal program virtual with the support of community groups to provide dinner and virtual fun

AUGUST

- Health and Hospital Isolation Hotel Program formalized intending to mitigate the spread of COVID-19. The hotel's program is utilized as a place to "self-isolate", free of charge, and including a meal program and transportation for up to 14 days

SEPTEMBER

- RideHealth goes live
- Virtual Wellness Workshops channel is added to RMH-NY's YouTube page, providing content created by wellness volunteers tailored to busy caregivers
- Hospitality to Go and Programs to Go both expand to HSS, bringing total number of hospital partners for each program to five

OCTOBER

- Electronic temperature monitoring screen implemented at entrance requiring each person entering the building to complete a screening questionnaire
- Two new special monthly Digital Drop In Programs debut: Art of the Heart and Art of the Scientist

NOVEMBER

- Wellness, Family Support and Hospital Outreach teams deliver first round of monthly "Caring Crates" containing essential oil diffusers, warm winter accessories, self-care journals and more to provide comfort and stress relief for long-term staying families
- GO SNACK packs (mini Hospitality boxes for pediatric patients) introduced at SIUH

DECEMBER

- Launch of 25 Days of Holiday Cheer: Volunteers, Operations and Programs teams host a month of cheer leading up to the holidays
- Miracle on 73rd Street event hosted in partnership with the FDNY and NYPD
- First round of monthly Wellness to-Go care packages delivered to Elmhurst and Kings County Hospitals.

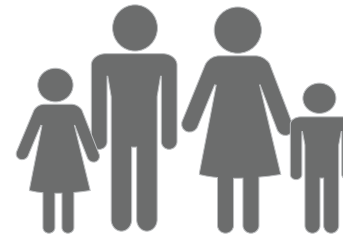
OPERATIONS

Like every home, the House requires maintenance and tender loving care, but for us, it's more than esthetics; it's about keeping families safe. Families with a child undergoing cancer treatment have unique needs, and RMHNY'S operations team is meticulous in its mission of maintaining a clean, comfortable, and cheerful space. More than just a building, the House is a place to heal, stay connected, and face the challenges of pediatric cancer care treatment in a supportive community setting. Keeping the House in immaculate shape has always been a 24/7 commitment, and the COVID-19 pandemic presented a new set of challenges that our team faced with tenacity and creativity.

While each family has its own living quarters, the heartbeat of the House has always been the communal spaces where families gather for meals, playtime, conversation, and events. Due to social-distancing requirements, our operations team was required to close those shared spaces, including the playroom and cafeteria, and find safe and effective ways to deliver services to families in their rooms. For example, families at the House have always had access to a communal kitchen to prepare their meals. Our team quickly pivoted to a model of delivering three meals a day and snacks directly to rooms. Given the diversity of our families, this was no easy task, but the operations team developed an efficient system that took dietary needs and restrictions into consideration. Families could also schedule access to the kitchen to safely prepare their favorite meals in an uncrowded and hygienic setting. In addition to the staff enhancing the House's cleaning regimen, COVID Care Kits containing PPE, sanitizer, soap, and cleaning products were distributed regularly to all families. To further safeguard the health of all guests and staff, any residents that became infected with COVID-19 were provided with hotel accommodations in partnership with New York City's Test & Trace Corps.

RMHNY's operations team not only kept the building running during an unprecedented health pandemic, but they also provided our families a cocoon of support and safety.

477



TOTAL FAMILIES SERVED

(738 total patient referrals made but 261 were canceled due to COVID or other extenuating circumstances)

1326

TOTAL INDIVIDUALS SERVED

"The convenience and the cost. We come to NYC for our son's surgeries because of their specialists. He isn't easy the travel with because of his mobility and amount of equipment he needs. It's also very expensive. Our stay at RMH took a huge burden off of us and helped us to provide a calm, relaxing environment for him prior to surgery."

- Parent staying at the House



FAMILIES FROM 30 COUNTRIES
10 DIFFERENT LANGUAGES


RESOURCE LIBRARY

73 external resources to support families financial, education, support, and transportation needs


10,506

TOTAL NIGHT STAYS

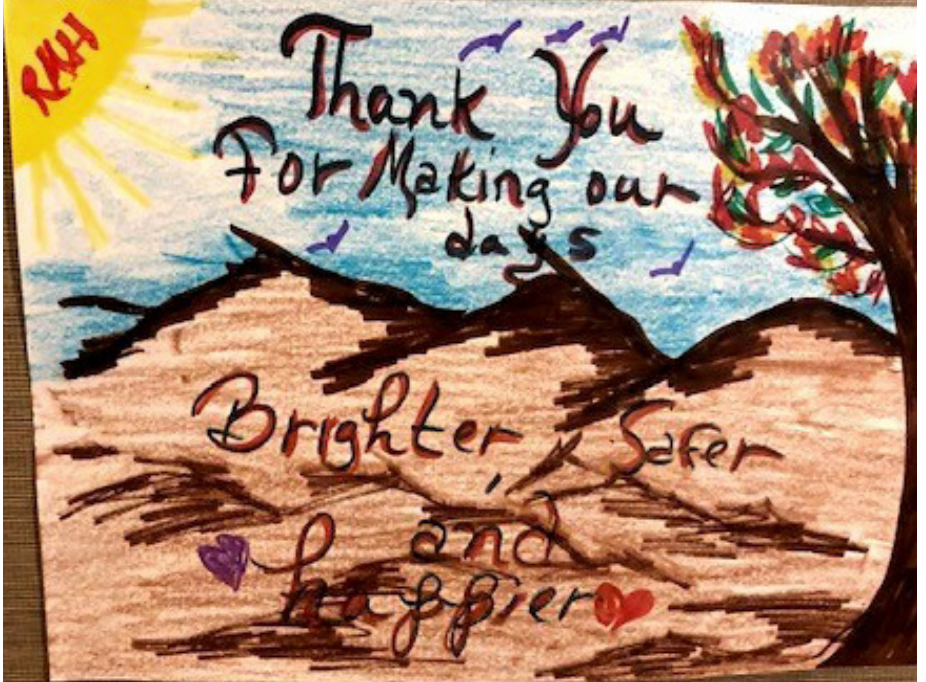

NOTES FROM FAMILIES TO RMH-NY STAFF



Thank you for everything you have done and know that you are .loved by all of us



THANK You For taking care of us! ☺



Thank You For Making our days Brighter, Safer and Happier

HOSPITAL OUTREACH

Arriving from states and countries near and far, the children and families staying at the House are not in New York City for vacation; they are fighting for their lives. Leaving behind the comfort of home to seek cancer treatment for a child is an emotional journey, and families are often overwhelmed by the logistics of navigating care. Serving as a liaison between families and health care providers, RMH-NY's hospital outreach team works tirelessly to demystify treatment protocols. This transparent approach reduces stress, and studies also indicate that children recover faster when they are empowered with a complete understanding of their treatments.

In addition to providing essential services and support to families living at the House, the outreach team also brings programs from the House to hospitalized young children and teens. For example, from costumes to games, our Events In a Bag initiative delivers everything needed for a child to participate in a House event from their hospital room. These festive packages were delivered to our partner hospitals with care by the FDNY (New York City Fire Department).

RMH-NY does not forget the burdens facing caregivers. Our Breathe In, Breathe Out program offers virtual meditation and mindfulness classes that help caregivers balance their stress levels. In response to COVID-19, the caregiver support group pivoted online to sustain the camaraderie and connection for adults bound together by their children's cancer diagnosis and treatment journey.



9 MUSICAL MAGIC DRUMMING SESSIONS UPLOADED TO RMH-NY'S YOUTUBE ACCOUNT AND SENT TO PARTNERING HOSPITALS



4 Broadway Inspirational Voices
Concerts produced totaling 1,023 views



78 participants in the Breathe In,
Breathe Out virtual meditation
sessions

121

Virtual caregiver support
group sessions

VOLUNTEERS

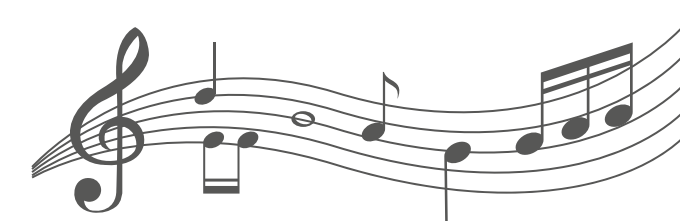
Fulfilling wishes and needs both big and small, volunteers often make the impossible possible at RMHNY. Enriching the House with compassion, expertise, energy, talent, and other resources, volunteers are valued partners in furthering our mission of serving children undergoing cancer treatment and their families. Whether they were greeting guests at the door, hosting activities, serving meals, leading wellness programs, and raising funds, the House has benefitted in myriad ways from the unwavering support of our corporate and individual volunteers. COVID-19 made it necessary to reduce the number of volunteers permitted within the House. In 2020, only two volunteers were allowed in the building, a drastic reduction from the 8,000 volunteers that visited the prior year. Volunteers could not enter the House, but they did not give up on RMHNY, and they found creative ways to continue supporting our families.

In 2020, volunteers hosted an astounding array of virtual events, including dinner parties, Bingo nights, musical performances, magic shows, and other functions that were enjoyed by families in the House and at our partner hospitals. Individual volunteers also selflessly tapped into their networks to organize micro-fundraisers for RMHNY. Corporate volunteers who previously served meals to families at the House provided generous donations to fund our new 3-meals-per-day delivery service directly to their rooms. Even in the face of daunting challenges, our volunteers still make magic happen.



9

MUSICAL MAGIC DRUMMING SESSIONS UPLOADED TO RMH-NY'S YOUTUBE ACCOUNT AND SENT TO PARTNERING HOSPITALS



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Virtual caregiver support group sessions



78 participants in the Breath In, Breathe Out virtual meditation sessions