



**Ronald
McDonald
House®
New York**

Annual Report 2021

Letter from Leadership

Innovation can emerge from terrible circumstances, as the brave families we serve demonstrate time and again. During the pandemic, Ronald McDonald House New York (RMH-NY) provided support that our healthcare partners could not under COVID restrictions. Our partners and volunteers continued to donate food and virtual services, keeping our seamless circle of support intact during the crisis. We now extend services to an even broader population - families of children with serious pediatric illnesses, including those from all five boroughs of New York City. They are now in RMH-NY's family.

We are delighted to offer this virtual glimpse into 2021's accomplishments as part of the digital transformation and Health Equity priorities outlined in our strategic plan. We have expanded staffing and our partnerships with hospitals, institutions, and social services to better address the social determinants of health to bolster our family centric model. We have forged new relationships and deepened existing ones to provide additional assistance to our families such as educational services, social services, nutrition, transportation, healthcare navigation and wellness during and after their stay at the House.

Even when we could not meet in person, we were creating the space for when we could once again gather as a community. As we slowly return to a sense of normalcy, we are adapting existing communal space for more year-round multi-purpose use. Additionally, the second Ronald McDonald House Family room opened in NYC Health + Hospitals/Elmhurst, providing a place for parents and caregivers to recharge as their child receives treatment. Based on research showing that such respite spaces improve overall well-being, we plan to develop four new family rooms over the next two years.

To assume our rightful place in the continuum of healing moving forward, we must measure health outcomes in new ways. In addition to increasing virtual programming, our digital transformations across the House emphasize using data analytics to drive decision making and impact, continually bringing the needs of families to the table. This continued evidence-based approach will help to further diversify our funding streams, including through grants and digital fundraising. We attract partners from a range of sectors to leverage our 40 years of experience. Our field discoveries are translated back into an expanding knowledge base reflecting the emerging confluence of healthcare and hospitality.

We are profoundly proud that in challenging times, we were able to both broaden and deepen our mission. We are deeply grateful for our staff and board's resilience and the continued support of donors and volunteers. Because of you, the children and families we serve experience stability, normalcy and nurturance even as they navigate challenging, complex and often sustained medical treatments.

Ruth C. Browne
Ruth C. Browne, SD
PRESIDENT & CEO
RONALD MCDONALD HOUSE NEW YORK

Robert Grubert
Robert Grubert
CHAIRMAN OF THE BOARD
MANAGING DIRECTOR, RBC CAPITAL MARKETS

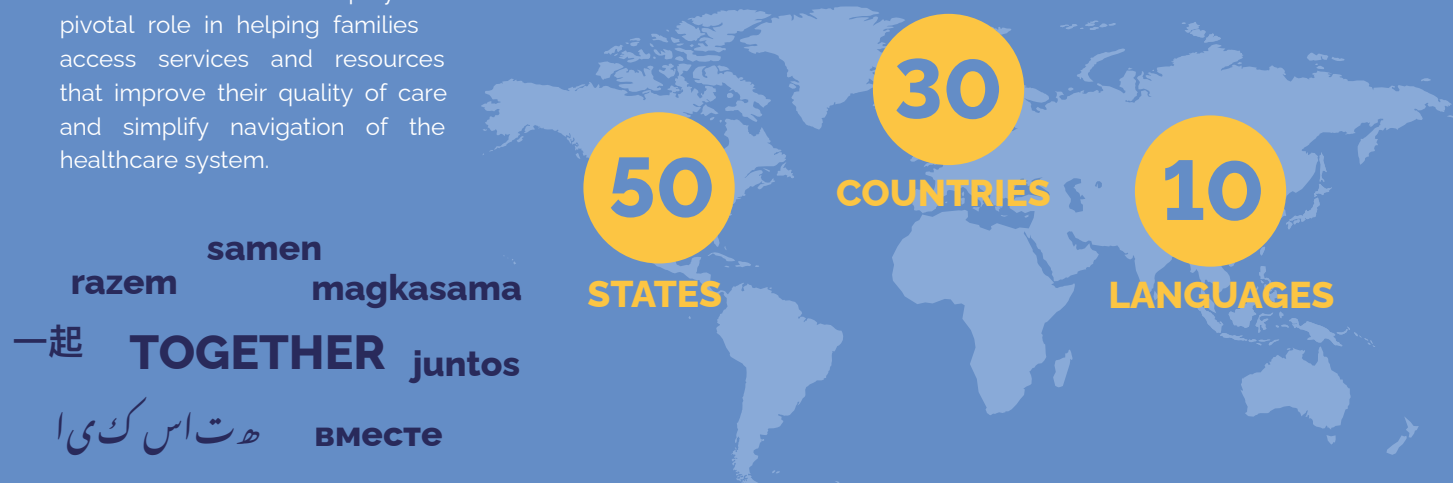
Volunteers: Fulfilling wishes and needs both big and small, volunteers often make the impossible possible at RMH-NY. While our Volunteers could not enter the House for most of 2021 they did not give up on RMH-NY, and they found creative ways to continue supporting our families either virtually or by being our "Helping Hands" and packaging breakfast, programs or holiday gift bags to be delivered to our families both in-House and through our hospital partners. Thankfully, we were able to safely welcome some volunteers back in September of 2021 to help us in continuing to deliver 3 meals, programs and special treats directly to families rooms daily.



Family Support: RMH-NY eases the burden of pediatric patients by providing a home away from home for them and their families as they undergo treatment. But our mission would be incomplete without the essential emotional support provided by our Family Support team and partner across the House. Our dedicated social workers play a pivotal role in helping families access services and resources that improve their quality of care and simplify navigation of the healthcare system.

Staying Together

Families from all over the world stayed with us in 2021!



1,794

Individuals Served

12,904

Family Night Stays

19

Average Night Stay

5,060

Total Complete Rides

12

Bereavement Services



In House Programs: From playtime to education, wellness to the arts, RMH-NY's program team develops and manages an impressive roster of activities for the children that reside at RMH-NY. The children's treatment is often physically and emotionally rigorous, and free time is an especially precious commodity for House residents.

174 Digital Drop In Programs offered for Children & Families

1782 Program Packages Delivered



32 Individualized Birthday Deliveries with personalized presents & cake

Wellness: Motivated by the ethos of "care for the caregiver", RMH-NY's wellness team provides services that maintain the physical and mental health of caregivers. Despite restrictions still in place, our bustling Blavatnik Family Foundation Wellness Center was able to offer families virtual wellness sessions such as meditation, sound baths, and breathwork tutorials throughout the week along with online exercise and stretch and strengthen classes individualized to meet the caregivers needs.

208 Live Virtual Wellness Sessions Offered

138 Caring Crates Delivered



Self-care packages customized and delivered monthly for caregivers staying at RMH-NY for 3+ months.

“These sessions help me ground myself. You have to stay centered and grounded or else you can't get anything done.”

CAREGIVER ATTENDING A VIRTUAL WELLNESS CLASS



41,089
Meals Served



3,695
Hours Donated



107
Volunteer Shifts



399
Virtual House Hangouts



28
Helping Hands Events



2,360
Breakfast Bags

WE ARE EXPANDING!

Pediatric Cancer and other serious pediatric illnesses affect all populations and groups in New York City, but due to social and economic factors, disadvantaged groups may experience diminished health outcomes.

Ronald McDonald House New York has been pioneering innovative planning to align all priorities with our Strategic Growth Plans. Allowing us to expand our services and offerings to public and safety-net hospitals in NYC.

We are committed to breaking down barriers and addressing the needs of under served populations through our services, programs and partnerships to further healthcare navigation across the boroughs.

Hospital Outreach: In addition to providing essential services and support to families living at the House, the Hospital Outreach team brings programs from the House to hospitalized young children and teens. From costumes, games, activities, and YouTube links, our Events In a Bag initiative delivers everything needed for a child to participate in a House event from their hospital room. RMH-NY is also proud to announce that we currently have 2 family rooms offering a place of respite to caregivers built directly onto the floors of pediatric hospitals. The family rooms, located at NYC Health + Hospitals / Elmhurst and NYC Health + Hospitals / Kings County served as a hub for our hospital outreach programs in 2021 as we still were challenged with COVID-19.

10,044

Children & Caregivers Served at House & Seven Partner Hospitals

5,916 Patients & Children | 4,128 Caregivers



3,650 Hospitality to Go packages delivered

Healthy snacks & selections for caregivers. Our Hospitality Cart in box form!



3,496 Programs to Go: Enrichment Series

Packaged enrichment programs for children, in three key age/developmental ranges



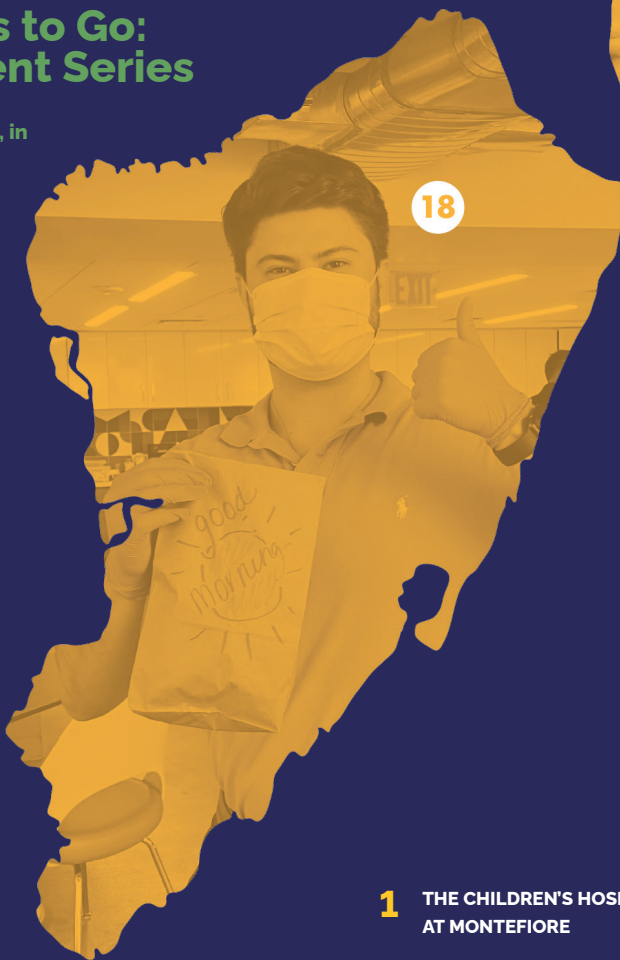
Musical Magic
12 7

Monthly Digital Performances | Live Performances at NYC H+H Elmhurst, Jacobi, and Kings County



24 Breathe In Breathe Out

Digital Sessions: This restorative relaxation program began at Kings County Hospital in 2015.



Events to Go

(5 Events Delivered in 2021) All the fun of an RMH-NY Outreach event, delivered to children inpatient & at our partner hospitals!

775
Event in a Bag

143
Virtual ESL Sessions

Back to Fall Event



Outfitting our children, teens & young adults with a hand-picked & packed STATE Backpack with incredible supplies, materials (and surprises) to start a new season and new year of school off right!

300 Backpacks & 520 Programs to Go

- 1** THE CHILDREN'S HOSPITAL AT MONTEFIORE
- 2** MORGAN STANLEY CHILDREN'S HOSPITAL OF NEW YORK-PRESBYTERIAN
- 3** MOUNT SINAI ST. LUKE'S
- 4** KRAVIS CHILDREN'S HOSPITAL AT MOUNT SINAI
- 5** THE MOUNT SINAI HOSPITAL
- 6** LENOX HILL HOSPITAL
- 7** HOSPITAL FOR SPECIAL SURGERY
- 8** MEMORIAL SLOAN-KETTERING CANCER CENTER
- 9** NEW YORK-PRESBYTERIAN HOSPITAL/WEILL CORNELL MEDICAL CENTER
- 10** MANHATTAN EYE, EAR AND THROAT HOSPITAL
- 11** MOUNT SINAI ROOSEVELT
- 12** HASSENFELD CHILDREN'S HOSPITAL AT NYU LANGONE
- 13** BELLEVUE HOSPITAL CENTER
- 14** MOUNT SINAI BETH ISRAEL
- 15** NEW YORK EYE AND EAR INFIRMARY OF MOUNT SINAI
- 16** NYC HEALTH • HOSPITALS/ ELMHURST
- 17** NYC HEALTH • HOSPITALS/ KINGS COUNTY
- 18** NYC HEALTH • HOSPITALS/ JACOBI

