

2024

ANNUAL REPORT



RMHC
Southwestern Ontario

Keeping families close



TABLE OF CONTENTS

INTRODUCTION

- Board of Director
- Message from the Executive Leadership

OVERVIEW

- 2024 Impact Highlights

MISSION MOMENT | FAMILY STORY

- Friendship in Bloom

PARTNERS

- RMHC Canada Partners
- Partners 10k+
- Partners 5k - 9,999
- Operational Partners

FINANCIAL

- 2024 Treasurer’s Report

2024 BOARD OF DIRECTORS

President
Samantha Parsons

Vice President
Graham Casson

Past President
Rob Reid

Directors
Jennifer Diplock - Secretary
Michelle Stratton - Treasurer
Trevor Calhoun - McDonald’s Appointee
Mike Malleck
Andria Azevedo
Diane Chantler
Dave Ward
Jatinder Bains
Martin Smith
Bryan Wakefield
David Sklash
Jonathan Greenway

MESSAGE FROM EXECUTIVE LEADERSHIP



As we mark 50 years of Ronald McDonald House Charities globally, and prepare to celebrate 40 years of RMHC Southwestern Ontario in 2025, this moment invites both reflection and renewed vision.

In 2024, we honoured the legacy of our founder, Dr. Audrey Evans, and the powerful partnership between our Founding and Forever Partner, McDonald's, and the Philadelphia Eagles that gave rise to a global movement—one that now reaches millions of families in their greatest time of need. Here in Southwestern Ontario, our chapter stood tall in that celebration, proudly contributing to the collective impact of RMHC while boldly planning for what comes next.

Our mission—to provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare—has never been more vital. This year, we not only deepened our impact but also expanded our reach. We supported nearly 16,000 families across our core programs, delivered more than 96,000 nourishing meals, and served as a lifeline to parents, siblings, and caregivers alike. At the same time, we turned away nearly 500 families due to capacity limits—an urgent call to action that led to one of our most pivotal milestones yet: the determination to grow RMH London from 40 to 80 bedrooms.

Behind every number is a family, a story, a moment of courage. These moments are made possible by the people who stand with us—our staff, our 2,800+ volunteers, our generous donors, and our community partners. You ensure that every hot meal, every warm bed, and every act of kindness reaches those who need it most.

As we close the chapter on 2024 and look toward an even bolder future, we do so with gratitude, ambition, and love. Thank you for walking beside us. Together, we will continue to serve more families, better - now and for generations to come.

Let's keep building a world where every family has what they need to ensure the best health outcomes for their children.

A handwritten signature in blue ink, reading "W. Matthew Chater".

W. Matthew Chater
Chief Executive Officer

A handwritten signature in blue ink, reading "Samantha Parsons".

Samantha Parsons
Board President

your support makes a difference

at RMHC-SWO

Total
nights of comfort
2024
15,471

Average
family saving
per day
\$697.00*

* assuming a couple with 3 children

Meals
provided in
2024
96,954

Annual
out-of-pocket
savings
\$5.9m*

Data compiled from the 2024
RBC Economic Impact Study

rmhc-swo numbers



- In 2024 RMHC-SWO served 297 communities in our Chapter. The average distance travelled from their homes; 236km from the London House, 28km from the Windsor House and 47km from the Family Room.
- 10 years ago, the operational cost per family per night was \$100. Now, the costs associated with their stay exceed \$500 per day, per family.
- In 2024, 152 families from northern and remote communities, with an average length of stay of 18 days.

- In 2014, the organization ran at capacity for just 134 nights each year. Now, we have operated at more than 110% capacity since 2022.



- In 2024 - 493 families had to be turned away. This number continues to grow, which means, countless families are unable to access a safe, comforting and convenient place to stay when their children are coping with profound health challenges.



- Last year, RMHC-SWO saved families \$5.9 million dollars. That is 24% increase over 2023. Equally as important, we gave ill and injured kids exactly what they needed: caregivers who are close enough to hug, kiss and play with.

the national rmhc **numbers**

Total nights
of comfort
nationwide
2023
15,343

Total
meals served
nationwide
in 2024
485,357

More than
164,000
over night stays
in Canada
2024

Annual
national
out-of-pocket
savings
\$66.5m

Nationally,
2,695
communities
served in
2024

Keeping
families close.®



MISSION MOMENT

FRIENDSHIP IN BLOOM

Two journeys, an unbreakable bond

After their first conversation, Meg and Sophie discovered they had a lot more in common than just their hometown; their younger brothers are friends and Sophie's dad coached Meg's brother in baseball.

Sophie's two-year old son, Zack, is receiving treatment for B-Cell Acute Lymphoblastic Leukemia. Meg's four-month-old daughter, Harper, is in the NICU after being born three months early with *Listeria meningitis* and a bilateral intracerebral hemorrhage. A terrifying experience for Meg, she felt it was easier to manage after meeting Sophie.

“ Having such an amazing person like Sophie in my corner so far from home feels like coming up for fresh air.

Last month, Harper moved to the pediatric floor and is getting stronger every day. Sophie and Zack have been living at the House since January while he undergoes treatment and hope to return to the Sault in July.

The two met almost 700 kilometers away from their hometown of Sault Ste. Marie

“ This friendship has been life-saving—it gets lonely, very isolating, tiring. Although we have two different journeys, we can share feelings without sugarcoating it. I can be vulnerable.

Even their children have become fast friends. Zack, and Meg's older daughter, Gia, enjoy spending time outside in the RMH courtyard, doodling with sidewalk chalk and chasing each other down the slide.

Staying connected, wherever and whenever that may be

Sophie is turning 30 this year and wants to celebrate with her closest friends.

“My friends and I may take a trip to a beach somewhere, and I've invited her (Meg). It's like when people say love at first sight—it was like friendship at first sight.”

Although it took 30 years for the ladies to meet, their unwavering support, mutual respect and acceptance will keep them connected for much longer.



“Sophie is always there for me and accepts me at my best and my worst without question. She's a true, genuine friend.”

“It was so instant. It didn't even have an awkward phase,” chuckled Sophie. “It was like we've known each other for years...the friendship helps to feel more like home. We relate to the history of the same city, landmarks, restaurants, the people.”



RMHC CANADA PARTNERS

RMHC Canada builds relationships and fosters partnerships that benefit all RMHC Chapters across Canada. Lead and National Mission Partners, Founding Partners, and Corporate Donors come together to help provide invaluable support for families.



McDonald's Canada, RMHC's founding and forever mission partner, has provided much-needed monetary, gift-in-kind, and volunteer support since the first House build in 1981. Long-standing restaurant fundraising, such as McHappy Day, the Happy Meal, and Coin Boxes are partnered with new initiatives including RMHC Cookies, Round Up, and Kiosk Giving to raise invaluable funding and awareness for keeping families close.

LEAD NATIONAL MISSION PARTNERS



NATIONAL MISSION PARTNERS



FOUNDING PARTNERS



PARTNERS 10K+



PARTNERS 5K-9,999

Cargill Animal Nutrition Office
Chatham-Kent Police Association

Cleft Strong Golf Tournament

Courtesy Ford Lincoln Sales

Dean Lane Contractors Inc.

Eden and Area Community Centre Group

Fay Family Charitable Fund

Freya's Room

Hampstead United Church

Haymach Canada Inc.

The Keg Steakhouse & bar

Kevin Siddall Invitational Baseball Tournament

La-Z-Boy Furniture Galleries

London Bridge Childcare Services

Maureen Burke - Illuminate the House

Royal Canadian Legion Branch 535

West Elgin Daffodil Auxiliary

Windsor Salt LTD.

“

I have many positive memories at RMH London, but the best was the first day Coralyn was allowed to come over for a visit – It had been two months since she last left the hospital. While the short walk over was still exhausting for her, she enjoyed sitting on the living room couch and laying in a non-hospital bed!

The Schnarr Family
Oxford



“

If you ask Jake... "Having my parents close meant I wasn't scared of being alone. It was also a nice distraction from my injuries when I could go over to the House and be with my family and have fun with the other kids staying there."

Sippel Family
Huron Perth



Costco Connection Magazine
August, 2024



OPERATION PARTNERS

Through donations of product and services, operational partners help ensure our Chapter programs have the resources necessary to provide the best quality care to our guest families.

Agropur
Brandsource
Burnbrae Farms
Canus
Clintar Landscape Management Services
Damar Security Systems
Ecolab
Integrated Video and Surveillance
Kruger

La-Z-Boy
London Hospital Linen Services
Martin Brower
Mother Parker's
Payworks
Sew Creative
Sony Canada Charitable Foundation
Triple D Electric
Urban Barn

Keeping Families Close®
RMHC-SWO.CA

Treasurer's Report

Year Ended December 31, 2024

Financial Position as at December 31, 2024

	2024	2023
Assets	\$21,285,115	\$17,815,045
Liabilities	250,178	181,691
Fund balances	21,034,937	17,633,354

Operating bank accounts were higher than normal, with a balance of \$510,168 (2023 - \$436,425) at the end of the year, representing approximately 4 months of operating expenses.

Investments were \$10,023,152, an increase of 13.8% from 2023.

Investment Income of \$1,222,954 consists of the following:

Interest, dividends and other	\$330,678
Realized gains on sales of investments	712,762
Unrealized gains on investments	(49,019)
Foreign exchange gain (loss)	228,533
Total Investment Income	<u>\$1,222,954</u>

Revenues and Expenses from January 1 to December 31, 2024

	2024	2023
Revenues and other support	\$6,964,581	\$4,467,807
Expenses	4,785,952	4,298,340
Excess (deficiency) of operating revenues over expenses	2,178,629	169,467
Investment income, net	1,222,954	834,273
Excess of revenues over expenses	3,401,583	1,003,740

General Fund

The General Fund increased by \$1,514,759 in 2024. This increase was due to \$5,370,932 in revenues, \$4,306,371 in expenses, \$1,222,954 in investment income, and (\$772,756) of inter-fund transfers related to Capital Asset purchases.

Capital Asset Fund

The Capital Asset Fund increased by \$96,564 in 2024. This was due to capital asset additions of \$576,145 and amortization of capital assets of \$479,581. The Audited Financial Statements provide a detailed breakdown of Capital Assets.

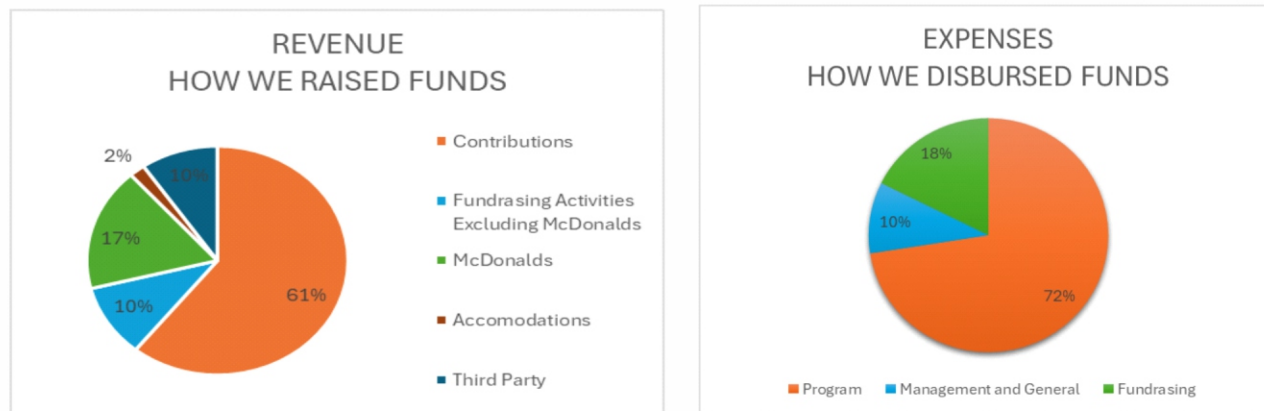
Restricted Fund

The Restricted Fund increased by \$1,790,260 in 2024. This increase was due to \$1,593,649 in restricted revenues, \$0 in restricted expenses, and \$196,611 of inter-fund transfers related to Capital Asset purchases.

Treasurer's Report

Year Ended December 31, 2024

Below is a breakdown of the operating revenues and expenses:



The financial information provided above is in a condensed format. Our website has the complete audited financial statements.

Looking back on 2024, our financial strength reflects both strategic stewardship and the unwavering generosity of our community. The continued trust and commitment from individuals, partners, and supporters across Southwestern Ontario have enabled us to enhance our impact and better support families facing some of life's most difficult moments.

This shared success speaks to a collective belief in our mission—a belief that has allowed us to expand our essential services, remove barriers, strengthen families, and promote healing when children need healthcare.

As we look ahead, we remain committed to using these resources wisely to fulfill our purpose of caring for families with children who are ill or injured - and to advance our vision of a world where every family has what they need to ensure the best health outcomes for their children.

Thank you to everyone who made this possible.

Respectfully submitted,

Michelle Stratton, CPA, CGA
Treasurer and Board Member

Thank
you



RMHC®

Southwestern Ontario

**RONALD MCDONALD HOUSE CHARITIES
SOUTHWESTERN ONTARIO**

741 Base Line Rd E.
London ON N6C 2R6
519.685.3232
rmhcswo.ca