

2022

# GROWING OUR FUTURE ANNUAL REPORT

OAKLEY - CHATHAM, ON 60 NIGHTS AT RMHC-SWO



**RMHC**  
Southwestern Ontario

Keeping families close



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## 2022 BOARD OF DIRECTORS

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### Officers

Mike Malleck, President (January 1 - April 28, 2022)  
 Past President (April 29, 2022 - Present)

Rob Reid, Vice President (January 1 - April 28, 2022)  
 President (April 29, 2022 - present)

Laura Emmett, Vice President (April 29 - July 6, 2022)

Graham Casson, Vice President (October 24 - present)

Derek Drummond, McDonald's Appointee

Amanda Mulder, Treasurer

Tracey Keighley-Clarke, Secretary (non-voting)  
 (January 1 - October 23, 2022)

Samantha Parsons, Secretary (October 24 - present)

### Directors

Andria Azevedo

Barbara Leslie

Derek Lall

Graham Casson

Samantha Parsons

Diane Chantler

Dave Ward

Jatinder Bains

Matt Mills

Martin Smith

Bryan Wakefield

David Sklash

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## MESSAGE FROM EXECUTIVE LEADERSHIP

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Welcome to our 2022 Annual Report, representing a year of transition for Ronald McDonald House Charities Southwestern Ontario (RMHC-SWO) as pandemic conditions turned more favorable and we returned to some degree of normalcy. As we continued to embrace pandemic best practices, we took away many valuable learnings including extended preparedness and the importance of our staff and volunteer teams' ability to adapt.

After overcoming many significant challenges, I welcome this opportunity to publicly thank our RMHC family of staff, volunteers, and community supporters. It was their determination to make the best of difficult circumstances that made it possible to continue delivering vital services to those who needed them most – families with seriously ill or injured children.

This is also a time to appreciate and celebrate the outstanding leadership of our past Chief Executive Officer, Tracey Keighley-Clarke. Since January 2017, Tracey's vision, and leadership elevated RMHC-SWO to a new level of achievement. She oversaw the expansion of Ronald McDonald House London to 40 bedrooms, as well as modernizing our Chapter facilities and program structures to better serve families through the unforeseen pandemic years. Thank you, Tracey, your impact will never be forgotten.

What's next? As a Board, we are once again looking ahead and carefully evaluating the community needs and growth opportunities to expand our programs to serve more families. The never-ending passion for our mission that is embraced by all who touch RMHC-SWO is simply inspiring.

With the new Leadership of Matthew Chater, we are growing toward our future. We are so grateful for your support. Thank you for making a difference.

A stylized, handwritten signature in black ink, appearing to read 'Rob Reid'.

**Rob Reid**  
RMHC-SWO Board of Directors President



As the incoming CEO of RMHC-SWO, I am driven by the tradition and passion to continuously make a positive impact on the families we serve. Our unwavering commitment to enhancing the family experience, deepening, and broadening donorship, expanding strategic partnerships, strengthening the appreciation of Volunteers, and cultivating the potential of our Team will continue to be our goal. I want to thank everyone for the incredibly warm welcome I have received. 2023 will be filled with opportunity and growth toward our future.

A handwritten signature in blue ink, appearing to read 'W. Matthew Chater'.

**W. Matthew Chater**  
RMHC-SWO CEO

# 2022 IMPACT



"From the bottom of our hearts, we sincerely thank you!"

Being steps away from our critically ill child, while not having to worry about where we will stay or what we will have for dinner, changed our lives."

Emersyn & family  
11 nights with RMHC-SWO



Longest Consecutive Stay

**RMHL = 159 nights**  
**RMHW = 82 nights**



Total Communities Served  
**235**

Average Length of Stay

**RMHL = 11 nights**  
**RMHW = 15 nights**

Top 3 Communities Served  
**Windsor (21%)**  
**London (13%)**  
**Woodstock (3%) Sarnia (3%)**

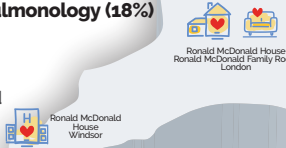


Top Diagnosis

**Neonatal (34%)**  
**Respiratory/Pulmonology (18%)**  
**Neurology (9%)**



Total Nights of Comfort provided  
**11,369**



## Thank You!

For making a difference for **FAMILIES** in 2022

## Impact Highlights



Expanding our services, the **RMH London Antenatal Program** debut



RMH London launched an Antenatal program, which welcomes high-risk, pregnant mothers, and their families, to stay at RMH London while receiving outpatient care at LHSC. We are excited to report that in 2022, RMH London supported 14 Antenatal families. Many went on to stay at RMH London, post-birth, while their newborn babies received care in the Children's Hospital Neonatal Intensive Care Unit (NICU).



Lessening the financial impacts, **RMH Windsor Day Pass**



2022 brought the reinstatement of the RMH Windsor Day Pass program. This program allows the families of paediatric patients receiving care at Windsor Regional Hospital the opportunity to visit the House for the respite they need from the hospital. Families are able to take a nap, do laundry, enjoy a meal, shower or just relax. It allows them the chance to refresh and re-energize before going back to their child's bedside.

The RMHW Day Pass Program welcomed 1,536 visits in 2022  
**Keeping Families Close**



**The Caring Cupboards**

Children's Hospital at London Health Sciences Centre to deliver additional support & services to youth inpatients



The Caring Cupboards are full of essential supplies such as grab and go snacks, toiletries, distraction games and cozy items. Our goal is to support patients, by providing some of the comforts of home – what RMHC-SWO is known for best!

Thank you to RBC | RBC Insurance, for making this possible!



With Gratitude  
**impact<sup>22</sup>**



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## OUR COVER STORY

### TAKING STEPS WITH OAKLEY

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During pregnancy, Oakley was diagnosed with Spina Bifida. In the weeks leading up to her birth, we really had no idea what to expect when it came to the level of severity of her condition. When she was born, it was discovered that there were other medical conditions in addition to spina bifida, and within hours of birth, Oakley would require both brain and spinal surgeries.

We will never forget the first time we walked through the doors of RMHC-SWO. It felt like we could finally take a deep breath and relax. It was late in the night; we were exhausted and could not wait to sleep. When we arrived, we weren't sure what to expect, but as we were shown around, we were blown away at how much the House had to offer. The list just kept on going and we couldn't believe how many of the small details of life Ronald McDonald House would take care of for us.

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*“It became very apparent that we would be able to focus all our attention and energy on Oakley and the House would provide the rest. We will never forget when we walked into our room, said “goodnight” to the staff, and the door closed. We were overwhelmed with thankfulness and broke down with emotion.*

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Today, Oakley is a healthy and happy 5-year-old. She loves being outside and playing with other kids. She is an avid wheelchair user but has recently started taking steps and walking with the assistance of a full-body brace and walker. She is so excited to show her friends at school how she can walk, and she loves being the leader in gym class.

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*“Oakley still has a long journey ahead of her with possible surgeries over the next couple of years. However, currently, she is medically stable, growing well, and she brings such joy to her surroundings!*

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- The VanDerMolen Family



# 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 1985. 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



RBC Foundation™



RBC Insurance



**BOSCH**

## FOUNDING PARTNERS



# 2022 IMAGES



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During our stay, we were greeted daily by the Ronald McDonald House volunteers. They came to chat, brought some coffee & treats, and even some toys for Hendrix. This is when we realized the smallest things can brighten someone's day.

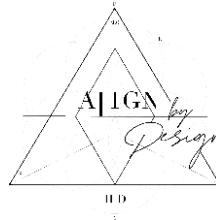
The Allchurch Family  
Middlesex | Elgin



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# PARTNERS 10K+

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## PARTNERS 5K-9,999

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Windsor Salt LTD.  
Kevin Siddall Invitational Baseball Tournament  
Chatham-Kent Police Association  
Dean Lane Contractors Inc.  
Cleft Strong Golf Tournament  
London Bridge Childcare Services  
Hampstead United Church  
Royal Canadian Legion Branch 535  
Haymach Canada Inc.

La-Z-Boy Furniture Galleries  
Cargill Animal Nutrition Office  
Courtesy Ford Lincoln Sales  
Fay Family Charitable Fund  
Maureen Burke - Illuminate the House  
The Keg Steakhouse & Bar  
West Elgin Daffodil Auxiliary  
Toys for Joy  
Eden and Area Community Centre Group



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



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## OPERATION PARTNERS

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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  
 Burnbrae Farms  
 Brandsource  
 Canus  
 Cherished Pieces  
 Classic Fire & Life Safety  
 CompuData  
 Damar Security Systems  
 Ecolab  
 Great Floors, St.Thomas  
 Clintar Landscape Management Services  
 Integrated Video and Surveillance

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

“

When you stay at the Ronald McDonald House, you truly don't have to worry about anything. You can just focus on your child. Everything that you could possibly think of that you would need for daily life was there.

RMHC-SWO provides all of the comforts ... we truly didn't have to worry about anything but making sure that our child who was sick in the hospital was cared for.

The Szaefer Family  
 Sarnia Lambton



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## EMPLOYEE PAYROLL GIVING

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Participating in our payroll giving plan provides businesses with the opportunity to offer employees an easy way to make a big difference by donating a set amount from each pay cheque.

Bank of Montreal  
 Cargill Value Added Protein  
 CIBC Canada  
 Damar Security Systems  
 McDonald's Restaurants of Exeter,  
 Kincardine, Goderich, Wingham  
 McDonald's Restaurants of London, Car-Jon  
 Family Restaurants  
 McDonald's Restaurants of London,  
 GIOPALM Inc.  
 McDonald's Restaurants of London, Carmik  
 Foods

McDonald's Restaurants of London &  
 Area, IIWII Foods Inc.  
 McDonald's Restaurants of Sarnia,  
 KIOV Inc.  
 Nestle Canada (London)  
 RBC Insurance  
 Ronald McDonald House Charities  
 Southwestern Ontario  
 Royal Bank of Canada  
 TD Bank

“

From the bottom of our hearts, we sincerely thank you! Being steps away from our critically ill child, while not having to worry about where we will stay or what we are having for dinner, has changed our lives. Without donations like yours, this would not be possible! Your contributions have made it possible for our family and many others like ours to stay close to their sick children, without having to worry about the financial burden of being hours away from home.

**Barill Family  
 Northern Ontario  
 Sault St. Marie**



## ADOPT A ROOM SPONSORS

Adopting a space at RMH London, RMH Windsor or RM Family Room London provides much-needed funding, while offering donors the opportunity to provide caring and practical support that keeps bedrooms and shared spaces in excellent condition for all guest families.

Align by Design  
 CF Masonville Place – The Cadillac Fairview Corp. Ltd.  
 Dielco Electric Ltd.  
 Family & Friends of Fynnigan Gawley  
 Freya's Room  
 Go Platinum Realty Inc.  
 GT Tires  
 Great Floors St. Thomas  
 Happy Hills Family Resort & Campground  
 Impact Auto Auctions  
 James A. Beattie Foundation  
 L82 Construction Ltd.  
 Little Rock Farm Trucking  
 McCormick Canada  
 McIntee Family  
 McIntee Mortgages Ltd.  
 Miracle Max's Minions

Nancy & Friends  
 Oakridge Optimist Club  
 Sunningdale Golf & Country Club  
 Southwestern Ontario NoFrills  
 The Bouck Family  
 The McDonald's Exeter, Goderich, Kincardine,  
 Wingham Team in honour of Raymond Reid  
 The Thompson Family  
 The Vail Family  
 Trojan Technologies  
 Trucking for Kids  
 Wayne Toyota  
 In loving memory of Evan Sklash  
 Betty & Lloyd Kennedy  
 MC3 Manufacturing Inc.  
 UE Enclosures  
 The Daher Family

“

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





“

As a new mom, it was a relief to know I would have a place to call home while my son was being cared for in the NICU. I remember feeling so taken care of thanks to the wonderful volunteers and staff who were eager and ready to help whenever needed.”

MacEachern-Wilson Family  
Windsor | Essex

“

RMHC was truly a home away from home. When Covid created challenges, we knew we wanted to give back. For Kove's first birthday, we hosted an RMHC-SWO online fundraising page and raised \$1,300 in addition to a variety of pantry items. We love to support RMHC-SWO at any chance we get as you never know when and who will have to use the RMH services.

Farrell Family  
Grey Bruce



# TREASURER'S REPORT

## YEAR ENDED DECEMBER 31, 2022

### Financial Position as at December 31, 2022

	2022	2021
Assets	\$16,777,506	\$17,627,051
Liabilities	147,892	155,246
Fund balances	16,629,614	17,471,805

**Operating bank accounts** were higher than normal level with a balance of \$1,166,530 (2021 - \$1,154,368) at the end of the year, representing approximately 8 months of operating expenses.

**Investments** were \$8,281,277, a decrease of 9.5% from 2021.

**Investment Income** (Loss) of (\$779,279) consists of the following:

Interest, dividends and other	\$239,883
Realized gains on sales of investments	12,260
Unrealized gains (loss) on investments	(1,109,140)
Foreign exchange gain (loss)	<u>77,718</u>
<b>Total Investment Income (Loss)</b>	<b>(\$779,279)</b>

### Revenues and Expenses from January 1 to December 31, 2022

	2022	2021
Revenues and other support	\$3,786,726	\$4,032,265
Expenses	3,849,638	3,558,962
<b>Excess (deficiency) of operating revenues over expenses</b>	<b>(62,912)</b>	<b>473,303</b>
Investment income (loss), net	(779,279)	774,978
Canada Emergency Wage Subsidy (CEWS)	0	223,569
<b>Excess (deficiency) of revenues over expenses</b>	<b>(842,191)</b>	<b>1,471,850</b>

#### General Fund

There was a decrease in the General Fund in 2022 of \$501,511. This decrease was due to \$3,459,707 in revenues, \$3,146,146 in expenses, (\$779,357) in investment income (loss), and \$35,715 of interfund transfers related to Capital Asset purchases.

#### Capital Asset Fund

There was a decrease in the Capital Asset Fund in 2022 of \$283,210. This was due to capital asset additions of \$258,288 and amortization of capital assets of \$541,498. A detailed breakdown of Capital Assets can be found in the Audited Financial Statements.

#### Restricted Fund

There was a decrease in the Restricted Fund in 2022 of \$57,470. This decrease was due to \$327,019 in restricted revenues, \$161,994 in restricted expenses and \$222,573 of interfund transfers related to Capital Asset purchases. A detailed breakdown of the Restricted Fund can be found in the Audited Financial Statements.

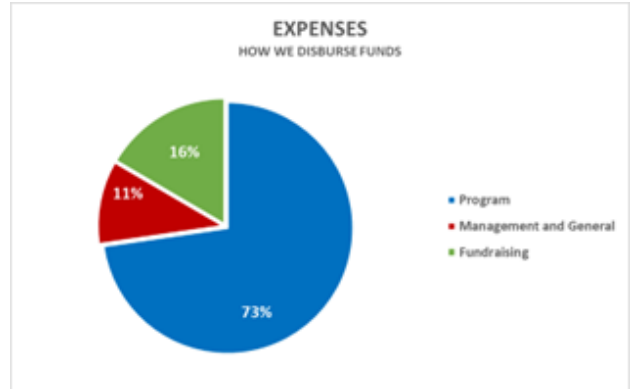
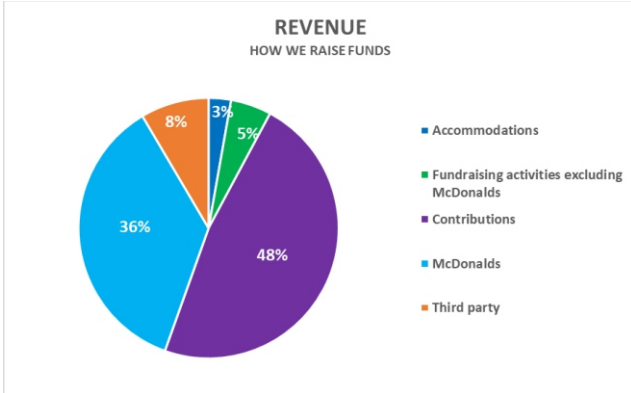
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# TREASURER'S REPORT

## YEAR ENDED DECEMBER 31, 2022

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Below is a breakdown of the operating revenues and expenses:



The financial information provided above is in a condensed format. The complete audited financial statements can be found on our website.

This year continued to be a challenge as the sector continues to recover from the COVID-19 pandemic. Revenues and Investment Income were down in 2022 which is consistent within the charitable sector. Despite the challenges the organization continues to operate from a place of financial strength. We couldn't have done this without the support of the community, strong leadership at the Chapter, the staff, Board members and volunteers and everyone's commitment to our mission.

Thank you to everyone who made this possible.

Respectfully submitted,

Amanda Mulder, CPA, CA  
Treasurer and Board Member

\*Updates were made on June 19, 2023\*



**RMHC**

Southwestern Ontario

**RONALD MCDONALD HOUSE CHARITIES  
SOUTHWESTERN ONTARIO**

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