HEALTH AT PLAY:
Research has shown medical play among children with illnesses and their siblings is a mechanism for coping and working through stress related to medical experiences. Ronald McDonald House play areas enable children and their siblings to play together and connect with other children facing similar challenging situations.
RMHC IS A PIONEER IN ENABLING FAMILY-CENTERED CARE.

For more than 40 years, parents and children have shared in their own words how RMHC has impacted their lives. Now, based on rigorous scientific research, including 11 peer-reviewed published studies, conducted worldwide, there is evidence that underscores the role Ronald McDonald House Charities and the Ronald McDonald House program play in enabling family-centered care, helping families access medical care for seriously ill children and helping families cope together.

Family-centered care means that caregivers are able to be there physically, emotionally and mentally for their children, helping to make informed decisions with their medical providers. In a survey of over 500 hospitals in 16 countries, over 90 percent of hospital administrators agreed that Ronald McDonald Houses reduced stress and costs to families, enabling families to better focus on their child’s health and recovery. They also agreed that the House program improves the quality of care they are able to provide. Another study published in *Behavioral Sleep Medicine*, indicated how critical a good night’s rest is for a caregiver. The research showed that parents who slept in a Ronald McDonald House had consistently better sleep than parents who slept in their child’s hospital room. Such rest is likely to help parents participate more thoroughly in their child’s care. Further research demonstrated that for children who are hospitalized, having their mom or dad nearby to be with them through their treatment significantly improves not only their psychological wellbeing, but also their recovery.

Research demonstrates that RMHC programs help improve family coping and resiliency during their child’s hospitalization. Knowing that, RMHC strives to continue to grow and enhance the services it provides so that more families who are suffering through devastating events, such as serious child illness or injury, can experience the holistic benefits of family-centered care.

“Family-centered care for children represents a significant shift from a limited focus on the [medical] needs of a child to a more comprehensive view of a child in the context of his or her family. Studies confirm that hospital leaders strongly believe that Ronald McDonald Houses make significant positive contributions to a family-centered approach.”

Dr. Lantz, Chair of the Department of Health Policy & Management at the George Washington University Milken Institute School of Public Health

*Funds invested in the U.S. Scholarship program are provided by both RMHC Global and participating U.S. Chapters.*
IMPACT HIGHLIGHT

With the support of Ronald McDonald House Charities, Partners In Health is currently training nurses in rural Haiti to transform child health.

GLOBAL GRANT HIGHLIGHT

RMHC is proud to support Partners in Health (PIH) and their life-changing work in some of the world’s poorest communities. A prior partnership between RMHC and PIH in Rwanda used “Training the Trainers” curricula to increase the knowledge of 100 trainers to reach over 1,700 community health workers (CHWs) and enable them to provide malnutrition relief and family-planning care to mothers and children. Today, with the support of another grant from RMHC, PIH is impacting the health and wellbeing of children in Haiti using the same train-the-trainer model. This work started in January 2015, and they have already served 52,255 children and trained 28 nurses in Neonatal Intensive Care and Pediatric Intensive Care Units.

SCHOLARSHIP WINNER

Jingxiu Jin stepped off the plane from China into what she expected would be the luster of the American dream, but when her uncle brought her home she was surprised by how challenging life in the U.S. seemed for him. Jin learned English and pursued every educational opportunity offered at her high school—from AP English to after-school mentorship programs. As she took on these challenges and opportunities that were not available to her in China, Jin came to understand she was the realization of her uncle’s American dream: he was providing her with a world of possibilities. This fall, Jin will be studying Economics at Harvard University, in part thanks to an RMHC/ASIA scholarship award provided by RMHC of Southern California and RMHC Global, which will help fund her first year. RMHC is proud to provide scholarships to students like Jin and help them realize their potential.
WHEN MY HUSBAND, RYAN, AND I HEARD THE WORDS, “THE HELICOPTER WILL BE HERE IN TEN MINUTES,” WE KNEW OUR DAUGHTER AVERY WAS IN CRITICAL CONDITION.

Several weeks after recovering from a virus, she was diagnosed with Acute Disseminated Encephalomyelitis (ADEM). In a matter of days, this terrifying condition transformed our bright, healthy two-and-a-half-year-old into a critically-ill child who couldn’t walk, talk, eat or sit up on her own.

For three weeks, Avery and her doctors fought to stop the swelling in her brain. Then began the long inpatient rehabilitation process, which started with a move from Cleveland to a pediatric rehabilitation center in Chicago.

Thanks to RMHC, with Ronald McDonald Houses in both Chicago and Cleveland, Ryan and I, and Avery’s big sister Julia, were able to be with Avery every step of the way. During this scary and stressful time, RMHC helped us focus on the positives: We looked forward to “sleepovers” at the House with Julia. We enjoyed the homely atmosphere that staff and volunteers created at the House. And being with other families who were going through similar experiences surrounded by the warmth of the staff and amazing volunteers at the House was comforting.

Most of all, we were grateful for the amazing support of our families, friends and RMHC, which helped connect us all. While we were away caring for Avery in Chicago, our friends and family, who couldn’t be there with us, cooked meals for the families staying at the Ronald McDonald House in Cleveland in honor of Avery.

Now that Avery is recovering and we’ve returned home, we continue to be a part of the RMHC family. To show our gratitude for all the love and support the Charity has offered us, we gather our friends and family to prepare meals for the families staying at the Ronald McDonald House.

– Jennifer Richards

A study published by researchers at the University of Cincinnati and Cincinnati Children’s Hospital Medical Center who interviewed caregivers staying at a Ronald McDonald House found that familial support and support from other families during their child’s hospitalization strengthened their coping abilities. This demonstrates that Ronald McDonald Houses surround parents with an atmosphere of mutual support that encourages sharing between families who are facing similar ordeals.
**FINANCIAL HIGHLIGHTS**

**2014 IN NUMBERS**

**ASSETS, LIABILITIES & NET ASSETS**

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASSETS</td>
<td>$139,604</td>
<td>$147,360</td>
</tr>
<tr>
<td>LIABILITIES</td>
<td>$7,067</td>
<td>$12,507</td>
</tr>
<tr>
<td>NET ASSETS</td>
<td>$132,547</td>
<td>$134,853</td>
</tr>
</tbody>
</table>

The decrease in net assets was primarily driven by increased investment in RMHC Core programs in 2014 and an increase in fundraising expenses to support digital media.

**SUMMARY OF REVENUES & EXPENSES**

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTRIBUTIONS</td>
<td>$31,302</td>
<td>$30,683</td>
</tr>
<tr>
<td>SPECIAL EVENTS</td>
<td>$5,858</td>
<td>$5,251</td>
</tr>
<tr>
<td>REVENUE, NET</td>
<td>$1,251</td>
<td>$12,985</td>
</tr>
<tr>
<td>INVESTMENT REVENUE</td>
<td>$132</td>
<td>$495</td>
</tr>
<tr>
<td>TOTAL EXPENSES</td>
<td>($40,840)</td>
<td>($36,225)</td>
</tr>
<tr>
<td>EXCESS REVENUE (EXPENSES)</td>
<td>($2,306)</td>
<td>$13,189</td>
</tr>
</tbody>
</table>

**PROGRAM SERVICES BREAKDOWN**

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>RMHC LOCAL CHAPTER SUPPORT</td>
<td>$13,712</td>
</tr>
<tr>
<td>GENERAL &amp; CAPACITY BUILDING SUPPORT</td>
<td>$13,712</td>
</tr>
<tr>
<td>RONALD MCDONALD HOUSE</td>
<td>$8,233</td>
</tr>
<tr>
<td>RONALD MCDONALD FAMILY ROOM</td>
<td>$1,377</td>
</tr>
<tr>
<td>RONALD MCDONALD CARE MOBILE</td>
<td>$885</td>
</tr>
<tr>
<td>SCHOLARSHIP PROGRAMS</td>
<td>$1,581</td>
</tr>
<tr>
<td>COMMUNITY FOCUSED PROGRAMS</td>
<td>$3,355</td>
</tr>
<tr>
<td>TOTAL RMHC LOCAL CHAPTER SUPPORT</td>
<td>$29,143</td>
</tr>
<tr>
<td>OTHER PROGRAMS</td>
<td>$2,827</td>
</tr>
<tr>
<td>HEALTH &amp; WELLBEING</td>
<td>$2,427</td>
</tr>
<tr>
<td>SCHOLARSHIP PROGRAM</td>
<td>$400</td>
</tr>
<tr>
<td>TOTAL OTHER PROGRAMS</td>
<td>$2,827</td>
</tr>
</tbody>
</table>

**ANNUAL OPERATING EXPENSES**

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>MANAGEMENT &amp; GENERAL ADMINISTRATION</td>
<td>8%</td>
</tr>
<tr>
<td>FUNDRAISING</td>
<td>14%</td>
</tr>
<tr>
<td>SUPPORTS OTHER PROGRAMS</td>
<td>9%</td>
</tr>
</tbody>
</table>

**TOTAL PROGRAM SERVICES**

78% of budget supports local chapters

91% of budget supports local chapters
LIGHTING THE WAY TO GREATER CARE

ENVIRONMENTAL SUSTAINABILITY IS NOT ONLY GOOD FOR THE EARTH; IT ENABLES RMHC TO FOCUS MORE FUNDS ON ITS MISSION. THROUGH ITS COMMITMENT TO ENVIRONMENTAL SUSTAINABILITY, RMHC IS LIGHTING THE WAY TO GREATER IMPACT FROM ALL OF ITS PROGRAMS AND SERVICES.

To make the best use of its financial resources, while reducing its ecological footprint, RMHC is completing energy audits of all its buildings. The ultimate goal is to reduce energy consumption by 20 percent by 2020. By making the global organization more environmentally sustainable, RMHC will be able to provide a comforting environment for more guest families at Houses and Family Rooms while also directing more program dollars to the RMHC mission.

RMHC has already conducted audits in 95 Ronald McDonald Houses—28 percent of the Houses—in multiple countries, and this year RMHC will conduct 35 more audits in the Houses that hold the greatest opportunity for improving energy efficiency. All audits include a pre-assessment discussion with staff to understand the comfort and uses of all the spaces, a detailed analysis of all the energy systems and uses, and computer modeling to understand the efficiency of the building. Then, the audit closes with the delivery of an Energy Action Plan with recommendations and their financial, health and environmental benefits. All new Ronald McDonald Houses are built incorporating environmental sustainability and design elements.

Did you know...If every U.S. household replaced just one light bulb with an energy efficient light bulb, the energy saved could light more than 2 million homes and prevent 6 billion pounds of greenhouse gas emissions for a year. RMHC is committed to doing its part in caring for the planet by upgrading EVERY light bulb used by EVERY Ronald McDonald House program around the world.
In 2014, we celebrated our 40th anniversary and shared stories of families around the globe whose lives were changed by the care we were only able to provide because of your support. We also reflected on our mission and core values. As we focus on the critical needs of children, celebrate the diversity of our people and programs, value our rich heritage and operate with accountability and transparency, we are directly improving the lives of children. Thank you for partnering with Ronald McDonald House Charities; your support has helped keep children and their families close when they need it most.

As CEO of RMHC, I have the privilege of visiting our programs around the world—from the Ronald McDonald Family Rooms in hospitals in Asia to the Ronald McDonald Houses in Europe and Latin America, to Ronald McDonald Care Mobiles in the US—and I have seen how our values reverberate through all of the programs amid the compassion shared with the children and their families by our volunteers and staff. As a global charity with chapters in more than 60 countries and regions, our ability to think globally and act locally empowers us to meet the critical needs of children and enable family-centered care. And it is only because of your continued support that we are able to pave the way for this vital work for another 40 years and beyond.

J.C. Gonzalez-Mendez
President and CEO, Ronald McDonald House Charities

All parents desire to see their children grow and thrive. At RMHC, our family-centered programs and services are fueled by this same desire on a global scale. And because of your generous support, this past year we had the privilege of serving nearly 5.7 million families around the world. Our impact continues to increase as we grow to meet the pressing needs of children everywhere.

Over the next two years, we will be expanding our reach by developing Chapters in Fiji, India, Jordan, Pakistan and Vietnam. As the leading NGO worldwide supporting the accommodation needs of families with hospitalized children, we know that every country faces different challenges in providing for children and their access to healthcare and resources. In order to have the greatest impact, we need to understand those specific challenges. For this reason, as we establish RMHC in Vietnam, we will focus on making grants to and partnering with other established NGOs and the medical community first to gain a greater understanding of the issues and solutions at work within the country. In Fiji, because the hospital systems need expansion, we are focusing on investing in their medical infrastructure, while in India we are developing Ronald McDonald Family Rooms in large children’s hospitals.

The work we do may look unique to each country, and every family’s story of healing is unique to their child, but the gratitude they express is similar: it is heartfelt and enduring. Thank you for supporting this life-changing work.

Steve Ramirez
Chairman of the Board, Ronald McDonald House Charities

Driven by our mission to improve the lives of children around the world, RMHC is dedicated to providing our global network of Chapters with powerful and practical support to strengthen their programs and expand their reach. We strive to meet the needs of our global network by providing leadership with educational sessions on relevant topics and current trends in the nonprofit space by partnering with Kellogg School of Nonprofit Management at Northwestern and by designing our webinars and conferences to invite discussion and feedback at all levels. Our ongoing dialogue with all of the Chapters ensures that we are equipping them with what they need to mobilize their programs and services on a local level efficiently.

In 2014, 85 percent of Ronald McDonald House Charities Chapters participated in two or more of our webinars, and more than 700 Chapter staff, volunteers and board members attended RMHC Regional Conferences that were held in Hong Kong, Madrid, Spain, Antigua, Guatemala, and Chicago, Illinois. By providing our global system with critical organizational support, we are maximizing your investments in the programs of each RMHC Chapter. Your generous gifts enable us to support children and their families with the care they need when facing a health crisis—whether they live in Indiana or Indonesia. On behalf of our entire organization, thank you for making a difference in the lives of families around the world.

Sheila Musolino
Vice President and COO, Ronald McDonald House Charities

THANK YOU
Thank You

Founding Mission Partner ($1M+ Annually)

McDonald’s: The global office of RMHC receives support from McDonald’s Corporation including free use of facilities, equipment and materials and other employee services. This helps defray costs that the Global Chapter would otherwise incur and allows donations to be distributed more directly to grants and programs services that benefit children. Additional funding and volunteer support comes from the entire McDonald’s system—McDonald’s owner/operators, restaurant and regional staff members and suppliers—supporting RMHC Chapters worldwide. McDonald’s customers also support the RMHC system through a variety of fundraising events and programs, including donations to RMHC Donation Boxes.

Signature Partners ($500,000+ Annually)

Coca-Cola: As one of the first national donors for RMHC, Coca-Cola started a vending program at the Philadelphia Ronald McDonald House in 1974. Since then, the program has generated revenue from millions of cans of donated product. In addition, Coca-Cola sponsors various RMHC fundraising events and has their employees volunteer on local RMHC Chapter boards around the world.

La-Z-Boy: La-Z-Boy has been comforting RMHC families as the “Official Furniture Provider” for RMHC since 2008. La-Z-Boy provides complimentary furniture to Ronald McDonald Houses and Family Rooms throughout the U.S. and Canada, and has recently expanded the partnership to New Zealand, Australia and Asia. La-Z-Boy also supports RMHC through a variety of local and national fundraising events and promotions, where all monetary donations collected are distributed to local Chapters.

Southwest Airlines: Southwest Airlines began supporting RMHC in 1983. Each year since then, Southwest employees have provided hundreds of thousands of volunteer hours to U.S. Ronald McDonald Houses. The company also hosted the annual LUV Classic Golf Tournament and Party that raised $600,000 in 2014 and has raised more than $15 million since 1983 supporting local Chapters. In addition, the company provides airline tickets to local RMHC Chapter staff so that they may attend RMHC leadership development opportunities.

Thirty-One: Thirty-One and its network of over 100,000 consultants provide welcome bags, financial contributions and volunteer support to Ronald McDonald Houses across the United States. Thirty-One is more than just a company that makes stylish handbags and utility products. Its Thirty-One Gives initiative includes community partnerships, product donations and volunteerism.

Official Partners ($250,000+ Annually)

Dwyer Group: Dwyer Group, Inc., and its franchise companies, Aire Serv®, Glass Doctor®, The Grounds Guys®, Mr. Appliance®, Mr. Electric®, Mr. Rooter® (Drain Doctor in the UK and Portugal) and Rainbow International®, have been supporting the RMHC system through in-kind services and monetary donations to Ronald McDonald Houses across the U.S. since 2009.

Dillard’s: Last year, Dillard’s offered its customers in the U.S. a beautiful Southern Living Christmas Cookbook to benefit local RMHC Chapters. Since 1992, Dillard’s has donated more than $11 million to local Chapters.

Official Suppliers ($100,000+ In Donated Products & Services)

- AT&T
- DuPont
- Ecolab
- Georgia Pacific
- Tempur-Pedic

Friends ($100,000+ Annually)

- Alpha Delta Pi
- American Farm Bureau Federation
- Brand Source
- Foresters
- NATB
- Stampin Up!
BOARDS OF TRUSTEES
AGGIE DENTICE
Chair, Friends of RMHC
STEPHEN EASTERBROOK
President & CEO, McDonald's Corporation
WAI-LING ENG
Licensee, McDonald’s USA, LLC
JAN FIELDS
Former President of McDonald’s USA
GRACE FUNG OEI
Retired, Vice Chairman, Corporate and Institutional Clients, Standard Chartered Bank (HK) Limited
JAVIER GOIZUETA
Vice President, The Coca-Cola Company & President, McDonald’s Division Worldwide
J.C. GONZALEZ-MENDEZ
President and CEO, Ronald McDonald House Charities
SVP-Global Inclusion, Community Engagement & Philanthropy, McDonald’s Corporation
GINGER HARDAGE
SVP-Culture and Communications, Southwest Airlines
ALAN A. HARRIS, MD
Associate Chairman, Professor of Medicine and Preventive Medicine
Hospital Epidemiologist, Department of Internal Medicine/Infectious Disease, Rush University Medical Center
DAVID C. HERMAN, MD
CEO, Essentia Health
FRED HUBNER
Licensee, McDonald’s USA, LLC
MUHTAR KENT
Chairman and CEO, The Coca-Cola Company
SHELDON LAVIN
Chairman and CEO, OSI Group, LLC
MATS LEDERHAUSEN
Founder and CEO, J8-CAUSE, LLC
DONALD G. LUBIN
Partner, Dentons US LLP
ANDREW J. MCKENNA
Chairman, McDonald’s Corporation
Chairman, Schwarz Supply Source
THEODORE E. PERLMAN
Founder, The HAVI Group, LP
STEVEN M. RAMIREZ
Licensee, McDonald’s USA, LLC
J. CHRISTOPHER REYES
Co-Chairman, Reyes Holdings, LLC
Chairman, The Martin-Brower Company, LLC
MICHAEL D. RICHARD
Retired Corporate Vice President and Treasurer, McDonald’s Corporation
ALEX RODRIGUEZ
Licensee, McDonald’s USA, LLC
EDUARDO SANCHEZ
Chairman and CEO, Lopez Foods, Inc.
STUART E. SIEGEL, MD
Director, Children’s Center for Global Health, Children’s Hospital Los Angeles
CoMedical Director, Adolescent and Young Adult Cancer Program Norris/University of Southern California Comprehensive Cancer Center; Professor of Pediatrics and Medicine, Keck School of Medicine, University of Southern California
GAY SIMPLOT
Director and Member Executive Committee, J.R. Simplot Company
JAMES D. WATKINS
Chairman, J.D. Watkins Enterprise, Inc.
OFFICERS
J.C. GONZALEZ-MENDEZ
President and CEO
SHEILA J. MUSOLINO
Vice President and COO
STEVEN M. RAMIREZ
Chairman of the Board
DONALD G. LUBIN
Vice President
MICHAEL D. RICHARD
Vice President
JAMES D. WATKINS
Vice President
ADELE JAMIESON
Secretary
SPERO DROULIAS
Treasurer
STACEY BIFERO
Controller
LIFE TRUSTEES
AUDREY E. EVANS, MD
LINDA H. DUNHAM
MICHAEL R. QUINLAN
EDWARD RENSI
PAUL D. SCHRAGE
IN MEMORIAM
CHARLIE BELL
TRUSTEE
JAMES R. CANTALUPPO
TRUSTEE
JOAN B. KROC
HONORARY CHAIRMAN, FOUNDING TRUSTEE
HERBERT LOTMAN
TRUSTEE
GERALD NEWMAN
FOUNDING TRUSTEE & PRESIDENT
FRED L. TURNER
FOUNDING TRUSTEE
As of July 1, 2015