Keeping families close
Nel Family
Stayed at the Ronald McDonald House in Baltimore, Maryland
In 2018, Ronald McDonald House Charities® (RMHC®) had the privilege of providing 2.5 million overnight stays to families of ill and injured children receiving care by leading hospitals worldwide.

RMHC creates, finds and supports programs that directly improve the health and well-being of children and their families. Through our global network of over 275 Chapters in more than 64 countries and regions, we are changing millions of lives.

RMHC programs not only provide access to quality health care, they enable family-centered care ensuring families are fully supported and actively involved in their children’s care.

In 2018, through two of our core programs, RMHC helped families save more than $930 million in lodging and meal costs alone — alleviating a huge financial burden during a critical time in their lives.

Through the Charity’s successes, we continue our unwavering ambition to expand in order to fulfill unmet needs that continue to exist — the need of children without access to critical health services and the need for an increasing number of families of ill and injured children to stay close to one another and the medical care they need to thrive through difficult journeys.

This 2018 Annual Report is a testament to the strength of our system. We express our gratitude for your generosity and investment in our mission.

Sincerely,

Sheila Musolino
President and CEO

Steve Ramirez
Chairman of the Board of Trustees
Like many families, the Andersons know the realities of traveling for their sick child’s care. When their son Manning contracted meningitis shortly after birth, they were willing to do whatever it took to make sure he got the care he needed. This meant moving their base from their home in Peterborough, Ontario to Toronto, where Manning was transported. Thankfully, Jennifer and her husband, Jeff, were able to utilize the Ronald McDonald Family Room® just steps from their son in the Cardiac Critical Care unit.

“It was amazing. It was a refuge for us to pick ourselves up before we went to see our son and face the day,” Jennifer explained.

Once it became no longer necessary for Manning to receive in-patient care, he was discharged and placed on the transplant list to receive a new heart. It was critical that the Anderson family stay close to the hospital while they awaited a new heart for Manning. Fortunately, they were able to stay at the Ronald McDonald House® just blocks from the hospital while they waited.

“It was a community that allowed my family not only to sustain, but to thrive in the face of adversity,” Jennifer says of her family’s experience at the House. Jeff noted, “I tell people all the time — the hospital saved our son, but the Ronald McDonald House saved our family.”
Anderson Family
Utilized the Ronald McDonald Family Room and Ronald McDonald House in Toronto, Canada
In 2018, RMHC provided more than 2.5 MILLION overnight stays which saved families over $930 million in lodging and meals.
We served 3.5M children and their families in 64 countries & regions.
We expanded our programs to provide resources for more families

367+ Ronald McDonald Houses
5 new Ronald McDonald Houses were added in 2018
8 Ronald McDonald Houses were expanded in 2018

249+ Ronald McDonald Family Rooms
21 Ronald McDonald Family Rooms were added in 2018

50+ Ronald McDonald Care Mobiles
1 Ronald McDonald Care Mobile was added in 2018
and had help from

536,213
volunteers

supporting the mission
96 cents of every dollar spent by RMHC Global supported RMHC Programs

Based on RMHC 2018 990 Financials
De Angela Jackson & Jessica Lloyd
Stayed at the Ronald McDonald House in Birmingham, Alabama
Financial Highlights

ASSETS, LIABILITIES & NET ASSETS
(in thousands)

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assets</td>
<td>$138,355</td>
<td>$141,406</td>
</tr>
<tr>
<td>Liabilities</td>
<td>10,678</td>
<td>9,115</td>
</tr>
<tr>
<td>Net Assets</td>
<td>$127,677</td>
<td>$132,291</td>
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</tbody>
</table>

AbbVie, a research-based global biopharmaceutical company, provided a historic donation of $100 million to RMHC in 2018. Of this donation, $96.3 million was designated to provide grants to Chapters to build family-centered spaces and to add new guest sleeping rooms. Additionally, $3.7 million was designated to fund Chapter capacity building programs.

Based on RMHC 2018 audited financial statements
## SUMMARY OF REVENUES & EXPENSES

*(in thousands)*

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributions</td>
<td>$143,805</td>
<td>$39,595</td>
</tr>
<tr>
<td>Special Events Revenue</td>
<td>6,338</td>
<td>6,061</td>
</tr>
<tr>
<td>Investment Revenue (Loss)</td>
<td>(6,780)</td>
<td>14,860</td>
</tr>
<tr>
<td>Other Revenues</td>
<td>1,199</td>
<td>432</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>144,562</td>
<td>60,948</td>
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<tr>
<td>Program Services</td>
<td>$139,170</td>
<td>$36,696</td>
</tr>
<tr>
<td>Fundraising</td>
<td>6,041</td>
<td>4,830</td>
</tr>
<tr>
<td>Management &amp; General Administration</td>
<td>3,066</td>
<td>2,954</td>
</tr>
<tr>
<td>Cost of Direct Benefits to Donors</td>
<td>899</td>
<td>813</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>149,176</td>
<td>45,293</td>
</tr>
<tr>
<td>Excess Revenues/(Expenses)</td>
<td>($ 4,614)</td>
<td>$15,655</td>
</tr>
</tbody>
</table>

Based on RMHC 2018 audited financial statements

*Program services expense ratio is 96% when calculated using the 2018 990 Financials.*

### ANNUAL OPERATING EXPENSE RATIOS

- **Program Services**: 94%
- **Fundraising**: 4%
- **Management & General Administration**: 2%
### PROGRAM SERVICES BREAKDOWN

(All amounts in thousands)

<table>
<thead>
<tr>
<th>Service Description</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>RMHC Local Chapter Support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ronald McDonald House</td>
<td>$99,848</td>
<td>$2,095</td>
</tr>
<tr>
<td>Ronald McDonald Family Room</td>
<td>1,764</td>
<td>1,353</td>
</tr>
<tr>
<td>Ronald McDonald Care Mobile</td>
<td>603</td>
<td>1,522</td>
</tr>
<tr>
<td>RMHC Local Chapter Support and Grants</td>
<td>34,820</td>
<td>28,138</td>
</tr>
<tr>
<td><strong>Total RMHC Local Chapter Support</strong></td>
<td><strong>$137,035</strong></td>
<td><strong>$33,108</strong></td>
</tr>
<tr>
<td>Other Programs</td>
<td>$2,135</td>
<td>$3,588</td>
</tr>
</tbody>
</table>

Based on RMHC 2018 audited financial statements
Mena Family
Stayed at the Ronald McDonald House in San José, Costa Rica
Miles Family
Stayed at the Ronald McDonald House in Winston-Salem, North Carolina
Donor Partners

We are thankful for our generous and valued Donor Partners

The Ronald McDonald House is our cornerstone program, but all RMHC programs are created as a part of the community. We rely on the support of many donors, partners and individuals to help the families of sick children. Today, the need is so vast that one company or individual simply could not provide all the support required. On a global basis, our incredibly generous partners take our mission to heart. There is no better community of support than the special organizations we list below.

FOUNDING MISSION PARTNER

McDonald’s, its owner/operators, suppliers and customers provide support to RMHC through direct contributions to RMHC Global, by hosting a variety of in-restaurant fundraising events and programs and by providing space for RMHC Donation Boxes in the restaurants. | mcdonalds.com
In 2018, AbbVie joined the RMHC family by making a historic gift of $100 million which helps RMHC to provide housing and family-centered services for pediatric patients and their families.

The donation, the largest single gift in RMHC history, will allow for 674 new guest sleeping rooms at 33 Ronald McDonald Houses, enabling the RMHC system to provide an additional 240,000 overnight stays each year.
AbbVie’s donation will allow for

674 new guest sleeping rooms

at 33 Ronald McDonald Houses
LEADERSHIP PARTNER
$1 Million+ Annually

The Coca-Cola Company donated product and provided support for RMHC fundraising events valued at over $3.5 million to local Chapters. They also provided direct support to RMHC Global to support program services. | coca-cola.com

SIGNATURE PARTNER
$500,000-$999,999 Annually

La-Z-Boy provided comfort with over 530 pieces of furniture donated to local Ronald McDonald Houses and Ronald McDonald Family Rooms, and direct support for program services to RMHC Global. | la-z-boy.com

Southwest provided travel vouchers, direct support and facilitated the donation of Rapid Rewards points to local Chapters and RMHC Global. | southwest.com

Thirty-One Gifts and their family of consultants provided over 150,000 Thirty-One Bags to welcome families to Ronald McDonald Houses throughout the USA and Canada, in addition to direct support for program services to RMHC Global. | thirtyonegifts.com

Over the last 30 years, RBC has continued to increase their support for RMHC across Canada, USA, Europe and Asia via participation on many local RMHC Boards and numerous global fundraising events with hundreds of employee volunteers contributing thousands of hours each year. | rbc.com
IN-KIND PARTNERS

The following donors have provided significant in-kind support, and discounted products and services to our local RMHC Chapters. We value their contributions that helped our system provide comfort and care to millions of children and families throughout the year.

Alpha Delta Pi  Keystone Foods
AT&T  The Martin-Brower Company
Cargill  Medela
Dillard’s  NATB
Dupont  Office Depot
Ecolab  OSI
FedEx  Sherwin-Williams
Georgia-Pacific  Tempur Sealy International Inc.
Golden State Foods  Trustwave Holdings, Inc.
HAVI  Tyson Foods, Inc.
KB Home

VISIONARY PARTNER
$250,000-$499,999 Annually

RMHC FRIEND
$100,000-$249,999 Annually

Grandin Road  Keystone Foods
Kendra Scott  The Martin-Brower Company
Stampin’ Up!  Medela
The Roofing Alliance for Progress  NATB
Together Making Changes  Office Depot

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Georgia-Pacific  Tempur Sealy International Inc.
Golden State Foods  Trustwave Holdings, Inc.
HAVI  Tyson Foods, Inc.
KB Home
Guzman Family
Stayed at the Ronald McDonald House in Caracas, Venezuela
Leadership and Board of Directors

RMHC is led by a deeply caring, enthusiastic and active Board of Trustees who share their insights and expertise to help advance our mission. Their perspective, influence and networks are foundational strengths and are critical to enabling our ability to serve families through our Ronald McDonald Houses and other core programs.

BOARD OF TRUSTEES

Sheila J. Musolino  
President & CEO, RMHC

Wendy Davidson  
President, Specialty Channels, Kellogg

Jeffrey Davis  
Principal, Deloitte Consulting LLP

Alex Dimitrief  
Retired President and CEO, Global Growth Organization, General Electric Company

Stephen J. Easterbrook  
President & CEO, McDonald's Corporation

Janice Fields  
Former President, McDonald's USA

Javier C. Goizueta  
Retired Vice-President, The Coca-Cola Company; President, McDonald's Division Worldwide

Ginger Hardage  
Retired Senior Vice President, Culture & Communications, Southwest Airlines; Founder, Unstoppable Cultures

Alan Harris, M.D.  
Associate Chairman, Professor of Medicine and Preventive Medicine, Hospital Epidemiologist, Department of Internal Medicine/Infectious Disease, Rush University Medical Center
BOARD OF TRUSTEES continued

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Enrique Hernandez, Jr.
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Mats Lederhausen
Founder & CEO, Be-Cause, LLC

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Founder, The HAVI Group, LP

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Co-Chairman, Reyes Holdings, LLC; Chairman, The Martin-Brower Company

Alex Rodriguez
Licensee, McDonald’s USA, LLC

Eduardo Sanchez
Chairman & CEO, Lopez Foods, Inc.

Stuart E. Siegel, M.D.
Pediatric Hematologist – Oncologist; Former Director, Children’s Center for Cancer and Blood Disease and Center for Global Health, Children’s Hospital Los Angeles

Michelle M. Stephenson, DNP, RN, NEA-BC
Executive Vice President, Chief Operating Officer, Ann & Robert H. Lurie Children’s Hospital of Chicago

Wayne Stingley
Licensee, McDonald’s USA, LLC

James D. Watkins
Chairman, J.D. Watkins Enterprises, Inc.
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Mahrukh Hussain
Secretary
Spero Droulias
Treasurer
Stacey Bifero
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Janet Burton
Chief Field Operations Officer
Kelly Dolan
Chief Marketing & Development Officer

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Michael R. Quinlan
Edward Rensi
Paul D. Schrage
Jim Skinner

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James R. Cantalupo
Trustee
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Honorary Chairman, Founding Trustee
Herb Lotman
Trustee
Gerald Newman
Founding Trustee and President
Fred L. Turner
Founding Trustee
### 2018 RAY KROC HERITAGE SOCIETY INDUCTEES

The Ray Kroc Heritage Society recognizes the most devoted donors to Ronald McDonald House Charities. Members partner with RMHC to open doors to improve the health and well-being of children and their families all over the world. These generous donors also continue the legacy of Ray Kroc, founder of McDonald’s Corporation and an advocate for children, in whose memory the prestigious giving circle was founded.

<table>
<thead>
<tr>
<th>Outright Gifts</th>
<th>Planned Gifts</th>
<th>Corporate Gifts</th>
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</thead>
<tbody>
<tr>
<td>BRONZE ARCHES</td>
<td>BENEFACTORS</td>
<td>CORPORATE BENEFACTORS</td>
</tr>
<tr>
<td>Jill and Alex Dimitrief</td>
<td>Steven and Carmen Ramirez*</td>
<td>AbbVie</td>
</tr>
<tr>
<td>Robert K. Steel Family Foundation</td>
<td>PATRONS</td>
<td>Royal Bank of Canada</td>
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<tr>
<td></td>
<td>Sara J. Risch</td>
<td>CORPORATE DONORS</td>
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<td></td>
<td>PATRONS</td>
<td>The Roofing Industry Alliance for Progress</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CORPORATE DONORS</td>
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<tr>
<td></td>
<td></td>
<td>The Roofing Industry Alliance for Progress</td>
</tr>
<tr>
<td></td>
<td>CONTRIBUTEES</td>
<td>PRODUCT DONORS &amp; GIFTS IN-KIND</td>
</tr>
<tr>
<td></td>
<td>Michael and Katy Geisler</td>
<td>The Roofing Industry Alliance for Progress</td>
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<tr>
<td></td>
<td>Phyllis Olsta</td>
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<tr>
<td></td>
<td>Cynthia and Kenneth Rosenthal</td>
<td></td>
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<tr>
<td></td>
<td>Karl and Lisa Schubert</td>
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</tr>
</tbody>
</table>

*Elevated Level
Hrad Family
Stayed at the Ronald McDonald House in Milwaukee, Wisconsin