



RMHC[®]
Toronto

Keeping families close™



2020 Annual Review

You made a difference in 2020

Executive Message from Chair of the Board of Directors, Kristy Carscallen



I am so grateful to every one of our stakeholders, donors, and volunteers for being part of this incredible community that supports families with a seriously ill child.

Last year, your support made it possible for 1,583 families to find respite in our 81-room House or one of our seven in-hospital Family Rooms. Declared an essential service by the Province of Ontario, we continued to deliver our mission 366 days last year.

Around the world, people were asked to put their lives on hold and stay inside, but childhood illness could not be put on pause.

As the pandemic threw the world into confusion in early 2020, we ensured that safety and resilience-building were our key priorities.

At the House, we reduced our capacity to meet safety guidelines as part of our commitment to keeping families safe. After a mandated closure of our seven Family Rooms at the beginning of the pandemic, we were able to safely re-open our Ronald McDonald Family Rooms at SickKids, Markham Stouffville Hospital, and Health Sciences North by working with our hospital partners, as well as Regional Health Authorities.

Please visit our website at rmhctoronto.ca/AnnualReview2021 to learn more about the impact you have had on families at RMHC Toronto:

- Summary Financial Statements
- Board of Directors and Donor Listing

I'm so proud to be a part of this work, and to be doing it together with you. As the pandemic has shown, the importance of family is something everyone can relate to, now more than ever.

Thank you for keeping families close,

A handwritten signature in black ink that reads "Kristy Carscallen". The signature is fluid and cursive, with a long horizontal line extending to the right.

Kristy Carscallen

Chair, RMHC Toronto Board of Directors

Canadian Managing Partner of Audit, KPMG LLP

Staying close to Charlie

You may remember meeting baby Charlie and her parents, David and Diane, in early 2020. Charlie was born with no left ventricle in her heart and her family was rushed to Toronto from their home in Thunder Bay, Ontario for Charlie's first open heart surgery at just 10 days old.

Thanks to your support, David and Diane stayed close to Charlie at RMHC Toronto.

As they faced Charlie's uncertain future, meeting other families at the House was incredibly valuable for David and Diane.

"It's helpful to hear stories from people in a similar situation as us. It helps us feel less alone. There is a strong sense of community at the House," says Diane.

After three successful heart surgeries, the family was able to return home to Thunder Bay. Charlie is doing well and happy to be reunited with her sister, Alice.

As the family reflects on the first year of Charlie's life, they say they don't know how they would have made it through without the support from donors like you.

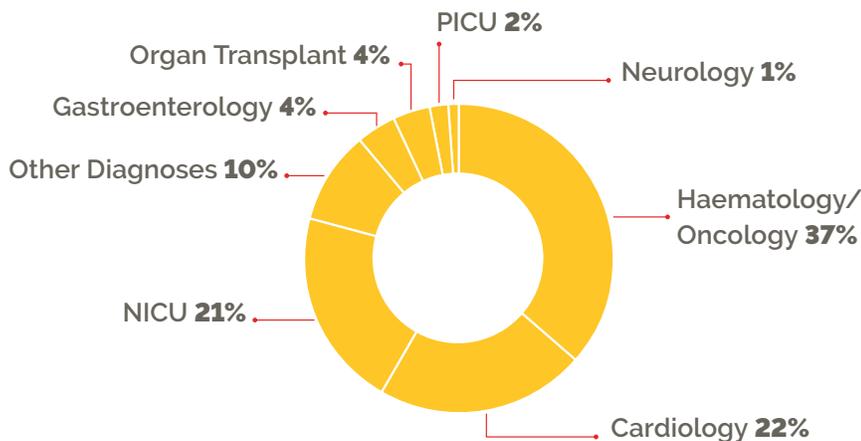
"I know first-hand how donors like you make a difference. Without the House, we would have been bankrupt. We would have lost our house and suffered a great deal while managing the stress of Charlie's surgeries. Your support makes RMHC Toronto a safe and supportive place," says David.



Charlie's medical journey isn't over yet. She will need another heart surgery later this year. But David and Diane are relieved RMHC Toronto is still here for them, especially as the COVID-19 crisis continues to be a threat for immunosuppressed children.

"RMHC Toronto goes above and beyond to keep families safe – which is so important, now more than ever. Without your support, the level of care and facilities wouldn't be possible," says David. "I'm forever grateful that RMHC Toronto exists, and I have become a donor because my family has been so blessed to call this House a home."

Diagnoses at RMHC Toronto in 2020



As an essential service, our House was **open 365 days in 2020** to support families during the COVID-19 crisis.

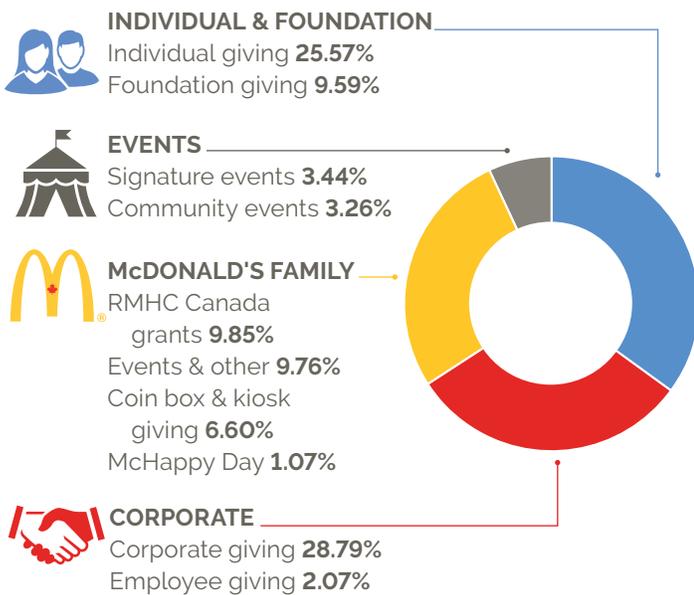


Where our families came from in 2020

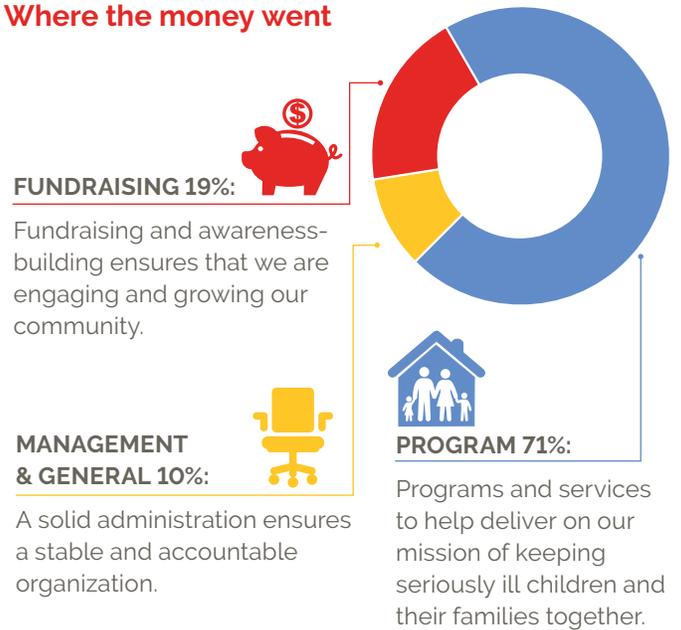


80 people who used our services in 2020 did not provide their home address.

Where the money came from



Where the money went



[/RMHCtoronto](https://www.facebook.com/RMHCtoronto)
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[@RMHToronto](https://twitter.com/RMHToronto)
[Ronald McDonald House Charities Toronto](https://www.linkedin.com/company/Ronald-McDonald-House-Charities-Toronto)

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Ronald McDonald House Charities (RMHC) Toronto is an independent charity, governed by a volunteer Board of Directors. It operates under the legal name: Toronto Children's Care Inc. Charitable Registration #11885 2631 RR001.

