



RMHC® Toronto kept
4,735 families
of seriously ill
children together
last year.

About every
100 minutes,
a new family in
need of support
arrived on one of
our doorsteps.

Sophia's Story

Pre-adolescence is a tough time to feel different, and it's something Sophia, 11, had to confront last year after coming to Toronto for cancer treatment. Being sick separated her from her friends, and her hair loss made her self-conscious. Sophia didn't feel different at Ronald McDonald House Charities (RMHC) Toronto though. Here, she regained her confidence and felt like one of the gang. Her parents embraced the support, services and warmth at RMHC Toronto too. "We had what we needed and we felt at home. We are so grateful."

The Terry Family | Timmins, Ont. | 159 days at RMHC Toronto

Executive Message

The achievements presented in this Annual Review are possible because of you and your generous support, which enables us to keep families together when they need each other the most.

Your support makes it possible for families to face the unexpected with greater confidence. And as you will hear and read here, they could not be more grateful.

When families first arrive at RMHC Toronto, they often feel scared and exhausted as they confront the challenge of their child's life-threatening illness. Because of you, they find a place like home where they can be together. Families regain a sense of normalcy and find moments of relief and even a bit of laughter at a time when their life has been turned upside down.

We wrapped our arms around 4,735 families at our House and seven Family Rooms last year. A new family with a seriously ill child arrived on one of our doorsteps about every 100 minutes.

Because of you, we found new and better ways to support these families who look to us for help.

In 2018, we launched a mobile app to supplement the face-to-face support and information families receive at the Front Desk of our House. Our Virtual Front Desk app won the top international award for innovation and impact on families from Ronald McDonald House Charities Global.

We also increased front-line staffing, expanded programming, upgraded our IT systems and infrastructure and streamlined processes to ensure we operate as effectively and efficiently as possible. It's important we give families our best and that we do so in a responsible manner as we optimize every dollar spent.

Most importantly, we continue to be a source of comfort and stability to our RMHC Toronto families, and all of this is because of you.

With sincere gratitude,

About Us

Since 1981, Ronald McDonald House Charities (RMHC) Toronto has served as a place to call home for families with seriously ill children undergoing treatment. We are an independent charity, governed by a volunteer Board of Directors and operated by staff and volunteers. The first and largest Chapter in Canada, we are part of a network of more than 275 licensed Ronald McDonald House Charities Chapters around the world. At RMHC Toronto, we wrap our arms around:

- A House for 81 families in downtown Toronto
- Seven Family Rooms in five hospitals:
 - Credit Valley Hospital
 - Health Sciences North
 - Markham Stouffville Hospital
 - Scarborough Health Network, Centenary Hospital
 - The Hospital for Sick Children

Keeping families
close.™



Our vision:

To be a leader in providing a family-focused environment and innovative support service to seriously ill children and their families.

Our House

Ronald McDonald House provides compassionate hospitality and accommodation for families from across Canada and around the world seeking life-saving medical treatment for their children in Toronto.

At Ronald McDonald House, families find a welcoming place to call home. Our House accommodates 81 families and provides first-class facilities thoughtfully designed to meet their needs. We are here for families 24 hours a day, 365 days a year. We never close.

Because of you...

"We didn't feel so alone."

"We had calm in our chaos."

"We felt safe and rested."

Our Family Rooms

Our seven in-hospital RMHC Toronto Family Room® programs provide family members with a place to rest and recharge just steps away from where their sick child is being treated. Research shows this promotes their overall well-being, helping them cope better with the stress of their child's illness.

Each of our Family Rooms includes a TV lounge area, a kitchenette stocked with snacks and beverages and spaces for napping and sleeping.

"We could grab a few hours of sleep and get some laundry done."

"We had an amazing place to relax without having to leave our son in the hospital."

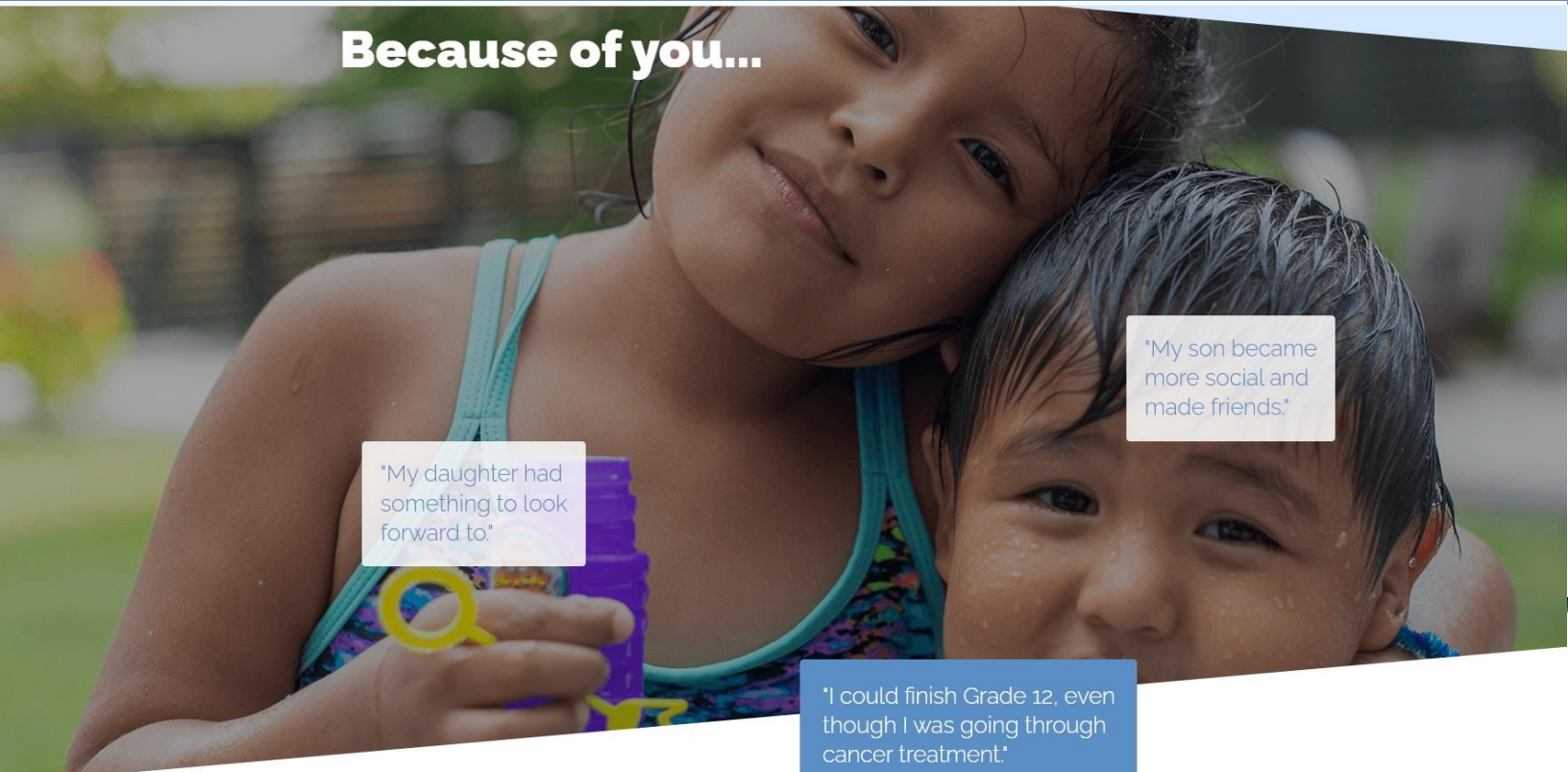
"We had peace of mind while we waited for our child's heart transplant."

Family Programs

RMHC Toronto offers more than 20 innovative programs in our House and Family Rooms to support the practical, emotional and learning needs of families. These programs provide a sense of normalcy during chaotic times.

Program highlights include our onsite, private school, our extensive food programs, year-round camping sessions, a Child Life program, special teen nights, self-care sessions for parents and a music program in one of our Family Rooms.

Because of you...

A photograph of two young children, a girl and a boy, smiling. The girl is on the left, wearing a teal tank top and holding a purple water bottle with yellow rings. The boy is on the right, with wet hair and water droplets on his face. The background is a blurred outdoor setting.

"My daughter had something to look forward to."

"My son became more social and made friends."

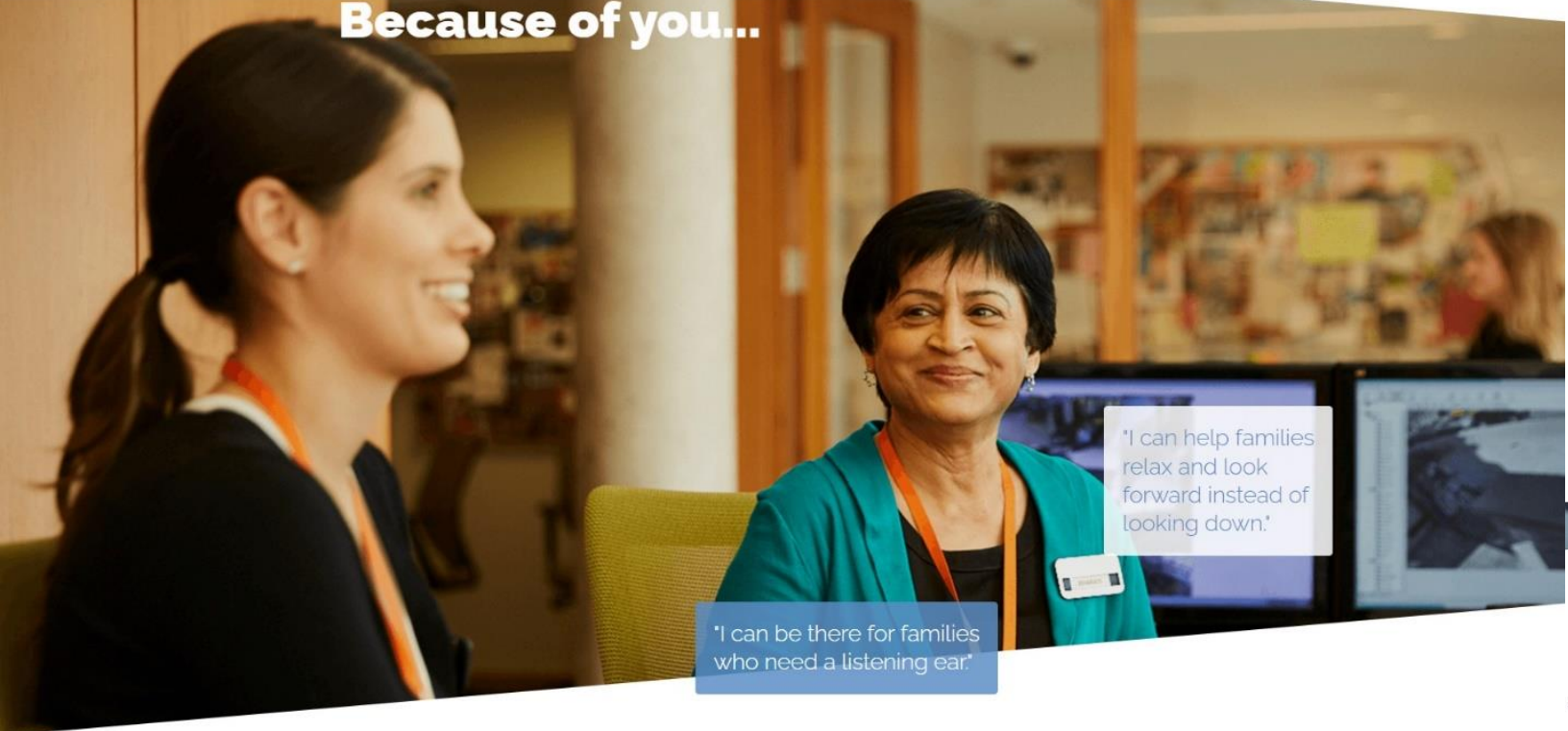
"I could finish Grade 12, even though I was going through cancer treatment."

Our Volunteers

Our more than 500 active volunteers provide a strong foundation for our organization. Their invaluable commitment of time and talent makes it possible for us to provide high-quality services and reduce our operating costs.

The volunteers smooth out some of the bumps in the difficult journeys our families are facing. They bring smiles in our House, Family Rooms, through our programs and at special events.

Because of you...



"I can help families relax and look forward instead of looking down."

"I can be there for families who need a listening ear."

Cassandra and Bharati | Pro

Our Board of Directors

Jayson Horner, Chair
Joseph Cooper, Past Chair
Dr. Yaron Avitzur
Geoff Behm
Antoinette Benoit
Aric Bhargava
Teri E. Brown
Kristy Carscallen
Michelle Chaisson
Brent Currie
Sally Ginter, CEO (ex-officio)
Andre Hu-A-Kam
Vito Maida
Rocky Malfara
David Ogilvie
Victor Rocca
Rekha Sampath
Brent Simmons
Judy Van Clieaf
Anatol von Hahn

Thank you to our Founding and Forever Partner

We are sincerely grateful for the ongoing support of the McDonald's Family, our founding and forever partner. We would like to recognize McDonald's Restaurants of Canada Limited and its founder, George Cohon, Ronald McDonald House Charities Canada, McDonald's Owner/Operators and their supplier network, as well as every crew person, manager, franchisee and corporate employee. Collectively, they raised \$2,180,580 to support families of seriously ill children.

\$250,00+

- McDonald's Restaurants of Canada Limited
- Ronald McDonald House Charities Canada

Thank you to our Owner/Operators

\$100,000 - \$249,999

- Marcia and Todd Fintayson, Markham & Stouffville

\$50,000 - \$99,999

- Andre & Reg Hu-A-Kam, Scarborough & Toronto
- Peter Miller, Aurora, Newmarket, Richmond Hill, Thornhill & Willowdale
- Jason & Jennifer O'Neill, Barrie and Bradford
- Brad & Joanne Haines, Chelmsford, Elliot Lake, Espanola, North Bay, Sturgeon Falls, Sudbury & Val Caron

\$5,000 - \$9,999

- Catherine Courchesne, Hearst & Kapuskasing
- Mark Cwierzdzinski, Timmins
- Bob Doyle, Belleville
- Steve & Diane Ford, Dryden, Fort Frances & Kenora
- Gary & Susan Garber, Concord, Thornhill & Vaughan
- Al & Janice Giles, Etobicoke & Mississauga
- Bradley Jacobson, Ajax
- Brent Kelly, Collingwood & Wasaga Beach
- Jon & Anne MacDonald, Rexdale & Toronto

\$25,000 - \$49,999

- Dale & Sandy Bartlett: Markham & Scarborough
- Cam Binnie: Mississauga
- Kynan Bridge: Toronto
- Alan & Lisa Cumber: Bracebridge, Gravenhurst, Huntsville & Parry Sound
- Rory & Marlene MacKinnon: Aliston, Angus, Orangeville & Schomberg
- Larry & Heather McCormick: Clarkson, Etobicoke & Mississauga
- Robert Nadeau: Mississauga
- John & Catalina Pang: Agincourt, Markham, North York & Scarborough

\$10,000 - \$24,999

- Michael & Bonnie Butler: Sault Ste. Marie
- Jamie Campbell & Terri Van Zant: Bancroft, Beaverton, Lakefield, Lindsay & Peterborough
- Tony Colonna: Toronto
- Albert Crimi: Etobicoke & Toronto
- Carol & Mark Cruden: Elmvale & Midland
- Kathy & Andrew Damrell: Brampton
- Sarah Douglas: Downsview & Toronto
- Dan Doyle: Napanee & Picton
- Deborah Feaver: Scarborough
- Mike & Stacey Forman: Whitby
- Larry & Jackie Garber: Concord, Vaughan & Woodbridge
- Peter & Sharron Graydon: Kirkland Lake & New Liskeard
- Frank & Patricia Magno: Brampton & Mississauga
- Glenn & Sally McKee: Barrie
- Tim & Casey O'Connor: Acton, Brampton & Georgetown
- Rob Prober: Thunder Bay
- Ferdinand & Ann Schroeder: North York & Toronto
- Todd Shea: Gananoque & Kingston
- Terri Toms: Scarborough
- Lisa Wilson: Cobourg, Oshawa & Port Hope
- Steve Wilson: Bowmanville, Newcastle & Oshawa

◦ Eric McCormick: Mississauga

- Tomer Nets: Toronto
- Ronald Reaves: Etobicoke & Mississauga
- Gerard Savard & Angus Liang: North York & Toronto
- Ken Schmidt: Trenton
- Todd Telford: Keswick

\$2,500 - \$4,999

- Terrence & Janet Brazill: Scarborough
- Sandy & Ginger Jackson: Port Perry & Uxbridge

\$1,000 - \$2,499

- Darrell Doucet: Kirkland Lake & New Liskeard
- Brian & Leigh Gainer: Chelmsford, Elliot Lake, Espanola, Sudbury & Val Caron
- Colin McLean: Belleville
- Ron Sutherland: Gananoque & Kingston

Made in Webflow



The Salazar family | Guatemala | 116 days at RMHC Toronto

Made in Webflow

Thank you to our RMHC Toronto Donors

We would like to recognize the following individuals, corporations, events, foundations and associations whose contributions in 2018 helped us, collectively, raise a total of \$5,774,671 to support RMHC Toronto

\$100,000 - \$249,999

- Estate of Marion Geraldine Bassett
- CCL Industries Inc.
- CIBC
- The Fabulous 15 Committee
- The Kavelman Fonn Foundation
- McCain Foods Limited
- The Newlands Family Foundation
- Scotiabank
- TD Bank Group & TD Charity Classic

\$50,000 - \$99,999

- The Arrell Family Foundation
- Estate of Robina Darling Butler
- Michael Higgins
- Ronald McDonald House Charities Inc.
- Subaru Canada, Inc. & Ontario Dealers Golf Tournament
- Mars Wrigley Confectionery

\$25,000 - \$49,999

- The Committee, Keeping Family Close Event
- Di Marco Family Foundation
- Goldcorp Canada Ltd.
- LivingStrongMD
- Moneris Solutions Corporation
- RBC
- 20th Annual RMH Charity Golf Tournament Thunder Bay
- Saputo Inc.
- Sofina Foundation
- Toyota on the Park

Full Donor List

Made in Webflow



Tribute Giving

Thank you to the donors who paid tribute to a friend or family member with a donation. Gifts totaling more than \$1,000 were received as tributes to the following people.

In Honour

- Braelyn & Jerzee Blackbird
- Olivia DeVellis
- Harper, Charlotte & Elle Friel
- ICLS' Dr. Sapra & Dr. Khanna
- Marie Kaldchibachi
- Adysen Mitchell
- James Pauze
- John Pfaff
- Chloe Poirier
- Alessia Pressacco
- Hannah G. Sloan
- Lucas Tanswell
- Matthew Tripodi

In Memory

- Dascia DeCoste
- Jordan Laundry
- Andrew Machell
- Trinity R. MacMullen
- Garry Mallette
- Silvana Mateas
- Lily Parisien
- Gino Pirruccio
- Marlow Ploughman
- Thomas Sargent
- Parker Suchoptas

Charity Golf Classic

The 16th Annual RMHC Toronto Charity Golf Classic brought together more than 200 golfers at King Valley Golf Club on July 23, 2018. Our sincere thanks to our sponsors, suppliers, friends and committee members for continuing to make this event a success.

\$230,000

netted in 2018

\$3.5 million

netted since 2003

Presenting Sponsor

- Scotiabank

\$10,000+

- Coca-Cola
- Deloitte
- Dynamic Funds
- Mastercard
- Scotiabank

\$5,000 - \$9,999

- Bain & Company
- Borden Ladner Gervais LLP
- CGI
- Cisco
- Danone
- Financial.com
- Finastra
- Franklin Templeton Investments
- Giesecke & Devrient
- Home Trust Company
- Maple Leaf Sports & Entertainment
- Medalia
- Points Inc.
- RBC Insurance
- RG Henderson Welbitt Garland Canada
- Russell Investments
- Sun Life Financial
- TD Wealth Management

\$1,000 - \$4,999

- Bensimon Byrne
- Broadridge Financial Solutions Inc.
- Charlton Insights
- CI Investments
- EY
- Facebook
- Google
- H&K Canada
- HighVail Systems Inc.
- IBM Canada
- Ipsos Canada
- Kruger Products
- MKTG
- Oak Incentives Group
- Optimus | SBR
- Parkview BMW
- PHD Canada
- POI Business Interiors / Steelcase
- Refinitiv
- Sanofi Genzyme
- Saputo
- SAS
- Sportsnet
- Strategic Insights
- Transcontinental PLM
- Visa Canada

In-Kind Partners

- Bond Brand Loyalty
- C17 Media
- ClubLink
- Danone
- McDonald's McCafé

Committee

- Brent Currie, Chair
- Carolyn Saunders, Vice Chair
- Jim Sprout, Vice Chair
- Katya Castaneda
- Tanya Linse
- Jordon Newlands

Thank you to the RMHC Toronto Young Professionals Committee for netting over \$250,000 for RMHC Toronto since 2013, including \$50,000 raised in 2018. Congratulations on a successful 5th Annual House Party held at The Great Hall in November 2018.

Committee Members

RECESS: A playful break for families

RMHC Toronto hosted its second RECESS event at Ryerson's Mattamy Athletic Centre on March 25, 2018. The 1,700 kids of all ages enjoyed delicious food and plenty of fun at the more than 20 activations. We are so grateful to the sponsors who helped us support more families through this unique event.



Made in Webflow

Financial Report

Condensed Statement of Operations and Changes in Net Assets

| Year ended | Dec. 31, 2018 | Dec. 31, 2017* |
|---------------------------|--------------------|--------------------|
| Revenue | | |
| Donations and fundraising | \$5,774,671 | \$4,821,817 |
| Room donations | 395,860 | 376,303 |
| Net investment income | 366,814 | 1,014,979 |
| Total Revenue | \$6,537,345 | \$6,213,100 |
| Expenses | | |
| Programs | \$4,409,937 | \$4,131,588 |
| Administration | 571,995 | 594,913 |
| Fundraising | 1,351,081 | 1,267,742 |
| Total Expenses | \$6,333,013 | \$5,994,243 |

Condensed Statement of Financial Position

| As at | Dec. 31, 2018 | Dec. 31, 2017* |
|--|---------------------|----------------------|
| Cash and cash equivalents | \$1,656,012 | \$1,046,903 |
| Accounts receivable, prepaid expenses and other | 270,803 | 237,684 |
| Investments | 18,439,565 | 19,797,465 |
| | 20,366,380 | 21,082,052 |
| Capital assets (net) | 27,528,752 | 27,907,564 |
| | \$47,895,132 | \$48,989,616 |
| | | Liabilities |
| Accounts payable, accrued liabilities & deferred revenue | \$498,003 | \$468,041 |
| Loans payable, current | 81,210 | 81,210 |
| Loans payable, long term | 236,680 | 306,891 |
| | \$817,893 | \$856,142 |
| | | Fund Balances |
| Unrestricted fund | \$589,443 | \$373,113 |
| Internally restricted fund | 18,959,044 | 19,852,797 |
| Invested in capital assets | 27,528,752 | 27,907,564 |
| | 47,077,239 | 48,133,474 |
| | \$47,895,132 | \$48,989,616 |

*The Dec. 31, 2017 financial statements are unaudited. To align globally with all other RMHC Chapters, the 2017 year-end was changed from Oct. 31 to Dec. 31, 2017. We invite you to view our full [audited financial statements](#). RMHC Toronto operates under the legal name – Toronto Children's Care Inc.

Where donations came from...



Where donations went...



Because of you...

We delivered compassionate hospitality 24 hours a day, 365 days a year.

We wrapped our arms around 4,735 families of seriously ill children – a new family every 100 minutes.

Efficiency:

We benefitted from the support of 8 active volunteers for every staff member – helping us be effective stewards of your donor dollars.

Leadership:

We are paving the way for future growth.

"What you do for us is beyond words."

Charitable Registration #11885 2631 RR0001

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