



Ronald McDonald  
House Charities®  
Toronto



Together, Because of **YOU!**

2024 Annual Gratitude Report

# THANK YOU For Keeping Families Together



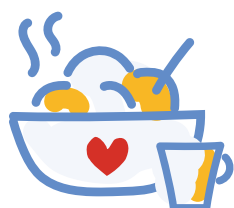
Your heartfelt generosity keeps families close when they need it most. In 2024, you made an incredible impact:



- **4,331 families served**
- **27,069 nights of comfort**
- **24,946 meals served**
- **105,120 loads of laundry washed**



A comfortable bed, a warm meal, support for siblings, and moments of joy—all of this is possible because of you. **Thank you** for making families feel at home, even during life's toughest moments.



At RMHC Toronto, we provide a place like home for families caring for seriously ill children. We recognize that care, connection, and resilience have flourished on this land for generations.

*Land Acknowledgment: RMHC Toronto acknowledges that Toronto is located on the traditional territory of many diverse nations, including the Haudenosaunee, the Wendat and the Mississaugas of the Credit. Toronto is covered by Treaty 13, signed with the Mississaugas of the Credit and Chippewa bands. We acknowledge that Toronto is home to many diverse First Nations, Métis and Inuit today.*

We are grateful to live, work, and support families on this land and are committed to creating a space of inclusion, respect, and belonging for all.





# YOU Make Sure Families Never Face Their Journey Alone

Beyond a place to sleep, RMHC Toronto provides services and programs that bring relief, stability and moments of connection and family memories.

- **More than a home:** Families find comfort in shared meals, play areas, and supportive conversations.
- **A community of care:** From home-cooked meals to therapy dog visits, every experience is designed to ease stress.
- **A lifeline in uncertain times:** Whether it's a friendly conversation with a volunteer or a simple cup of coffee, small moments make a big difference.



“RMHC Toronto wasn’t just where we stayed. It became a place where our kids could smile, laugh, and just be kids.”

– Frances Graham,  
RMHC Toronto mom

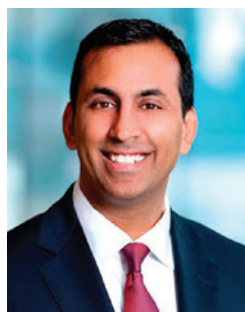
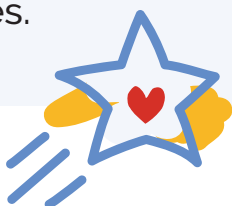




## Our **MISSION** And **VISION**

**Mission:** Keeping seriously ill children and their families together to improve their health and well-being.

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



## Executive Message **ARIC BHARGAVA**

2024 was a year filled with celebratory milestones. We celebrated the 20<sup>th</sup> anniversary of RMHC Toronto School and the 10<sup>th</sup> anniversary of the Ronald McDonald Family Room at SickKids. Our Family Room at SickKids alone hosted 51,298 visits from families this year, and we served 4,331 families with compassionate care and provided 27,069 nights of comfort at the House on McCaul Street. With your support our school, and the 20+ programs we offer, continue to provide families with a sense of routine during a time when they are braving the challenges of childhood illness.

Reflecting on our accomplishments in 2024, I am awestruck by the power in our communities and all the ways they have supported our Mission. I continue to take inspiration from our volunteers and the staff alike. To our beloved Board Members who are moving on after giving so generously of their time and talent and to those who are continuing—your unwavering commitment to the Mission and significant contributions are invaluable and deeply appreciated.

2024 also marked another remarkable milestone—50 years of RMHC serving families globally—and it feels like we are only getting started! As we look ahead to 2025, with your continued support, we will construct and open a second Ronald McDonald Family Room at SickKids, further expanding our support for families and children with serious illnesses.

On the cusp of what lies ahead, it remains a privilege to champion the RMHC Toronto Mission and an honour to play a part in a global movement of care and compassion for families and children when they need it most.

To our supporters, the staff, the volunteers, the McDonald's Owner/Operators, and all of our partners—your thoughtful generosity makes everything we do possible. Your support makes a difference in the lives of families who know how important it is to stay close during their time of need.

From my family to yours, thank you.

**Aric Bhargava** Chair  
Board of Directors

## Board of Directors 2024

Our Board of Directors provides leadership, vision, and governance, ensuring that RMHC Toronto continues to support families in need. **We are grateful for their dedication and service.**

- Aric Bhargava, Chair
- Angela Clayton, Vice-Chair
- Michelle Chaisson, Secretary
- Clara Shin, Treasurer
- Alyssa Buetikofer
- Denise Carpenter
- Anthony Faiella
- Jim Fennell
- Marcia Finlayson
- Rocky Malfara
- Brett Mooney
- Daniel Morgenstern
- Victor Rocca
- Elke Rubach
- Andrew Turnbull
- Rashid Wasti



## THANK YOU to our volunteers

In 2024, **294 dedicated volunteers** gave their time, energy, and compassion to RMHC Toronto, ensuring that families had the care, comfort, and support they needed. Your generosity and kindness make an immeasurable difference—**thank you for being the heart of our community!**



## CEO Message **LOUISE SMITH**

I am thrilled to join Ronald McDonald House Charities Toronto and become part of a team that has been steadfast in its mission to support families with children with serious illness. While I am joining after the year reflected in this report, I am incredibly inspired by all that has been achieved and the deep impact RMHC Toronto has had on families in need.

As I step into this role, I look forward to collaborating with our dedicated staff, volunteers, Board, hospital partners and all our supporters to further elevate our work and continue to provide families with more than a home. RMHC Toronto is so much more, it is a community of care and connection when families need it most.

We will continue to adapt our services, ensuring families can stay close to their children during the most challenging times. Together, we will build on the strong foundation RMHC Toronto has established over 44 years, looking ahead to exciting opportunities to deepen our impact and make sure that no family ever must face childhood illness alone.

Thank you for your continued care and support for this life-changing mission. I am honoured to be part of this extraordinary community and excited for all that lies ahead.

Warmly,

**Louise Smith**  
Chief Executive Officer





# YOU Help Families Stay Together

Born over 400 kms from home, little Sophie was able to have her whole family at her side, thanks to you.

At just 28 weeks into her pregnancy, Sophie's mom, Madison, was airlifted from her family's home in Temiscaming, Quebec, to Toronto. Sophie was born within hours and soon diagnosed with a dangerous build-up of fluid in her brain, requiring surgery and weeks of hospitalization.

Dad Riley drove all night to be with his wife and newborn but had to leave their daughters, Blaire, 2, and Stella, 3, behind with their grandmother. The family faced mounting worries—Sophie's health, being far from home, and the cost of staying in Toronto.

That's when a social worker referred them to RMHC Toronto. **Thanks to generous supporters like you, Madison, Riley, and their daughters found a place to stay at Ronald McDonald House Toronto for 103 nights.** They not only found comfortable accommodations close to Sophie's hospital but also a caring community of families facing similar challenges. Blaire and Stella loved the fun activities, from arts and crafts to pet visits, while their parents found strength and support together.

*"I'd be completely lost without my girls," Madison says. "We're unbelievably thankful to everyone who supports this special charity."*

Every day, the family visited Sophie in the hospital as she recovered from life-saving surgery, finding hope and comfort at RMHC Toronto.

Madison's favourite memory of the House is being able to see smiles during a difficult time. *"Having a safe space for my kids to play and enjoy, and to not be in the hospital all the time," she explains. "Just being surrounded by positive people who share their love and energy feels so good."*



This story is available on our website. Scan to read more online.



Photo of Sophie with sisters Stella (L) and Blaire (R), as well as Mom and Grandma

"We definitely couldn't stay together if Ronald McDonald House wasn't an option. It's impossible to pay for a house and your utilities and then pay for a hotel room or rent a condo."

+ Average stay in 2024: **27 nights**

+ The furthest distance a family travelled to RMHC Toronto: **4,600 kilometres** – from Campbell River, B.C.!







# YOU'RE Bringing Care and Support in Hospital, too

## How the Family Room Helped Jacob's Family Stay Close

When Jacob was born prematurely, he spent a month in the neonatal intensive care unit (NICU) at Oak Valley Health's Markham Stouffville Hospital. For his parents, Stephanie and Blair, it was an overwhelming time. Unable to bring their baby home as planned, they couldn't hold him for the first two weeks and had to limit visitors. With their world turned upside down, they took extended time off work to stay by his side.

*"Without the Ronald McDonald Family Room, we wouldn't have had a moment to step away or take a break from the constant stress of the NICU," says Stephanie. "It gave us a quiet space to breathe, eat a meal, or just recharge for a few minutes, all while staying close to Jacob and being there with him. Having that space made a tough situation more comfortable and easier to navigate."*

The impact of the Family Room extended beyond its amenities. The volunteers' warm smiles and friendly chats made Stephanie and Blair feel welcomed and cared for, providing a sense of community in the hospital. On Jacob's discharge day, a volunteer gifted them a knitted hat and blanket—a touching keepsake that will always remind them of the care they received.

Today, Jacob is a healthy, rambunctious baby boy.

*"We will always be grateful for the kindness, care, and support of the Family Room and its volunteers," says Stephanie. "Donations to RMHC Toronto made it possible for our little family to get through a tough time with extra comfort."*

*"The generosity of those who donate their money, time and efforts to RMHC Toronto will always be appreciated by us and by many others who are in the thick of a hard time."*



+ In 2024, **3,514 families** used our Family Rooms for a total of **67,989 visits**



# **THANK YOU** for Providing Programs That Make a Difference to Families

Your support powers more than 20 programs that bring comfort and joy to families.

**RMHC Toronto School:** Our unique onsite K-12 school serves patients and siblings, helping children continue their education while staying close to family. For many families, this program makes it possible to stay at RMHC Toronto, preventing school disruptions during medical treatment. With flexible learning options—Full-Day Learning, EASEL sessions, and School-Readiness programs—students receive academic support tailored to their needs.



Jillian went to school at RMHC Toronto while her sister received care at the hospital. Listen to her heartwarming story [here](#).



+ A total of **98 students** were served in the **2023–2024 school year**

In our Full-Day Learning/EASEL participation options, we saw significant increases in all areas.

+ Total number of students **increased by 36%**

+ Since 2004, RMHC Toronto School has served **1,101 students**

**Camps & Recreational Programming:** Accredited March Break, PD Day and summer camps support child and sibling wellbeing by providing opportunities for fun, friendship, and a sense of normalcy.

**Activity Programs:** Crafts, cooking, games, pet therapy visits, and holiday-themed parties help children and siblings play, learn, and engage while fostering connection and joy.







**+ We offered 77 families opportunities to enjoy professional sporting events**

(e.g. Leafs, Raptors, PWHL, Marlies, Blue Jays) and local experiences including the AGO, ROM and CN Tower

**+ Our Bakers and Shakers volunteers provided families with 828 dozen homemade cookies, muffins and treats over 2024**

**Homemade Meals and Snacks:** Volunteers and our in-house chef prepared 23,180 nourishing dinners and 1,766 lunches, offering nourishment after long hospital days. You helped families enjoy homemade baked goods and healthy snacks through food programs. Healthy food helps to sustain both physical and emotional wellbeing for families.

**Caregiver Wellness Programs:** Massages, yoga, and self-care workshops provide moments of respite and renewal for parents and caregivers, helping to ease stress and promote overall well-being. Your generosity helps care for the caregivers, so they can continue supporting their child through difficult times.

**Special Experiences:** Families had the opportunity to attend sporting events and visit local attractions like the AGO and CN Tower, offering enriching experiences that bring families together beyond the hospital.

You also help us provide vital supports like the “Help Yourself Cupboard” stocked with toiletries and other essentials, along with loaner items such as strollers and car seats—even a car!—ensuring families have what they need to navigate their stay with greater ease.

**THANK YOU** for making all of this possible. Because of you, we are always there for our families.

**“These programs bring light during our dark days.”**

– Tamana, RMHC Toronto mom





# YOU Make Every Moment Possible

In 2024, your generosity fueled every meal served, every bed made, and every program offered.

**A Community of Support:** From individual gifts to corporate sponsorships, foundation grants, in-kind donations, and fundraising events, our community of supporters directly benefited the lives of families at RMHC Toronto.

**Signature Event Spotlight: Charity Golf Classic:** This year's RMHC Toronto Charity Golf Classic raised \$273,000 to support our programs. Thank you to all the golfers, sponsors, and donors who made this event a highlight of our fundraising calendar.

**Meals From the Heart: A Special Way to Give Back:** Corporate donors and community groups helped provide nutritious, home-cooked meals to families through our Meals From the Heart program. By preparing and serving meals, teams brought comfort and nourishment to families after long days at the hospital.



Find all of the ways you can help here.

**Recognizing McDonald's: Our Founding and Forever Partner:** In 2024, McDonald's Canada, its franchisees, and guests provided critical revenue and stability to keep families close.



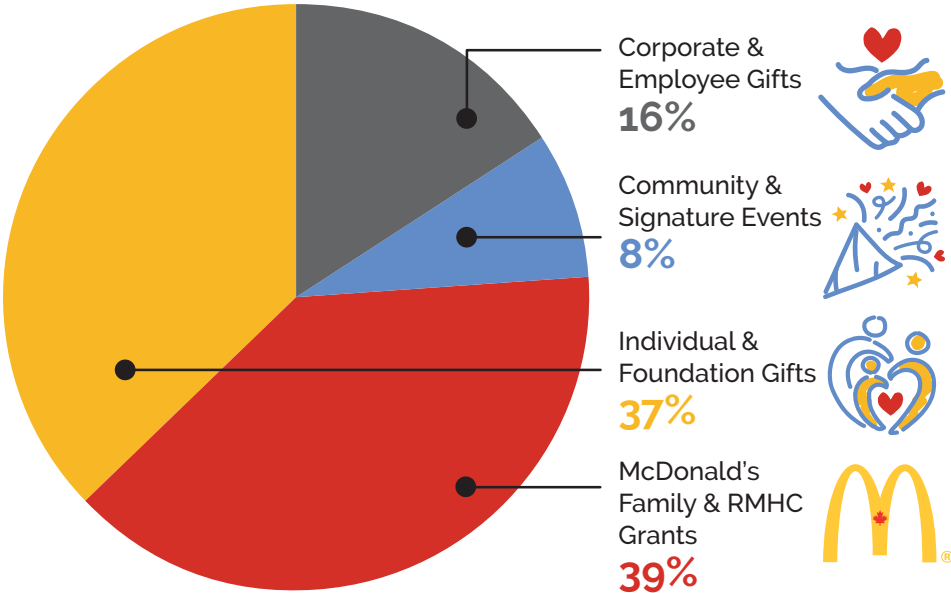
Find out why Happy Meals made Mississauga the "happiest" city in Ontario this year.





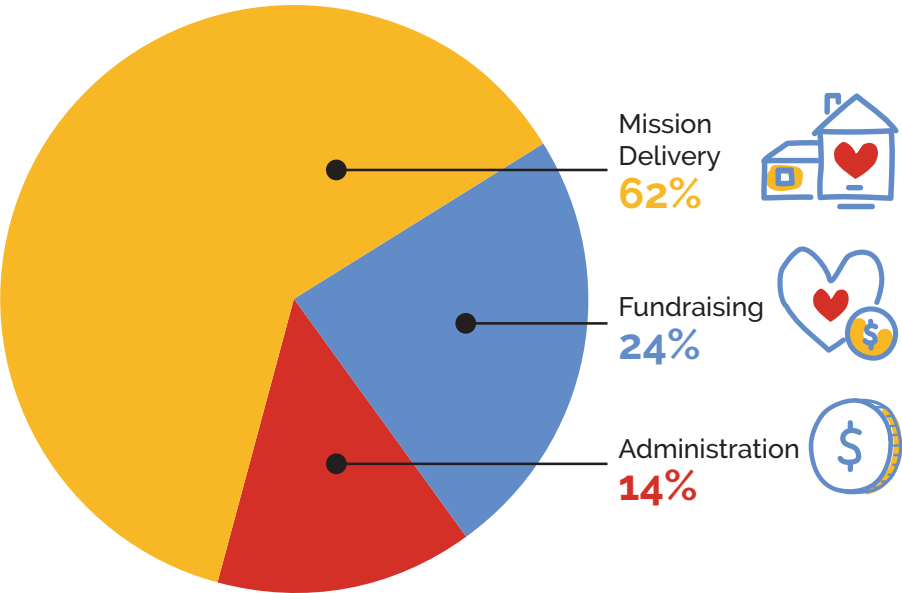
# OUR FINANCES at a Glance

2024 Revenue Raised: **\$8,829,873**



**THANK YOU!** Our community of supporters helps uplift families.

Your support at work:



Ronald McDonald House Charities Toronto operates under the legal name Toronto Children's Care Inc.

We are 100% community funded and we are committed to financial transparency and the responsible stewardship of donor contributions.



Scan to view more of our financial statements online.

**THANK YOU**  
for Keeping  
Families  
Close.



**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. Legal name: Toronto Children's Care Inc. Charitable registration number: 11885 2630 RR0001



**Accredited**  
**IMAGINE CANADA**