



Gratitude Report 2018



Ronald McDonald
House Charities®
Southern Arizona

Keeping families close®

WITH GRATITUDE

For all our volunteers who know that love and compassion help families heal.

For all our donors and friends who support the work of RMHC® in countless ways.

And for all the families who place their trust in us while their children are receiving medical care.

Thank you so very much. We share these highlights of our past year with heartfelt gratitude.



ON THE COVER: OUR YOUNGEST DONOR, ISABELLA KERSTING

There's Someplace Like Home.

For most of us, when we're sick, there's no place we'd rather be than home. But for families from out of town who are in Tucson for their child's medical care, home is not an option. Fortunately, the Ronald McDonald House® is.

Here, families with very sick children find more than a comfortable place to stay. They find comfort and support. Friendly faces. Home-cooked meals. Here, they can gather their strength – so they can focus on their children.

You make this possible. Ronald McDonald House Charities® of Southern Arizona thrives with community support. Every gift, every act of generosity, helps families in our community. Because of you, families stay here for free as long as they need to.

We all want to leave the world a better place. To know that something we did or said made someone's life a little easier. Please know that the kindness you've shown the Ronald McDonald House is helping moms and dads cope with one of the most stressful times in their lives. Heartfelt thanks from both of us and all the children and families we serve.

With gratitude,



Patty Carnovale

Board President



Kate Maguire Jensen

President & CEO

A Little Bright Spot

Every time she gets the chance, Cynthia Fernstaedt tells doctors and parents in Yuma about the Ronald McDonald House. “I hate to see families stress about how to pay for a motel or food.” She also advises them not to sleep in the hospital with their kids. She’s done that and says there are better ways to get a good night’s sleep.

Cynthia knows about the Ronald McDonald House because she’s been staying here off and on for the past four years (63 nights over 27 trips) with two of her sons. Both have mitochondrial disease – a chronic, genetic disorder. (If you remember high school biology, the mitochondria are the tiny organelles found in almost every cell of the body. They are the “powerhouse of the cell.”) Approximately one in 4,000 individuals will inherit this disease but it affected two of Cynthia’s children – Isaiah, 13 and Marco, 18.

The symptoms and severity of the disease vary from one individual to the next, affecting nearly every major bodily function. Her older son has retinitis pigmentosa, which has caused blindness. Isaiah looks like a healthy teenager but has a host of medical problems – migraines, epilepsy, asthma, gastrointestinal issues, neuropathy and night blindness. He sees a wide range of pediatric subspecialists when they drive 3 ½ hours each way from Yuma to Tucson for appointments.

“We feel so comfortable here,” Cynthia said.
“Sometimes we arrive the day before Isaiah’s appointment, so I can relax and be able to talk to his doctors with a clear head. It’s so nice not to worry about cooking after that long drive.”

Like most kids, Isaiah doesn’t welcome doctor appointments, but his mom says the Ronald McDonald House is a “little bright spot in the trip.”

“I love it here,” Isaiah said. “There’s lots to do.”

And speaking of lots to do, last month several members of the University of Arizona hockey team visited the House to meet Isaiah and give him tickets to watch them play. At the big game the next night, Isaiah got to greet his new heroes. Three players gave him high-fives coming onto the ice, they announced his name over the PA system as a special guest and he took home the hockey puck from the game. He also took home a super special memory. He said to his mom, “This night, I just wish it didn’t have to end! It’s a dream!”

It’s not every day that one of our Ronald McDonald House kids gets to meet a new hero. But every day kids and parents feel at home here. And sometimes, they get to forget about doctors and treatments and just enjoy being together.

*“I love it here.
There’s lots to do.”*



More Than a House

In Tucson, and around the world, Ronald McDonald House Charities is best known for our Ronald McDonald Houses. (Did you know there are 365 Ronald McDonald Houses in more than 40 countries?) But our organization's mission is much broader.

The mission of Ronald McDonald House Charities of Southern Arizona is to create, find and support programs that directly improve the health and well-being of children and their families.

In addition to the House, we have several core programs and plan to add another this year.

Ronald McDonald Family Room® – at Banner Children's Diamond Children's Medical Center. This room serves as an extension of the Ronald McDonald House. It's a place for all families of pediatric patients to rest and regroup while staying close to their children.

This year it's getting a complete refresh to make it an even more welcoming space for parents. We are blessed with a major contribution from the Sundt | DPR Joint Venture, builders of the new Banner hospital. Sundt | DPR and its subcontractors are donating all the construction and new materials. Donations from the Del E. Webb Foundation, Blue Cross Blue Shield of Arizona, RBC Wealth Management, La-Z-Boy and Interiors in Design are paying for interiors and furniture.

Look for a grand re-opening in May.

Ronald McDonald Caring Carts – Friendly staff from the Ronald McDonald House make the rounds at Tucson Medical Center and Banner Children's Diamond Children's Medical Center offering hospital visitors free snacks, children's books, toys and smiles.

"I wanted to personally thank you for what the Ronald McDonald House does. I am in the ICU with my four-year-old, Julian, who has RSV. The nice couple came around and told us all they offer. They brought Julian a toy and made our day. Had to share the good news and personal impact of your organization."

– Brie Seward





Coming Soon – a Ronald McDonald Care Mobile®

One of the ways RMHC improves the health and well-being of children and families is by funding Care Mobiles – mobile dental clinics or mobile primary-care clinics – to bring preventive care to children who would not otherwise receive it. This year with a grant from RMHC, Inc. (our global headquarters), we are partnering with Chiricahua Community Health Center in Douglas to provide dental care to kids in Cochise County.

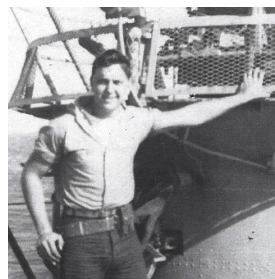
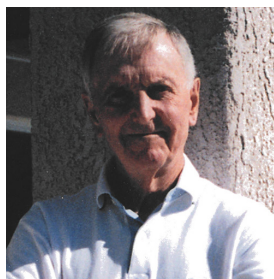
According to a recent study, access to dental care is the number one challenge for Cochise County residents. A largely rural county with a high prevalence of poverty and few dentists means that many young children do not receive any dental care.

That will change this year when we introduce the Ronald McDonald Care Mobile. It will be operated by the dental professionals with Chiricahua Community Health Centers and provide free dental care to pre-school, school-aged children and teenagers in Cochise County. In the first year, we expect to provide care to more than 500 children. For many, it will be the first time they've seen a dentist.

“Working with Ronald McDonald House Charities to provide dental care in remote areas of Cochise County will be a huge step forward in improving dental health and overall health for children in these communities.”

– Dr. Jonathan Melk, CEO of Chiricahua Community Health Centers

A Life Well Lived



Sometimes we get unexpected gifts from people who have left the Ronald McDonald House in their wills. We thank them the best way we can – by honoring their lives.

One such donor is Theodore “Ted” Reynolds. Ted was an electrical engineer who spent most of his career in California and retired to Tucson in 1992. He passed away in 2017 and left a generous bequest to Ronald McDonald House Charities of Southern Arizona.

Born in 1926, Ted was part of “America’s Greatest Generation.” When he was 17, he enlisted in the Navy. His aptitude for math, science and technical subjects earned him a spot in an electronics training program. He studied further, was promoted to a Petty Officer Second Class and assigned to submarine duty. He served in the Navy for three historic years during and after World War II – from 1943 to 1946.

Several years ago, a group of students from Ironwood Ridge High School started a Veteran’s Heritage Project and interviewed Ted.

In addition to telling some colorful stories about his days in the Navy, he said, “The service taught me the meaning of responsibility and provided me with skills that have served me well throughout my career.”

After leaving the Navy, Ted earned a bachelor’s degree from Stanford University, met his future wife, started a family – and a career in the aerospace industry in Los Angeles. Later he received a bachelor’s degree in electrical engineering from the University of Southern California, eventually moving to San Diego and using his skills in the construction industry.

Ted’s son, David, said his dad had a strong work ethic and was a perfectionist. He earned a private pilot’s license and loved to fly. He also had a great sense of humor.

We are honored to acknowledge the life of Ted Reynolds and offer our gratitude for his gift to the Ronald McDonald House .

What is YOUR Legacy?

There are so many ways you can help families now — and in the future. Please consider naming Ronald McDonald House Charities of Southern Arizona as a beneficiary in your will, trust or retirement policy.

To help plan your legacy, please contact Nancy Kirk, Development Director, (520) 326-0060 Ext. 106 or nkirk@rmhctucson.org.



A Tradition of Giving

Dr. Mikel Lo and Dr. Tina Pai have created a wonderful annual tradition. Each year in December, this couple donates to the Ronald McDonald House to honor their physician colleagues. Why did they choose the Ronald McDonald House?

Years ago, they had a son who developed bacterial meningitis when he was 8 weeks old and was in the hospital for a long time. That made them realize how vital the Ronald McDonald House is. Since then, instead of sending a gift card or basket to their colleagues who refer patients all year long, they make a generous gift to RMHC to give back to the community.

A holiday tradition lives on, today their son is a very healthy 11-year-old.

"We were fortunate that we lived here but kept thinking about other parents who don't live in Tucson and have to travel to care for their child," Dr. Lo said.



Henry and Bridget Werchan give consistently to the Ronald McDonald House because they "believe wholeheartedly in the mission."

Two of their three children were born with cystic fibrosis and since they were living in Sierra Vista, they spent a lot of time on the road to Tucson for treatment. They also spent a lot of time at the Ronald McDonald House. Fortunately, their children, now young adults, are all doing well.

"We know that RMHC can use a consistent funding stream, not just at tax time or holiday time, because you are helping families all year long. It helps RMHC to have recurring donations, but also, it's easier on the donors to spread their giving out."

About our Families

IN 2017

658 Families

LONGEST STAY

197 Nights

AVERAGE LENGTH OF STAY

10 Days



WHY THEY STAY

162 PREMATURE BIRTH/NICU

131 CANCER

52 CARDIAC

40 ACCIDENT/TRAUMA

34 RESPIRATORY

31 BEHAVIORAL

208 22+ OTHER DIAGNOSES

WHERE THEY'RE FROM

COCHISE 224

YUMA 65

SANTA CRUZ 60

PIMA 55

GRAHAM 48

PINAL 28

MARICOPA 27

49 FROM OTHER AZ COUNTIES

81 FROM OTHER STATES

25 FROM OTHER COUNTRIES

Our Love has No Boundaries

Nearly 90 percent of the world's leading children's hospitals are close to a Ronald McDonald House, so these Tucson families were able to stay close during their most difficult days.



"Before our son was born, we decided to take one last vacation to Maui. Christopher decided to join us there and was born three months premature, weighing 3 pounds, 9 ounces. So the Ronald McDonald House in Honolulu was our home for six weeks while he recovered in the NICU. We were welcomed by the wonderful staff at the House. The House and grounds were absolutely gorgeous. We met several families that also had children with health issues and it was very helpful to connect with them during that trying & difficult time. We have kept in touch with a few of them to this day. Our time at the Ronald McDonald House in Hawaii is now a sweet memory – and our son just started college!" – **Michael & Lorie Meyer**



"My son, Orwell Rain, needed surgery on his skull when he was just three months old. He was born with sagittal craniosynostosis, meaning the plates in his head had fused prematurely. We were referred to a craniofacial surgeon at Phoenix Children's Hospital and fortunately she told us about the Ronald McDonald House. We were on a super-tight budget and had two-year-old twins – so not having to pay for a hotel and meals was so wonderful. The surgery went beautifully. Ori is 2 ½ now and doing great." – **Jen Floyd**



"When William was born, he had a serious heart defect. Within a week, he was airlifted to Phoenix for surgery and we found our way to the Ronald McDonald House on the Phoenix Children's Hospital campus. It was amazing. We thought we'd be there for a week and we were there for five weeks. I had no idea how much the community supported the House by cooking meals. It was so great to have meals – sometimes we only left the hospital to eat dinner. The Ronald McDonald House was very helpful and comforting and really impacted us in a huge way." – **Alison LaMarr**

Do you have a story to share?
Visit rmhctucson.org/my-story.



*“I know I’m making a difference.
I’m completely immersed in this House
and don’t want to miss a thing!”*

Judy and Julie Goddard

Celebrating a Volunteer Extraordinaire!

It’s difficult to imagine the Ronald McDonald House without Judy Goddard. Judy started volunteering here in 1988 and hasn’t stopped. This year marks her 30th anniversary and we are so proud and grateful to celebrate her contributions.

It was her daughter, Julie, who sent her our way. Julie was a member of the Alpha Delta Pi sorority at Arizona State University, so was familiar with the Ronald McDonald House. ADPi adopted RMHC as its national charity in 1979 and supports chapters across the nation.

“My mom has so much love to give,” Julie said. “She was that mom in the neighborhood where all the kids wanted to hang out. And when we all grew up and left home, she needed a place to share her love.”

Both Judy and Julie were friends with Pat Roads, our first Executive Director, and knew she needed a little help.

Pat said, “Judy was a huge help. She doesn’t say no. Judy did everything that needed to be done and was always really good to the families.”

Lisa Smith was the second employee, the House Manager.

“Judy was really like part of the staff. She was a jack-of-all-trades, but she was particularly great with the families. She developed very close relationships with our families. And honestly, Judy is the only reason I ever got to take a day off!”

Not content to volunteer on her own, Judy inspired her whole family to help out. Lisa said that for many years, most of the Goddards were at the House on Christmas Eve wrapping presents for the kids. Judy and her husband Dick have five adult children and 11 grandchildren. Many of them have also pursued volunteer work. Her 18-year-old grandson, Mason,

baked cookies for our families every week during his summer breaks. Her granddaughter, Blair, started her own nonprofit in Chicago when she was just 22 years old.

Over the years, Judy’s energy and enthusiasm for the Ronald McDonald House hasn’t waned. She is here twice a week, answering phones, talking with our volunteer chefs, helping families feel at home. She talks about the Ronald McDonald House to everyone she knows – and Judy knows a lot of people!

“I’ve volunteered here this long because it gives me a sense of purpose,” Judy said. “I know I’m making a difference. I’m completely immersed in this House and don’t want to miss a thing!”

She’s part of our staff and part of our family. We are so blessed that Judy has chosen to make the Ronald McDonald House her second home.

Happy 30th anniversary to the amazing Judy Goddard!



Red Shoe Society

Last year we invited young professionals to wear red shoes in support of the Ronald McDonald House, and guess what? They responded. Nearly 50 young philanthropic men and women formed our Red Shoe Society – a group for professional development, networking and community service.

Our Red Shoe Society members are leaders in Tucson and Southern Arizona, spending their valuable free time making a difference in the lives of families with seriously ill children. They represent retail, real estate, finance, healthcare, education and other important sectors. What they have in common is a passion for using their talents for the greater good.

Together they create opportunities to develop professionally, volunteer and raise money for Ronald McDonald House Charities of Southern Arizona.

“I like that the Red Shoe Society provides opportunities to meet and mingle with other young professionals in Tucson. I like that it gives me an organized, easy and enjoyable way to donate my time and energy to the House and all its endeavors. I like those things. But what I love about the Red Shoe Society is the unconfined passion and eagerness I can feel in the room when we’re all together. I love that we all wear our red shoes to events loud and proud, as a unified force. I love that I feel lucky to have been welcomed into the RMHC family, and that I can tell that the House feels lucky to have me too.” – Amanda Robinson



Monthly events include service projects like cooking for the families at the Ronald McDonald House, professional development through learning more about nonprofit board governance and networking while learning from RMHC board members, as well as each other.

There are no dues, just a wonderful opportunity to meet like-minded people and serve the Ronald McDonald House. (Red shoes are actually optional, but highly suggested!)

If you're interested visit
rmhctucson.org/redshoe



SOUTHERN ARIZONA
McDONALD'S OWNER OPERATORS



*Portion of our 2017 revenue donated by
local owners & their generous customers*

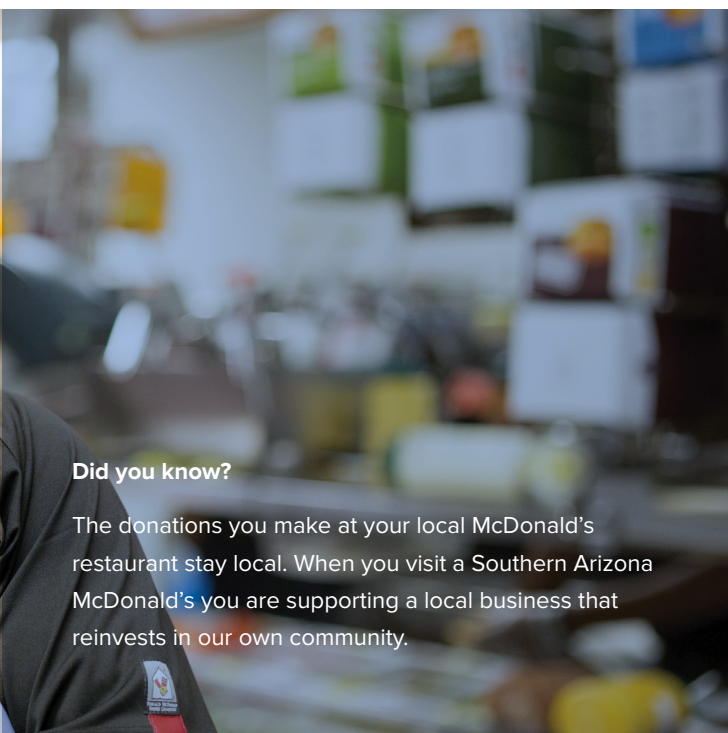
Positive Change

McDonald's: Our Founding Mission Partner

Here at Ronald McDonald House Charities, our goal is to provide the best possible experience for our guests – one that is comforting, caring and positive. We share that mission with our founding mission partner – McDonald's.

Across the nation, McDonald's owner/operators are redesigning many of their restaurants with a renewed focus on the customer experience. With their generosity and the generosity of their customers, we are taking on similar projects with renovations at the Ronald McDonald Family Room and Ronald McDonald House – all with our families' experiences at heart.

While no one organization could single-handedly support our entire organization, we are especially grateful to the seven Southern Arizona McDonald's operator groups for their generous volunteerism, financial support and board service.



Did you know?

The donations you make at your local McDonald's restaurant stay local. When you visit a Southern Arizona McDonald's you are supporting a local business that reinvests in our own community.

How to Help the House

The Ronald McDonald House thrives thanks to community support. Our volunteers, donors and friends give so much to make life easier for the children and families we serve. The opportunities to give are as varied as those who give.

Ways to Give

There are so many ways to donate to RMHC:

- **APPRECIATED STOCKS**
- **ARIZONA STATE TAX CREDIT**
Visit rmhctucson.org/tax-credit
- **CASH GIFT**
Visit rmhctucson.org/donate
- **IRA ROLLOVERS**
- **PLANNED GIFTS**

*To find out which options are right for you,
visit: rmhctucson.org/how-to-help*



WishList



A Pint-Sized Philanthropist

She's only five years old and already she knows the joy of giving. At Christmas time, Isabella (Bella) Kersting helped her mom with a church project, wrapping gifts for children who needed them. And then she wanted to do more.

Her mom, Geri Thames, knew about the Ronald McDonald House and together they collected more toys for more kids. Little Bella showed up at the House and filled a big cart with toys to donate. She had fun checking out our playground while her mom told her more about the Ronald McDonald House.

Then this very kind, very small child asked her mom if she could donate the Disney "Frozen" jacket she was wearing. Of course, mom said yes.

"Bella does everything from her heart. I'm really proud of her," Geri said.

Corporations Caring for Kids

We love it when our corporate partnerships benefit everyone involved. When local businesses donate their time and their talent, both their employees and their customers can feel proud of their investment in our community, and often their businesses benefit too. Each of those we've highlighted here are Tucson-based companies that are making an impact locally, regionally and globally.



HSL Properties

HSL Properties was the recipient of the 2017 “Keeping Families Close” award, presented to a local company committed to advancing the mission of RMHC. HSL, along with its founder Humberto Lopez, is a Corporate Champion – volunteering for Chef for a Day, connecting their community by raising considerable individual donations and as the co-title sponsor of the Walk for Kids.



Realty Executives Tucson Elite

Realty Executives Tucson Elite and its agents are changing the lives of sick children and their families. Through their AGENTS FOR CHANGE program, individual agents help their clients by not only expertly brokering the sale of a home, but also making their community a better place. Realty Executives agents also volunteer at the Ronald McDonald House, are members of the Red Shoe Society and support the annual House Party.



Roche Tissue Diagnostics

How did an innovator of tissue-based diagnostic solutions for patients worldwide, based in Southern Arizona, celebrate a major corporate milestone this year? Not by handing out branded items to their employees or by patting each other on the back, but by giving back to their community. When we attended the celebration in January (along with another great Tucson charity, BAG IT!), we were greeted not only with a significant donation to support our work with cancer patients, but also with thankfulness from their employees for our work in the community. What an amazing gift – to support your employees' passions.



Sundt | DPR

This impressive joint venture that is building a new 11-story tower at Banner University Medical Center in Tucson, is also donating its considerable expertise to remodeling the Ronald McDonald Family Room. The joint venture, along with 10 subcontractors, is turning the 15-year old Family Room into a more beautiful, welcoming space for families with hospitalized children. We can't thank them enough for their generosity and attention to detail. Sundt Construction, a 128-year-old award-winning firm headquartered in Tucson, has also made donations to RMHC through the Sundt Foundation.





HOUSE PARTY

SEPTEMBER 21



WALK for Kids

DECEMBER 2



For the Love of a Child

If you've ever spent a sleepless night with a child suffering from an illness, you know the anguish that our families feel. And if you've been fortunate enough to have healthy children and grandchildren, then you know how truly lucky you are.

Unfortunately, none of us can keep kids from getting sick. But each of us can help sick children and the families who love them by supporting the Ronald McDonald House Charities of Southern Arizona.

With your support, all families stay at the Ronald McDonald House for free. Your gift is used locally to benefit families right here in Southern Arizona.

You can make a donation that comes back to you as a credit on your state income taxes. RMHC of Southern Arizona is a Qualified Charitable Organization, and you may receive a dollar-for-dollar credit that could reduce your tax liability.

Arizona's Charitable Tax Credit

Single Taxpayer

\$400 Maximum

Married Filing Jointly

\$800 Maximum

Donate through tax day in April.

You can take advantage of the Charitable Tax Credit in addition to the school, foster care and military tax credits. Whether you choose to donate \$10, \$100 or the maximum, any amount will help children stay close to their families and close to the best medical care.

Make your tax-deductible gift today...for the Love of a Child.

rmhctucson.org/love • (520) 326-0060

Adopt-a-Room Partners

The Ronald McDonald House Adopt-a-Room Program is a wonderful way to support families. For an annual gift of \$5,000 you, your company or organization can be the exclusive room partner of one of the guest rooms at the Ronald McDonald House. Our Adopt-a-Room Partners are...

Allen and Sheryl Freed

Cenpatico Integrated Care and LifeShare

Del Norton and Jodi Norton

Dr. Mikel Lo & Dr. Tina Pai

GEICO

John and Phyllis Capp

Marsha Thrall and Jack Bona

Paul and Nelia Dias

Retirement Evolutions Wealth Management

Staff and Clients

Roche Tissue Diagnostics

Schmidt and Barton Family Fund

Corporate Champions

Corporate Champions support Ronald McDonald House Charities in a big way. When you become a Corporate Champion, you are showing the community you support the entire mission of the House and all the programs we offer. The following Champions make an annual contribution of \$10,000 or more...

Alpha Delta Pi

Arizona Daily Star

ATI

Banner University Medicine

Cenpatico Integrated Care and Lifeshare

Connie Hillman Family Foundation

Del E. Webb Foundation

Dias Management dba McDonald's

Dunn Edwards

Hensel Phelps

HSL Properties

Maurice R. & Meta G. Gross Foundation

McDonald's Local Owner Operators

Nextrio

R2K Plumbing

Realty Executives Tucson Elite

Roche Tissue Diagnostics

Sundt | DPR

Thirty-One

Thomas & Jeanne Elmezzi Foundation

TMC Foundation

Trader Joe's Store #88

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