



# ANNUAL REPORT 2019/2020





# 2019/2020 Impact

The stories of our families are truly awe inspiring. We are honored to support families with a home away from home when they need it the most.

2020 was a challenge.

As the pandemic surged, we temporarily suspended intake of new families in order to keep those families already under our care as safe as possible.

We had to pause our volunteer program. Families missed the community of support provided by volunteers.

There were no Guest Chefs allowed in the House, and our kitchens were closed. Our Guest Chefs sent meals from restaurants and helped provide vouchers to the hospital cafeteria so evening meals were never missed.

Siblings were not allowed at the hospital and families unfortunately had to separate. Mothers were not able to kiss all of their children goodnight.

For a time families were limited to one caregiver at the hospital and no switching was allowed. We had never imagined a time when families would have to choose who would be able to sit by their child's side and offer enough comfort for both parents.

Ronald McDonald House has always been a place for families to stay together surrounded by a community of support – these changes were difficult for us all.

In 2020 we learned.

We were reminded of the importance of compassion, of listening, of hope and above all we learned about humanity.

We have weathered this pandemic and have come out on the other side wiser. Our amazing team overcame obstacles with innovation and positivity.

Thanks to your generosity we navigated completion of a \$4.5M expansion – debt free. We will be able to serve many more families in the years to come, keeping them closest to their hospitalized child.

We welcome 2021.

We welcome a time when our house can serve families to its fullest potential and above all else we welcome a return to normalcy.

This year we are especially thankful to each and every one of you for your ongoing support during such difficult times. We hope that this annual report will highlight the impact we have made together.

Sincerely,

Susan Adams  
RMHC-OKC President and CEO

April 2019- Demolition Event

July 2019- Construction commences

December 2019- Launched Round-Up Campaign

January 2020- Sign lighting kicked off the 40th Anniversary celebration

March 2020- Services temporarily suspended; continued to serve existing families

July 2020- Construction completed; certificate of occupancy received

August 2020- Ronald McDonald Family Room reopened for showers and laundry

August 2020- Red Shoe Gala livestreamed

September 2020- Last family checked out of the hotel program

October 2020- Ribbon Cutting for the 4th floor expansion

# Tu Tu Thankful

## The Baker Family Story



“It means everything to me to be so close to Winter.”

The Sandoval-Baker family is no stranger to the Ronald McDonald House. On Feb. 15, 2019 Winter and her family traveled from Andarko, OK to begin their stay at The Children’s Hospital.

Winter was due in May but arrived early at 27 weeks weighing only 2 pounds. She developed a genetic disorder, Tyrosinemia that made it difficult for her to break down food.

Winter and her family had a long road ahead, as she would need to stay at the hospital until she was big enough and strong enough to go home. Winter’s mom, Nia along with her father and siblings were welcomed at the Ronald McDonald House in Oklahoma City for the third time.

“I’ve stayed at the Ronald McDonald House three times,” said Nia Sandoval. “The first time was in 2015 when my son was born. He had trouble eating. We had to wait 10 days before he was able to pass all the newborn checks to be able to go home.

The second time was in 2017 for 30 days. My daughter was born premature. She was very sick and we were never able to take her home.”

Nia and her husband were so grateful to be able to stay close to their daughter during this time while also keeping Winter’s siblings close by.

“It means everything to me to be close to Winter,” said Nia. “I can’t go home. It would be way too...I just can’t leave. After losing my other daughter, I’d hate to take off and something happen, or something happen later on, and I didn’t spend all this time with her that I did have.”

Winter will have a special diet for the rest of her life, she is growing steadily. After 67 days at the Ronald McDonald House, Winter and her family were finally able to go home.



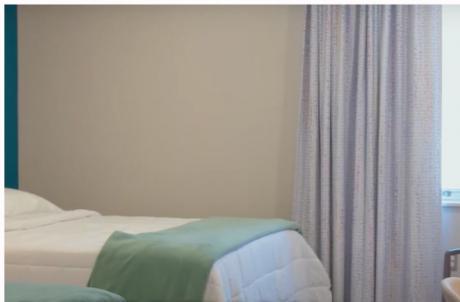
# 40 Rooms

## For 40 Years

During 2020, Ronald McDonald House Charities® Oklahoma City celebrated 40 rooms for 40 years. The 40th anniversary of our founding was kicked off with a sign lighting ceremony in January.

The pandemic may have altered plans, but we were still able to complete a 26-bedroom expansion to 40 rooms in July. The project included beautiful new living spaces, spacious kitchen and dining room, playroom for siblings, a wellness salon and an activity room.

The additional rooms mean fewer families will need to be turned away due to lack of space and more families will be able to stay within minutes of their child's bedside, amid a community of support which strengthens. The additional rooms will provide nearly 9500 more nights of stay, saving families \$1.1M in temporary living expenses annually.



GUEST BEDROOM





# Our Events

*Our events in 2020 certainly operated a little differently, but change can be a good thing.*

## Walk For Kids

The 7th Annual Walk for Kids in May was a virtual event. It was inspiring to see so many families continue the tradition of participating in the walk.

Though we missed seeing our families in person, we were excited to welcome teams from Utah, Texas and New Mexico.

We hope to grow our virtual opportunities with the walk in the future and welcome even more families to join.



## Red Shoe 40th Birthday Bash

Saturday, August 29, 2020, RMHC- OKC supporters tuned in from homes across the state to the livestreamed Red Shoe 40th Birthday Bash. The event raises much needed funds to keep even more families together in their greatest time of need - always at no cost to them.

Travis Brorsen, renowned Animal Planet TV host and CEO of Greatest American Dog Trainers, along with his best four-legged friend Pete, guided the audience through the program, which included a tour of the new 26-bedroom expansion.

This year the prestigious Red Shoe Award was given to hōm kitchen + bath who went above and beyond donating the fabrication and installation of the countertops in the House that will serve our families for years to come.

The 40th celebration had many special moments, from exploring the new addition to hearing from two Forever Families about their experiences while staying at the Ronald McDonald House.

We heard from the Pannell and Huckaby families while surrounded by our own family and friends. What a great reminder for all of us as to the importance of providing families a home-away-from home while their child is in the hospital” said Dave Lopez, Co-Chair of this year’s celebration.

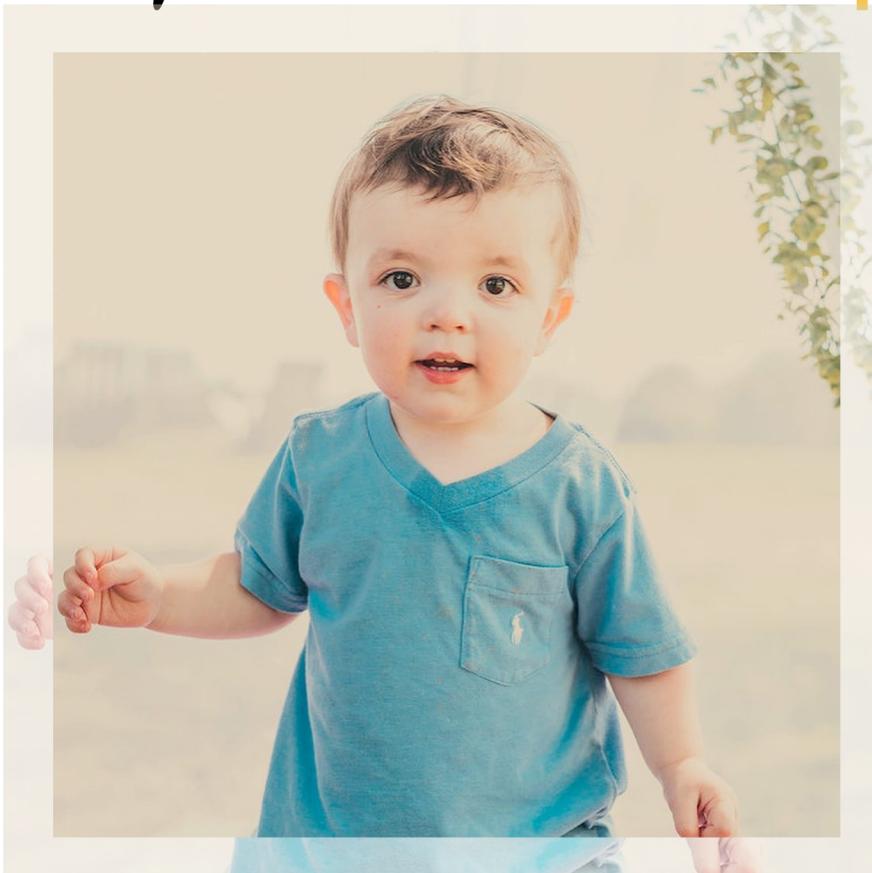
The Huckaby Family from Buffalo told of their son Creed’s journey with heart issues. The Pannell family from Broken Bow recounted how staying at the Ronald McDonald House gave them the gift of time with their daughter Ophelia.

Event sponsors included: Gardner-Tanenbaum Holdings, Total Environment, Dorada Foods, Clearwater Enterprises, Lopez Foods, Inc.



# Part of the Family

## The Dupler Family Story



“I pray it’s never your family, but I went my whole life thinking we would never be in that situation- until we were.”

Everett was born December 2018 and suffered a brain injury. Everett needed many medical interventions his first few weeks, he had a condition called Hypoxic Ischemic Encephalopathy which means his brain was not receiving enough oxygen. His family lived in Lawton, which made it difficult for his parents to be near him during this critical time.

“I lived in Lawton and he was in the NICU at OU Children’s, so logistically, it was going to be hard to be with him while traveling back and forth,” said Kayla Dupler.

“Thank God for the Ronald McDonald House. They were able to provide us

with a comfortable place to sleep at night so we could be close to Everett and focus on helping him heal. They fed us warm meals and even had laundry facilities at the hospital for us! We are so thankful for all they have done for us. They help so many families. I pray it’s never your family, but I went my whole life thinking we would never be in that situation- until we were.”

Today Everett is healthy, happy and he is thriving!

“You made a very stressful and scary time a little bit less so. We will always be grateful, and you will always be a part of our family.”



# Board of Directors

## 2019 and 2020

Tracy Caine  
ConlonTires

Rich Mitchell  
Merrick

Kristy Carver  
LSB Industries

Todd Pefferman  
BKD, LLP

Tonya Hom  
McDonald's Owner/Operator

Kendal Pinkston  
Oklahoma Children's Hospital

Andrew Hwang  
ADEPT Commerical Real Estate

Steven Propester  
Grant Thornton, LLP

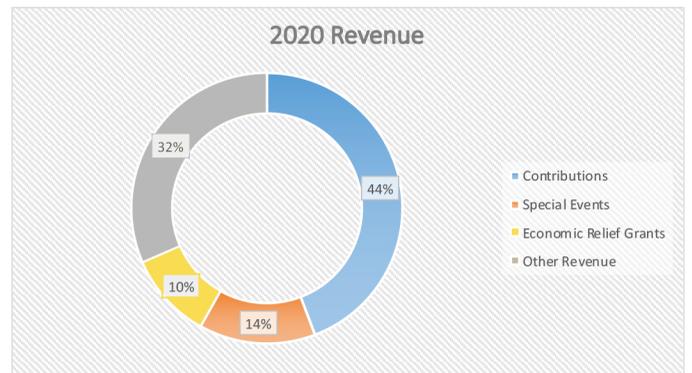
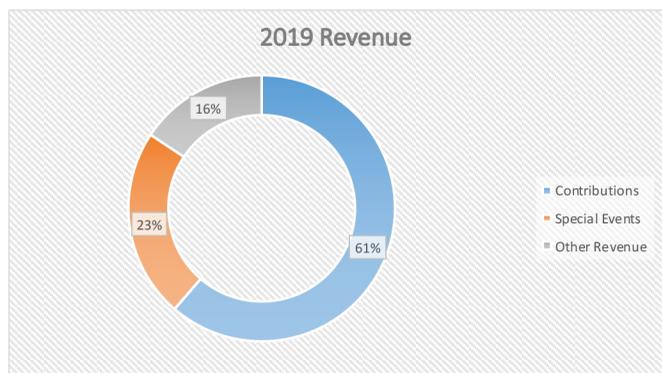
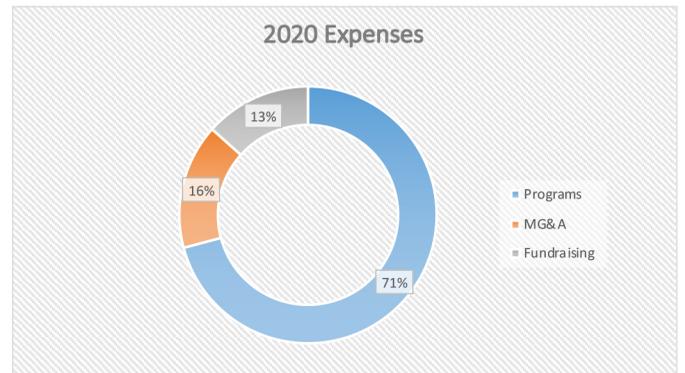
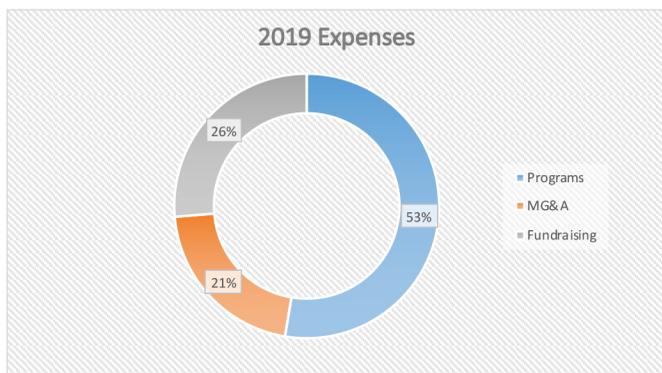
Kathy Lopez-Thorley  
McDonald's Owner/Operator

Chris Scully (2019)  
Dell EMC

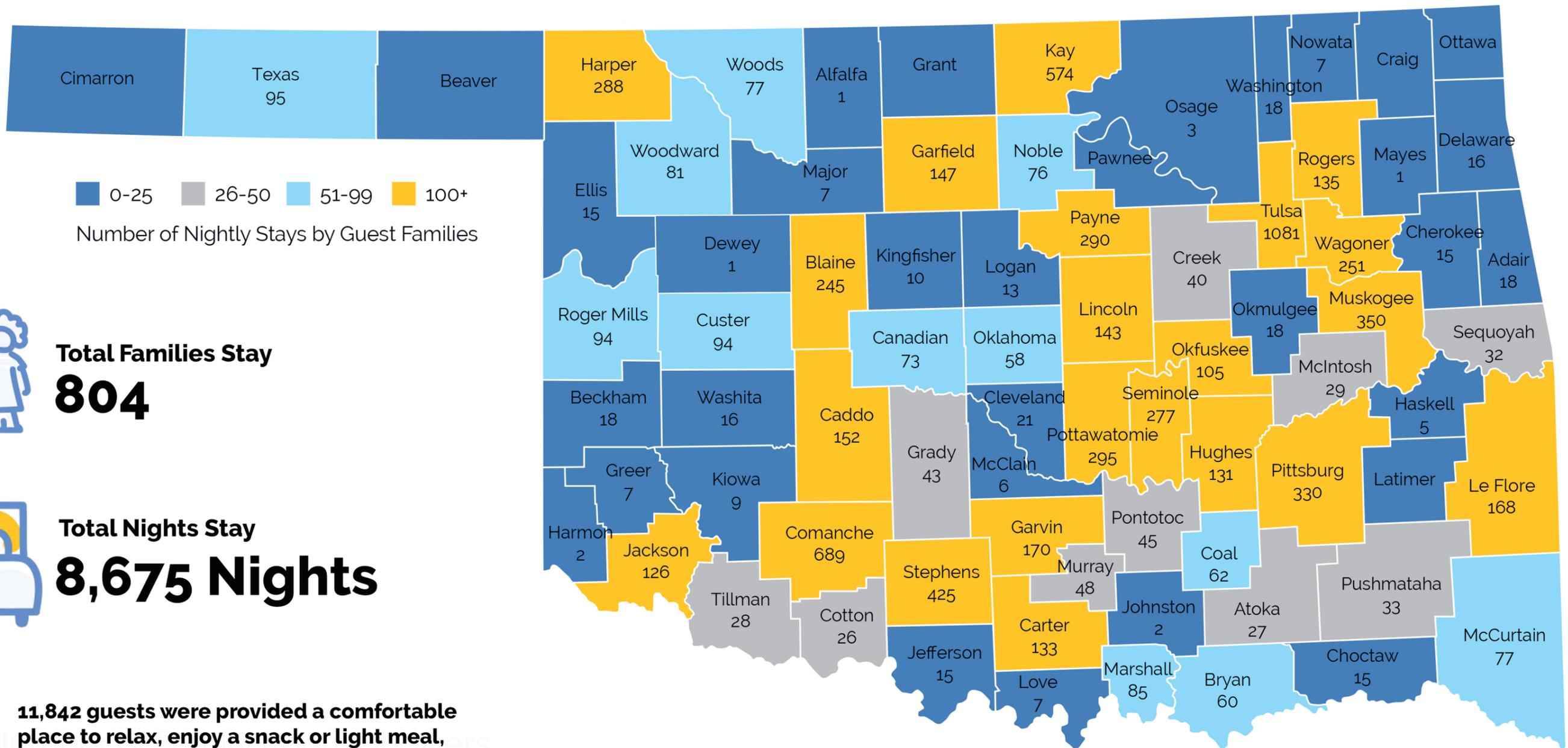
Jeff Miller  
The Haskell Company

# Financials

## 2019 and 2020



# Impact 2019



**Total Families Stay**  
**804**



**Total Nights Stay**  
**8,675 Nights**



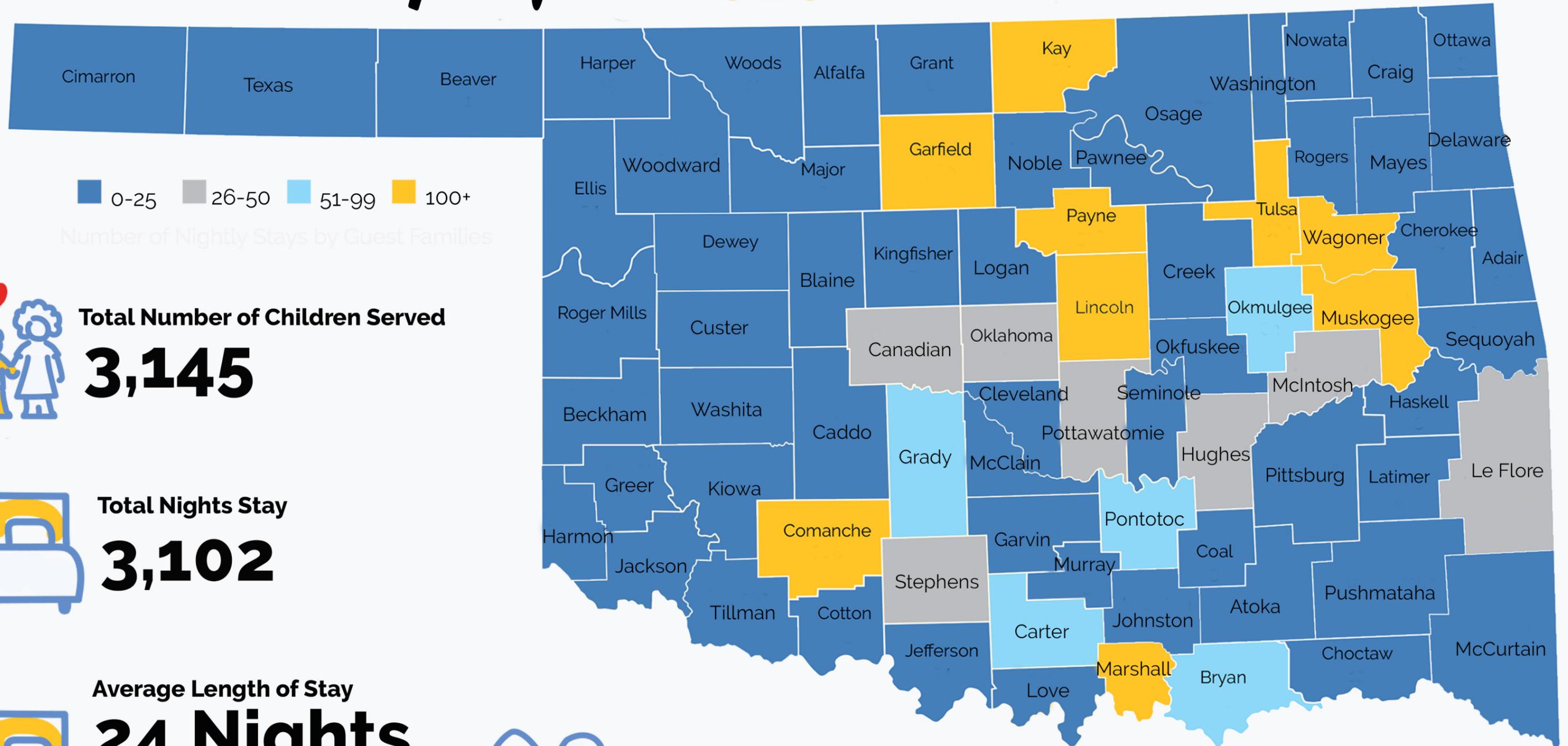
**11,842** guests were provided a comfortable place to relax, enjoy a snack or light meal, take a shower, launder their clothes and have access to a computer.

**11,842**

**Unfulfilled Nights Due to Lack of Space**  
**2,201**

On Average a Family Checks in Every  
**10 hours and 54 minutes**

# Impact 2020



Total Number of Children Served

**3,145**



Total Nights Stay

**3,102**



Average Length of Stay

**24 Nights**

Longest Stay

**181 Nights**



Cost to Host a Family

**\$75 Per Night**

\*2020 map and data reflect temporary suspension of services and reduced operating capacity due to COVID-19.



**For the health & safety of our families, all donated items must be new.**

### Top Needs

- Individually wrapped snacks (chips, protein bars, granola, nuts & dried fruit)
- Non-refrigerated individual microwave meals like mac 'n cheese & soup
- Frozen Hot Pockets, burritos, etc.
- Capri Sun/individual drink mixes
- Styrofoam coffee cups
- Bleach
- Laundry detergent pods
- Dryer sheets
- Baby laundry detergent
- Dishwasher detergent
- Individual sized shampoo & conditioner

### Kitchen & Pantry

- Kitchen Towels
- Dishcloths
- 12" tall brown lunch bags
- Gallon Ziploc & XL
- 2-gallon freezer bags

### Food

- Oatmeal, cereal & Pop-Tarts
- Cake & muffin mix
- Microwavable freezer meals
- Canned fruits & vegetables
- Bottled water

### Clothing for Moms

- Sweatshirts & sweatpants
- T-shirts
- Leggings
- Slippers
- Robes

### Misc. Items

- Disposable latex gloves
- Hair combs/brushes
- Hairspray and mousse
- Deodorant
- Disposable razors
- Feminine pads & panty liners
- Postpartum underwear
- Nursing pads

**OR**

Let us do the shopping for you!  
Gift cards from major grocery and convenience stores such as Walmart, Sam's Club, and Target allow us to purchase the most urgently needed items for our guest families.



# How You Can Help



**DONATE** - Families do not pay to stay at RMHC-OKC. The overwhelming medical costs become the family's priority. You can help support our program by making a secure online donation through our website or mailing your donation. <https://rmhc-okc.org/>



**VOLUNTEER** - We are currently seeking motivated, passionate individuals who are interested in helping our organization provide a "home-away-from-home" for our families. Volunteer opportunities include House and Family Room volunteers, project volunteers, and special event volunteers. <https://rmhc-okc.org/volunteer/>



**GUEST CHEF** - We hope to resume our Guest Chef program soon. Volunteer your time and cook dinner for our families. Meal preparation includes: planning the menu, purchasing the food, preparing and serving the meal at the House and clean up. For more information and to sign up on the online calendar: <https://rmhc-okc.org/volunteer/>



**HOST AN EVENT** - We are honored to be the beneficiary of events organized by the community. Funds raised at these events help provide our services at no cost to families. <https://rmhc-okc.org/get-involved/host-your-own-event/>



**PULL TABS** - Bring your collection of pull tabs to our House, Family Room or Administrative Offices, and we will recycle them for money which we use to purchase much needed items for guest families. <https://rmhc-okc.org/get-involved/other-ways-to-give/>



**CAR DONATION** - Donating a vehicle is easy! *One Car One Difference* will pick up your vehicle for free and the proceeds from the sale will help our families. You will receive a receipt to use for your itemized tax-deduction. To make your donation, please call *One Car One Difference* at **855-227-7435** (toll-free) or visit [www.OneCarHelpsRMHC.com](http://www.OneCarHelpsRMHC.com)



# Thank you

## Thank you. Thank you.

From the moment we opened our first 10-bedroom Ronald McDonald House® in Oklahoma City, McDonald's owner/operators, suppliers, employees and customers have helped provide stability and vital resources to families seeking treatment at area hospitals.

In addition to serving on our board of directors and donating personal funds and resources, McDonald's makes it easy for their customers to support our mission. Contributions to RMHC donation boxes from more than 120 restaurants in Central and Western Oklahoma and Wichita Falls, Texas, go directly to support our Oklahoma City operations.

In December 2019, McDonalds launched Round-Up for RMHC allowing customers to round up their purchase to the nearest whole dollar and to facilitate giving by customers using debit and credit cards.



Closure of restaurant dining rooms due to the pandemic reduced customer donations, but our local McDonald's owner/operators responded with a \$20,000 matching gift in conjunction with the launch of our Adopt a Room program.

Since 2018, the donation of a Penny per Pound of Fries sold has raised \$500,000 for our local McDonald's Owner/Operator's \$1M pledge to the Opening Doors Finding Hope capital campaign for a new Ronald McDonald House in Northwest Oklahoma City.

We are grateful to our McDonald's family for their tremendous contributions to our mission.



*Red Shoe*   
..... R E N D E Z V O U S

**2021**  
*Save The  
Date*

.....  
*The Omni Hotel  
100 Oklahoma City Blvd.  
OKC, OK 73109*

.....  
*Friday, September 24, 2021  
Cocktail Attire Encouraged; Red Shoes Rewarded!*

For more information contact:  
[jreyes-henderson@rmhc-okc.org](mailto:jreyes-henderson@rmhc-okc.org)  
or call (405) 424-6873





**RMHC**<sup>®</sup>  
Oklahoma City

Keeping families close<sup>®</sup>

# PLAYROOM

## RMHC-OKC

(405) 424-6873  
info@rmhc-okc.org  
www.rmhc-okc.org