

2023

# ANNUAL REPORT



RMHC<sup>®</sup>  
Southwestern Ontario

Keeping families close



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## 2023 BOARD OF DIRECTORS

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### President

Rob Reid

### Vice President

Graham Casson

### Past President

Mike Malleck

### Directors

Amanda Mulder

Derek Drummond

Andria Azevedo

Derek Lall

Samantha Parsons

Diane Chantler

Dave Ward

Jatinder Bains

Matt Mills

Martin Smith

Bryan Wakefield

David Sklash

Jennifer Diplock

Jonathan Greenway

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## MESSAGE FROM EXECUTIVE LEADERSHIP

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This year, as RMHC globally celebrates 50 years of unwavering commitment to families, and as we edge closer to our 40th anniversary here in Southwestern Ontario, we reflect on the incredible journey we've embarked upon. A journey made possible by the dedication, generosity, and compassion of many individuals like you.

Our mission to support families with ill or injured children has never been more vital. It's a mission that calls us to be more than just a charity; it calls us to be a beacon of hope in our community's darkest times. In 2023, we had the

privilege of serving 3,238 unique families across all our core programs, and they stayed with us for an average of 18 days—a significant period during which we became their home away from home, their sanctuary of comfort and support. It is important to remember that this number is not just a statistic; it represents individual stories of hope, resilience, and community.

All of this would not have been possible without our over 1,000 volunteers and countless donors, whose dedication and compassion were instrumental in supporting families from 235 communities with 65,144 individual meals and home accommodations relieving emotional and financial stress weighing on caregivers, ensuring that our families were nourished in body and spirit.

Thank you for being part of this incredible journey. Here's to many more years of making an impact together.

Let's dream bigger, reach further, and love deeper.

A handwritten signature in blue ink, reading "W. Matthew Chater".

**W. Matthew Chater**  
RMHC-SWO CEO

A handwritten signature in blue ink, reading "Rob Reid".

**Rob Reid**  
RMHC-SWO Board of Directors President

# your support makes a difference

Total  
nights of comfort  
2023

**15,343**

Average  
family saving  
per day

**\$520.70**

Total  
communities  
served 2023

**235**

Annual  
out-of-pocket  
savings

**\$4.7m**



RMHC<sup>®</sup>  
Southwestern Ontario

**Keeping Families Close<sup>®</sup>**

**RMHC-SWO.CA**



# rmhc-swo



- 10 years ago, the operational cost per family per night was \$100. Now, the costs associated with their stay exceed \$500 per day, per family.
- In 2013, the average length of stay, in the House, was 7 days. 10 years later, the average length of stay is 16 days.
- In 2013, the organization ran at capacity for just 134 nights each year. Now, we have operated at more than 110% capacity since 2019.

- In 2015, families spent 1,000 nights on the waitlist vs. 2,500 nights in 2020. This number continues to grow, which means, countless families are unable to access a safe, comforting and convenient place to stay when their children are coping with profound health challenges.



- Last year, RMHC-SWO saved families \$4.7 million dollars. Equally as important, we gave ill and injured kids exactly what they needed: caregivers who are close enough to hug, kiss and play with.

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**2023** IMPACT

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# the national rmhc numbers

Total nights  
of comfort  
nationwide  
2023

**15,343**

Total  
communities  
nationwide  
served 2023

**3,400**

More than  
**26,000**  
families served  
in Canada  
2023

Annual  
national  
out-of-pocket  
savings  
**\$57m**

Keeping  
families close.®



Southwestern Ontario

**Keeping Families Close**®

**RMHC-SWO.CA**

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## OUR COVER STORY

### A LETTER FROM THE CRITCH FAMILY

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My name is Katherine and I just wanted to say thank you for keeping my family close to our 6-month-old son, Dominic, for 5 and 1/2 months while he received cancer treatment in London, ON. The friendships we made will last forever and the amount of love we felt will be cherished for as long as we live.

Hours away from our community in Owen Sound, there were many things made this place feel like our "home-away-from-home"...

The homemade meals made with love by volunteer groups that so graciously gave their time to feed our souls.

The multipurpose space where I could watch my kids play, spending endless hours having dance parties and making crafts.

The feeling of family. Other families dealing with difficult diagnoses came together to talk, share, cry, celebrate good news, and just be there for one another. It helped to know you weren't alone.

Most of all, our room will forever be engrained in my heart. The room where we rested after long days at the hospital. The room where we talked about the worst news we received and rejoiced when we got the best news. It was where we could all be together as a family, and that was the best thing you could give us.

We were able to watch our son experience so many firsts we may have otherwise missed...

First MRI, CAT scan, surgery, blood transfusion, chemotherapy and so much more. But we also got to experience his first time crawling, first tooth, eating solid foods, first words, first time standing while holding onto things, and first time climbing stairs. Those moments brought us light in a dark time.

Our 3-year-old daughter, Blake, knew her brother was very sick and we needed to focus on him, but at the House she still got the attention and care she deserved. She became so well known to everyone and looked forward to seeing all the staff, volunteers, and families. She also began to understand that some of those children would leave to go home, and not to be sad because that was a good thing. And eventually, we hoped, that day would come for us as well.

Well, that day finally came, and as we left the House we took the memories with us, the good and the bad. The road to recovery will never end but we want to thank you for helping us on this journey. It's not goodbye, just see you later.

We want to thank all the RMHC Southwestern Ontario volunteers, donors, and staff from the bottom of our hearts!

Katt, Ryan, Blake, and Dominic



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## RMHC CANADA PARTNERS

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RMHC Canada builds relationships and fosters partnerships that benefit all RMHC Chapters across Canada. Lead and National Mission Partners, Founding Partners, and Corporate Donors come together to help provide invaluable support for families.



McDonald's Canada, RMHC's founding and forever mission partner, has provided much-needed monetary, gift-in-kind, and volunteer support since the first House build in 1985. Long-standing restaurant fundraising, such as McHappy Day, the Happy Meal, and Coin Boxes are partnered with new initiatives including RMHC Cookies, Round Up, and Kiosk Giving to raise invaluable funding and awareness for keeping families close.

### LEAD NATIONAL MISSION PARTNERS



### NATIONAL MISSION PARTNERS



### FOUNDING PARTNERS





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PARTNERS 10K+

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## PARTNERS 5K-9,999

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Kevin Siddall Invitational Baseball Tournament  
Chatham-Kent Police Association  
Dean Lane Contractors Inc.  
Cleft Strong Golf Tournament  
London Bridge Childcare Services  
Royal Canadian Legion Branch 535  
Haymach Canada Inc.

La-Z-Boy Furniture Galleries  
Cargill Animal Nutrition Office  
Courtesy Ford Lincoln Sales  
Maureen Burke - Illuminate the House  
The Keg Steakhouse & Bar  
West Elgin Daffodil Auxiliary  
Toys for Joy

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I have many positive memories at RMH London, but the best was the first day Coralyn was allowed to come over for a visit – It had been two months since she last left the hospital. While the short walk over was still exhausting for her, she enjoyed sitting on the living room couch and laying in a non-hospital bed!

The Schnarr Family  
Oxford



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## OPERATION PARTNERS

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Through donations of product and services, operational partners help ensure our Chapter programs have the resources necessary to provide the best quality care to our guest families.

Agropur  
Burnbrae Farms  
Brandsource  
Canus  
Classic Fire & Life Safety  
Compudata  
Damar Security Systems  
Ecolab  
Great Floors, St.Thomas  
Clintar Landscape Management Services

Integrated Video and Surveillance  
Kruger  
La-Z-Boy  
London Hospital Linen Service  
Martin Brower  
Mother Parker's  
Payworks  
Sony Canada Charitable Foundation  
Triple D Electric  
Sew Creative

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## EMPLOYEE PAYROLL GIVING

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Participating in our payroll giving plan provides businesses with the opportunity to offer employees an easy way to make a big difference by donating a set amount from each pay cheque.

Apple Canada  
Bank of Montreal  
Cargill Value Added Protein  
CIBC Canada | CIBC Wealth Management  
Damar Security Systems  
McDonald's Restaurants of Exeter, Kincardine,  
Goderich, Wingham  
McDonald's Restaurants of London, Car-Jon  
Family Restaurants  
McDonald's Restaurants of London, GIOPALM  
Inc.

McDonald's Restaurants of London,  
Carmik Foods  
McDonald's Restaurants of London &  
Area, IIWII Foods Inc.  
McDonald's Restaurants of Sarnia,  
KIOV Inc.  
RBC | RBC Insurance  
Ronald McDonald House Charities  
Southwestern Ontario Staff  
Suncor Energy  
TD Bank

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## ADOPT A ROOM SPONSORS

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Adopting a space at RMH London, RMH Windsor or RM Family Room London provides much-needed funding, while offering donors the opportunity to provide caring and practical support that keeps bedrooms and shared spaces in excellent condition for all guest families.

Align by Design  
Dielco Electric Ltd.  
Family & Friends of Fynnigan Gawley  
Frey's Room  
Go Platinum Realty Inc.  
GT Tires  
Happy Hills Family Resort & Campground  
James A. Beattie Foundation  
L82 Construction Ltd.  
Little Rock Farm Trucking  
McCormick Canada  
McIntee Family  
McIntee Mortgages Ltd.  
Miracle Max's Minions  
Nancy & Friends  
Oakridge Optimist Club  
Sunningdale Golf & Country Club

Southwestern Ontario NoFrills  
The Bouck Family  
The McDonald's Exeter, Goderich, Kincardine,  
Wingham, Grand Bend, Mitchell Team in  
honour of Raymond Reid  
The Thompson Family  
The Vail Family  
Trojan Technologies  
Trucking for Kids  
Wayne Toyota  
In loving memory of Evan Sklash  
Betty & Lloyd Kennedy  
MC3 Manufacturing Inc.  
UE Enclosures  
The Bouck Family  
Lubnow Restoration Inc. DKI  
Mac Voisin & Marcela

“

If you ask Jake... "Having my parents close meant I wasn't scared of being alone. It was also a nice distraction from my injuries when I could go over to the House and be with my family and have fun with the other kids staying there."

Sippel Family  
Huron Perth





# Treasurer's Report

Year Ended December 31, 2023

## Financial Position as at December 31, 2023

	2023	2022
Assets	\$17,815,045	\$16,777,506
Liabilities	181,691	147,892
Fund balances	17,633,354	16,629,614

**Operating bank accounts** were higher than normal level with a balance of \$436,425 (2022 - \$291,602) at the end of the year, representing approximately 4 months of operating expenses.

**Investments** were \$8,805,280, an increase of 11.9% from 2022.

**Investment Income** of \$834,273 consists of the following:

Interest, dividends and other	\$312,026
Realized gains on sales of investments	(19,181)
Unrealized gains on investments	647,206
Foreign exchange gain (loss)	<u>(105,778)</u>
<b>Total Investment Income</b>	<b><u>\$834,273</u></b>

## Revenues and Expenses from January 1 to December 31, 2023

	2023	2022
Revenues and other support	\$4,467,807	\$3,786,726
Expenses	4,298,340	3,849,638
<b>Excess (deficiency) of operating revenues over expenses</b>	<b>169,467</b>	<b>(62,912)</b>
Investment income, net	834,273	(779,279)
<b>Excess of revenues over expenses</b>	<b>1,003,740</b>	<b>(842,191)</b>

### *General Fund*

There was an increase in the General Fund in 2023 of \$1,062,961. This increase was due to \$3,858,877 in revenues, \$3,550,168 in expenses, \$834,273 in investment income and (\$80,021) of interfund transfers related to Capital Asset purchases.

### *Capital Asset Fund*

There was a decrease in the Capital Asset Fund in 2023 of \$325,720. This was due to capital asset additions of \$174,765 and amortization of capital assets of \$500,485. A detailed breakdown of Capital Assets can be found in the Audited Financial Statements.

### *Restricted Fund*

There was an increase in the Restricted Fund in 2023 of \$266,499. This increase was due to \$608,930 in restricted revenues, \$247,687 in restricted expenses and (\$94,744) of interfund transfers related to Capital Asset purchases.

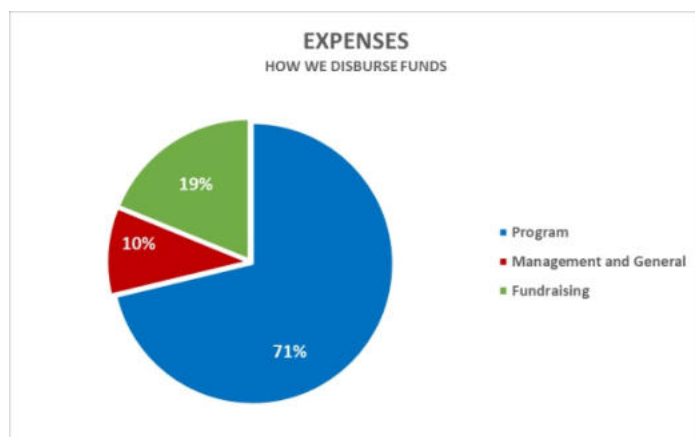
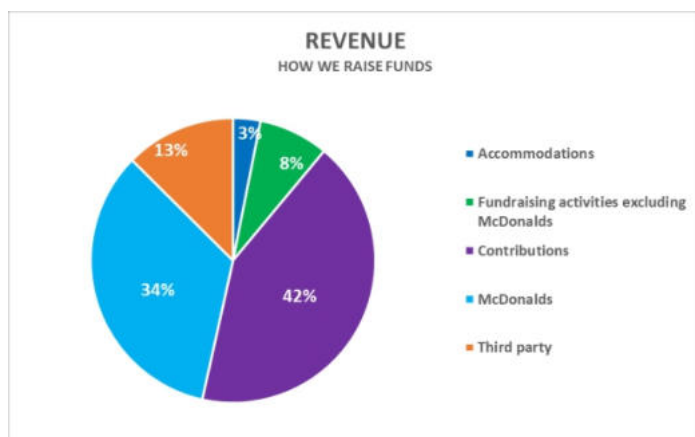


# Treasurer's Report

Year Ended December 31, 2023

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Below is a breakdown of the operating revenues and expenses:



The financial information provided above is in a condensed format. The complete audited financial statements can be found on our website.

Looking back at 2023, it's clear that our financial gains come from both diligent work and the incredible financial support from individuals and communities across Southwestern Ontario. This collaboration has helped us do more for families who require specialized medical care for their children.

This success is something we all share, thanks to a shared belief in and support for our mission. It empowers us to grow and expand our programmatic offerings, aiming to remove barriers and promote healing.

Looking forward, we are committed to thoughtfully utilizing this opportunity for growth. We are immensely grateful for the community's support, which drives us toward a world where every family has what they need to ensure the best health outcomes for their children.

Thank you to everyone who made this possible.

Respectfully submitted,

**Amanda Mulder, CPA, CA**

*Treasurer and Board Member*



**RMHC**

Southwestern Ontario

**RONALD MCDONALD HOUSE CHARITIES  
SOUTHWESTERN ONTARIO**

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