

# 2025

**A year to remember.  
A future to build.**

Four decades of keeping families together.  
One bold vision to serve many more.

A MESSAGE FROM OUR LEADERSHIP

# 40 years of legacy. A bold future ahead.

In 2025, Ronald McDonald House Southwestern Ontario marked a defining year — one rooted in celebration, transformation, and bold vision for the future.

As we celebrated 40 years of caring for families across Southwestern Ontario, we reflected with deep gratitude on the legacy that brought us here. For four decades, Ronald McDonald House has been more than a place to stay — it has been a place where families can stay together through some of life's most difficult moments. And at Ronald McDonald House, we believe families should never have to choose between being there for their child and having a place to stay.

That belief has always been at the heart of our mission — to provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare. In 2025, that mission was expressed in new and meaningful ways through the global brand modernization of Ronald McDonald House — a transformation that allows us to express our identity, actions, and purpose more clearly.

This year, we also continued planning for one of the most significant opportunities in our chapter's history — the expansion of our London House from 40 to 80 bedrooms. This work is about more than doubling capacity. It is about extending access, deepening impact, and ensuring more families can find comfort, connection, and care when they need it most.

Behind every milestone are the people who make this mission real — the families who trust us, the staff and volunteers who bring care to life each day, and the donors, partners, and community champions who stand beside us. Because of you, Ronald McDonald House continues to be a place of rest, warmth, belonging, and hope.

As we look ahead, we do so with pride and confidence — honouring all that has been built while shaping what comes next.



*When a child is ill or injured,  
family is not a visitor.  
Family stays.*

**40**

years of  
keeping  
families  
together

**2x**

the London  
House we are  
building next

## OUR MISSION

To provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare.

## OUR VISION

A world where every family has what they need to ensure the best health outcomes for their children.

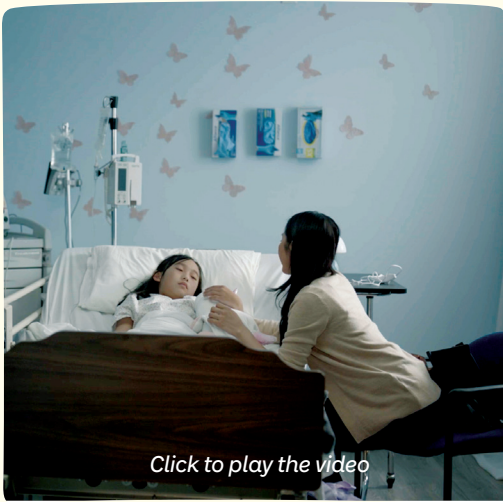


**Ronald  
McDonald  
House**  
Southwestern  
Ontario

# 2026 Impact Report



Lai Family



Click to play the video

## From the first breath to the first step home.

Time, when your child is ill, is not measured in hours. It is measured in heartbeats. In the small distance between your chair and their hospital bed. In the number of times the nurse checks in, and whether you are there to ask the question you wrote down at 3 a.m.

You cannot be at that bedside if you are three hours down the highway or trying to afford a motel room on the edge of a city you have never even visited before. You cannot hold your loved ones through these impossible moments – or even take care of yourself – if you cannot be together to share the logistical, emotional and financial burdens that come with a paediatric diagnosis.

Thank you for giving families the gift of time.

**16,101 nights**

of comfort provided  
in 2025

**13 days**

average length of  
a family's stay

**310 nights**

the longest single stay  
in 2025

**249 km**

average distance families  
travelled from home

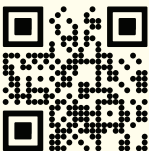
**1,325**

families stayed with us  
in 2025

**203**

cities and communities that  
called us home this year

Whether a stay lasted a single day or an entire season, every night at the House was a night a parent did not have to choose between proximity and survival. Zack got to have his mom, dad and big brother close. Even when he lost his hair, his ability to attend daycare and, for a time, his mobility, he never lost what was most important: time with the people he loves.



VIEW OUR  
FAMILIES' STORIES  
OF STRENGTH



Seabrook Family

# The gift of togetherness.

In 2025, families arrived from 143 different communities across Ontario and Canada. They came from Thunder Bay and Nunavut, from small farming towns in Grey County and urban neighbourhoods near Waterloo. They also came to and from Windsor Essex County — our single largest region served — where 254 families found refuge this year.

**They travelled long distances because the specialist they needed was not available near home. And because of you, they did not have to come alone. When they arrived, they not only had access to a world-leading care team, but they also got to play, eat and heal alongside dozens of other families navigating a circumstance only they could understand.**



## London House

Over the past two years, we've welcomed a dedicated head chef and two sous chefs to our kitchen — a kitchen that served breakfast and a hot dinner to every family in residence, seven days a week, 365 days a year.

- **796** families
- **76,585** meals
- **40** bedrooms



## Windsor House

In August, a new chef joined the team, bringing that same commitment to warmth and nourishment to a House that has long run on community spirit. Through our Day Use Program and Cart with a Heart, we provided comfort and dignity to more than 10,000 people in need.

- **10,424** individuals (cart, house, day pass)
- **8,171** meals served
- **6** rooms



## Family Room at Children's Hospital, LHSC

Serving local London & regional families through warm meals, hot cups of coffee and a family-centred environment, our Family Room provides relief from the sights, sounds and busyness of the hospital just steps from its acute care areas.

- **17,252** visits
- **17,034** meals
- **3** rooms

**All of it — every plate, pot of coffee, and moment of peace — was made possible because donors like you believe that a family in crisis deserves more than survival. They deserve care, comfort & a place to call home.**

# A door we had to close. A future we are building.

Over the past two years, we have turned away 800 families. Not because we wanted to. Not because we lacked compassion. But because we lacked the rooms. Families who drove hours in the dark, who received a frightening diagnosis on Tuesday and by Wednesday, heard a phrase that no family in crisis should ever hear: We can't help you.



Hinsey Family

**We want to tell you everything.  
Because you deserve  
the full picture.**

**513 families**

turned away in 2025 alone

**7+ years**

demand has outpaced our capacity

**1,899 nights**

families could not be  
accommodated in 2025

**For every two families served,  
we turn one away.**

# Every cent, counted. Every gift, felt.

When you give, a parent sleeps within minutes of their child's hospital room. A grandmother does not have to choose between being present and paying rent. A sibling gets to hug their brother goodnight. A family facing the most frightening experience of their lives remembers — because of you — that they are not facing it alone.

“

*When your kid is sick, you don't care or think about yourself. But the Ronald McDonald Houses, they do that for you as a parent. So, anything you can do to support them is helpful and means the world to us.*

Barill Family

Barill Family

# Thank you to all our supporters, your generosity ensures we can welcome and support as many families as possible when they need us most.

“

*Together, we are building a future where every family has what they need to stay strong, hopeful, and together through their darkest moments.*

W. Matthew Chater, Chief Executive Officer

“

*I donate to Ronald McDonald House in honour of my sweet Grandma who loved her time spent volunteering at the House. Thank you for all you do for families!*

Marisa – Donor

“

*Ronald McDonald House never hesitated to learn my name, hear my story and struggles, and help to show me that I am worthy, and I have a purpose.*

Rachel Ducharme

“

*Although it was difficult, I knew deep in my heart how lucky I was to be able to stay so close to Ivy.*

Emily Spooner

**Every child deserves to be close to care when they need it most.**

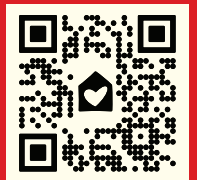
Together, we can create a world where every family has what they need to support their child's health. Your donation ensures no family faces this journey alone.

Follow us!



@RonaldMcDonaldHouseSWO

**Donate today**  
and make a life-changing difference.



Registered Charity Number: 11915 8806 RR0001

# Stewarding the mission.

Year ended December 31, 2025

## Financial Position

As at December 31, 2025

	2025	2024
Assets	\$25,233,179	\$21,285,115
Liabilities	\$356,726	\$250,178
<b>Fund balances</b>	<b>\$24,876,453</b>	<b>\$21,034,937</b>

**\$977,862**

in operating bank accounts at year-end — about two months of operating expenses (2024: \$510,168)

**\$10,742,523**

in investments, an increase of 7.2% over 2024

**\$895,235**

in total investment income generated in 2025

## Investment Income Breakdown

Interest, dividends and other	\$468,753
Realized gains (losses) on sales of investments	(\$12,691)
Unrealized gains on investments	\$537,221
Foreign exchange gain (loss)	(\$98,048)
<b>Total Investment Income</b>	<b>\$895,235</b>

## Revenues & Expenses

January 1 to December 31, 2025

	2025	2024
Revenues and other support	\$9,279,299	\$6,964,581
Expenses	\$6,333,018	\$4,785,952
<b>Excess of operating revenues over expenses</b>	<b>\$2,946,281</b>	<b>\$2,178,629</b>
Investment income, net	\$895,235	\$1,222,954
<b>Excess of revenues over expenses</b>	<b>\$3,841,516</b>	<b>\$3,401,583</b>

## A closer look at the funds

<p><b>GENERAL FUND</b></p> <p><b>+\$1,724,817</b></p> <p>Net increase in 2025</p> <p>Driven by \$6,084,039 in revenues, \$5,129,024 in expenses, \$895,235 in investment income, and \$(125,433) of inter-fund transfers related to capital asset purchases.</p>	<p><b>CAPITAL ASSET FUND</b></p> <p><b>-\$8,771</b></p> <p>Net decrease in 2025</p> <p>Capital asset additions of \$519,259 were offset by \$528,030 in amortization. A detailed breakdown appears in the Audited Financial Statements.</p>	<p><b>RESTRICTED FUND</b></p> <p><b>+\$2,125,470</b></p> <p>Net increase in 2025</p> <p>Reflects \$3,195,260 in restricted revenues, \$675,964 in restricted expenses, and \$(393,826) of inter-fund transfers related to capital asset purchases.</p>
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### YEAR ONE OF OUR 2025-2027 IMPACT STRATEGY

## Honouring our legacy. Building our future.

The financial story above is one chapter. Here are the four priorities guiding our next.

**01**

### Serve More Families, Better

Expand capacity. Innovate to meet regional needs. Enrich the family experience.

**02**

### Drive Engagement

Inspire our community. Strengthen our brand. Diversify our funding.

**03**

### Enhance Collaboration

Foster a culture of learning and partnership across Chapters and beyond.

**04**

### Prioritize People

Invest in our staff, volunteers, and partners. Foster wellbeing and growth.

# A position of strength — and intention.

Looking back on 2025, our financial position reflects both strength and intention. We continued to steward resources with care while making thoughtful investments in Ronald McDonald House Southwestern Ontario's future.

As our mission grows, so too does the responsibility to ensure we have the capacity to meet rising needs. In 2025, this included increased fundraising expenses to build momentum for our capital campaign and the long-term goal of expanding our London House from 40 to 80 bedrooms. These investments are purposeful. They are helping lay the foundation required to raise the capital needed to grow our reach and serve more families, better.

At the same time, we continued to invest steadily in our programs and services — recognizing that fiscal prudence is not only about managing costs carefully, but also about directing resources where they matter most for families. Even with these growing investments, the organization remained in a strong financial position at year-end, reflecting disciplined oversight, sound management, and the enduring generosity of our community.

For our donors, partners, and supporters, this should offer assurance: we are approaching growth with care, ambition, and responsibility. We are committed to balancing today's needs with tomorrow's opportunities, ensuring that every dollar entrusted to us is used thoughtfully in service of our mission.

Thank you for the trust you place in Ronald McDonald House Southwestern Ontario. Because of your support, we are able not only to sustain essential services for families today, but also to build toward a stronger future where even more families can stay close to the care they need.

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*Michelle Stratton, CPA, CGA*  
*Treasurer and Board Member*



# Thank you for staying with us.

Every night at the House, every plate served, every family kept close — all of it was made possible by you.

## **LONDON HOUSE & FAMILY ROOM**

745 Base Line Road East, London, ON  
Family Room at Children's Hospital, LHSC

## **WINDSOR HOUSE**

Serving families across  
Windsor Essex & the region