



**Ronald  
McDonald  
House**  
Southwestern  
Ontario

# 2025 Impact Report



*Lai Family*

## 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.



**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.

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*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

“

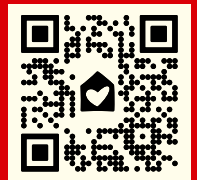
*Although it was difficult, I knew deep in my heart how lucky I was to be able to stay so close to Ivy.*

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.

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



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