Ronald McDonald House New York

# 2015 ANNUAL REPORT





# EXPANSION

announced several bold initiatives in

2015 that will help to provide a new
level of comfort to families seeking
hope and healing while fighting cancer.



# A LETTER FROM OUR CHAIRMAN



Tina Lundgren Chairman of the Board

here is never a dull moment at Ronald McDonald House New York. In the midst of families checking in and out of the House, patients going to neighboring hospitals for treatment, and children playing with volunteers in the playrooms, yet we manage to focus on the daily activities of running the House and planning for its future. That's because this constant activity isn't a distraction to us; rather, it's an inspiration that fuels us and reminds us of why we do what we do.

We realize, of course, that none of this would be possible were it not for you and all of our donors who support our efforts to serve children with cancer and their families. That's why I'm so pleased to tell you about the steps we took in 2015 that will surely lead to exciting and busy times in 2016 and beyond.

We announced several bold initiatives this year, including the launch of the

renovation and expansion of our 73rd Street House and the partnership with Health & Hospitals Corporation to open the first Ronald McDonald Family Room in New York City. We also announced the expansion of our coffee-cart program, which will expand its reach of 12,267 patients and families at the Hospital for Special Surgery to 13,500 by the end of next year.

Now, with the help of our staff and dedicated volunteers and the guidance of our experienced Board Members, we are working to bring these and many other projects to fruition.

Our largest undertaking is

the renovation and expansion of our existing House. To kick off the project we opened the Blavatnik Wellness Center. thanks to a very generous donation given by the Blavatnik Family Foundation. This facility is designed to help take care of the best caregivers we have—the moms (and some dads) of the children staying at the House—because the health and well-being of the parent directly affects the health and healing of the child.

The next step in our expansion project will be the addition of 11 new rooms, including six rooms designed specifically for transplant patients who may be confined to their rooms for months at a time. There were approximately 180 families last year who needed our help but we had to turn away; we simply did not have enough rooms available. Once our expansion is complete, we will

be able to better satisfy the needs of our hospital partners who refer to us a majority of the families we host.

But even when the expansion is complete, we still won't be able to reach all of the families in need of our services. Traditionally, we have not been able to assist families living in Manhattan and its surrounding boroughs because our House has been reserved exclusively for those traveling from outside the area. But through our new Ronald McDonald Family Room at King's County Center, we will be able to serve local New York families better. We expect this to be the first of several Family Rooms that we open and operate in the next several vears.

Our Board Members have a major impact on these types of initiatives and more-all with an eye to fulfilling our mission with an even greater reach than the 14.000 families we served last year. I would be remiss if I didn't take this opportunity to thank them. We also recognize that it is the continued generosity of our major donors—especially our friends in the retail/apparel and financial communities that allows us to fulfill our mission and take on these types of major initiatives.

But it is our staff and our 700-plus volunteers that create a special kind of magic at the Ronald McDonald House and make it a happy place. Every evening, our uberdedicated Team Ronald

nightly volunteers keep things going. They coordinate with the dozens of community groups and corporate teams that provide nightly dinners for our families and host fun activities for the kids. Then there are special friends of the House, like the NYPD, who create magic in their own way. This year, the NYPD provided the most special event of the vear for our kids and their families—an audience with His Holiness, Pope Francis, during his first official visit to New York City. What a blessing and special gift they gave us.

It is clear that 2015 brought with it changes and bold moves, which I believe have set us up for several years of growth, both inside and outside the walls of our beloved Ronald McDonald House. And we are excited for these new, next steps. But I encourage you to visit the House and see it for yourself. It is my sincere hope that you will join in our enthusiasm and join in our ongoing journey of providing hope, shelter, comfort, and smiles to children battling cancer.

Tima Lindque Tina Lundaren

# STRATEGIC PLANNING

AN UPDATE MESSAGE FROM HARRIS DIAMOND



**Harris Diamond** Vice Chairman, Chairman-Elect Chairman & CEO, McCann Worldgroup

ear Friends. The Ronald McDonald House New York exists to serve seriously ill children, parents and siblings. Most of our children are undergoing oncology treatment at one of our premier hospital partners. The Hospital Outreach Initiative, entering its fifth year, extends the compassion, programs and services from the House to New York City children and families. In 2015, our expectations of serving sick and at-risk children and families of New York City were exceeded.

Of the more than 952 families who called Ronald McDonald House New York their home-away-from-home during 2015, 460 of those families came to stay with us for the first time. Our Navigation, Guest Concierge, and Caregiver Wellness staff members helped allay concerns, escorted them to medical appointments, and identified local resources based on their individual needs. Since the program's inception our ability to meet the needs of families from all 50 states and 69 different countries is very significant; but we need to expand. The growing need for additional family guest rooms has resulted in our House expansion of 11 new family guest rooms and enlarging six existing rooms for posttransplant patients. We began the expansion process in 2015 with culmination and occupancy in 2017.

An agreement formalizing the partnership with NYC

Health + Hospitals established the first Ronald McDonald Family Room in New York City at Kings County Hospital Center in Brooklyn. This represents a new unprecedented level of encouragement in a public hospital. The Family Room will serve children in the intensive care and pediatric units by providing much needed respite for parents and caregivers. The result will be rested and refreshed parents returning to their children's bedside with the healing love that is so urgently needed. The Family Room will have its grand open-

ing in late spring of 2016. Visitors to the Ronald McDonald House are always impressed with the array of enrichment services available in the Playroom. Through the Hospital Outreach programs, we have successfully shared our hospitality with New York City families. Our Musical Magic program conducted monthly as well as special annual events in four hospitals, provides intimate experiences with excellent musicians for more than 2,650 young patients. Quarterly events bringing House families, local pediatric patients and families together this year enjoyed Super Hero for a Day, The Circus, State Fair and Saturday Night Fever. The friendship and mutual support for each other affected more than 615 children and parents. Our growing Camp Ronald is an adventure for everyone. Eighty-six families of Hospital Outreach children participated in five

days of field trips. One of our new programs in 2015 was Breathe In. Breathe Out. Its objective is to provide a safe. calm, healing space in which hospitalized children and their caregivers can find revitalization, restoration, relaxation. renewal and recovery from the stresses of their experiences. At Kings County Hospital Center, we celebrated the third NICU Reunion, with an Alice in Wonderland theme. More than 60 families returned to celebrate with the doctors, nurses, staff and volunteers who cared for them. The Third Annual Boo Bash in October had more than 250 children. parents and volunteers celebrating the season in a haunted mansion with costumes, and booths of different arts and crafts.

While our mission remains constant, our methods are reflective of the latest techniques of family-centeredcare. In all that we do, the focus is on each child and each family.

We are especially grateful for the wonderful volunteers. donors and staff who enable us to provide encouragement. We thank YOU for your continued support and look forward to sharing new updates as the seeds we have planted together in 2015 continue to grow and flourish.

Harris Diamond

Benjamin Neel, MD, PhD

**STRATEGIC** 

Harris Diamond

Steven J. Bensinger

Linda H. Dunham

James F. Flanagan

Robert Grubert

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Ralph Monte

Lee Perlman

David A. Preiser

Richard H. Martin

Shelly S. Friedman, Esq.

Chairman

PLANNING COMMITTEE

# EAST 73RD STREET EXPANSION

RONALD MCDONALD HOUSE® NEW YORK'S BOARD OF DIRECTORS APPROVED A \$23.6 MILLION CAPITAL EXPANSION PROJECT THAT WILL OFFER INCREASED CAPACITY FOR CHILDREN BATTLING CANCER AND MORE COMPREHENSIVE FAMILY SUPPORT SERVICES WITHIN ITS FACILITY AT EAST 73RD STREET. THE NEW RONALD MCDONALD HOUSE NEW YORK WILL HOUSE 95 BEDS WITH TWO OUTDOOR TERRACES, A WELLNESS CENTER AND SUITES FOR IMMUNOCOMPROMISED PATIENTS.

#### New guest rooms

Eleven new rooms and an additional kitchen will be added to the main dining room to accommodate more families. The newly added rooms will be American Disabilities Act (ADA) compliant with roll-in bathrooms.

#### Isolation suites

Six existing guest rooms will be expanded into suites to include kitchenettes and ADA-compliant bathrooms. These suites will fulfill the needs of patients with weakened immune systems recovering from bone marrow transplants.

Heating & air conditioning The existing two-pipe HVAC system will be replaced with a four-pipe system for independent climate control in each quest room.

#### Windows

New windows will also be installed to eliminate noise, dust and dirt infiltration.

#### Lobby redesign

The lobby will be redesigned and upgraded with a mind toward more stringent security and to better manage guest arrivals and departures.

#### ■ Wellness Center

The recently-introduced Blavatnik Wellness Center for families will be moved to the 11th floor. With a full-time Wellness coordinator, the center will offer wellness services, relaxation sessions and beauty treatments for caregivers.





Our mission has been and will continue to be to provide shelter for families seeking comfort and hope when they need it most. With our expansion efforts, more children will have access to lifesaving treatment options, as well as more impactful breakthroughs in medical research.

# RONALD MCDONALD FAMILY ROOM AT KINGS COUNTY HOSPITAL CENTER



EXECUTIVES FROM RONALD MCDONALD HOUSE NEW YORK (RMH-NY), NYC HEALTH AND HOSPITALS (HHC), AND HHC KINGS COUNTY HOSPITAL CENTER HELD A CEREMONY IN NOVEMBER 2015 TO KICK OFF THE CONSTRUCTION OF A RONALD MCDONALD FAMILY ROOM LOCATED INSIDE THE HOSPITAL. THIS REPRESENTS THE FIRST MAJOR CAPITAL PROJECT BETWEEN THE ORGANIZATIONS SINCE THE CHILDREN'S CHARITY BEGAN PROVIDING PROGRAMS DESIGNED TO SERVE LOCAL FAMILIES WITH CHILDREN IN THE NEONATAL INTENSIVE CARE UNIT. WE COULDN'T HAVE SELECTED A BETTER PARTNER FOR THIS INCREDIBLE MILESTONE WITH THE POTENTIAL TO SERVE MORE THAN 8,000 FAMILIES PER YEAR.

The Ronald McDonald Family Room at HHC Kings County Hospital Center will serve as a respite care facility for caregivers of patients in the NICU and will offer a kitchen, washer and dryer, bathroom, and lounge area sponsored by Macy's to provide an area of relaxation and a place to recharge for the families of children receiving inpatient care.



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# YEAR IN REVIEW

2015 brought us a few steps closer to realizing our goal of becoming the best facility providing warmth and comfort for families fighting the toughest battle.

The year's work produced new gains and new beginnings as we progressed in our strategy to both expand our services and facilities, and extend our reach. The House's 2015 statistics show slightly increased occupancy, compared to the previous year. We were pleased to host 964 families in 2015, with a total of 25,013 guest nights and an overall annual occupancy rate of 85%. We also proudly welcomed guests from 59 U.S. states and territories, matching 2014's figure, and we were happy to host families from 49 countries abroad, greatly surpassing 2014's figure of 33.

With the aim of hosting even more families and providing improved facilities for our guests, the Board of Directors approved a capital expansion project last year that, among other improvements, will add 11 rooms to the House while also transforming six existing guest rooms into isolation suites for patients who have undergone transplant surgeries and have severely compromised immune systems.

Also contributing to further improvement of our facilities, we announced a \$5 million donation to the House from the Blavatnik Family Foundation in support of our wellness program. The Blavatnik Wellness Center was opened in June and offers relaxation sessions and

beauty treatments for families. With the help of our talented friends in the community, families receive world-class touch therapies including reiki and massage, as well as hair and nail treatments.

In an effort to expand our reach outside the walls of the House, we also launched a partnership with NYC Health & Hospital Corporation's Kings County Hospital Center to build the first Ronald McDonald Family Room in New York City. The Family Room will offer local caregivers a space for respite while their children receive inpatient care.

One of the most exciting moments in the House's history to date was a Friday afternoon in September when our families were granted a rare audience with His Holiness Pope Francis. Made possible by the NYPD and the Secret Service, it will be a moment to remember for a lifetime.

Perhaps some of the most effective and satisfying work this past year came from the continued success and growth of our many programs that touch the lives of our guests. These programs, which are tailored to patients of various age groups and to caregivers, allow both children and family members to simply be themselves and set aside all thoughts of doctors and treatments for at least a little while.

Among the many activities and programs the House offered families this year, one of the highlights was the alwayspopular Camp Ronald. For the second year, the expanded





Our programs help incorporate the best parts of life in New York City to ensure that families feel at home at Ronald McDonald House New York.

program included families from local hospitals who joined guests of the House for a variety of outings and activities, such as a trip to Citi Field, a day of outdoor fun at a Westchester country club, and day trip to a local amusements park.

We're proud to have been able to touch the lives of young cancer patients and their

families again this year, but we also humbly acknowledge that our work would not be possible without the generous gifts of time and money from the community around us. In the coming year, we look forward to joining forces once more with our fellow New Yorkers to bring hope, strength, and inspiration to our guests.

# **OUR COMMUNITY**

he year began with the celebration of the 21st anniversary of Skate with the Greats, traditionally the first event of the season, held at Rockefeller Center in conjunction with the Garden of Dreams and the New York Rangers.

Despite a robust winter season filled with storms, WABC-TV senior meteorologist Bill Evans took the time to share in the love and emceed the event.

With the support of RBC Capital Markets as our "Lead the League" sponsor, and additional support from Bloomberg, Zurich, ITG, Mutual of America and Pricewaterhouse Coopers, Skate with the Greats raised \$810,000.

Our 23rd Annual Gala returned to the Waldorf Astoria New York ballroom with a star-studded guest list. Hosted by ABC News Chief Anchor George Stephanopoulos, the event raised \$6.3 million to support operations of the "home away from home" for families battling serious illnesses.

This year's event highlighted the work of Emanuel "Manny" Chirico, chairman & CEO of PVH Corp.; and Keith S. Sherin, chairman & CEO of GE Capital, and vice chairman of GE. The attendees at this year's event included Kenneth Langone, CEO of Inversed Associates; Terry Lundgren, chairman, president, CEO & Director of Macy's, Inc.; Trish Wescoat Pound & Jesse Cole of Haute Hippie; Tommy Mottola, CEO of Casablanca Records, and his wife, singer/ actress Thalia Sodi; Eric Eisner, co-founder of L+E Productions, and Stacey Bendet Eisner, CEO

& creative director of Alice +
Olivia; Tony Award-winning Actress, singer and stage director
Phylicia Rashad; Thomas Moran, CEO & president of Mutual
of America; Joan Squires, chief
information officer of Mutual of
America; Louise Camuto of Camuto Group; and the invocation
was given by Rev. Dr. Calvin O.
Butts, III, pastor of Abyssinian
Baptist Church.

Broadway Inspirational
Voices provided musical
selections including an original
composition in honor of one
of the House's residents. DIVA
Jazz Orchestra provided the
live musical accompaniment.
The Greek community

showed its agape love in a big way via their support of our annual Greek Walkathon and the annual Greek Christmas party. Event Chairman Kostas Antonopoulos, owner and director of Joseph Farenga & Sons Funeral Home, led 525 walkathon attendees as they spread awareness of the group's mission throughout the streets of New York City. Our annual Greek Christmas party honored John C. Doscas, CEO of Axios Capital Management LLC, and raised \$215,000. Dean J. Poll, proprietor of The Loeb Boathouse Central Park and Gallagher's Steakhouse, returned to join Board Chairman Tina Lundgren and Greek Division Chairman Michael Bapis as they presented Mr. Doscas with his award.

The Board of Associates'
Masquerade Gala debuted at
the Rainbow Room and raised
\$455,000. Chairman Jesse Cole
and his dedicated committee
provided guests with great





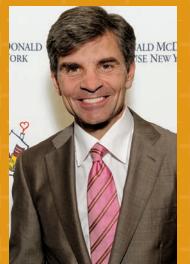
Top: Gala honorees Emanuel "Manny" Chirico of PVH and Keith S. Sherin of GE Capital. Bottom: Board Chairman Tina Lundgren with husband Terry and RMH-NY resident Alexa.











music, hors d'oeuvres, and luxury raffle prizes. Major sponsorship for the event was provided by RBC Capital Markets and ITG. Décor and masks were provided by Ricky's NYC.

Finally, the NYPD support of the House and its residents is simply unparalleled. From summer barbecues to trips out on the Hudson with the Harbor Patrol, to VIP seating where families enjoyed front row seats, to the Macy's Fireworks show to a Christmas Party with Santa, New York's Finest never disappoint when it comes to

helping and supporting our families.

It was a quiet Friday afternoon last fall when we received
the call that Ronald McDonald
House New York families would
have the rarest of opportunities
to meet Pope Francis during his
visit to New York City. Within
an hour, we were on our way
toward the papal residence,
awaiting his emergence. After
an introduction from Timothy
Cardinal Dolan, His Holiness
stopped to greet, kiss and bless
each of the nearly 20 children
before heading to his pilgrimage

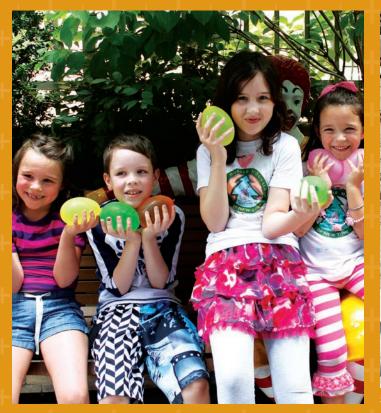
through Central Park. We are eternally grateful to our friends at the NYPD for turning that hope of a blessing into memories that will last a lifetime.

For the many friends, families, organizations and thoughtful people who give of their hearts, time and resources to help our House, we are grateful. The Ronald McDonald House exists to provide a place and a community for families in search of normalcy, but we could not do the work that we do without the support of our dedicated community.

Top Left: Students from St. Ann's School in East Harlem donated items toward the Parent's Pantry as a service project in honor of The Pope. Top Right: Participants in the Macy's Run/Walk party it up at Battery City Park with Ronald McDonald. Middle Left: Children's Happy Faces Foundation rolls out the hospitality for both our families and supporters of its day of fun at Sleepy Hollow. Bottom Right: Members of the NYPD help the Macy's Santa bring loads of holiday cheer for resident families at Christmas time. Bottom Left: ABC News Chief Anchor George Stephanopoulos emceed our annual gala.

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# WEX DIBH





# QUALITY OF LIFE

AT RONALD MCDONALD HOUSE NEW YORK, OUR COMMITMENT FAR SURPASSES SIMPLY PROVIDING A ROOF OVER OUR RESIDENTS' HEADS; OUR GOAL IS TO PROVIDE A TRUE HOME THAT OFFERS SUPPORT BEYOND MERE PHYSICAL NECESSITY. AS OUR GUESTS FACE THE DIFFICULT REALITIES OF PEDIATRIC CANCER, WE'RE THERE TO SUPPORT PATIENTS AND THEIR FAMILIES THROUGH A VARIETY OF SERVICES AND PROGRAMS. AND AT THE HEART OF ALL WE DO IS A COMMITMENT TO PRESERVING YOUNG PATIENTS' SENSE OF CHILDHOOD, WITH ALL THE JOYS AND DISCOVERIES THAT COME WITH IT.

Through a variety of programs, we work to assure that our young guests continue to expand their worlds and minds, and experience the fun and excitement of childhood. Once families are settled into their guest rooms and treatment has begun, families receive access to programs that enrich, the mind, body, and spirit. We work to meet the needs of patients, the caregivers, and—in many cases—siblings, as well.



Emily Blavatnik cutting the ribbon on the Blavatnik Wellness Center.

#### **PROGRAMS**

oth to maintain a sense of continuity and to keep young minds growing, we make education a priority. When parents arrive with a sick child, we provide assistance to help them navigate the many educational options and policies of New York City, which can be overwhelming to newcomers. In addition to assisting with school enrollment, we also provide dedicated teachers to assist with homework and tutoring, so children can continue to nourish their minds and imaginations.

The spring season kicked off with six families journeying to Hole in the Wall Gang Camp for an annual retreat trip. While in Ashford, Connecticut, patients and caregivers enjoyed fishing, rock climbing, ziplining, archery and crafts. Spirits were still soaring when Camp Ronald began in July, bringing excitement and amusement to House residents. The six-week program entertained 95 participants and included local families receiving treatment at Kings County Hospital Center, Morgan Stanley Children's Hospital, and the Hospital for Special Surgery.

Replete with a long list of trips designed to immerse participants in all of the unique cultural delights only available in New York City, campers spent afternoons at the American Museum of Natural History while enjoying lunches catered by Shake Shack. They received VIP treatment during a private early screening of the Minions movie at the Bryant Park Hotel; deep sea fishing off the Brooklyn waterfront; break-

dancing lessons during the B-Boy Royale; and a number of leisure-filled day trips to local country clubs.

Another outing took families to Citi Field for a baseball game, where they were treated to snacks throughout the game and met baseball legend Dwight "Doc" Gooden. Finishing the season, a trip to Rye Playland amusement park brought the last thrills of summer, where families enjoyed rides and a private barbecue.

As a result of the success of our hospital outreach programs, local families within the New York City area now have access to the same programs that our residents enjoy. However, our inpatient families also received a touch of tender loving care from our staff and volunteers. The "Happy Wheels Coffee Cart" program began rolling at the Hospital for Special Surgery in early 2015, loaded with nutritious snacks for caregivers, served with a warm smile. In the course of one year, the coffee cart program has served over 12,000 people.

Our ongoing quarterly programs continued to amuse and entertain our guests, including the Circus, State Fair, and 70s Disco Night programs. We also provided Musical Magic programs at four partnering hospitals this year. Various musical activities-from puppeteers to sing-alongs and staged performances—were offered to children at Mt. Sinai, Morgan Stanley Children's Hospital, Kings County Hospital Center, and the Hospital for Special Surgery.

#### **FAMILY SUPPORT**

ust as children undergoing cancer treatment need plenty of extra attention, so do their families. The House aims to look after their needs as well, because families who are in need of support cannot be expected to provide sufficient support for their own children.

Under the supervision of our chaplain, family support representatives have fulfilled 163 bedside service requests to caregivers, as well as filled over 2,800 family support contact requests including running errand, doing laundry, mail delivery, arranging transportation, translation services, neighborhood navigation/orientation, bereavement and emotional support, and crisis assistance.

In June, Mrs. Emily Blavatnik performed the ribbon cutting on the new Blavatnik Wellness Center, where she was joined by her mother, son and special guest Mr. Peter Thoren. The center is equipped with brand new, state-of-the-art equipment to provide manicures and pedicures, spa facials and touch therapy massages to caregivers. Our Family Support department hosts monthly wellness nights facilitated by local practitioners who donate their time. In 2015, the team was able to provide more than 3,000 integrative wellness support contacts.

Thanks to the generous gift of \$5 million from the Blavatnik Family Foundation, our Integrative Wellness activities will continue to provide a moment of respite for weary residents.

On the playful side, the Angel on a Leash Therapy Dog pro-



gram continued to delight our guests, even adding four new teams. In addition to our faithful canine volunteers and their handlers, guests were also treated to visits by Miss P, winner of Best in Show at the National Westminster Dog Show, and a few furry TSA officers who took a break from their very important work at JFK.

Rounding out the program were the annual Halloween Parade, Family Fun Dog Walk and other community outreach events that help to keep residents, volunteers and supporters engaged.

We truly couldn't fulfill our mission without the thoughtful and dedicated support of the staff and volunteers who contribute to providing an outstanding quality of life experience for our families.



Top: Chris Pratt dropped by with Hasbro Jurassic World toys. Bottom: Participants and supporters of our Angel on a Leash Therapy Dog program come out to help our families.







Top: 2015 Westminster Dog Show Best in Show winner Miss P paid a special visit to our families during her victory tour. Bottom Left: Winter Camp Ronald can yield many surprises, including a resident-run café. Bottom Right: Healthy recipes were the order of the day courtesy of our Family Support department and the Natural Gourmet Institute.

# FURUNO





Top: Families enjoyed an evening on the water with the NYPD Harbor patrol. Bottom Left: Summer days typically end with a picnic on our Jon Lawrence Shevell Third Floor Terrace. Bottom Right: The Greek Division's annual St. Basil's Name Day celebration always ends on a sweet note when a family member finds a hidden coin!

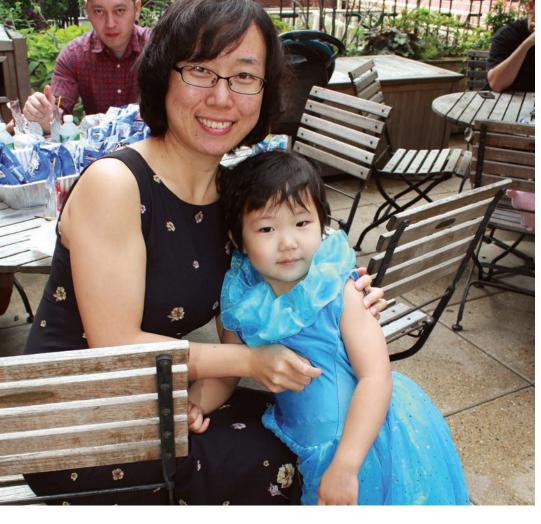
# **OPERATIONS**

ur first priority has been and always will be to provide the comforts of home for families who miss sunny afternoons in downtown San Diego, or the familiar sights, sounds and smells found in the busy streets of Beijing. We know that keeping the family together is the most important part of the healing process.

In 2015, we were able to provide our guests with a comfortable and safe place to live, surpassing the efforts of the preceding year. We welcomed 964 families through our doors, providing shelter for 2,451 children fighting cancer and their caregiver parents, grandparents, and siblings. Guest nights rose to 25,013 individual nights, and as we embrace our plans for expansion, we know that any night spent at the Ronald McDonald House will be filled with love and support provided by our dedicated staff and volunteers.

For families dealing with the trauma of displacement, followed by the daily challenges associated with cancer treatments, having the comfort of one's peers is a feeling unparalleled.

In recent years, we've begun to experience an influx of families from mainland China, many in search of progressive treatments for retinoblastoma and other cancers. As these families arrive in increasing numbers, their looks of uncertainty were soon replaced with those of relief in finding friends and family members who spoke the same language and observed the same customs.



Before long, a tight-knit community was formed amongst our Chinese families, allowing them to enjoy necessary peer-to-peer support that would help to facilitate the healing of their young children, and ultimately to thrive. When Greek families traveled in similar numbers to New York City more than 30 years ago, we were heartened to see a similar phenomenon take place in our living room, our dining area, and our hallways. Because

of your support, families who have been brought together in search of a common cure, find the strength that they need to face the next day.

In an effort to welcome even more guests and provide greater levels of comfort and support, we announced plans this past summer to add 11 new guest rooms and convert six existing rooms into suites that will accommodate transplant patients who are required to be in isolation for 100 days or more. Families also

benefited from the opening of the Blavatnik Wellness Center, which was introduced in June and will continue to serve as a very important part of our expanded facility.

As we continue to introduce new concepts and services for guests at our East 73rd Street facility and beyond, our commitment to providing the highest level of hospitality will always be our number-one priority.

25,013

Sum of each individual night's stay by each family during the year.

2,193

Sum of each individual stay of consecutive nights by each family during the year.

964

Number of individual families visiting the House during the year.

2,451

Number of individual family visitors (including patient) during the year

85%

Overall occupancy percentage for the year







#### **UNITED STATES AND TERRITORIES (59)**

Islands

Alabama Alaska American Samoa Arizona Arkansas California Colorado Connecticut Delaware District of Columbia **Federated States** of Micronesia Florida Georgia Guam Hawaii Idaho Illinois Indiana lowa Kansas

Kentucky Ohio Louisiana Oklahoma Maine Oregon Marshall Islands Palau Maryland Pennsylvania Massachusetts Puerto Rico Michigan Rhode Island Minnesota South Carolina Mississippi South Dakota Missouri Tennessee Montana Texas Nebraska Utah Nevada Vermont New Hampshire U.S. Virgin Islands New Jersey Virginia New Mexico Washington New York West Virginia North Carolina Wisconsin North Dakota Wyoming Northern Mariana

#### COUNTRIES (49)

Gabon

Greece

India

Iraq

Ireland

Israel

Italy

Jamaica

Japan

Kuwait

Malaysia

Mexico

Morocco

Netherlands

Guatemala

Germany

Algeria Antarctica Armenia Austria Bahamas Bahrain Barbados Brazil Burkina Faso Canada China Colombia Cuba Dominican Republic Ecuador Egypt Estonia

Nicaragua Nigeria Great Britain Norway Paraguay Peru Poland Russia Russian Federation Saudi Arabia Slovakia South Africa Switzerland Turkey United Kingdom

Venezuela

# **OUR PARTNER HOSPITALS**



- 1. The Children's Hospital at Montefiore
- Morgan Stanley Children's Hospital of New York-Presbyterian
- 3. Mount Sinai St. Luke's
- 4. Kravis Children's Hospital at Mount Sinai
- 5. The Mount Sinai Hospital
- 6. Lenox Hill Hospital
- 7. Hospital for Special Surgery
- 8. Memorial Sloan-Kettering Cancer Center
- 9. New York-Presbyterian Hospital/ Weill Cornell Medical Center
- 10. Manhattan Eye, Ear and Throat Hospital
- 11. Mount Sinai Roosevelt
- 12. Hassenfeld Children's Hospital at NYU Langone
- 13. Mount Sinai Beth Israel
- 14. New York Eye and Ear Infirmary of Mount Sinai
- 15. Bellevue Hospital Center
- 16. Kings County Hospital Center

The House can accommodate 84 families, and it is filled to capacity almost every night. The House's location in Manhattan, in close proximity to 16 major medical and cancer treatment centers, draws children and families from across the country and the world, as well as from the metropolitan New York City area. Since its founding, more than 35,000 families have stayed at Ronald McDonald House New York.

# SERVICE

ur volunteer corps continue to serve as the backbone of the organization, providing a helping hand, a reassuring smile and a warm heart when our families need them the most. In 2015, individual volunteers donated more than 15,000 hours of their time in support of our residents.

Mary Lambert, Agatha Louis, Vincent Migliore, and Barbara Schweitzer received their Hope Awards as an acknowledgment of their outstanding commitment to the organization, serving the needs of the children and families that reside here. The Hope Award recipients have served as exceptional examples and will continue to inspire their fellow volunteers to go above and beyond in the spirit of giving.

This past year, 100 new individual volunteers joined the House, while 91 different corporate and community groups sponsored dinners for over 350 nights of the year. The House also introduced a daily lunch program with more than 39 corporate and community group participants. Overall more than 12,000 hours of community service were given through group activities. Groups included: Bloomberg, Central Synagogue, Duane Reade, LinkedIn, Macy's, the NBA, West End Kiwanis, and many others.

The "Happy Wheels Coffee Cart" also began rolling through the halls of the Hospital for Special Surgery as a component of our hospital outreach program. The cart is fully staffed by volunteers and operated Monday through Friday



with the provision of healthy snacks and refreshments for the caregivers of children receiving inpatient care.

With 410 attendees, the

37th Annual Volunteer Recognition Dinner was held for the first time at the Grand Hyatt Hotel in Midtown. Seventyseven individual volunteers were acknowledged for their commitment to the RMH-NY mission. Michael Slocum, vice president of customer engagement for The Coca-Cola Company, served as the evening's guest speaker as he outlined the long-term partnership between The Coca-Cola Company and Ronald Mc-Donald House Charities. Bloomberg LP and the Guy M. Stewart Cancer Fund received Distinguished Community Service Awards for the many ways



Top: Our canine volunteers and their handlers are a welcome sight when families return home from a day of treatment. Bottom: Groups like Adobe help to provide nourishing meals that give our families strength for the next day's fight.

they generously give their time and resources to ensure that families are greeted with warm smiles and a place that they can call home. We could not do the work that we do without the helping hearts and hands of the 750 individuals that give tirelessly to the House.







Top: Current and past recipients of the Hope Awards gathered for the celebration during National Volunteer Week Bottom: The members of Guy M. Stewart Cancer Fund and Team Ronald were on hand to make the Block Party a huge success!

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We thank all those who have supported us from December 31,

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For 17-year-old Joshua Jimenez, life is anything but typical. Diagnosed with cancer as an infant, he has spent his entire life traveling back and forth from Florida to New York City first to receive treatment for neuroblastoma, and now for follow-up care. His battle is an inspiration to us and every new family that walks through our doors.

"I've never really felt normal anywhere else.
I've always felt I was different. Because of
my cancer, I see the world so differently,
and I treasure life so much. The Ronald
McDonald House helped me grow, and
made me feel like I had a place—a place
that I could be myself."

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Ronald McDonald House New York 2015 Annual Report 33

Dr. Azra T. Wasti

# MAYA HATHAWAY, 9

San Diego, California



"The first four years of her life, we probably stayed at the Ronald McDonald House more often than we were at home. We would be home for a week or two at a time and then back in NYC. Our longest stay at the house was in January of 2009, before we finally got to go home for a short, short break in April 2009. Maya had been diagnosed with relapse in January, and we went to New York City for a one-week stay and ended up staying for four months," said Maya's mother Amber Hathaway.

For Maya Hathaway, the diagnosis of neuroblastoma meant an introduction to New York City that her family never anticipated.

Maya was just nine months old when her parents traveled to New York City in October 2007 for her cancer treatment at Memorial Sloan Kettering Cancer Center. It would be the first of more than 25 trips, and the beginning of a long journey for a little girl who is only nine years old today.

In November of 2010, Maya had her last round of chemotherapy and is now a survivor undergoing long-term follow-up care. She still considers the Ronald McDonald House her favorite place in New York City, and often tells her parents that she plans to move here when she grows up.

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# STAFF GIVING

In 2015, with 100% participation, the staff of Ronald McDonald House® New York contributed more than \$39,000 in personal earnings in support of the House's mission. This act reflects the extraordinary commitment of those who serve families battling pediatric cancer.

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Alanna Walker

Ben Winsten

Josephine Young

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# STATEMENTS OF FINANCIAL POSITION

AS OF DECEMBER 31, 2015 AND 2014

	Unaudited 2015	Audited 2014
<b>Current Assets</b>		
Cash and Cash Equivalents	\$4,801,186	\$3,086,551
Investments	78,623,732	81,212,539
Other Current Assets	857,845	760,953
Total Current Assets	84,282,763	85,060,043
Contributions and Pledges Receivable	6,103,133	1,074,829
Property Plant & Equipment - Net	19,362,339	18,862,903
Other Assets	1,135,186	1,163,081
Total Assets	\$110,883,421	\$106,160,856
Accounts Payable and Accrued Expenses	\$2,701,028	\$1,948,620
Bonds Payable	3,500,000	4,600,000
Net Assets	104,682,393	99,612,236
<b>Total Liabilities and Net Assets</b>	\$110,883,421	\$106,160,856

The December 31, 2015 Balances are Unaudited and a Representation of Management

# STATEMENT OF ACTIVITIES

YEARS ENDED DECEMBER 31, 2015 AND 2014

	Unaudited 2015	Audited 2014
Public Support and Revenue:		
Public Support	\$23,139,942	\$13,620,667
Investment Income/(Loss)	(2,649,961)	1,806,310
Other Revenue	892,095	762,041
Total Other Revenue	(1,757,866)	2,568,351
Total Public Support and Revenue	21,382,076	16,189,018
Expenses:		
Program Services	10,557,780	9,984,859
Supporting Services:		
Management and General	1,569,855	1,464,018
Fundraising	4,184,284	3,931,403
Total Supporting Services	5,754,139	5,395,421
Total Expenses	16,311,919	15,380,280
Change In Net Assets		
Before Write-Off and Gain on Sale of Assets	5,070,157	808,738
Write-Off and Gain on Sale of Assets		23,403,349
Change in Net Assets	5,070,157	24,212,087
Net Assets - Beginning of Year	99,612,236	75,400,149
Net Assets - End of Year	\$104,682,393	\$99,612,236

The December 31, 2015 Balances are Unaudited and a Representation of Management

**LEADERSHIP** 

# STAFF



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Liz Wintrich

\*In Memoriam

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Christa Zambardino

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#### Joel Newman

Interim Chief Executive Officer

#### Stephen Yarri

Controller syarri@rmh-newyork.org

# JOIN US AS WE CONTINUE TO MAKE A DIFFERENCE

#### ADOPT THE HOUSE PROGRAM

Individuals, corporations and foundations are invited to join the Adopt-the-House Program as a means to make a greater impact at Ronald McDonald House New York. This initiative offers a unique way to honor, recognize or memorialize loved ones, friends or businesses on a beautiful room plaque and bring hope to the families staying at Ronald McDonald House New York.

Donations through the Adopt-the-House Program support the new expansion project, refurbishment & furnishing House projects, and Family Room. The Adopt the House Program includes recognition, naming and recognition. Adopt-the-House donors make a remarkable difference by helping to provide a safe and supportive environment for critically ill children and their families.

#### **VIVIAN HARRIS SOCIETY**

The Vivian Harris Society was established to honor and thank all who made a planned gift of a charitable bequest in their will, a gift of life insurance, life income gifts, or retirement and pension gifts. When you remember Ronald McDonald House New York in your estate plans, you leave a legacy of hope and love for the future needs of the House's children and families.

Please consider joining the Vivian Harris Society and remembering Ronald McDonald House New York when planning your estate. Your legacy will help ensure that seriously ill children and their families will have a "home away from home" when they come to New York for treatment—for years to come!

#### **GET INVOLVED**

For more information about the ways to support Ronald McDonald House New York through the Adopt the House Program and Planned Giving please contact Nikki Margarites, Director of Major Gifts at (212) 639-0207, or via email at nmargarites@rmh-newyork.org



# **CREDITS**

#### On the cover:

Beata Kluczyk-Jastrowicz with Baby Matylda, 20 months old.

Ostrów Wielkopolski, Poland

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212.639.0100 rmh-newyork.org

# Mission

Ronald McDonald House New York provides temporary housing for pediatric cancer patients and their families in a strong, supportive and caring environment which encourages and nurtures the development of child-to-child and parent-to-parent support systems.



@rmhnewyork

