On behalf of the Board of Directors and team at Ronald McDonald House Charities of Chicagoland & Northwest Indiana, I am pleased to share with you our 2020 Annual Report.

As we all experienced, 2020 was an unprecedented year full of challenges and uncertainty. But it was also a year of extraordinary generosity, gratitude, camaraderie, and love, all of which we experienced each day from the families we serve, our team of volunteers, our staff, and you – our community of supporters who stood by our side.

We learned that pediatric illness does not stop for a pandemic and neither does our commitment to providing services that keep families with hospitalized children together. Despite the challenges we faced – including the temporary closure of some of our House and Family Room services and the temporary suspension of our volunteer program (including our Meals from the Heart program) – you stepped up and helped us cover the costs of catered meals and essential supplies for families.

Together, we also benefitted from our team’s creativity and quick-thinking, transforming our annual gala into a successful virtual fundraiser just six weeks before the event, and redeploying our two Ronald McDonald Care Mobiles to provide support for COVID-19 testing for our healthcare partner Advocate Children’s Hospital.

We also saw heroes in our front-line staff who showed up each and every day, giving families facing medical crisis in the midst of extraordinary circumstances the hope, care, and togetherness they needed most.

Through it all, you enabled us to provide continuous care for families every single day and for that, we are incredibly grateful.

As I reflect on the past year, I am reminded of our committed community of supporters, a Board of Directors vested in our success and financial stability, a team who works tirelessly, and families who need us. I look ahead to 2021 with hope and an even stronger commitment to fulfilling our mission to help families get better together.

Thank you for your continued partnership, support, and generosity.

HOLLY BUCKENDAHL
Chief Executive Officer

ON THE COVER: Thanks to your support, the Vale family was able to stay together for 87 nights – nearly 3 months during the pandemic – as their daughter, Thais, received medical treatment to remove a potentially life-threatening birthmark.
### 2020 IMPACT

<table>
<thead>
<tr>
<th>6,510</th>
<th>Children served</th>
</tr>
</thead>
<tbody>
<tr>
<td>5,321</td>
<td>Families served</td>
</tr>
<tr>
<td>$5.1 million</td>
<td>Saved by families</td>
</tr>
<tr>
<td>38,707</td>
<td>Volunteer hours</td>
</tr>
</tbody>
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#### RONALD MCDONALD HOUSE® PROGRAM
*Reduced room capacity due to COVID-19 health protocols*

- 2,671 Children served
- 22,838 Nights Provided to families in need
- 9 Nights Average length of a family stay
- $3.05 million Saved in food and lodging costs

#### RONALD MCDONALD FAMILY ROOM & HOSPITALITY CART PROGRAMS
*Due to health protocols, the Ronald McDonald Family Room in UChicago Medicine Comer Children's Hospital was closed from March 21 – December 31 and the Ronald McDonald Family Room in Edward Hospital was closed from March 1 – July 31.*

- 1,747 Children served
- 3,445 Nights Provided to families in need
- 5 Nights Average length of a family stay
- 2,855 Family Room visitors
- $675,678 Saved in food and lodging costs

#### RONALD MCDONALD CARE MOBILE® PROGRAM
*The Care Mobile and Backpack programs were paused from March 12-August 3 due to COVID-19. Our two Care Mobiles were redeployed as mobile testing sites for our partners at Advocate Children's Hospital.*

- 2,080 Children who received health care treatment
- 3,926 Vaccinations provided
- $437,314 Saved in medical costs

#### RONALD MCDONALD HOUSE CHARITIES® U.S. SCHOLARSHIP PROGRAM
*2020 served as the last year of the scholarship program.*

- 12 College students who received financial assistance
- $44,000 Invested in the continued education of high-achieving, financially-challenged students

### THREE YEAR AVERAGE (2017, 2018, 2019)

<table>
<thead>
<tr>
<th>15,632</th>
<th>Children served</th>
</tr>
</thead>
<tbody>
<tr>
<td>12,544</td>
<td>Families served</td>
</tr>
<tr>
<td>$9.1 million</td>
<td>Saved by families</td>
</tr>
<tr>
<td>153,737</td>
<td>Volunteer hours</td>
</tr>
</tbody>
</table>

### PROGRAMS

**Ronald McDonald Houses®**
Each night, we keep families with hospitalized children close to the care and resources they need at five area Ronald McDonald Houses. Our Houses, which provide families with comfortable, private rooms, home-cooked meals, activities, and all the comforts of home, are located a short distance from Advocate Children’s Hospital, Loyola University Medical Center, Lurie Children’s, Northwestern Medicine Central DuPage Hospital, and UChicago Medicine Comer Children’s Hospital. Ronald McDonald House allows families to focus on the health of their child by providing access to the best medical care possible.

**Ronald McDonald Family Rooms®**
Our three Ronald McDonald Family Rooms, located just steps away from pediatric intensive care units in Edward Hospital, Lurie Children’s, and UChicago Medicine Comer Children’s Hospital, provide a haven of respite and hospitality for families of the most medically fragile children. Family Rooms offer many of the comforts of home including private bedrooms, living spaces, meals, and hospitality for families whose children are receiving treatment.

**Ronald McDonald Care Mobiles®**
In partnership with Advocate Children's Hospital, we operate two mobile medical units that bring health care directly to underserved children in Chicagoland. This program provides health care and education services to children in neighborhoods where access to primary and preventative care such as immunizations, school physicals, and vision screenings are limited or unavailable. The Ronald McDonald Care Mobile provides an entry point into a regular pattern of health care for vulnerable children, with the goal of connecting the child to a medical home.

For program locations and to learn more, visit [ronaldhousechicago.org](http://ronaldhousechicago.org)
1: Just six weeks before our annual Gala was to be held, Illinois was placed on shutdown. We made the pivot from a traditional Gala to a virtual ‘Un-Gala’ fundraiser, providing an opportunity for our community to help families facing pediatric crisis.

2: Thanks to our community’s generosity, we raised more than $140,000 to help cover the costs of catered meals and essential program supplies due to the pandemic.

3: After a three-week-stay at Ronald McDonald House while their daughter, Caroline, received critical cardiac medical care, the Ballas family was headed home! During his stay, Caroline’s dad, Quince, served as our fill-in handyman to keep himself busy as only one parent was allowed in the hospital at a time.

4: During the late spring and early summer, our Ronald McDonald Care Mobiles were re-deployed to provide support for COVID-19 testing by our healthcare partner Advocate Children’s Hospital. In August, our Care Mobiles rolled back into action providing vaccination services for children as they got ready to go back to school, virtually or in-person.

5: To celebrate the memory of their daughter, Wynter, the Montgomery family donated gift bags for families to enjoy. The Montgomerys are forever grateful for the opportunity to stay at the Ronald McDonald House near Lurie Children’s so they could be close while Wynter was receiving medical care.

6: One of the many challenges of 2020 included the need to suspend our Meals from the Heart volunteer program in mid-March. When we reinstated the program in August, we were so grateful to welcome back meal groups like the Pediatric ER team from Advocate Children’s Hospital who prepared warm, home-cooked meals for families.

7: Throughout 2020, the generosity of our community was unprecedented. The Underwood family, who had previously stayed at Ronald McDonald House, raised and donated more than $4,000 from making and selling holiday ornaments!

8: The Swan family spent nearly four months at the Ronald McDonald House near Advocate Children’s Hospital after their son was born with cardiac and respiratory complications. In December, they were gifted with a Christmas miracle when Veterans United Mortgage Company paid their home mortgage. In addition, the company provided gifts and created a winter wonderland, bringing joy to families staying at the House through the holidays.

9: “There are a thousand things that go through your mind when your child is placed on the transplant list. Ronald McDonald House provided a warm, safe place to stay and will forever hold a special place in our hearts.” – The Rasberry family

10: Pediatric illness does not stop for a pandemic and neither did RMHC-CNI. We were proud to provide continuous service to families with hospitalized children in 2020, like the Donnellys, enabling them to get better together.