



RONALD MCDONALD HOUSE CHARITIES OF JACKSONVILLE

# 2020 ANNUAL REPORT

A YEAR OF TRANSFORMATION



**Ronald McDonald  
House Charities®**  
Jacksonville

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# Ronald McDonald House



## MISSION & VISION

### Our Mission

Ronald McDonald House Charities® of Jacksonville supports the health and well-being of children by providing lodging, meals, transportation and a community of care to critically ill children and their families who need to be near a hospital for treatment.

### Our Vision

Ronald McDonald House Charities® of Jacksonville is prepared to serve the growing number of children and families who continue to need our programs as the world-class pediatric services offered in Northeast Florida expand.



# LEADERSHIP & STAFF

## Board of Directors Executive Committee

### Chair

Peter Kuchar

### Vice Chair

Philip Vineyard

### Treasurer

Greg Lechwar

### Secretary

Jerry Bridgham, MD

## 2020 Board of Directors

Ross Berlin  
 Josh Bryan  
 Chuck Divita  
 John Duce  
 Nan Ferrara  
 Gina Fishman  
 Will Garcia  
 Mike Gehlen  
 Kelly Gottfried  
 Bill Hardaker  
 Mark Lamping  
 David Marovich  
 Peter Nardin  
 Paul Pitel, MD  
 Bridget Roberts  
 Neda Sharifi

## 2020 Advisory Board

Chair: J.F. Bryan, IV  
 Pam Chally, Ph.D.  
 Richard Danford, Jr., Ph.D.\*  
 Jay Demetree  
 Marcus E. Drewa  
 Joan Haskell  
 Frances Kinne, Ph.D.\*\*  
 Robert E. Martin  
 Herbert H. Peyton\*  
 Mary Virginia Terry  
 Vince Ferrigno  
 Delores Barr Weaver  
 Karen Wolfson  
 Seeman Zimmerman

\*Member Emeritus

\*\*Deceased

## A THOUGHTFUL DONATION FROM DR. FRANCES BARTLETT

Dr. Frances Bartlett Kinne served as a dedicated member of our Advisory Board for many years and upon her passing on May 10, 2020 at the age of 102, her commitment to our House remains continuous through a generous bequest. Our House will remain forever grateful for the more than 30 years of service Fran has contributed to our mission as one of our Founding members. Fran's love for our mission and our House was evident through her tireless investments of her time, talents and treasures. Fran's commitment and dedication to our children will forever be cherished here at Ronald McDonald House.



### RMHC of Jacksonville Staff

**Diane Boyle**

*Executive Director*

**David Shaffer**

*Director of Operations*

**Carol Harrison**

*Development Director*

**Susan Sedacca Gendzier, CPA**

*Finance Director*

**Shelli Martin**

*Director of Family Services*

**Rebecca Briones**

*Executive Assistant*

**Erika Hatch**

*Development Manager*

**Ashley Strickland**

*Marketing Manager*

**Vernetta Stewart**

*Chef/Kitchen Manager*

**Amanda Tewey**

*Outreach Manager*

**Bob Williamson**

*Facilities Manager*

**Manya Stone**

*Family Services Manager*

**Angela Johnson, MPA, CICA**

*Staff Accountant Manager*

**Lourdes Curetcruz**

*Family Services Associate*

**Sandra Brown**

*Family Services Associate*

**Tyler Danson**

*Family Services Associate*

**Marina Franz**

*Family Services Associate*

**Sharon Green**

*Family Service Associate*

**Steffanie Harling**

*Family Services Weekend Manager*

**Michele Howe**

*Family Services Coordinator*

**Martha Melendez**

*Family Services Associate*

**Safeta Krdzic**

*Housekeeping*

**Brittany Moore**

*Housekeeping*

**Eric Pearce**

*Maintenance Staff*

# LETTERS FROM LEADERSHIP

## DIRECTOR: DIANE BOYLE

2020 was an unprecedented year for us all as coronavirus came into our lives. By March, as this global pandemic evolved, Ronald McDonald House Charities of Jacksonville committed ourselves to safeguarding our families, staff and volunteers from the spread of COVID-19 by aligning ourselves with the recommendations of the Center for Disease Control, our Global RMHC partner, and importantly the leadership advice of our local hospitals. Understanding the local epidemiological factors and learning how to implement the newly defined CDC Protocols became critical to keeping our families and mission safe.

It was a time of transformation. We began by learning and training in the knowledge of coronavirus transmission, implementing the CDC Protocols of social distancing, mask wearing, temperature taking, cleaning and disinfecting policies and hand hygiene. Stay at home mandates were in effect in Florida. Given the critical health of the children who stay with us, the risk of transmission was high in a communal setting. Families self-selected to return to their homes while seeking medical treatment, and we briefly closed our doors to transform our facility and our understanding of how to care for families during a global pandemic. We reopened with a knowledgeable and healthy staff and with a strategy that provided the safest possible environment for families to return living communally. We are pleased to report that we had zero cases of coronavirus in our Ronald McDonald House in Jacksonville.

All Ronald McDonald Houses across the world had a strategic 5-phased reopening of their mission and programs. These phases embraced the strategies of modification, renewal, momentum, stronger and mission forward.



Our mission was transformed to comply with CDC Protocols, yet we found ways to deliver our mission in the modification phase of 2020 with care and compassion that is the hallmark of our mission.

Our community of compassionate care is anchored by our experienced Family Services staff dedicated to the well-being of our families. They strive to welcome every family engaging them on a daily basis and making RMHC Jacksonville their comforting and temporary "home away from home".

Our experienced staff provided exceptional care through their understanding of the increased stress on parents and children during a pandemic.

We appreciate the continued support of our dedicated donors who remained committed to the financial support of our critical mission. Our volunteers, though dispersed throughout the community, also remained integral to our mission – participating in various virtual activities being offered by our staff.

During this time, our Board of Directors provided unwavering support and collaboration through their professional expertise and resources in helping us get through this pandemic. I will always be grateful.

Thank you to each and every one of you, our families, staff, donors and volunteers, who continued to be our partners in reimagining our programs and helping to deliver our mission during a time of crisis.

Sincerely,

Diane Boyle, Executive Director

# PETER KUCHAR

## BOARD CHAIRMAN 2019, 2020



I would like to thank the Board for their support of the Ronald McDonald House during the unprecedented year of the Covid Virus.

Our primary goal of fund raising for the House was undeniably challenging. Unfortunately, our major events, the McGala, TPC Charity Golf Tournament, and our 5 K race all had to be canceled. However, thanks to some creative thinking by our Marketing and Development teams, we established the Deck the Doors program, which turned out to be incredibly successful and fun.

I would also like to point out the excellent leadership displayed by our Executive Director, Diane Boyle. She was proactive in every way in keeping everyone safe in a very tough environment.

As I sign off, I feel very confident with the ongoing leadership at the House and the Board. Philip Vineyard will do an outstanding job as the new Board Chairman.

All the best,

Peter Kuchar  
Board Chairman 2019, 2020



# PLANNING OUR FUTURE

Ronald McDonald House Charities of Jacksonville's Board of Directors led by Chair, Peter Kuchar conducted five board meetings centered around five important areas: Growing Fundraising, the Plan for Sustainability, Measuring Impact of Progress, Succession Planning and Cash Flow & Debt Management. These key areas are integral pieces to RMHC of Jacksonville's 2025 Strategic Plan for success in pertinent areas of our mission.

Board and Advisory Members also provided legal guidance and resources for the compilation of the RMHC Jacksonville Reinstatement Plan submitted to RMHC Global which detailed the safe, gradual progress of reopening our House and returning to Program Delivery.



# OUR COMMITMENT TO FAMILY CENTERED CARE



RMHC of Jacksonville is honored to be recognized among the medical community for our commitment to providing family centered care. RMHC of Jacksonville has many thoughtful ways we support critically ill and seriously injured children and their families. From our compassionate staff members, comfortable amenities, creative programming and helpful resources, it comes as no surprise that healthcare providers rely on the mission of RMHC to help bridge access to health care around the world and help keep families and sick children near the care they need.



## Ronald McDonald Family Room

RMHC of Jacksonville provides support to children seeking medical treatment at one of five local healthcare partners: Nemours Children's Specialty Care, UF Health Proton Therapy Institute, UF Health Jacksonville, Brooks Rehabilitation and Wolfson Children's Hospital. The Jacksonville community is further supported by the Ronald McDonald Family Room which is located just outside the pediatric intensive care unit at Wolfson Children's Hospital and serves more than 25,000 visitors annually. The Family Room provides visiting families access to complimentary coffee, snacks, an electronics charging station, games, iPads and the helpful and listening ear of a trained volunteer.





## What Makes Our House Special

### Guest Rooms

With an extensive footprint of more than 64,000 sq ft, RMHC of Jacksonville provides comfortable lodging in the form of 53 beautifully designed guest room suites. Rooms are spacious with comfortable, full-size beds, a TV, desk and full ensuite bathroom.

### Daily Meals

The Ronald McDonald House is designed with both a family kitchen and a commercial kitchen. The family kitchen allows families to prepare their own meals, while the commercial kitchen serves as a volunteer kitchen.

Families can enjoy a delicious meal provided by an onsite Chef whose meal planning is focused on the nutritional needs of the children. Also available, are grab and go snack packs to accompany families on their daily hospital visits.

### Security

Families can feel secure knowing Ronald McDonald House is staffed 24-hours a day by employees and security personnel.

### Rooftop Garden & Outdoor Courtyard + Play Area

A spectacular rooftop garden provides the perfect space for families to decompress and unwind after a long day. When the Florida weather permits, families can also enjoy the outdoor courtyard and play area featuring a jungle gym, tricycles, and outdoor equipment appropriate for both young children and teens.

### Kidzone Learning Center

A daily favorite, is the Kidzone Learning Center where children and teens get the opportunity to learn, play and explore interactive themes centered around STEM curriculum. Due COVID-19, the House has adapted the Kidzone Learning Center to virtual learning and packaged activities for families when they arrive.

### Aquarium

A fascinating saltwater Aquarium remains one of families' and staff's favorite amenities.

### Laundry Facilities

Self-service washers and dryers are located on each floor and stocked with laundry products.

## REED

REED, the House's Facility Dog is every child's best friend. REED is a Golden Retriever-Labrador mix who happily greets guests with a wagging tail and friendly nudge. REED is an ADI certified Facility Dog and is specifically trained for the children of the Ronald McDonald House.



# COMMUNITY ENGAGEMENT

## HOME TEAM JAX CHILDHOOD CANCER AWARENESS



RMHC of Jacksonville served as one of the newest members of the Home Team Jax initiative, joining six other partner non-profit organizations that support children diagnosed with pediatric cancer. Home Team Jax partner organizations ensure that more than 95 percent of all children diagnosed with cancer in and around Jacksonville's eight-county area receive the care and services they need close to home. Team Jax members provide an additional layer of support to address the range of psychosocial, emotional and physical needs faced by families of pediatric cancer patients. From inpatient care and daily treatment options to best in class long term care and wrap around family services, the home team is here. To bring awareness to Childhood Cancer Awareness, during the month of September, RMHC of Jacksonville staff members donned yellow 'Fight Like a Kid' awareness T-shirts, lighted our building in a beautiful golden hue, planted yellow flowers around our House's entrance, and posted encouraging messages to childhood cancer patients throughout our House and on social media.



## BIOVENTUS SUPPORTS OUR HOUSE DURING NATIONAL CONFERENCE

More than 400 Bioventus employees converged at the Jacksonville Jaguars home team stadium, TIAA Bank Field for the Bioventus 2020 North American Sales Meeting in Jacksonville, Florida. Bioventus is a global leader of innovations for active healing and surgical orthobiologics employing more than 700 employees worldwide. During their North American Sales meeting, one of the planned team building activities included a wagon decorating contest featuring amazingly creative, fun themes. RMHC of Jacksonville staff and families helped to put the finishing touches on some of the wagons and also helped to chose the winning wagon decors! RMHC Executive Director, Diane Boyle spoke to the audience of Bioventus employees about our mission and how the donated wagons support many of the children and families we serve in so many ways. Thank you, Bioventus for highlighting your commitment to corporate social responsibility during your conference.

# JAGUARS STAFF HOST LUAU PARTY FOR CALAIS CAMPBELL APPRECIATION



What do you do on a cold day in Florida?



What do you do on a cold day in Florida? You LIMBO, of course! On February 21, 2020 front office staff from the Jacksonville Jaguars, The Roar and even our favorite mascot, Jaxon DeVille hosted a fun Luau Party for our children in honor of Calais Campbell's support of our mission and children. This special day, newly named the 'Calais Campbell Community Day' was a city-wide celebration with community service projects held throughout Jacksonville in celebration of Calias Campbell being named to the 2020 NFL Walter Peyton Man of the Year Award. Thank you, Calais Campbell and the Jacksonville Jaguars staff for all you do to create such memorable experiences for our children.





# 2020 – A YEAR OF TRANSFORMATION

## THE COVID-19 PANDEMIC





## COVID-19 PREPAREDNESS & RESPONSE PLAN

For weeks, Ronald McDonald House Charities of Jacksonville monitored the spread of COVID-19 with the Centers for Disease Control and Prevention, World Health Organization, Florida Dept. of Health and our physicians at Wolfson Children's Hospital, Nemours Children's Specialty Care and Global Ronald McDonald House Charities (RMHC).

For the health and safety of our families, staff, and volunteers we implemented several measures to safeguard our families from the spread of COVID-19. Our efforts were guided by, and in accordance with, all applicable federal, state and local laws as well as guidelines issued by public health authorities, our healthcare partners and Global Ronald McDonald House Charities:

- Suspension of all activities organized by RMHC of Jacksonville or outside organizations within our programs, including meal groups and other activities, such as pet therapy, KidZone, and game nights.
- Suspension of volunteer engagement within our program, including dinner groups. Dinner continued to be provided to our families by our Chef/Kitchen Manager and Staff.
- Reduction of the census of families in our House by suspending check-ins.
- RMHC of Jacksonville has arranged for donated items to be dropped off outside of the building where a staff member may retrieve them.
- RMHC of Jacksonville has posted information about safety, hygiene and standard precautions within RMHC of Jacksonville for families and staff. These precautions include "Cover your Cough" from the Center for Disease Control and "Steps to Stay Safe" regarding hand washing hygiene.
- RMHC of Jacksonville increased cleaning and disinfection using hospital-grade products with a specific focus on high touch surfaces to include common areas, bathroom fixtures, doorknobs, rails/handles, elevator buttons, keyboards, etc.



## Transforming Program Delivery

Through strategic guidance from RMHC Global, RMHC of Jacksonville developed a comprehensive Program Reinstatement Plan to ensure a careful and measured approach to the reopening of our Chapter. This plan is based on the five core strategies of reducing the transmission risk of coronavirus: Social Distancing, Wearing of Masks, Proper Use of Personal Protective Equipment (PPE), Hand Hygiene, Cleaning and Disinfecting Procedures, Continuous Information and Training of Virus Transmission.

RMHC of Jacksonville and RMHC Global leadership continuously referred to and updated this plan when executing newly transformed programs.





# DONOR HIGHLIGHTS

## The Shoumlin Foundation



The Shoumlin Foundation was established in Springfield, OH in 1955 with a long-term vision of providing support to those in need in Southwestern Ohio. Over the years, some members of the Shoumlin family settled in the Jacksonville area with hopes of giving back to their local community as well. Tom Shoumlin, a 40+ year community volunteer and one of The Shoumlin Foundation's trustees, was a supporter of the Ronald McDonald House for many years and was instrumental in solidifying the ongoing relationship between the House and the Foundation prior to his death in 2016.

His daughter, Megan Heck, currently serves as a trustee for The Shoumlin Foundation. We are grateful for the amazing way The Shoumlin family have embraced our mission and continues to support our House.



Matt & Shannon Connell remain long time supporters of our mission. Matt is the founder and chief executive officer of Total Military Management (TMM), the largest provider of household relocations for the United States Department of Defense. Matt Connell has served as an active member of our Board of Directors, providing an invaluable dearth of leadership and guidance. Matt and Shannonn Connell were recognized as Honorary Chairs of our 2019 McGala for their ongoing support of McGala and the children and families of RMHC of Jacksonville.

Through personal support and support through the giving arm of his organization, TMM Cares, Matt has successfully championed employees of TMM Cares to support the mission of RMHC of Jacksonville through a myriad of ways including our wish list, holiday gifts for children and several RMHC of Jacksonville events and initiatives.

Matt also implemented a highly successful employee retention program called "Go, Get, Give" to reward employees for their work in meeting goals and in giving to the less fortunate. This program not only provides a huge amount of support to non-profits like RMHC of Jacksonville, it also boasts an employee retention rate at 90 percent or more.



Matt & Shannon Connell



Hear from Our Families

We value and treasure the thoughtful feedback of families' personal experiences here at our House and Family Room. We are delighted to highlight positive reviews shared by families we have served in 2020:

“ Beautiful place... well upkeep [sic]. They are there for kids and family who need help with there [sic] stay during surgery, cancer, and all other things that can happen. And take you in when you can't afford to do it on your own...they are a blessing. ”

— OTTIE N.

“ Hello RMHC family, we'd like to just let you all know how thankful we are to have been able to be a part of your family for 9.5 months. You all were such a blessing to our family during our rollercoaster ride with Haze. We honestly don't know what we would have done without the Ronald McDonald House. Because of you we were able to spend as much time as possible at the hospital with our Haze. Haze is now a happy, healthy almost 15 month old. Blessings to you all for doing such an amazing job, not just for our family but to countless others! We are extremely grateful and will forever hold the RMH close to our hearts. ”

—THE GODWIN FAMILY

“ I was grateful to have the burden lifted of figuring out where we would stay during the two weeks of treatment. I did not know how to financially make that happen, that's why I'm so appreciative of Ronald McDonald House. ”

— DANIELLE, B.

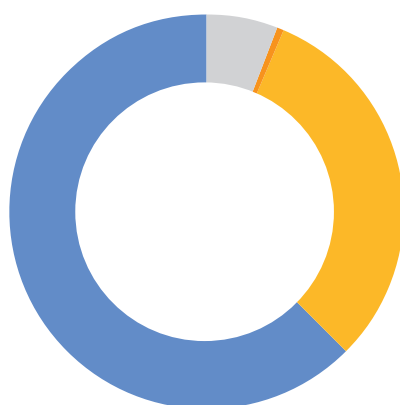
“ A wonderful experience. Everyone from mom and dad to our toddler and infant were well cared for. We felt accepted from when we arrived. There was never an ounce of judgment for our child's needs over another. The facilities kept my toddler busy which gave us the chance to focus on our youngest daughters needs better. The stress-free environment was great for working on our infants needs. She has started to thrive as a result! ”

— RMHC OF JACKSONVILLE FAMILY

# FINANCIAL HIGHLIGHTS

## Assets, Liabilities & Net Assets: 12/31/2020 Prepared: S. Gendzier 7/15/21

- Cash & Cash Equivalents  
\$1,483,869
- Receivables & Other Assets  
\$167,700
- Investments  
\$7,758,015
- Property & Equipment, net  
\$15,644,590

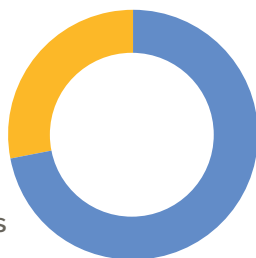


Total Assets	\$ 25,054,174
Total Liabilities	\$ 428,995
Total Net Assets	\$ 24,625,179
Total Liabilities & Net Assets (=Total Assets)	\$ 25,054,174

## Summary of Revenue and Expenses 12/31/2020

### Total Revenue & Support

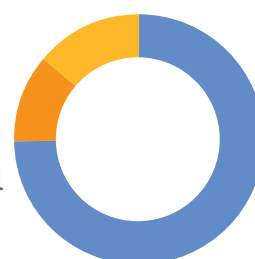
- Contributions & Support  
\$2,069,537
- Special Events, net  
\$ -
- Net Investments Earnings  
\$797,216



Total Revenue & Support	\$ 2,866,753
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### Expenses

- Program Services  
\$2,195,107
- Management & General  
\$332,199
- Fundraising  
\$405,480



Total Expenses:	\$ 2,932,786
Change in Net Assets	\$ (66,033)



## FAMILY HIGHLIGHT

### ELAN B. STRONG



Ronald McDonald House Charities of Jacksonville committed ourselves to delivering our mission with love, compassion and security.

11 year-old Elan's experience here at our House is one that was as unique as what was happening all around us. Thinking his illness was COVID-related, he toughed it out before finally going to the hospital where he was diagnosed with a large cancerous tumor in his abdomen. We invite you to learn more about his interesting journey below.

Elan B. is a bright, 11-year-old boy who is an extraordinary athlete with a passion for basketball, flag football and soccer. Like most boys his age, he loves playing video games, hanging out with friends and spending time with his family.

Just before Father's Day, Elan awoke with a headache and began to vomit. His parents noticed a slight bulge on the left side of Elan's abdomen. Elan was given over the counter medicine which allowed his nausea and bulge to subside. Kept under close supervision, his parents noticed a significant difference in the tenderness between his left and right abdomen.

## FAMILY HIGHLIGHT (CONTINUED)

Over the next few weeks, Elan resumed normal activities and never complained of feeling ill. Then, on the morning of Wednesday, July 15, the symptoms returned and by that evening, his parents noticed the bulge on Elan's abdomen had returned and was now much larger.

The following morning after hearing about Elan's reoccurring symptoms, his pediatrician immediately ordered an X-ray and CT scan.

On Friday, July 17, Elan's life would change forever. Elan and his parents met with the pediatric oncology team at a local hospital in their hometown of Pensacola, FL. Scans revealed the bulge on Elan's abdomen was a tumor the size of a cantaloupe. Emergency surgery was immediately scheduled for Monday, July 20 in Jacksonville, FL to remove the tumor and during surgery, the left kidney was also removed.

Following surgery, Elan and his mother stayed at the Ronald McDonald House for two weeks as he underwent daily radiation treatments at a nearby hospital just steps away from our House. Being close to medical care was beneficial because when Elan first arrived to our House, he was so ill he could barely walk through our doors. Here at our House, once he was able to build up his strength, Elan and his mom spent time enjoying our rooftop garden, bird tower and meals prepared by our Chef.

Elan's remarkable story was captured in our 2020 year-end appeal and reminds us of the strength and resolve of Elan and so many children and families we serve each year.



# HEALTHCARE PARTNER HIGHLIGHT

## NEMOURS CHILDREN'S HEALTH

### Dedicated to Children's Health from the Very Beginning

Nemours Children's Health is one of RMHC of Jacksonville's five local healthcare partners, providing service to a large percentage of families that temporarily call Ronald McDonald House their home.

In Jacksonville, Nemours works with several healthcare providers to provide life-changing care for kids, newborns to age 18, with common and complex conditions.

Nemours began more than 70 years ago with the vision of Alfred I. duPont to improve the lives of children and to do whatever it takes to prevent and treat even the most disabling childhood conditions.

Today, through Nemours children's hospitals and health system, Nemours Children's Health provides direct care for 450,000 children annually in Delaware Valley

and Florida, including families who travel from across the country and world to be seen by Nemours' top specialists.

Nemours Children's Health has served as both a financial and in-kind event sponsor of our annual events including McGala and Light Up The House 5K. It's quite often that you'll also find Nemours staff at our House helping to prepare meals for our families, helping with holiday decorations that our families always look forward to seeing and supporting our House's Wish List needs.

From the grateful hearts of our staff and families, we want to send a special 'Thank You' to all of the staff and personnel of Nemours Children's Health for all you do for the families we serve!



*Photo taken prior to covid-19*

# VOLUNTEERS



## VOLUNTEERING VIRTUALLY

RMHC of Jacksonville appreciates the extraordinary efforts of our volunteers and supporters who adapted to the new way of volunteering and committing their time and talents to ensuring our families enjoy activities safely while socially distanced. We would like to express our sincerest gratitude for other volunteers who have supported our mission by purchasing or crafting greeting cards for our children, providing care packages for families during the holidays, supplying items from our wish list and simply sending our families and staff encouraging messages of support and guidance!

We eagerly look forward to the future when in-person volunteerism can resume here at our House. Below, we would like to highlight two groups that have volunteered virtually with our children.



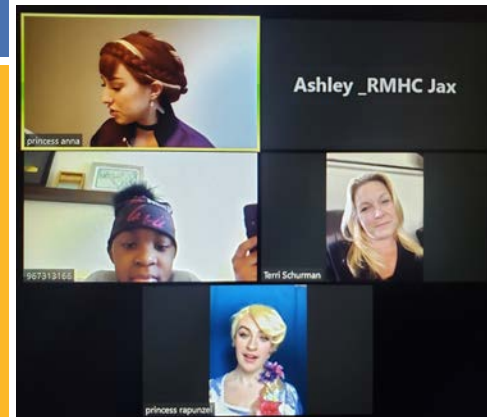
UNF

University of North Florida's Tennis Team players along with Matthew Ohlson, Ph. D., Laura Boilini, Ph. D., and Michael Maltese hosted our very first virtual painting class! Students and leadership gathered (socially-distanced) in a large classroom on campus for the virtual instruction given over Zoom to the children staying at RMHC. Four-year-old cancer patient, Noah and his mom joined the painting instruction along with Tristan, a teenage traumatic brain survivor and his mom. UNF provided all of the necessary art supplies needed for participants to depict what being strong and courageous means to them. Artwork from the tennis team players will be displayed on UNF's campus before being auctioned off with proceeds benefiting Ronald McDonald House Charities of Jacksonville.



HaloKeepers

Almost every child you meet, will list "Frozen" as one of their favorite Disney movies and our children are no different! We are so glad that two students from the Halo Keepers organization provided one of our children, Olivia with an exciting book reading experience as she awaited her flight back home. 'Elsa' and 'Anna' dropped in from their busy princess schedules to brighten Olivia's day following the end of her 8 week radiation treatment.



# MEAL MAKERS PROGRAM



## STEPPING UP TO THE DINNER PLATE!

As a precautionary step to ensure the well-being and protection of our families, our House suspended Meal Makers volunteer activities and instead our full time Chef/Kitchen Manager, Vernetta Stewart personally prepared and packaged individual meals for our families. To facilitate socially distancing, families were asked to enjoy their meals inside the privacy and comfort of their rooms. We are quite fortunate that the individually packaged meals were well received by our families!

Our Meal Makers program is a large part of our mission and brings a bit of normalcy for families staying at our House. Enjoying dinner with those we love brings a sense of peace and comfort and we are privileged to have Meal Makers groups who have continued to support the families we serve by providing a financial donation towards a meal or have a meal catered in.



**41**

Active Meal Makers

**15,441**

Number of Meals Provided

**360**

Number of Food Totes Provided



While 2020 brought about major changes, the provision of family meals never skipped a beat thanks to our dedicated donors, Meal Makers volunteers and community partners like Feeding Northeast Florida and the Church of the Latter-Day Saints. Thank you for caring for the needs of families whose priority is the health and recovery of their child! While we certainly understand that some individuals, groups and organizations were unable to continue their support in 2020, we would like to recognize the Meal Makers supporters who made contributions:



## 2020 Meal Makers Supporters:

Alpha Delta Pi (ADPi) Alumnae Association

Arlington Optimistic

Assumption Catholic Church

Bolles Girls Soccer Team

Carmax

Citibank

Conser Moving and Storage

CSX

Cumberland Plumbing

Deutsche Bank

Duval County Farm Bureau

Women's Committee

Episcopal Girls Basketball Team

Girl Scout Troop 142

Henry Schein

La Iglesia de Jesucristo de los Santos de los Últimos Días

Intermodal CSX Transportation

JSP Logistics

Junior Miss National American Teen

Knights of Columbus

Knotts Family

Macquarie Group

Nustar #30776

Patton's Army

Prior NICU Family & Friends

San Juan Del Rio Catholic

Society Pediatrics Nurse N.E Florida

Sonny's BBQ

St. John the Divine Greek Orthodox Church

St. Paul Missionary Church

Stanton Kind Project

The Energy Authority

TIAA Bank

TLC Engineering Solutions

T.Mak's International

TMM Cares

Tombs of Solomon Grand Lodge

Uptown Civitan

W&O Supply

Withlove Charity INC

Wolfson Children's Hospital - Cardiovascular Unit

YESS Club



# PROGRAM HIGHLIGHTS



## KIDZONE DELIVERED



'In 2020 to keep up with the ever changing times, our staff and volunteers worked diligently to reimagine our popular Kidzone Learning Center. While much of the world around us came to a standstill, children came to crave even more their ability to be creativity and imagine! Program Coordinator, Michele Howe along with volunteers Marilyn Daly, Bonnie Cross and Meg Kuchar, all got to work to ensure children were still able to stretch their artistic and exploratory minds with Kidzone Delivered kits filled with games and crafts delivered directly to our children both in

our House and local hospitals. That is right, our volunteers reimaged Kidzone into Kidzone Delivered – a type of curated experience delivered directly to the child. Kidzone Delivered was such a hit, especially for children who were inpatient at local hospitals who may not have enjoyed the opportunity of in person interactions within Kidzone Learning Center previously.



## VIRTUAL BINGO

Even with Virtual BINGO, everyone is still a winner! This family favorite pastime has gone virtual with Ms. Connie calling out the number and letter spaces over Zoom! Families can play this game with other families and staff while socially distanced in their rooms or hospital bed.



# MCDONALD'S SUPPORT

RMHC of Jacksonville is excited to have had the full participation of every member within McDonald's North Florida Co-Op during our Deck the Doors Campaign! Collectively, the members from the North Florida Co-Op raised thousands of dollars to support our mission and provided hundreds of paper light icons with special messages of support and encouragement.

Furthermore, we would like to thank McDonald's owner operators for their continued support of our mission through the provision of financial support in the form of event sponsorship and in-kind meals like breakfast and dinner provided on separate occasions by the HMCC Hernandez Management.

Thank you to all participating locations for supporting the national 'Round-Up for RMHC' campaign as well as the Happy Meal contributions!





# HOMECOMING CELEBRATION

Our Homecoming initiative invited our dedicated supporters to help welcome families with a special meals, personalized messages, food totes and family fun packs.

As the world watched the spread of COVID-19 our staff also worked tirelessly to clean every inch of our 65,000 sq ft House to the standards of the Centers of Disease Control and the World Health Organization. Not only that, appropriate procedures and policies were also put into place to ensure the ongoing safety of our families once they returned.

To prepare for the reopening of our House, we created a Homecoming Campaign that provided opportunities for the community to help us create a healthy and safe environment that adhered to social distancing yet also felt comfortable and inviting for children and families.





We would like to recognize the following generous supporters for their outpouring of support as we transitioned to the next chapter of mission delivery while continuing to provide exceptional care for our families:

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# EVENTS

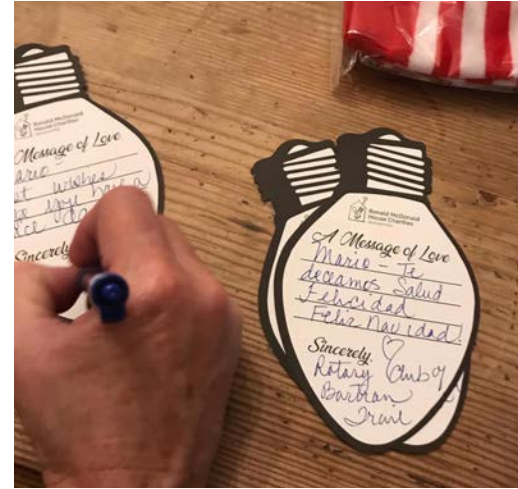
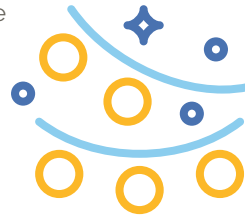
## DECK THE DOORS CAMPAIGN

What an extraordinary year for our Deck The Doors Campaign! We kicked off this remarkable campaign to bring personalized messages of hope and encouragement directly to our families during the holidays and in less than 90 days, you helped us surpass our \$100,000 fundraising goal!

Thanks to your ongoing commitment and dedication, 20,000+ colorful, holiday paper light bulbs adorned our House with messages of hope, encouragement, and comfort! These messages have been placed around our families' room doors, our common spaces like our foyer, dining room, coffee bars, chapel, laundry rooms and more!

Your sincere messages not only comforted our families during the holidays but also continued to serve as a Beacon of Hope through the New Year.

Thank You to each of the more than 700 individuals, community groups and corporations for spreading hope throughout the holidays, one \$5 light bulb at a time!



Special thanks to our generous Deck The Doors Campaign sponsors!

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### Thank you Deck The Doors Campaign participants for making this year such a success!

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## VIRTUAL LIGHT UP THE HOUSE 5K

We are sending all of the runners, walkers and rollers a heartfelt THANK YOU for supporting our mission by participating in our first ever Virtual Light Up The House 5K!

While we were unable to come together and enjoy this run in person with all of you, we appreciate you tying up your sneakers and hitting the pavement to help raise money for children who are battling complex health conditions like cancer during the holidays!

Our Family Services Director, Shelli Martin organized our internal Virtual 5K just for RMHC Jacksonville Staff members! We walked just over 3 miles through the beautiful San Marco community and Downtown Jacksonville, crossing both the Acosta and Main Street Bridges!

Through your support and that of our generous event sponsors, we were able to raise over \$60,000 towards our mission!

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## LIGHT UP THE HOUSE EVENT

Thursday, December 3, 2020 at 6pm, Ronald McDonald House Charities of Jacksonville kicked off the holiday season with the official lighting of our House during our Virtual Light Up The House Night celebration!

Due to health precautions and CDC recommendations, we could not open this event to the public. However, we thank you for experiencing this celebration with us virtually!

It was heartwarming to meet four-year-old Kayden and his mother as they helped kick off the official

countdown to the light display along with other spectators live on Facebook!

Special thanks to the generosity of American Electrical Contracting Inc. for making the holidays extra special for children staying at Ronald McDonald House Charities of Jacksonville through the holidays.

Thank you for this spectacular light display!

# AWARDS & RECOGNITIONS



Ronald McDonald House Charities of Jacksonville earns third year of consecutive 4 star scoring by Charity Navigator. A four star rating describes RMHC of Jacksonville as Exceptional, Exceeds industry standards and outperforms most charities in its Cause. Charity Navigator is the world's largest and most-utilized independent nonprofit evaluator.



Good Housekeeping named Ronald McDonald House Charities as one of its 'The 50 Best Charities to Give to Right Now'



Chef Vernetta was recognized for her service commitment to the Jacksonville community during Bishop Snyder High School's Service Extravaganza.



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