



RMHC[®]
of Northeast Indiana

Better Together

2017 IMPACT REPORT



The Macke Family

Pete, Katie and Ava

Pete and Katie spent 48 nights in the Ronald McDonald House. "Life in the NICU is full of ups and downs, things are going wonderfully and then they're not. The bad days come at you quick. We don't know how we would have done it without the Ronald McDonald House. The walk from our room to the NICU was easy compared to the hour drive from our home in Ohio. Being inside the same building with Ava, but being able to get away from the alarms and find some calm was wonderful."



Our Thanks

Better Because of You.

2017 marked Ronald McDonald House Charities of Northeast Indiana's 15th year of serving families. Beginning in 2002 as a 2,800 square foot Ronald McDonald Family Room inside Parkview Randallia, we have grown to a nearly 11,000 square foot Ronald McDonald House with 15 guestrooms serving hundreds of families each year inside Parkview Regional Medical Center. Your generosity made this growth possible. Whether you cooked a meal at the Ronald McDonald House, volunteered, donated a wish list item, made a financial gift or gave in other ways, we thank you.

2017 celebrations:

- Creation of our new, multi-year strategic initiatives. These initiatives will help align our work in conjunction with our mission.
- More than 600 families, both overnight and day guests, utilized the house in their time of need.
- Over 200 hot meals were provided to guests and more than 3,000 people benefited from the Comfort Cart Program.
- Infrastructure improvements for the safety and comfort of our guest families including the addition of part time staff and reference checking for guests.
- Increased programming like pizza and movie nights, family activities, and holiday celebrations helped make our guests feel more at home during their stay.

It is our mission to keep families close. It is our highest priority to keep them close in a safe, comfortable and supportive environment. Because of this, we intend to build on the success of 2017 to unify and further innovate our efforts in order to provide the highest quality programs, services and compassionate care for children and their families. We will continue to build lasting relationships with our friends and supporters and build new bonds of collaboration between our various community partners and our medical provider.

Finally, and most importantly, please know how grateful we are to you for your support as we move forward with a strong team, the continued dedication of our Board of Trustees, volunteers, and supporters. Thanks to all of you, we have set the foundation for what is certain to be an incredible 2018.

With gratitude,



Jen Veatch
Jen Veatch
Executive Director



Grant Daily
Grant Daily
Board of Trustees - President

Mission Statement

Ronald McDonald House Charities of Northeast Indiana creates, finds and supports programs that directly impact the health and well-being of children and their families.



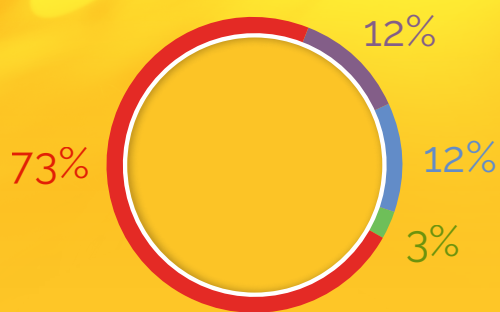
The Ortiz Family

Tony, Kylie, Austin and Bridget

I'll never forget May 29. It was a wonderful day. Family days are hard to come by with busy teenagers, but we were able to make it work. Our family had new jet skis and we were excited to get out on the water. The weather was perfect, the kids got along, and we all had fun on the jet skis. The day was a gift from God, though we didn't realize it at the time.

The next morning, Austin took off for work just like he's done so many times before. I'll never forget watching him get in the car and drive away.

As I was leaving work that evening, an announcement was made that there was a bad accident on State Road 8, the road I drive home. The same road Austin would use to drive home. I thought right away I should call and check on Austin, but when I heard more details of the accident I thought, "It couldn't be him," and came home. When I got home my phone rang with a number I didn't recognize. It was Parkview. Someone asked if I was Austin's mother then they told me Austin had been in a severe car accident. I asked if he was okay. All they said was that they were working on him. As a parent, this is your biggest fear; something happening to your child. When the reality hits; you go numb.



AREAS OF CARE

- NEWBORN INTENSIVE CARE UNIT
- PEDIATRICS
- PEDIATRIC INTENSIVE CARE
- OTHER

A Chaplin met us as we arrived at Parkview. I was preparing for the worst. We're going to lose our son.

We learned that Austin was stable but he had significant head trauma. I remember walking into his room and thinking, "He looks really good – it can't be as bad as they prepared us for." Tony and I stayed by Austin's side the whole night crying and praying.

The days that followed were a blur. We were just taking things day by day actually hour by hour at that point. We were not prepared to leave; we knew we needed to be right beside Austin. Our nurse understood the journey that lay ahead of us. She told us we needed to be with him now, but at some point we needed to take a step back and take care of ourselves. She reminded us that there were going to be many decisions to make in the coming days and we needed to be well rested and have a clear mind. Our nurse actually made the arrangements for us to move into the Ronald McDonald House.

" THE RONALD MCDONALD HOUSE IS SO COMFORTABLE; IT WAS COMFORTING TO KNOW WE HAD A PLACE TO GET A GOOD NIGHT'S REST, HAVE SOME QUIET TIME, AND REFUEL TO BE THE BEST PARENT WE COULD BE THE NEXT DAY. "

A couple of days after the accident, we went down to the Ronald McDonald House, and we were shocked at how beautiful and large it was and how many families were being helped. The Ronald McDonald House was awesome. Tony and I alternated; one of us stayed with Austin during the night and one slept in the Ronald McDonald House. This allowed us to each get a good amount of sleep. In the intensive care unit, Austin was only allowed one visitor at a time, but we wanted to keep things as normal as possible for our 14-year-old daughter, Kylie. It was difficult. We needed to be with Austin, but we needed to be with Kylie as well. Kylie spent weekends with us and we were grateful for the home environment. The Ronald McDonald House is so comfortable; you feel like you can have a family gathering with parents that visit or with your child. One night I could tell Kylie needed some mom time, so we went into one of the smaller common rooms and gave ourselves pedicures and manicures. Little things like that we couldn't have done without the Ronald McDonald House. We connected with other families and shared meals. It was comforting to know we had a place to get a good night's rest, have some quiet time, and refuel to be the best parent we could be the next day.

When we finally returned home on, October 3, 2017, Austin was talking and learning how to walk. Life is different now, but I wouldn't want it any other way. We have been blessed tremendously throughout the last year. Our family has grown stronger and our extended family and friend bonds are stronger for having been through this experience.

11.7

Average nights of stay

645

Total families served



4,587

Total nights of stay



125
Total volunteers

\$160,362
Value of volunteer service



144
Special event volunteers



Our Volunteers

Always Time for Love

Time is a gift. Thanks to volunteers who give their time to ensure the Ronald McDonald House is open 365 days a year, families can spend more time with their hospitalized child. Whether preparing meals in our Kindness Kitchen, rounding the hospital with the Comfort Cart, or helping families feel comfortable inside the Ronald McDonald House, volunteers work to make every family feel loved.

Bringing comfort to families in need is a calling for our volunteers, "Being able to help parents who are dealing with unbearable grief and stress when their child is sick and needs special treatment, gives me a sense of fulfillment," says Dave Himmelhaver a first year Ronald McDonald House volunteer.

"I enjoy all the aspects of working in the Ronald McDonald House," says fifteen year volunteer, Mary Marks, "stocking the cupboards, preparing a meal, or listening to a mother talk about her child and the struggles they are both going through. Even a small thing can help them have a better day."

To volunteer, or become a meal partner, visit
rmhc-neindiana.org/get-involved.

232

Meals served in the Kindness Kitchen

3,175

People served by the Comfort Cart



When families can't get to the Ronald McDonald House, we go to them. The comfort cart delivers drinks, snacks, toiletries, and more to families residing in their patient's room.

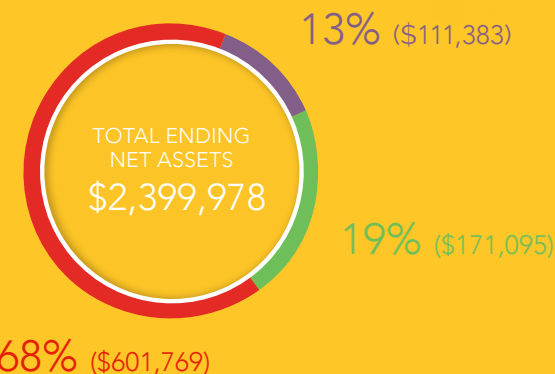


REVENUE

\$316,110	IN KIND GIFTS
\$283,980	SPECIAL EVENTS
\$158,520	INDIVIDUAL/CORPORATE GIFTS
\$145,002	CANISTER/MCDONALD'S PROMOTIONS
\$22,500	GRANTS
\$926,112	TOTAL REVENUE

EXPENSES

- PROGRAMMING
- ADMINISTRATION
- FUNDRAISING



All financials have been audited.

Staff List:

Jen Veatch
Executive Director

Teresa White
Director of Development and Communications

Kelly Mikolajczyk
Business Manager

Gretchen Spires
Volunteer and Guest Service Manager

Tina Watts
Volunteer and Guest Service Coordinator

Brenda Zemaitis
Volunteer and Guest Service Coordinator

Board Directors:

Grant Daily
President

Sally Gutwein
Vice President

Richard Franco
Treasurer

Andrew Palmison
Secretary

Board Members:

Madeleine Baker

Patti Brahe

Jill Brown

Judy Dusman

Sue Ehinger

Judy Littlefield

Dr. Melissa Rice

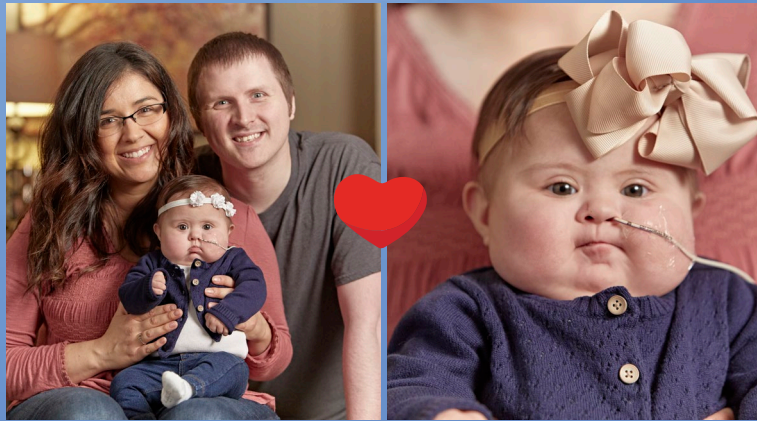
Kathy Rogers

Larry Rowland

Heather Schoegler

Mark VanderHagen

Ted Williams



The Smith Family

Nick, Julie and Eliana

Learning Eliana had a number of challenges facing her was overwhelming, remembers Julie. "We were in a bad place when we first came to the Ronald McDonald House. Thanks to the hospitality and caring volunteers, we got comfortable quickly. I can't imagine coming home during that 10 weeks and seeing all of Eliana's things and not having her with us. Staying in the RMH allowed us to spend so much more time with Eliana and feel like we were a family."

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