



Ronald McDonald  
House Charities®  
Central & Northern Arizona

**2019** Heart of the House Report





## Our Mission

Ronald McDonald House Charities® of Central and Northern Arizona is a welcoming “home-away-from-home” for families with children facing medical challenges, providing an atmosphere of comfort, hope and courage.

## Table of Contents

- 3** Letter from the CEO
- 4** Heart of the House
- 6** Family Impact
- 8** Promising Togetherness
- 11** Heart for the House
- 12** Volunteer Highlights
- 15** RMHC Board of Directors

Hello friends,

2019 was a year of change for us. After serving for 19 years, Nancy Roach, our former CEO, retired. We are sincerely appreciative to Nancy for her years of service and dedication to our three Valley Houses and the families we so proudly serve every day.

As it was for Nancy, being a part of the Ronald McDonald House Charities® of Central and Northern Arizona team is an honor and a privilege for me. I see daily that doing small things with great love truly does make a difference in the lives of those we serve here at the House.



As my husband, Brian, and I have been raising our three children, I always remember something my father-in-law said to me — “Life is full of little surprises.” The first time he said this to us was when we found out we were expecting our twins. That was certainly a surprise! Over the last 20 years, we are often reminded of his words and, like you, we continue to live life and navigate these surprises, both good and bad.

What I love most about our mission is that we are able to help families navigate difficult times, those times of life’s little surprises. These families often have little time to plan once they receive the news that they will be traveling to the Valley for the best possible medical care for their child’s diagnosis. When they leave home, they also leave their support systems and, many times, their jobs, to fight for their children.

While the doctors and nurses take care of their children, we take care of the family. We like to think of it as turning what is often the most difficult time for a family into an opportunity to bring a little bit of love, hope, compassion, empathy, care, and peace into their lives. We take away the worry of where they will stay by offering them a “home-away-from-home” for as long as they need us. Among all their stress, we take little things off their plates, like providing a hot meal each night made with love from our amazing volunteer groups. We fulfill their needs so they can focus on caring for their child. We are an essential partner in the healthcare supply chain and we are grateful for all of you who join us in making this possible.

On behalf of myself, our amazing team, and our brilliant Board of Directors, and the families we serve, thank you for being a champion of Ronald McDonald House Charities of Central and Northern Arizona.

With gratitude,

Kerry Schulman  
Chief Executive Officer





# Heart of the House

*How one idea turned into 35 years of family togetherness*

Over 40 years later, Judy Schubert and Suzanne Hanson remember the day like it was yesterday. "Suzanne and I wrote the project proposal on New Year's Eve 1979 in Pinetop in a cabin where we were snowed in," Judy said. The proposal they wrote together that December night was the vision for Ronald McDonald House Charities of Central and Northern Arizona.

**"Who knew that we would be planting a seed, if you will, for the kind of development that would fulfill needs throughout the Valley for children and families."**

The document may have been the first official step, but the seed was planted months earlier. Suzanne's nephew was diagnosed with leukemia, but treatment in Atlanta was over an hour and a half away from his home. Knowing the struggle this caused her family, Suzanne was inspired to act so that families in Arizona would not experience the same hardship. She turned to her good friend and fellow Junior League of Phoenix member, Judy.



*Judy and Suzanne at the 4th anniversary celebration*

As a volunteer at St. Joseph's Hospital, Judy also witnessed firsthand the challenges families faced when they had to travel far from home to get medical care in Phoenix, many of whom would resort to sleeping in their cars or staying in unsafe, affordable motels. Phoenix needed a place for families to go. It needed some place like Ronald McDonald House®.



*Suzanne and Judy at the House in 2020*

With the help of the Junior League of Phoenix and local McDonald's owner/operators, Judy and Suzanne's vision took shape and soon their dream would join the growing Ronald McDonald House Charities family, becoming the 81st House worldwide.

Ronald McDonald House Charities of Central and Northern Arizona officially opened on May 15, 1985. Thirty-five years later, the House has welcomed over 55,000 families. Looking back, Suzanne shares, "Who knew that we would be planting a seed, if you will, for the kind of development that would fulfill needs throughout the Valley for children and families."

But our founders also realize that none of this would have been possible without incredible community support. "The communities fund the Houses," Judy shared. "We told the people in Phoenix they were hosts for all these families who come here. They have always been very generous to the Houses." That community support has reached much farther than just Phoenix. Supporters from every corner of the state have continued to step up for families so that they have a place to go when they need it most.

On behalf of everyone at the House, we thank Judy and Suzanne for planting the seed that has provided a refuge for thousands of families since 1985 and will continue to provide countless moments of family togetherness for years to come.



# Impact On Families

Total families served in 2019

**1,454**

Total family visits in 2019

**2,483**

Total nights of rest in 2019

**22,379**

Average length of stay

**17 nights**

Visits from Arizona families

**89%**

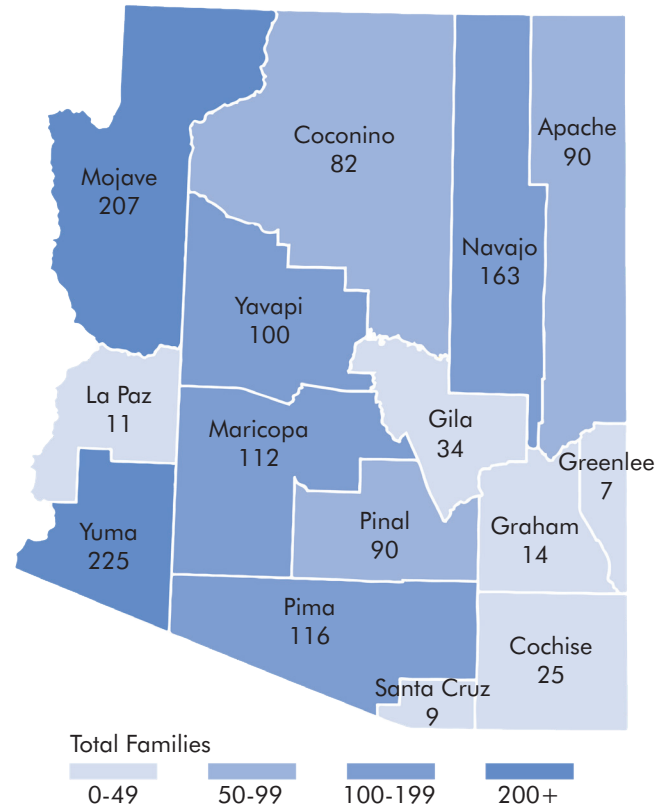
Families traveled from

**15** + **35**  
counties states

Number of family visits since 1985

**55,566**

County Breakdown of Arizona Families Served

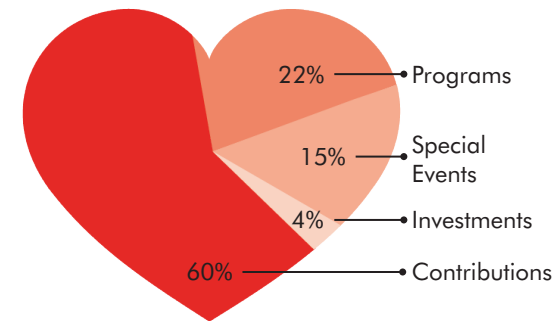


## Top 5 Diagnoses

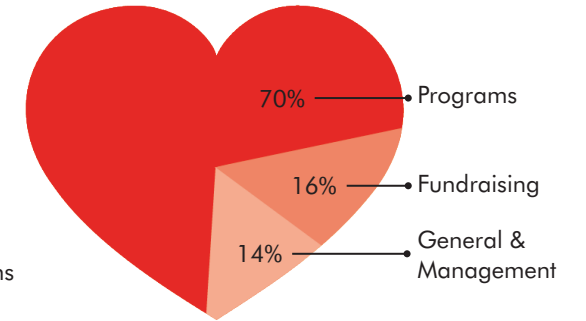
- 1 Heart Ailment
- 2 Birth Defect
- 3 Cancer/Leukemia
- 4 Premature Birth
- 5 Seizures

# Financial Breakdown

## 2019 Revenue



## 2019 Expenses



The Rasmussen Family from Lake Havasu City, Arizona

**"Ronald McDonald House helps give us normalcy for our family. I want them to have good memories of this time and of us being together as a family."**

- Stephanie, mom



# Promising Togetherness

*While doctors took care of their daughter, the House took care of them*

The July morning started out just like any other day. Ana headed off to work at a nearby nursing home in Yuma, Arizona. When she left that morning, Ana didn't know she wouldn't be returning home that evening. In fact, she wouldn't be returning home for months.

As the day went on, Ana started feeling off. Pregnant with her first child, she knew that something wasn't right. After a trip to the ER, Ana was diagnosed with pre-eclampsia and underwent an emergency cesarean section. On July 16th, Ana gave birth to her first child, a daughter named Valeria.

Valeria was born at only 28 weeks old and weighed two pounds, three ounces at birth. Because of the limited medical resources in her home-community, at just two days old, Valeria was transferred from a local hospital to Banner Children's at Desert in Mesa to receive the specialized care she needed. "At 28 weeks, a baby's lungs aren't mature enough. She needed a ventilator," Ana said.

**"We can really focus our efforts on helping our daughter get home."**

Although Ana and new father Federico were grateful their daughter would be receiving the best medical care possible, Mesa was hours away from home and their support system. Hospital social workers soon gave the new parents relief when they introduced them to Ronald McDonald House Charities of Central and Northern Arizona. Just steps away from the NICU, the House provided their family with a place of refuge while Valeria grew stronger.

Very quickly, Ana felt relief knowing they were in good hands. "The staff is very friendly," said Ana. "We know at any time of the day or night we can ask for something. We know they are always here in case we need something."

The House not only gave the family a place to stay close to their daughter, but also alleviated some of the financial stress that comes with being away from home for so long. "We haven't been home in over two months... so my income wasn't what it was before," Ana said. "We haven't had to worry about living arrangements while we take care of our daughter in the NICU. We can really focus our efforts on helping our daughter get home," she said.



Ana, baby Valeria, and Federico

Today, Valeria is breathing without the help of a ventilator and only relies on supplemental oxygen. She is no longer dependent on a feeding tube and has gained three pounds. As Valeria grows stronger each day, the progress makes her parents optimistic she will be able to leave the hospital in the coming weeks. "She has come a long way," Ana said.

Along the journey, Ana's appreciation for the greater community that supports Ronald McDonald House and families like hers has continued to grow. "We have gotten a lot of help. The community has donated quilts, story books and dinner at the House. That has helped us a lot – especially when we have tough days. They help keep us going and help us get excited for when we do get to bring Valeria home," said Ana. "Ronald McDonald House Charities does great things to keep families together. They have really helped us."



# Corporate Champions

*Thank you to our generous partners for their support*

## Champions for Families \$100,000+

Local McDonald's Owner/Operators    McDonald's Corporation

## Champions for Hope \$50,000 - \$99,999

The Diane and Bruce Halle Foundation  
Thirty-One Gifts  
Thunderbirds Charities  
Fargo-Moorhead Area Foundation  
Valley of the Sun United Way  
La-Z-Boy Arizona

## Champions for Comfort \$25,000 - \$49,999

Banner Health  
Northern Arizona Healthcare Foundation  
BHHS Legacy Foundation  
The Norton Foundation  
General Mills  
Leslie's Pool Supplies

## Champions for Love \$10,000 - \$24,999

American Technologies, Inc.  
JFQ Lending  
Arizona Public Service (APS)  
Johnson Family Foundation  
Arizona Cardinals  
M&M Industries, Inc.  
Arizona Coyotes Foundation  
Mayo Foundation for Medical Education and Research  
Arrowhead Superior Refrigeration Service, LLC  
Qualcomm  
Ballard Spahr LLP  
Sanderson Ford  
Blue Cross Blue Shield of Arizona  
Shamrock Foods Company  
Coca-Cola - North America  
SRP  
CopperPoint Insurance Companies  
Tyson Foods  
Crescent Crown Distributing, LLC  
U-Haul International  
Dillard's, Inc.  
USAA  
Image First

## Champions of the Heart \$5,000 - \$9,999

Adtalem Global Education  
IBM  
Becton, Dickinson and Company  
Jennings, Strouss & Salmon, PLC  
Blue Rhino Industries  
Johnson Bank  
BMO Harris Bank  
Macy's  
CVS Health  
Phoenix Suns Charities  
The Ellie and Les Hayt Family Foundation  
The Ottosen Family Foundation  
Executive Council Charities  
Service1st Company  
Fiesta Bowl Charities  
Sunbelt Rental  
Garzella Group  
Tanium  
Hotel Valley Ho  
Wells Fargo Foundation

## Mission Champions

Banner Health  
Phoenix Children's Hospital  
Mayo Clinic  
St. Joseph's Hospital

# Heart for the House

*Local McDonald's restaurants stepping up for families*



*Chris Carney and Wayne Stingley*

Since 1985, local McDonald's owner/operators, employees, and customers have been champions of Ronald McDonald House. Through their generosity of time, funds, and in-kind services, this strong community has helped the House provide stability and vital resources to families traveling to the Valley for critical pediatric care.

Having been involved with Ronald McDonald House Charities® for over 39 years, owner/operator and longtime member of the local and Global Board of Directors, Wayne Stingley echoes an old friend and champion of the House, Gus Kapellas, who always said to him, "The House won't fail. We won't let it." "The House bears the same name as our business. We take responsibility to that," Wayne shared. "People went before us and the footprints got bigger and bigger. We're those people willing to step inside those footprints today."

Chris Carney, fellow member of the board and McDonald's owner/operator, echoes the same feeling. "It's so important in our core values to give back to the community," he said. "We are connected with this House."

Although both Chris and Wayne see McDonald's as a strong partner for the House, they also realize the impact of the whole community coming together in support. "We take our leadership role, but the House belongs to the community. It's something we can all be proud of," Wayne said. "We have other organizations that are so proud to be in this market along with us," Chris added. "I love seeing all the different organizations, sport teams, and hospitals get behind it. It connects us and brings us together for a common goal – keeping families together."

We are grateful to have the incredible support of our local McDonald's family, like Chris and Wayne, who truly have a heart for the House. Collectively, we are providing a place for families to find hope, comfort, courage, and family togetherness.



# Volunteer Highlights

Volunteers work from the heart and made a big impact in 2019

Total individual volunteers

480

Total volunteer groups

659

Total volunteer hours

22,984

Value of meals served

\$360,000

Value of time donated

\$584,253

**"The people who built this House – who donated, who spent time here, who came everyday – have made a very big difference to the families who stay at the House."**

- Jessica, mom



Top: Marroquin family Middle: Volunteers from Bank of America Bottom: Friends of Ronald Dinner Group



Santa, Karen Spangler-Phillips, Debi Eastep, and Ronald McDonald

## Karen Spangler-Phillips & Santa's Workshop

As a retired McDonald's employee, Karen Spangler-Phillips has been involved with Ronald McDonald House Charities of Central and Northern Arizona since 1987. Her impact at the House grew exponentially when she and her best friend Debi Eastep began leading our annual Santa's Workshop.

Together with many local McDonald's employees Karen refers to as "elves," Santa's Workshop distributes hundreds of gifts each December to families staying at the House over the holidays. For many of these families, this is the only holiday experience they will have. The care the Santa's Workshop elves give to each and every family ensures that all children feel the love and magic of the holidays - even if they're spending it in the hospital. "Our elves will move mountains to ensure the experience for the families is perfect," Karen shares.

Santa's Workshop brings joy to so many families, but Karen still insists she is the lucky one. "The joy we see on the children's faces warms our hearts and souls," she said. "Watching the families experience this together is amazing."

Thank you to Karen, Debi and all the elves who bring a special kind of magic to the House year after year!



Family visiting Santa's Workshop



# Ways to Get Involved

There's room for everyone at "the House that Love Built"



**Make a  
Donation**



**Donate  
Wish List Items**



**Volunteer  
Your Time**



**Become a  
Corporate Partner**

To learn about more opportunities to support the House,  
please visit [rmhccnaz.org/get-involved](http://rmhccnaz.org/get-involved).



The Loley Family from Whiteriver, Arizona

**"What I will remember about the House is the people who took time out of their day to come here to cook for families. I'll remember the room that we stayed in, and how we were never far from Breia."**

- Marlena, mom



## 2019 Executive Committee

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Principal Financial Group

**Chris Bates, Vice Chair**  
La-Z-Boy Arizona

**Sara Grisham, Treasurer**  
VEREIT, Inc.

**Ronen Aviram, Secretary**  
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**Patrick Irvine**  
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**Myles Johnson**  
Garzella Group

**James Kerr, III**  
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**Chad Mead**  
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LM Pellistri Video

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Mayo Clinic

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dba McDonald's

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Leslie's Pool Supplies

## 2020 Executive Staff

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**Bill Peterson**  
Chief Operating Officer

**Karen Thomas**  
Chief Development and  
Marketing Officer





**Ronald McDonald  
House Charities®**  
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*Roanoke House, Cambridge House at Phoenix Children's Hospital, Dobson House at Banner Children's at Desert*