

straight from the

HEART

NEWSLETTER FROM RONALD MCDONALD HOUSE CHARITIES® OF CENTRAL AND NORTHERN ARIZONA

A FAMILY'S FOUNDATION: LOGAN'S STORY

Thinking that they could not get pregnant, Payson, Arizona parents Lisa and Nick were ecstatic when they discovered they were having a baby. "He's our little miracle boy," Lisa said of her four-month-old son Logan.

Born at only 36 weeks with a heart defect, Logan's journey to wellness has an uncertain road ahead. While the family patiently waits for him to grow strong enough to undergo heart surgery at Phoenix Children's Hospital to repair the hole in his heart, they are finding the comfort and support they need at Ronald McDonald House Charities® of Central and Northern Arizona.

The atmosphere the House provides is something that has kept the family from dwelling on the stress of Logan's medical issues. "As a parent, I hurt every night knowing my boy has a problem. It's scary," Nick said. "Love is the best doctor out there. The love you [the House] have given to our son and to us has really lifted us up. It has encouraged us to do more, not only for him, but for ourselves – emotionally and physically."

The love that Nick talks about is what has left a lasting impression on the family, something that they can only describe as "above and beyond."

"It's that agape love – the love that spreads beyond," Nick said. "That's what you do. You have that agape love for the families."

Even during these challenging times, the House has been home for the family for over four months. And while they continue to wait for Logan's heart surgery this June, they know that because of the dedicated donors and supporters of Ronald McDonald House®, the love they feel will always be there for them and every family who calls the House their "home-away-from-home."



MISSION STATEMENT

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.

Make a donation to RMHC at rmhccnaz.org/donate to promise families togetherness.



"Love is the best doctor out there. The love you have given to our son and to us has really lifted us up. It has encouraged us to do more, not only for him, but for ourselves – emotionally and physically."

– Nick Dinsmore

A Letter from the CEO

“Please take special care of yourselves, your families and your neighbors. Together we will get through this.”

With life for all of us being everything but “normal,” and pain and despair in seemingly all corners, it may appear to be an odd time to give thanks. **But there may not be a better time than when things seem dark to take stock of – and pause to appreciate – all things that remain good, strong and stable in our lives. Here are some of the things on my list:**

- Thank you to all of our hospital partners who are working long hours taking care of our loved ones.
- Thank you to our staff who is working daily to keep our Houses open for the families who continue to need us.
- Thank you to our first responders and to those essential workers who are keeping stores and pharmacies open and stocked.
- And thank you to our community. Now, more than ever, there is a tremendous need to continue to serve and support people who need our help. I am so proud and humbled to live in a community that so generously gives back to help others.



At Ronald McDonald House Charities® of Central and Northern Arizona, we continue to keep our doors open to serve families. During this pandemic, most of us are home but the families who remain at our Houses have no choice but to stay in the Valley to get the essential medical care and services they need for their children. Often alone due to

visitor restrictions, these families are fighting a battle for their children where losing is not an option. They are strong. They are resilient. They get up every morning not knowing what the day will bring. What they do know is that they will continue advocating and caring for their children. They are heroes.

Many of you have asked how you can help. Thank you. Without our amazing volunteers who provide dinner nightly for our families, serving dinner each night has proven to be challenging. We are working with small local businesses to purchase dinner for our families. If you would like to support our dinner program, please go to rmhccnaz.org/meals.

Please take special care of yourselves, your families and your neighbors. Together we will get through this.

With gratitude,

Kerry Schulman,
Chief Executive Officer

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Get Involved

Critical Needs Wish List

While we continue to serve families during this unprecedented time, we need your help providing the comforts of home.

Take a look at our critical needs list to see how you can keep the House stocked:

- Diapers (newborn, preemie)
- Baby wipes
- Cereal and granola bars
- Cliff bars (adult and kid bars)
- Fruit - bananas, apples, cuties
- Individually packaged snacks - Goldfish, peanut butter crackers, animal crackers, fruit snacks, pretzels, raisins
- Small water bottles
- Apple juice boxes
- Apple sauce
- Paper towels
- Laundry detergent
- Fabric softener sheets
- Body wash
- Toothbrushes
- Toothpaste (travel size)
- White towels (hand, washcloths)

VOLUNTEER SPOTLIGHT: FRIENDS OF RONALD

In celebration of Volunteer Appreciation Month, RMHC of Central and Northern Arizona honors the invaluable work of our volunteers, who continue to make an impact despite the current challenges we face due to COVID-19.

Since opening our doors 35 years ago, our dedicated volunteers have been our backbone throughout many changes and expansions. Some of our longest and most dedicated supporters are a group of women who call themselves “Friends of Ronald.”

This group of loyal volunteers first became involved with RMHC by collecting pop tabs in their office at the University of Phoenix. They can now be found preparing delicious meals at the Dobson House as part of the Dinnertime Heroes program. “We know how important it is to have a hot, home cooked meal when in crisis,” Friends of Ronald leader Sonia Price said of the group's monthly dinner service. “It may be the only comfort and constant of the day, and definitely something families can look forward to.”



Serving the House for over 25 years, Friends of Ronald has literally been there through every significant change the House has undergone, including two building expansions and multiple remodels at the Roanoke House and the addition of both the Cambridge and Dobson Houses. Through it all, they were ready and willing to step up for the families RMHC serves. “There is always such a feeling of gratefulness from ALL for that meal,” Sonia said. “We walk away each evening knowing that we truly made a difference and warmed a heart.”

The thousands of meals and countless hours of time that volunteers like Friends of Ronald have donated throughout our history have played an invaluable part in our mission. Thank you to all of our volunteers for sharing your hearts with the House and making it a “home-away-from-home” for thousands of families.

Back row, left to right: Karen Casselbury, Jean Mueller, Jacki Laone, Joette Bober, Sonia Price, Front row seated: Lisa Bryant

DINNERTIME HEROES TO THE RESCUE

While the House provides families with the stability they need to focus on caring for their sick children, our Dinnertime Heroes take it a step further by ensuring a warm meal is waiting for them after long days of medical appointments.



THANK YOU to all of the heroes who have continued to provide this comfort to families during this unprecedented time.

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| • AMR | • Christ's Church of the Valley | • Peace, Love & Cookies | • TEKsystems |
| • Anthem Ladies Links Fellowship | • Connect Church AZ | • Phoenix Children's Hospital Emergency Department | • The Ronan Thompson Foundation |
| • APS | • CopperPoint Insurance Companies | • Red Shoe Society | • The Sandwich Stand |
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| | • NextGen Advisors | • SRP | |
| | | • Sunland Springs | |

THANK YOU

to Our Generous Corporate Champions
Who Make Our Mission Possible

October 2019 to March 2020

Champions for Families: \$100,000+

McDonald's Corporation

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

La-Z-Boy Furniture Arizona

The Norton Foundation

Thirty-One Gifts

Thunderbirds Charities

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

BHHS Legacy Foundation

JFQ Lending

Local McDonald's Owner/Operators

Northern Arizona Healthcare Foundation

SRP (Salt River Project)

Tim and Nan Corwin Charitable Grant Fund
of the FM Area Foundation

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

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4 Ways to Help
During COVID-19

Support Families During this Critical Time

Family togetherness means more than ever while we are open and continue to serve families. That means that YOUR support is also more important than ever. Check out these four ways you can help families during this critical time:

- 1  Donate to the Dinnertime Heroes program
- 2  Purchase items from our critical needs list
- 3  Send an encouraging Love Note to families at RMHC at LoveNotes@rmhccnaz.org
- 4  Start a Facebook Fundraiser

For more information on any of these opportunities, please visit rmhccnaz.org/covid.

Above: Mom, Penny, who stayed at the House for 31 nights during son's leukemia treatment.

SERVING FAMILIES
ACROSS ARIZONA

In 2019, 89% of the families we served were Arizona residents. That includes many patients that social worker Jenifer Espinoza works with at Phoenix Children's Hospital (PCH). "Many of the communities our families travel from are limited with medical options and PCH offers higher levels of care and specialty care for their children," she said.



But while families are far from home and often dealing with high-stress scenarios, the House provides families the wrap-around resources they need so that they can focus on what matters most - each other.

Patty Zowada, a social worker in the

NICU department at Cardon Children's Medical Center knows firsthand the impact the House has for families. "It has been a lifesaver for our families, particularly those who live in Yuma, northern Arizona, and the White Mountains," she said. "The support of the House means that families have a much better understanding of their babies' care and medical issues, they have a closer bond with their baby, and are much better prepared to take them home."

While we are proud to serve families from across Arizona and beyond, we know that it truly takes a village to make our mission possible. We are grateful that our village includes social workers like Jenifer and Patty, our hospital partners, and supporters throughout the community.

THANK YOU
Thank you for continuing to make
our House a "home-away-from-home"
for every family who needs us.

OUR IMPACT IN 2019

Ronald McDonald House Charities® of Central and Northern Arizona has provided a "home-away-from-home" for families for over 35 years. Here is how we helped families in 2019:

1,454

In 2019, we provided a "home-away-from-home" for 1,454 families.

89%

89% of families served were from Arizona

2,483

Families made 2,483 visits

22,379

22,379 nights of rest

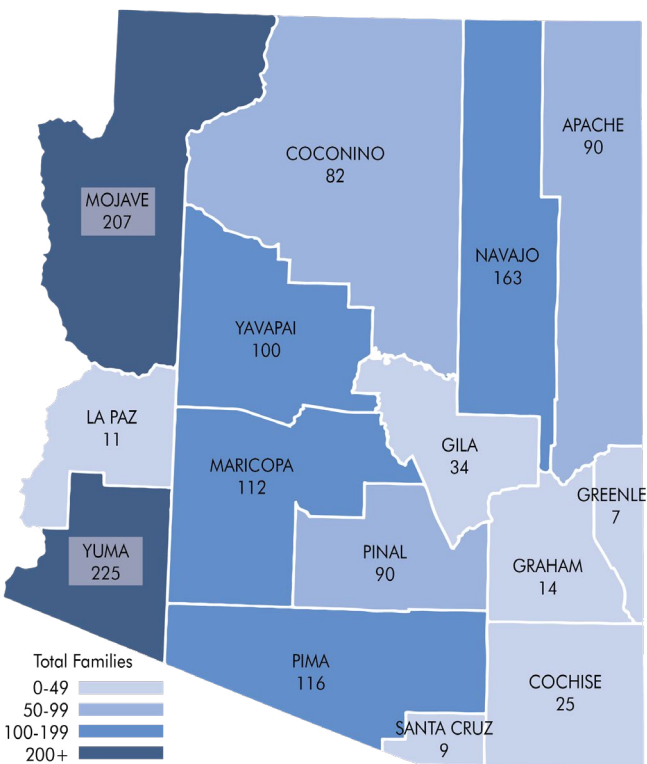
80%

80% average occupancy rate across all 3 Houses

17

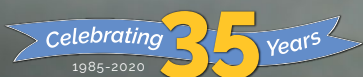
Average length of stay - 17 nights

Number of Arizona Families Served by County in 2019





Ronald McDonald
House Charities®
Central & Northern Arizona



Ronald McDonald House Charities
of Central and Northern Arizona
501 East Roanoke Avenue
Phoenix, Arizona 85004

Make a gift to the House
at rmhccnaz.org/donate.



SMOKEY SPEAKS

FACTS FROM THE BELOVED HOUSE CAT, SMOKEY

Did you know that since opening our doors in 1985, families have made 55,566 visits to the House? That is paw-sitively impressive! Whether they're traveling from near or far, I'm always here to welcome them.



2019 Volunteer Stats

Thank you to our incredible volunteers who shared their hearts and hands with the House last year!

Volunteer Hours

22,984

Value of Time Donated

\$584,253

Individual Volunteers

480

Volunteer Groups

659

CONNECT WITH US ON SOCIAL MEDIA!

Stay up-to-date on the latest House happenings!



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