



straight from the

HEART

NEWSLETTER FROM RONALD MCDONALD HOUSE CHARITIES OF PHOENIX

Keeping Families Close: Austin's Story

As a healthy 14-year-old, Austin loves NASCAR, basketball and swimming competitively, so it was a shock to his family when a doctor's appointment in December turned into something much less routine. Since birth, Austin has lived healthfully with a dimple in his chest, a condition called pectus excavatum, but after a rapid growth spurt greatly increased the indentation, he needed surgery.

Seeking the best treatment option, Austin's parents Jennifer and Brian decided to travel from Denton, Texas to Phoenix Children's Hospital for surgery. A thousand miles from home, the family of five, including Austin's siblings Nathan and Haley, packed up and made Ronald McDonald House their temporary "home-away-from-home" for 13 nights. "The proximity to the hospital has been very convenient, especially having the two little ones who couldn't go to the hospital to see him," Brian said.

The home-like amenities of the House added a special touch of comfort for all members of the family. While keeping close to their brother during his recovery, Nathan and Haley used the library to complete school work, and loved spending time on the playground and searching for the beloved housecat, Smokey. Brian said, "They don't want to go home. They're comfortable here. They're not scared."

Austin's parents also found great value in the little touches that made the House a home, including the community kitchen where they could store groceries and enjoy volunteer-prepared meals each night. "It has been nice to have a home base to come back to," Jennifer said. "As a family of five, having other parents and the staff to chit-chat with—it has kept anxiety and depression at bay."

Austin and his family know they will be back in Phoenix for annual check-ups and another surgery in three years to remove the rods that were placed in his ribs to expand his chest. With their next visit in mind, Jennifer is glad to



Austin (left) with his mom Jennifer, dad Brian, brother Nathan and sister Haley.

know Ronald McDonald House will be there with open doors. "We know where we'll stay. We know the hospital, and that it's okay here. A lot of the unknown is gone."

Ronald McDonald House is keeping families like Austin's close, even when they're a thousand miles from home.

"It has been nice to have a home base to come back to."

— Jennifer,
Austin's mom

MISSION STATEMENT

Ronald McDonald House Charities of Phoenix is a welcoming "home-away-from-home" for families with children facing medical challenges, providing an atmosphere of comfort, hope and courage.

A Letter from the Executive Director

Lately I have been giving much thought to the notion of community. If I look at my community, it would include my family, my neighbors and my work associates. I also think it includes some



of the places that I frequent like grocery stores, retail stores, movie theaters, etc. I know the streets, the location of most places I frequent and how to get back home. I am very comfortable in my community.

Suppose you had to go to a new community. You had no family, no friends, no home and all you knew was that you might be there for a long time. Oh, and by the way, your child is very ill. How will you navigate and find your way? Where would you sleep, eat, do laundry or let your other children still be children and play outside?

This is the community Ronald McDonald House has built for the families that come to stay with us. We try to embrace them into a new community. We do that with the help of many folks. First there are the donors who help us to keep the lights on or the rooms clean and

nice. Then there are the volunteers who fix dinners, decorate rooms or just offer to answer phones if we are busy. The final part of this community is the other families whose children are ill, too. They know exactly what the other families are going through. Sometimes I think this is one of the most important parts of our community at the House.

We try as hard as we can to make this House a welcoming and warm community for families. Thank you to everyone who contributes to the House. We will continue to do everything we can to make “our community” one they will be glad they are a part of – even if it’s only until their child is better.

Nancy Roach, CPA

*Executive Director,
Ronald McDonald House Charities
of Phoenix*

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PLEASE JOIN A SPECIAL EVENT COMMITTEE

Are you looking for a new and exciting way to help Ronald McDonald House Charities? Joining a special event committee is a great way to show your passion for the mission of RMHC. These events raise both awareness and funds for the organization. Special Event Committees provide opportunities for all interests, including being part of the selection committee for the RMHC Scholarship program, or helping plan RMHC's two signature fundraising events—the McNight to Remember Gala and the Pro-Am Golf Tournament.

We can't wait for you to join the team!

If you would like to join a committee, please email development@rmhcphoenix.com.

Community Support

thank you GENEROUS DONORS

Community Grants

Phoenix Raceway Charities.....	\$ 35,000
Thunderbirds Charities	\$ 25,000
Wal-Mart Foundation	\$ 25,000
Insight Corp	\$ 20,000
Season for Sharing (Arizona Republic and azcentral.com)	\$ 20,000
Arizona Cardinals Charities	\$ 10,000
Wells Fargo Foundation	\$ 5,000
Arizona Community Foundation of Yuma	\$ 4,353
Howard & Geraldine Knaack Foundation	\$ 3,000
Gagnon Charitable Trust	\$ 2,000
Dillon Family Foundation	\$ 1,000

Community Fundraisers

Operation Santa Claus.....	\$ 77,500
ACN	\$ 47,134
Troon Tackles Cancer.....	\$ 34,363
Neudesic Holiday Party	\$ 31,225
Dillard's Cookbook	\$ 18,124
Hot Chocolate 15k/5k.....	\$ 9,287
Quicken Loans.....	\$ 5,000
Prain's Pilgrimage in Spain.....	\$ 4,748
Wreaths for Life	\$ 4,344
Mary Carla Charitable Trust Bunko & Golf Tournament.....	\$ 4,000
2016 Sriracha Festival	\$ 3,275
Hula's Modern Tiki	\$ 2,378
Red Mountain High School	\$ 2,000
Arrow Electronics.....	\$ 1,324
Pima Pavilions Car Show.....	\$ 1,116
The Thunderbirds "Shot at Glory" Competition.....	\$ 1,000
Cadillac & LaSalle Club Car Show	\$ 875
Carlson Wagonlit Travel.....	\$ 800
Arbor Investments Management.....	\$ 500

AMAZON SMILE AN EASY WAY TO SUPPORT RMHC

Amazon Smile is the best way to enjoy all the perks Amazon provides while also supporting Ronald McDonald House Charities of Phoenix! Every time you shop using Amazon Smile, 0.5% of your purchase will be directly donated to RMHC.

Making a difference for families has never been easier! Feel free to share with your friends and family to help indulge their shopping bug!

To link your existing Amazon account to us, visit smile.amazon.com and look up Ronald McDonald House Charities of Phoenix.



Local McDonald's® Continue to Help Our Families

We appreciate our local McDonald's® restaurants for continually raising money and awareness for Ronald McDonald House Charities of Phoenix throughout the year.

Here is how you can help next time you stop by a McDonald's® to support the families who travel to Phoenix and call RMHC their "home-away-from-home."

Donation Boxes

Diners can donate directly to RMHC by depositing money in the donation boxes at their local restaurant.

Happy Meals

A portion of each Happy Meal sold is donated to RMHC.

Newspapers

A portion of *USA Today* and *Arizona Republic* newspaper sales at McDonald's® restaurants are donated to RMHC.

PARTNER SPOTLIGHT OPERATION SANTA CLAUS



Operation Santa Claus

RMHC is a proud participant of Operation Santa Claus, sponsored by Sanderson Ford and ABC15. Each year, the community donates toys and funds to support four local nonprofits making a difference to thousands of families. Thank you Sanderson Ford and ABC15 for your continued support and making a huge impact on the families we serve.

Get Involved

3RD ANNUAL

RMHC Phoenix Pro-Am Golf Tournament at Desert Mountain Club

May 11, 2017 | Chiricahua Course | 9 a.m. shotgun start

Ronald McDonald House Charities of Phoenix will hold its third annual Pro-Am Golf Tournament on May 11, 2017 at the Desert Mountain Club Chiricahua Course. Presented by La-Z-Boy Furniture Galleries, the tournament features an exciting swag bag, awards luncheon, and fantastic auction.

This exhilarating day of golf also holds the opportunity to play with local pros and golf greats including:

- Betsy King
- Pat Bradley
- Jan Stephenson
- Cheyenne Woods
- Kirk Triplett
- Tom Purtzer
- Howard Twitty

We can't wait to see you on the green! Playing spots are selling fast! Purchase your individual spot or foursome at www.rmhcphoenix.com/golf. For questions, please contact Jerry Diaz at jdiaz@rmhcphoenix.com or **602.798.5092**.



Ronald on Course



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Red Shoe Society members at the 2016 McNight to Remember Gala.

JOIN THE Red Shoe Society

Are you a young professional with a big heart? The Red Shoe Society (RSS) is looking for young professionals dedicated to supporting the mission of Ronald McDonald House Charities of Phoenix.

Through raising awareness, volunteerism, and hosting fundraisers, RSS helps make it possible to keep families close in their time of need. This group serves RMHC and has fun doing it, planning activities such as special occasion events for RMHC families, preparing monthly meals at the three Houses, hosting the official McNight After Party, planning multiple fundraisers throughout the year, and much more.

If you are a young professional or know of someone looking to get more involved in the community, we would love for you to join RSS!

For more information contact
Laura Hallstrom at
redshoe@rmhcphoenix.com
or check us out online
at rmhcphoenix.com/rss.



RED SHOE SOCIETY
Ronald McDonald House Charities
of Phoenix

Third Party Fundraisers

Thanks to the incredible generosity of companies and community groups who host activities and events to raise awareness and funds in support of our mission, RMHC Phoenix is able to keep thousands of families close each year. There are countless ways you or a group help RMHC provide a "home-away-from-home" for every family who needs us. If you are interested in hosting a 3rd Party Community Fundraiser at your business, school, organization or church, contact Leslie Religioso at **602.798.5097** or Leslie@rmhcphoenix.com.

Mahalo Mondays

Every Monday in May, Hula's will donate 10% of the gross proceeds to Ronald McDonald House Charities of Phoenix. There is no coupon or flyer required. Diners can simply order their meals and support RMHC Phoenix. The most difficult part will be deciding which delicious dish to order!

Hula's
modern tiki

4700 N. Central Ave., Phoenix, AZ 85012 | NW corner of Highland & Central

How You Can Help

RMCH Earns Prestigious Volunteer Certification

Ronald McDonald House Charities of Phoenix is pleased to announce that we have been certified by Points of Light as a Service Enterprise! A Service Enterprise is an organization that fundamentally leverages volunteers and their skills throughout their organization to successfully deliver on its social mission.

Research conducted by the TCC Group, a national program and evaluation firm, found that organizations operating as Service Enterprises outperform peer organizations on all aspects of organizational effectiveness, and are more adaptable, sustainable and capable of scaling their work.

RMHC Phoenix completed an extensive assessment, more than 20 hours of training and consulting, and internal planning to better integrate volunteers into our day-to-day operations. By achieving this level of excellence and certification, RMHC Phoenix is now

better equipped to leverage the time and talent of volunteers and better meet our mission. This certification was spearheaded in partnership with Arizona Governor Doug Ducey's Office of Youth Faith and Family, and the Governor's Commission on Service and Volunteerism.

In 2016, we had one of our best years ever for volunteerism. Our 172 individual and 522 group volunteers generously donated 16,059 hours of their time, helping families by participating in our Meals That Heal dinner program, cleaning our rooms and campuses, and many other helpful tasks.

Points of Light was founded in 1990 by President George H. W. Bush as an independent, nonpartisan, nonprofit organization to encourage and empower the spirit of service. Points of Light is the world's largest organization dedicated to volunteer service. RMHC is only one of 400 certified organizations across the country.

There are several ways you can volunteer at RMCH.

To learn more about volunteering, please contact Helain Day at hday@rmhcphoenix.com.



Help Us Collect Items On Our Wish List

Stock Our Kitchen

- Ravioli & Spaghetti O's
- Coffee & round coffee filters
- Tuna
- Canned, ready-to-eat soups
- Microwaves
- Mini-fridges

Keep Us Cozy (all white)

- Queen size sheet sets
- Bath & hand towels
- Wash cloths

Sparkle & Shine

- Trash bags (13 gallon)
- Lawn bags (55 gallon)
- All-purpose cleaner & cleaner refill
- Bathroom cleaner
- Fabuloso cleaner
- Self-wringing mops
- Shampoo & conditioner (full size & travel)
- Wood cleaner

Stock Our Office

- Highlighters & Sharpies
- AA & AAA batteries
- 9 volt batteries
- Copy paper (8.5 x 11)

Donate Your Vehicle. Make A Big Impact.

Do you have an old car/boat/truck/RV you no longer use? Donate it to support RMHC Phoenix. The average car donated will help RMHC provide 12 nights for a family! It's a quick and easy way to make a huge impact for families during challenging times. The process is simple - visit onecarhelpsrhmc.com, tell us about you and your car, and WE will pick up your car! Thank you for your generosity!

Use Your Fry's V.I.P. Card TO SUPPORT RMHC!

It's easy when you enroll in Fry's Community Rewards!

ENROLLING IS EASY:

1. Visit online at fryscommunityrewards.com
2. If you do NOT have an account, please register for a new account. If you DO have an account, please sign in.
3. After signing in, you can enroll in the program by clicking the first "Enroll Now" button on the page.
4. Use our program number 93519 to select RMHC Phoenix.

And that's it! Every time you make a purchase at Fry's you are helping families who call RMHC their "home-away-from-home." On behalf of our families, thank you!

REMINDER

Participants need to re-enroll their Fry's V.I.P. card for the 2017 program. If you haven't enrolled since August 2016, it's time to update your account!



McNight Recap

A MCNIGHT TO REMEMBER: THE JUNGLE BOOK GALA

Ronald McDonald House gala honors Phoenix Police Commander Kevin Robinson and Blue Cross Blue Shield of Arizona



Left: The table settings designed by Brian Vetter, Christie Cothrun, and the Arizona State Florists Association. Middle: Heart of the House Honoree Kevin Robinson with wife, Dr. Michele Halyard. Right: Emcees extraordinaire and jungle guides Marty Manning and Connie Colla.

RMHC's Jungle Book-themed signature Gala—A McNight to Remember—was a terrific success thanks to the more than 620 guests who attended the annual giving celebration at the Arizona Biltmore Resort on Saturday, November 12, 2016. Valued sponsors, including presenting sponsor SRP®, dedicated committee members led by Chairs Lanette and Scott Harris, hard-working volunteers and everyone in attendance, all contributed to a truly amazing evening that raised more than \$495,000 to provide families with a “home-away-from-home” at the Ronald McDonald House Charities of Phoenix.

From the moment guests stepped out of their car, they were transported into the jungle where they met storybook friends, Mowgli, Baloo, Bagheera, Shere Khan and King Louie. The atmosphere in the silent auction room was energetic with guests placing bids to win those bare necessities that one often finds at a silent auction! Ronald McDonald, who's always ready for a jungle boogie, was of course on hand for photo-ops and selfies.

Guests were then led to the main ballroom which was transformed into a lush jungle rainforest, where they were welcomed by RMHC's dynamic co-hosting duo—Connie Colla and Marty Manning, who dressed up as a jungle safari guide!

An always exciting and heart-warming point of the evening is the Live Auction and Help-A-Family Appeal. Auctioneer Jennie Heal got the crowd going, auctioning incredible live auction packages including a Destin, Florida vacation experience from Southern Vacation Homes and Rentals, and a “Suite Life” package of ultimate VIP experiences with the Phoenix Suns, Arizona Diamondbacks and Fiesta Bowl. The hot ticket

item that caused a bidding war in the jungle was the “Everyday Heroes: First Responders” experience to go behind the scenes for a first-hand, exclusive look at public safety, generously donated by the Department of Public Safety (DPS), City of Phoenix Fire Department, City of Phoenix Police Department, and U.S. Marshals Service.

Guests showed why RMHC is called “the House that Love Built,” with donation bids to sponsor nights at the Ronald McDonald House totaling more than \$109,000—the most ever raised during the Help-A-Family Appeal.

The night would not be complete without taking a moment to recognize RMHC's Heart of the House honorees: Kevin Robinson and Blue Cross Blue Shield of Arizona (BCBSAZ). Both honorees are prime examples of what it means to be a champion for Ronald McDonald House. Their numerous gifts and contributions to the cause have made a tangible difference, and it was an honor to bring focus on the impact they make on the Ronald McDonald House mission.

The party didn't stop once the Gala ended! The Jungle Bash After Party hosted by Red Shoe Society kept the good times rolling with music, dancing, entertainment, late-night desserts and the very popular Mystery Box Prize Raffle!

Thank you to everyone who made a difference in the lives of RMHC families through their thoughtful and kind gestures of support at the McNight Gala!

McNight Recap

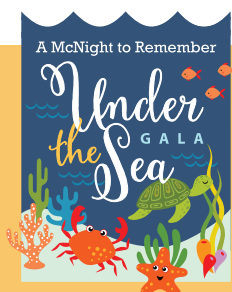


Gala Co-Chairs Scott and Lanette Harris and family members Daniella Maldonado, Kevin Harris and Catherine Harris with emcee Connie Colla.



President and chief executive officer Richard Boals accepting the Heart of the House Award on behalf of BCBSAZ.

THE UNDER THE SEA GALA



SAVE THE DATE

Saturday, November 11, 2017

J.W. Marriott Desert Ridge Resort and Spa

We look forward to another fabulous Gala this year, as we "dive" into the pages of the storybook, *The Little Mermaid*. We hope you will join us and our 2017 Gala Co-Chairs Katy Forseth and Christine Sopa! If you are interested in joining the McNight Gala Planning Committee, becoming a sponsor or donating to the auction, please contact Leslie Religioso at **602.798.5097** or leslie@rmhcphoenix.com.

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Flickr: /RMHCPhoenix

Keeping Families Close



LEGACY PLANNING

With just a little preparation and a big heart, you can arrange a charitable plan that brings help and hope to sick children and their families without sacrificing the security of your own family.

Three ways to help children tomorrow:

1. Include a gift (bequest) to RMHC Phoenix in your will
2. Leave RMHC Phoenix a percentage of your retirement plan assets
3. Use a life insurance policy to give back

We look forward to thanking you and expressing to you the importance of your gift. We respect your wishes to remain anonymous, if you so choose. Any details of your gift that you disclose are held in confidence.

To learn more or let us know your estate plans for RMHC, contact Jerry Diaz at jdiaz@rmhcphoenix.com or **602.798.5092**.

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If you would rather receive e-mail updates about what's happening at the House, please send an email to cgriswold@rmhcphoenix.com or sign up for our e-news updates online at rmhcphoenix.com.

Sign up for a tour of RMHC Phoenix

We're so glad you stay connected through our newsletters.

If you haven't been to the House, or if it's been a while, we'd love to give you (and your friends, too) a tour of our three Houses.

If you're interested in getting involved, taking a tour and learning more about Ronald McDonald House Charities, contact **Helain Day** at hday@rmhcphoenix.com.