



March 27, 2020

While the world is watching the spread of COVID-19, we hope you and your loved ones are well.



Keeping families close has always been our priority and providing a safe and healthy environment where families with sick children can fight illness together remains of utmost importance to all of us here at Ronald McDonald House Jacksonville.

We would like to share how the COVID-19 crisis is impacting our mission and the families we serve. We recently made the difficult decision to temporarily close our House in the best interest of our families and staff. At the time of closing there were 14 families in the House.

As families transitioned from our House they were provided support by our Family Services staff. We would like to share with you the transitioning process

of our families to a non-communal environment:

- We have worked closely with our healthcare partners to ensure the transition was appropriate for each family and that there would be NO interruption of treatments for the children.
- Individualized care was taken to ensure each family was provided proper accommodations.
- Our Family Services staff provided comfort to families by addressing their personal concerns and fears.
- Each family was provided with bags of food as well as frozen casseroles thanks to our amazing dinner group volunteers. In addition, we also provided toiletry items, toys for children as well as Walmart gift cards and gas gift cards.
- Any family needing moving assistance was provided transportation by our van.



Keeping families close®



**Ronald McDonald House Charities®
of Jacksonville**

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- A delicious BBQ dinner was catered by our friends at MOJO Bar-B-Que which served as a special treat for our families even though they enjoyed the meal in their rooms.
- Our committed Family Services staff will be contacting each family throughout the duration of their stay in Jacksonville to maintain a compassionate social connection to assist in their well-being.

During these uncertain times, we have heard from many of you. We are inspired by your interest, your desire to help and your unending support for our mission and find great comfort knowing we have generous and loyal supporters like you on which we can depend.

To learn more about our response to COVID-19, please visit our website at www.rmhcjacksonville.org.

With much gratitude,

A handwritten signature in black ink that reads "Diane Boyle".

Executive Director
Ronald McDonald House Charities of Jacksonville

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