



RONALD MCDONALD HOUSE CHARITIES OF JACKSONVILLE







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MISSION & VISION

Our Mission

Ronald McDonald House Charities of Jacksonville supports the health and wellbeing of children by providing lodging, meals,

Our Vision

The quality programs of Ronald McDonald House Charities of Jacksonville will continuously evolve to serve the children and families who receive pediatric healthcare in Northeast Florida.







In Memory Of Linda Dubow

With great sadness to all of us, Linda DuBow, a longtime Advisory Board member passed away on February 15, 2019. Linda was a beautiful woman who made us laugh with her keen sense of humor and made us grateful for her thoughtful generosity. She will always be remembered for the love she poured out to the families, children and staff of the Ronald McDonald House.



LEADERSHIP & STAFF

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Mary Virginia Terry

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Karen Wolfson

*Deceased

RMHC Jacksonville Staff

Diane Boyle

Executive Director

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Director of Operations

Carol Harrison

Development Director

Susan Sedacca Gendzier, CPA

Finance Director

Shelli Martin

Director of Family Operations

Rebecca Briones

Executive Assistant

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Amanda Tewey

Outreach Manager

Ashley Strickland

Marketing Manager

Vernetta Stewart Chef/Kitchen Manager

Manya Stone Family Services Manager

Bob Williamson

Facilities Manager
Angela Johnson, MPA, CICA

Staff Accountant

Sandra Brown
Data Entry Specialist

Lourdes Curetcruz Family Services Associate

Marina Franz

Family Services Associate

Sharon Green

Family Services Associate

Steffanie Harling

Family Services Weekend Manager

Michelle Howe Family Services Associate

Tonda Hoyt Program Services Coordinator

Martha Melendez Family Services Associate

Allie Runnestrand

Family Room Supervisor Safeta Krdzic

Housekeeping

Brittany Moore Housekeeping

Eric Pearce Maintenance





A MESSAGE FROM THE EXECUTIVE DIRECTOR: Diane Boyle

2019 was an exceptional year at Ronald McDonald House Charities of Jacksonville serving our mission to 1496 families from 21 states and 14 foreign countries seeking medical treatment for their child here in Jacksonville.

As always, our families found the warmth, comfort and security of Ronald McDonald House providing beautiful lodging, nutritious meals and transportation. Supporting our staff of 27 employees were 4000+ volunteers who helped us to deliver our mission taking on important roles here at the House, preparing and serving over 40, 271 meals, fundraising on our behalf and volunteering at our Ronald McDonald Family Room at Wolfson Children's Hospital which hosts over 22,000 visitors.

The Ronald McDonald House Charites of Jacksonville's Board of Directors approved the new Strategic Plan 2025 which is our blueprint for sustainability. This plan addresses all functional areas of program performance, financial sustainability, management effectiveness and community engagement.

It also addresses the changing needs of our nonprofit as we look to the future.

The donations of our generous donors supported our operations in 2019. Our \$2.M operating budget was successfully realized through individual, corporate and foundation giving. Our diversified portfolio of fundraising was further supported by our three major events, McGala,



The number of families is staggering as is the scope of our accomplishments in 2019. The heart of our mission is and always will be the focus on each and every individual family.

our Golf Tournament and our new fundraiser- Light Up The House Deck the Doors Campaign.

In 2019, we were also the recipient of a \$2.5M bequest from The Honorable John H. Moore II and Joan Kraft Moore Living Trust. This most generous gift helped to further secure the financial stability of Ronald McDonald House.

Understanding the changing needs of the children and families we serve has helped to expand our activities into programs like our KidZone Learning Center and our Take Home Food Tote

The number of families is staggering as is the scope of our accomplishments in 2019. However, the heart of our mission is and always will be the focus on each and every individual family.



Diane Boyle





SUSTAINABILITY & RESPONSIBLE GOVERNANCE

Protecting our Future

Board Chair, Peter Kuchar, conducted five board meetings and Advisory Chair, J.F. Bryan, IV conducted two Advisory Board meetings that provided fiscal advice and overall governance to our organization. The board was divided into subcommittees which met separately throughout the year to review pertinent topics relative to each area. Those subcommittees were in areas of Finance, Investment, Development, House & Programs and Executive Leadership.

An Annual Meeting was conducted in January, providing a comprehensive summary of organizational highlights as well as steps towards future planning. RMHC Jacksonville welcomed two members to our Board of Directors: Mike Gehlen and Peter Nardin.

We would like to thank and recognize the following Board Members for their commitment and service to our organization during their tenure on our Board: Stephanie Cost, Matt Connell, Chris Greene, Sharon Wamble-King, Stuart Klein and Mike Smith.







OUR PROGRAMS Ronald McDonald House

In 2019, Ronald McDonald House Charities of Jacksonville served 1,496 families with a critically ill or injured child. Thanks to the ongoing support of our community, our organization has offered comfortable lodging, nutritious meals, transportation and a community of care to over 33,000 families seeking medical treatment for their child since our inception in November 1988.

Through the support of our healthcare partners, Wolfson Children's Hospital, Nemours Children's Specialty Care, UF Health Jacksonville, Brooks Rehabilitation and UF Health Proton Therapy Institute, our organization is pleased to provide program services and amenities that not only address the needs of families, but also help ease the financial burden families face when caring for a sick child.

Our House amenities include:

- Nightly Security
- Comfortable
 Guest Rooms
- Daily Meals
- Transportation
- Family Kitchen+ Pantry

- Rooftop Garden
- Fitness Center
- Kidzone Learning
 Center
- Play Room
- Courtyard & Outdoor Play Area
- Theater Room
- Laundry Facilities

REED

An exciting part of our Programs is our Facility Dog, REED. REED is an exceptionally trained ADI certified Labrador/Golden Retriever provided complimentary by Canine Companions for Independence. Guided by his Facilitator, Shelli Martin who serves as our Director of Family Services, REED enjoys visits from children of all ages. REED's furry hugs and wagging tail are what many of our children look forward to when visiting our House. REED truly helps to make our House a home.



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RONALD MCDONALD FAMILY ROOM at Wolfson Children's Hospital

Our mission extends further with our Ronald McDonald Family Room located on the 3rd floor of Wolfson Children's Hospital. Ronald McDonald Family Room is conveniently situated just steps away from the Pediatric Intensive Care Unit and provides a comforting place of respite for families with a child in the hospital. Our Family Room was built with families in mind- which is why we have taken steps to ensure families are greeted by a helpful Ronald McDonald House volunteer or staff member as soon as they enter the room as well as access to useful amenities.

Research shows that staying close to medical treatment allows parents to better communicate with their child's medical team and improves adherence to complicated treatment plans.



- Refrigerator & microwave
- Complimentary snacks
- Freshly brewed coffee
- Access to technology (iPads)
- Device charging station
- Child craft activities
- Access to information about RMHC Jacksonville
- Comfortable seating for adults and children

I've always thought
RMHC a worthy cause;
I'm a retired teacher
with time to spare and
it involved children. It
seemed like the perfect
combination.









ORGANIZATIONAL FACTS at a Glance



HEAR FROM OUR FAMILIES

Number of Families Served:

1,496



Number Of Individuals Served:

5,022



Total Number Of Room Nights Utilized By Families:

11,667



Number Of Individual Meals Provided To Families:

40,271



Number Of Food Tote **Bags Provided To Families:**



Number of Child Visits to Kidzone Learning Center:

1,102







Families Came From







States

Countries

We capture the thoughts and feedback of our families' experiences here at our House through a voluntary survey that is offered at the end of each family's stay. We are pleased to share positive feedback from 699 families who completed the survey below:

MORE POSITIVE **FEEDBACK** FROM OUR FAMILIES:

"I would recommend anyone to visit or stay here. I absolutely love it here."

"I appreciate everything so very much. You helped us in a time that was very stressful for our family. Thank you."

"We didn't realize how much the Ronald McDonald House did for families it's amazing, thank you."

"Thank you so much for everything!! We felt safe, comfortable and loved."

"The Ronald McDonald House went above and beyond to help myself and family feel at home while my youngest was in the NICU. I can't express how grateful we are. Thank you so very much and God bless you all."

"Wonderful experience!"



99.14%

Families reported having an overall positive experience here at our House

Families rate our facilities as 'Good' or 'Excellent'

98.55%

Families reported that their guest room suite was clean and comfortable

Families 'Agree' + 'Strongly Agree' that our staff were accommodating and helpful to creating a better experience

Had positive interactions with other families in our House





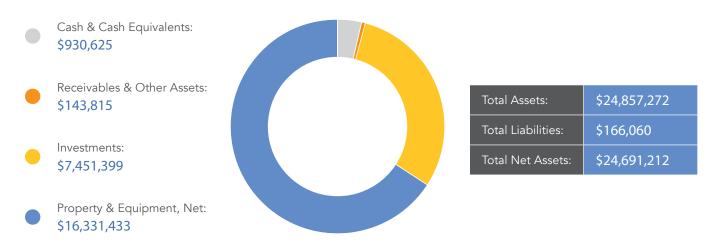
FINANCIAL HIGHLIGHTS

For the Year Ended December 31, 2019

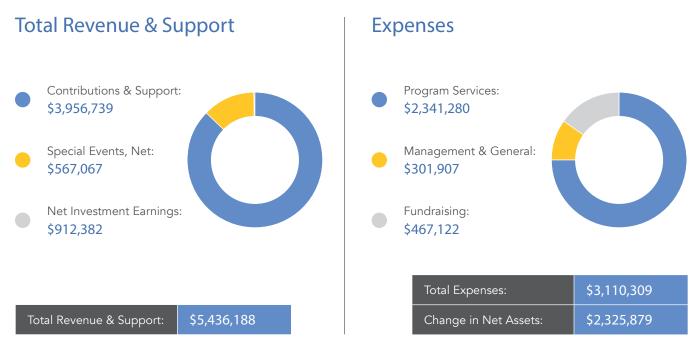
DONOR HIGHLIGHTS

Our Donors Are Dedicated To Our Mission

Assets, Liabilities & Net Assets



Summary of Revenue and Expenses



^{*} Copies of the 2019 audited financial statements are available upon request



The Saul & Theresa Esman Foundation

The Saul & Theresa Esman Foundation's impact on Ronald McDonald House Charities of Jacksonville is an example of Theresa Esman's desire to make positive change in the world and was intrinsic to her nature. The Foundation works to ensure her legacy continues for generations, as she and her husband Saul intended.



Delores Barr Weaver FOREVER EVENT FUND

Ronald McDonald House Charities of Jacksonville is one of only 20 non-profit organization recipients awarded with a remarkable gift by Delores Barr Weaver. The Delores Barr Weaver FOREVER EVENT FUND was established in 2015 by Delores Barr Weaver and is an annual grant of \$10,000 that provides a permanent source of income for organizations that Mrs. Weaver has generously supported for many years. Here at Ronald McDonald House, the grant supports McGala, our largest annual fundraiser event. Mrs. Weaver has an extraordinary legacy of philanthropy, and has provided transformative support to dozens of nonprofit organizations that uplift, enlighten and advance our community and we are grateful for her support.









Ronald McDonald House Charities of Jacksonville received a generous bequest in the amount of \$2.4M from The Honorable John H. Moore and Joan Kraft Moore Living Trust. William "Bill" McMenamy and Thomas Donahoo from the law firm of Donahoo & McMenamy, P.A. presented the generous donation to our staff and Board Members on Thursday, August 8 during a presentation at our House.

After the presentation, McMenamy addressed the group saying, "We're honored to present this gift on behalf of John and Joan Moore and we're happy that it will be used in our community."

Diane Boyle, Executive Director of Ronald McDonald House Charities of Jacksonville was excited to receive this gift saying, "We are so fortunate to be the recipients of Judge Moore and his wife's generosity.

They have significantly strengthened the charitable community in Jacksonville with their thoughtful gift. This gift will help our organization continue our mission to support the growing needs of critically ill children and their families in Jacksonville and beyond."

We are so fortunate to be the recipients of Judge Moore and his wife's generosity. They have significantly strengthened the charitable community in Jacksonville with their thoughtful gift. This gift will help our organization continue our mission to support the growing needs of critically ill children and their families in Jacksonville and beyond.

- Diane Boyle, Executive Director of Ronald McDonald House Charities of Jacksonville



Finding Solace





Octavia had no idea that a painful trip to the bathroom for her then 6 year-old son, Arcolia would change their lives forever. Following the aching experience, Octavia, much like any parent, began fervently searching for answers and relief. After several appointments which all resulted in the diagnosis of urinary tract infections, she was at her wits end and so was Arcolia. Octavia rushed her son to Wolfson Children's Hospital where medical personnel administered treatments to ease the debilitating pain and discovered that Arcolia was suffering from stage two bladder cancer. After rounds of chemotherapy at Wolfson Children's Hospital and Nemours Hospital, Arcolia was transferred to UF Health Proton Therapy to undergo six weeks of radiation treatments. While Octavia was aware of the Ronald McDonald House from family members who were former guests, it was an attending nurse who insisted the family consider making Ronald McDonald House their home during Arcolia's treatments. While Octavia and Arcolia live in nearby St. Augustine, Florida, Octavia agreed that the daily trips to two healthcare facilities, would be taxing and made plans to stay at Ronald McDonald House. "I heard about the Ronald McDonald House even before the expansion, from my family members and from other people in the community. They talked about how nice and comfortable it was. I heard only good

things, so the decision to move my family to the House was an easy one," said Octavia.

At Ronald McDonald House, Kidzone gave Arcolia something to look forward to, and after his treatments, his first question was always, "Is Kidzone still open?!" Octavia also noticed Arcolia's spirits lifted by simply being around staff, volunteers, parents, and children who understood the struggles of battling cancer and who treated him like he was no different from other children.

For Octavia, she appreciated the programs and amenities that were available to parents who simply needed to relax and take care of themselves saying, "I loved everything about the House. As full-time caretakers to our children, we get no breaks. But, when our children are in Kidzone, we can enjoy some time to ourselves to think, relax and be comfortable. We are not stressed because we know our children are safe here. And, if you need someone to talk to, they take time to talk to you. No matter what."

Arcolia has more treatments ahead of him, all with the hopes of one day celebrating being cancer free!

In a sigh wrapped up in triumph and a resolve to keep going, Octavia described Arcolia as a "walking blessing."





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PARTNER HIGHLIGHTS

PROGRAM PARTNER

CORPORATE PARTNER

THE VAULT GALLERY

BLACK KNIGHT, INC.



The Vault Gallery owners, Rula and Jim Carr have always loved the mission of Ronald McDonald House. Centered in the bustling San Marco square, the gallery is home to several pieces of art curated by local, aspiring artists. After seeing so many of our families out and about in the square browsing local shoppes and boutiques, Rula and Jim decided to take their love of art and introduce it to our children as a fun and therapeutic outlet. Through a partnership with The Vault Gallery, on the first Tuesday of each month, the Gallery provides complimentary art classes to our children and their families, teaching them unique art styles and hands-on activities guided by experienced artists. Those amazing artists have also volunteered in our Kidzone Learning Center, working with our children to create unique, hand-crafted designs that were highlighted at our McGala fundraiser event.



In July, a group of 20 Black Knight, Inc. interns came to our House to volunteer– preparing casseroles in our Volunteer Kitchen as well as cleaning, sanitizing and organizing our Play Room and other common areas in our House. In October, Black Knight, Inc. served as an Eagle Sponsor during our Annual Golf Classic held at TPC Sawgrass, enjoying for the first time, hitting the links in support of our mission. As part of their on-going support, Black Knight, Inc. participated in our inaugural Deck the Doors fundraiser, becoming our top fundraising team in the entire campaign, selling almost 700 lightbulbs! It was heartwarming to see the children staying in our House, help decorate their Play Room alongside Black Knight's employees while listening to holiday music.

We are pleased to have Black Knight, Inc. as one of our corporate supporters and are enthusiastic about their continued impact on the children and families we serve.

CORPORATE PARTNER HIGHLIGHTS (continued)

CITI





Citi, a multinational financial services corporation, increased their engagement in supporting of our mission as a corporate partner. Citi has generously sponsored our Annual McGala, and Light Up The House 5K fundraising events, as well as supplied Citi employees during the 5K who helped with distributing medals, cheering on runners and set up and break down.

Citi has also supported our Kidzone Learning Center providing key supplies and materials to facilitate engaged learning of our children. As part of our Meal Makers volunteer dinner program, Citi employees have captured a special place in our families' hearts through their nutritious meals and their always delicious and creative desserts! Led by Laurie Allen, Assistant Vice President of Public Relations, Citi's employees also

actively support our mission through several hands – on activities at our House, which include sanitizing and organizing our common spaces and children's play areas to maintenance and landscaping activities.

We are fortunate to have Citi's support of our mission and are appreciative of all the ways they have supported our mission.





COMMUNITY PARTNER HIGHLIGHT

AMERICAN ELECTRICAL CONTRACTING, INC.

Billy Frick, owner of American Electrical Contracting Inc. and his numerous employees have been generous supporters of our mission. Billy's soft spot for children battling life threatening conditions is evident in both his generous financial and in-kind support of our organization. American Electrical Contracting, Inc. has served as an event sponsor of our Annual Light Up The House 5K and our Hot Chocolate Happy Hour events. During our Hot Chocolate Happy Hour event, Billy and his team wrapped our House in thousands of brightly lit holiday lights during the weeks leading up to the event. On event day, Billy and his team, along with 200 spectators from the community counted down to the official lighting of our House for the holidays! As the lights turned on, Nat King Cole's 'Deck the Halls' ballad rang out from the speakers as guests enjoyed their hot chocolate and cookies in amazement. Children staying in our House from our local area and even as far as Australia, for a moment got to experience the complete wonders of the holidays through American Electrical Contracting's' magnificent light display. We want to thank Billy Frick and his entire team of kind-hearted employees for serving as one of our extraordinary community partners.



HOSPITAL PARTNER HIGHLIGHT

WOLFSON CHILDREN'S HOSPITAL



A VALUED HEALTHCARE PARTNER

Our healthcare partner, Wolfson Children's Hospital is one of the best children's hospitals in America, providing specialized care for children with a full range of needs from routine to complex throughout North Florida, South Georgia and beyond. For several years, Wolfson Children's Hospital has served as a financial supporter of our organization by serving as an Event Partner during our McGala, Annual Golf Classic and Light Up The House 5K fundraising events.

Through conversations with Dr. Jerry Bridgham, Chief Medical Officer who serves on our Board of Directors, or partnerships with social workers - our organization remains in close communication with Wolfson Children's Hospital staff.

Wolfson Children's hospital also provides a chaplain who visits our House regularly to chat and comfort families who are seeking spiritual guidance during their time of need. Our families appreciate knowing there is someone who is available to listen to their anxieties and worries which at times seem to mount incessantly.

Wolfson Children's Hospital staff can be found volunteering at our House year round, whether it's teaming up with our Chef Vernetta to prepare nutritionally delicious meals for our families as part of our Meal Makers program or collecting wish list supplies. We thank the entire Wolfson Children's Hospital staff for their steadfast support and for being an amazing healthcare partner.





TECHNOLOGY PERFORMANCE



Improving Performance Management

EXCEED FURTHER



Exceed Further the advanced system of our previous Exceed Beyond software, is an all-in-one, cloud-based, fundraising and donor relationship management solution which is able to provide excellent efficiencies within the operations of our Family Services department.

Through the implementation of Exceed Further, our Family Services staff members can shift from paper documentation to recording real time data electronically. In addition to up-to-date data entries, Exceed Furthers provides our referring partners an easier way of sending referrals to our House, through a quick and simple link embedded in our website. Exceed Further will also be instrumental in expediting both the check-in and check-out processes for our families, also resulting in timely notifications to our Housekeeping staff for the tracking of rooms. Exceed

Further's capabilities also provide tracking of the resources and services we make available to our families. Everything from distribution of food through our Food Totes program, distribution of breast bumps and cribs to the better tracking of staff visits to families at area hospitals. This technology allows our organization to maintain an accurate system to record and report valuable information for future operational needs as well as data reporting for grant funding.

HEXNODE MDM

Through the implementation of Hexnode Mobile Device Management (MDM) software, our organization is able to not only geographically track the iPads we make available to our children and their families but also easily deploy apps. Via Hexnode, our organization has deployed learning apps for children of all ages to specific devices located in our Kidzone Learning Center and Play Room. Hexnode MDM also allows our organization better opportunities to monitor the security of devices through restrictions and web-filtering capabilities.

CYBER SECURITY

With the onslaught of cybersecurity vastly affecting organizations both small and large, our organization has enlisted the support of Compass MSP and information technology that provides assistance with monitoring the safety and security of our staff's office equipment. Compass not only flags, monitors



and reports phishing emails, the company also provides cybersecurity awareness providing tips and reminder to staff on scams, fraudulent attempts and steps to reduce risk.

PROCENTRIC TV

Through a partnership with MDM Commercial, a supplier of commercial grade-televisions, we have begun the stages of incorporating a hospitality TV system that will allow our House to share pertinent information about our programs, upcoming events, amenities as well as emergency alerts to all TVs in family rooms and common areas. The process also incorporated upgrades to some TVs as well as access

to necessary software to implement. This initiative was spearheaded and is currently being managed by MDM Commercial engineers and designers who along with the MDM Commercial company have provided their time and equipment at no cost to our organization.

WIFI UPGRADES

Through our internet provider, AT&T we upgraded our wifi offerings used by staff, volunteers and families. The implementation resulted in the installation of additional wifi access points, network logins, as well as secured wifi networks with passwords for added security.





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MCDONALD'S ROLLS OUT NATIONAL CAMPAIGN

Round-Up for RMHC

Ronald McDonald House Charities global partner, McDonald's, launched a nationwide fundraising campaign to support the mission and programs of more than 180 Ronald McDonald House Charities within the United States. The 'Round-Up for RMHC' campaign kicked off December 2019 with the backing of Ronald McDonald House Global providing support through paid advertisements and social media marketing. The new Round-Up technology provides McDonald's restaurant

guests the option of rounding up their meal's total to the next dollar at the register, kiosk or through mobile orders. The technology was rolled out to nearly 14,000



McDonald's restaurants including the 112 restaurants in our local area under the Northeast Florida Co-Op Association which generated over \$4,000 in additional donations to our mission.

At McDonald's, we know the importance of bringing families together. For over 45 years, McDonald's, our franchisees and our customers have been proud supporters of Ronald McDonald House Charities.



- Chris Kempczniski, McDonald's President and Chief Executive Officer



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2019 PROGRAM **HIGHLIGHTS**



TAKE HOME FOOD TOTES PROGRAM

Thanks to partnerships with the Church of Latter-Day Saints and Feeding Northeast Florida, Chef Vernetta implemented our Take Home Food Totes Program that provides a take home bag of food filled with staple items and essential toiletries for families as they check out of our House and journey back to their homes. In 2019, 600 Food Tote bags were distributed to families who expressed a need for assistance.



CASSEROLE CLUB CULINARY PROGRAM

Our Casserole Club quickly became a hit among our volunteer groups! Created by Chef Vernetta, the Casserole Club provides a great team building opportunity to our volunteers while also addressing the nutritional needs of our families. Volunteer groups step into our kitchen and whip up a variety of delicious, family-style casseroles that are then frozen for future use on days when a dinner group unexpectedly cancels or reschedules their planned dinner date.





KIDZONE CELEBRATES ONE YEAR ANNIVERSARY





On September 18, 2019 exactly one year after opening our Kidzone Learning Center located on the 2nd floor on the East Wing – we invited all of our children, families and volunteers to our House to celebrate the milestone with a fun-filled Dr. Seussthemed Birthday party!

During the Birthday party, children enjoyed games with staff and volunteers inside Kidzone Learning Center and our Playroom that included custom-made cookie and cupcake treats, face painting, a goodie bag of all things Dr. Seuss and story book princesses from HaloKeepers.

Over the past year, long-time Ronald McDonald House volunteer, Marilyn Daly and staff member, Tonda Hoyt along with dedicated volunteers planned and managed exciting and interactive themes for our children that rotated each quarter. Those themes were "Under the Sea", "Oh, The Places You'll Go", "To Infinity and Beyond", and "Where the Wild Things Are."

Our Kidzone volunteers have created an extraordinary space of creativity for our children in an environment that is inviting, inclusive and entertaining. Through their support, nearly 600 hours of volunteerism were contributed to Kidzone and over 1,000 youth visits were tracked.



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DECKTHE DOORS CAMPAIGN



In fall 2019, we launched an exciting new campaign called Deck the Doors which sparked a community of support that energized both our current and new supporters! Through the Deck the Doors campaign, we invited individuals, community groups and corporations to help spread the love to families staying in our House during the holidays with over 15,000 handwritten messages of hope and comfort.

Deck the Doors campaign participants sold festive colored holiday paper light bulbs for \$5 each, wrote comforting messages on each one , then "decked"

each bedroom suite in our House and even the common areas like the dining room, pantry and theater room!

Proceeds from Deck the Doors supported our mission, while the messages of hope brought encouragement to families who spent the holiday season away from home to care for a sick or injured child. We extend huge thanks to Kessler Creative for serving as our Official Event Marketing Partner and to all participants for helping us raise a record, \$100,000+ for our children and families!









Deck the Doors Participants

Alpha Delta Kappa

Alpha Delta Pi - UNF, Valdosta & JU

Alsco

Alvarez, Christy

Amazon

American Electrical Contracting

asTech

Baade, Lisa

Bartram Trail High School Cheer

& Dance Teams

Beaver Street Fisheries

Big D Building Center

Black Knight, Inc.

B.L. Harbert

Bolles RMHC Jacksonville Club

Brennan, Vicki

Brightstar

By Faith Christian Ministries

Capital Staffing Solutions

Carr, Riggs & Ingram, LLC.

Caspers Company McDonald's

Cheney, Jean

C.H. Robinson

Citi

City of Jacksonville's Foster Grandparents Program Clay County Education Association
Coastal Specialists / Physician Group

Services

Coldwell Banker

Cristina & Peyton

Deercreek Womens Alliance

Dex Imaging

Duval County Farm Bureau

Early Act Club (PVPV Rawlings Elementary)

Ecolab

Edwards Ornamental

Fishman Pediatric Dentistry

Foley & Lardner

GHG Insurance

Grant Thornton, LLP

Gravitz, Judy Grays Security Service

Halo Keepers

Jacksonville Orthopedic Institute

Jacksonville University Honors

Program

Kessler Creative

Macquarie Group

Maimone Family

Miller Electric Company

Morris, Kelly

Mulford, Paul

Murphy Family

Nader's Pest Raiders

Nustar

Orange Park Elementary School

Pinckney, Sylvester

REED

Rizea, Tina

Riverside Presbyterian Day School

RMHC Jacksonville Staff

RMHC Jacksonville Volunteers

Rooting for Ronald McDonald House

Rotary Club of Bartram Trail

St. Johns Community Connection

(Gary Davis)

Stanton College Prep (KIND Project)

Stellar

THE PLAYERS

UBS

Unikitty Bling & Friends

Widman, Luann

Women's Council of Realtors

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2019 MCGALA FUNDRAISER EVENT SETS A RECORD!

Nearly 500 supporters from the community came together to raise a record setting \$460,000 to support our 2019 McGala fundraising event presented by Joe and Nan Ferrara. The 2019 McGala theme was 'Supper Club' - reminiscent of the renowned Supper Clubs of the 1940's. McGala was held Saturday, May 18, 2019 at Sawgrass Marriott Resort with a vibe that felt like one had just stepped onto the red carpet of a prestigious Manhattan club.

Luxury and glamor were all around while guests socialized during the cocktail hour, participated in the silent auction and the ever-popular wine pull. Inside the Champions Ballroom, mirrored dining halls of past Supper Clubs, with large, beautiful, palms fronds filling the room.

Catherine Duke and her family shared their humbling experience at our House after being a guest

for several years, while their two young daughters battled a debilitating mitochondrial condition. Catherine shared how the care and support from RMHC Jacksonville staff and volunteers allowed her daughters to take their minds off of their illness and just 'focus on enjoying their childhood.'

Executive Director, Diane Boyle, expressed her appreciation saying, "We are truly overwhelmed by the generosity from friends of the Ronald McDonald House. It was a beautiful night that exceeded all of our expectations. Our supporters truly value the importance of caring for critically-ill children, which is evident in their support of our mission."

McGala also recognized Honorary Chairs, Matt & Shannon Connell for their ongoing support of McGala and the children and families of Ronald McDonald House Charities of Jacksonville.





Thank you to our McGala event sponsors, donors and volunteers in helping us make this an unforgettable year for McGala!

Presenting Sponsors

Joe & Nan Ferrara

Stork Club Sponsors

American Electrical Contracting, Inc. PRI Productions Wolfson Children's Hospital

Copacabana Sponsors

Black Knight, Inc.
Caspers Company McDonald's
Restaurants
Conser Moving Solutions
Facility Automation Solutions

Copacabana Sponsors (Cont.)

Fishman Pediatric Dentistry Nemours Children's Specialty Care US Assure

Cocoanut Grove Sponsors

Florida Blue Jacksonville Jaguars Foundation Miller Electric Company

El Morocco Sponsors

Besnard Insurance Brooks Rehabilitation C2C Innovative Solutions

El Morocco Sponsors (Cont.)

Citi
Duffy-Garcia McDonald's
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Swisher International
Total Military Management
Turano Florida Bun
UF Health Proton Therapy Institute

Vineyard Legal Services, LLC





EVENTS IN REVIEW (continued)





LIGHT UP THE HOUSE 5K







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Ronald McDonald
House Charities*
2019 ANNUAL REPORT 29



Over 320 participants registered for our Light Up The House 5K event held Saturday, December 7 in the historic San Marco community. Walkers and runners from all athletic abilities donned their signature Ronald McDonald House red and white striped socks and their brightly colored event t-shirts and headed to the race start line positioned in front of our House on Children's Way in San Marco. Runners got into the holiday spirit - dressing up as reindeer, wearing holiday light necklaces and festive holiday colors as

they gathered at the race starting line and made their way through the 3.1 mile course.

Immediately, following the 5K, was the Family Day Festival which featured interactive activities and giveaways for children of all ages, including a DJ, face painting, ice cream, flavored ice treats, a friendly corn hole competition, special appearances from story book characters and informational booths!

Our Light Up The House 5K & Family Day was made possible thanks to the generous support of our event sponsors:

Presenting Sponsor

American Electrical Contracting

Proud Event Partner

Wolfson Children's Hospital

Sprinter Sponsors:

Citi Florida Blue Kessler Creative

Runner Sponsors:

Caspers Company McDonald's Nemours Children's Specialty Care

Runner Sponsors (Cont.):

The Saul & Teresa Esman Foundation StateFarm – Sam Maimone, Agent Selene Finance US Assure

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EVENTS IN REVIEW (continued)

HOT CHOCOLATE HAPPY HOUR

What better way to kick off the holiday season than with our Hot Chocolate Happy Hour social sponsored by American Electrical Contracting, Inc. and THE PLAYERS Championship? On Thursday, December 5 at 5:30pm during our Hot Chocolate Happy Hour social, we invited the community to watch our House light up to become a magical wonderland of lights! After a brief presentation from our event sponsors and a few words from our Executive Director, Diane Boyle and our children, we counted down to the official lighting of our House for the holidays followed by everyone's favorite holiday medleys. Attendees enjoyed freshly baked cookies by our Chef Vernetta and TIAA Bank volunteers and delicious made from scratch hot chocolate and a hot chocolate bar with all the fixings.



Presenting Sponsors:
American Electrical Contracting, Inc.
THE PLAYERS Championship

ANNUAL GOLF CLASSIC

On Monday, October 15, more than 100 golfers stepped onto one of the world's most renowned golf courses, playing golf to raise funds that support the more than 1,000 critically ill children we serve each year. As golfers played on TPC Sawgrass's Stadium Course, they were welcomed with a few new additions. This year our event featured: an online mobile bidding auction, a Live Auction featuring must-have experiences, and an amazing event host, Geoffrey 'Geoff' Cowan. Even more exciting is the addition of the 17th Hole Raffle which offered golfers the opportunity to donate to our mission for the opportunity to win credit at the TPC Sawgrass Pro Shop.

This special event is one of the premier golf fundraising events in Jacksonville and serves as one of the highlights of our year.

Thanks to the support of our participating golfers, event sponsors and partners, our Annual Golf Classic raised \$89.397 for our mission.



Presenting Sponsor:

Skechers

Eagle Sponsor:

Black Knight, Inc.
Conser Moving Solutions

Florida Blue

Proud Event Partner:

Wolfson Children's Hospital





OUR PASSIONATE VOLUNTEERS PUT OUR MISSION IN ACTION



ALPHA DELTA PI

Since 1978, Alpha Delta Pi has served as the official sorority partner of Ronald McDonald House Charities, contributing more than \$6 Million dollars to chapters all over the U. S. The collegiate chapters of Jacksonville University, Valdosta State College and University of North Florida are active with our House, volunteering with our Meal Makers volunteer dinner program and hosting special events and activities for our children throughout the year. The collegiate chapters recently bonded their sisterhood across campuses to create a joint effort of raising funds for our Deck the Doors campaign. The ADPi Alumnae Chapter of Jacksonville are also active volunteers at our House, preparing meals in our kitchen for our familiary controls.



lies as well as supporting our wish list.

WOODCRAFTS WITH RICK

Volunteer, Rick Fidgeon visits our House Friday mornings to work with our children, building and painting hands-on wood crafting projects. Children love Rick's witty personality as he shows them safe techniques to build their own bird houses, race cars and carrying cases. Our children's creativity really starts blossoming when they get to pop open tubes of paint and add their own personal touches and unique flare to their hand crafted projects. Woodcrafts with Rick also provides our children with the perfect opportunity to meet and forge friendships with other children in our House in an environment



centered around team building and self expression.

OUR VOLUNTEERS (continued)

STANTON COLLEGE PREPARATORY'S K.I.N.D. PROJECT

Stanton K.I.N.D Project began as a passion project for students at Stanton College Preparatory College. After enjoying a painting project of two refugee children, the group, led by President, Syona Rai decided to look for projects that supported the local community. The group knew they wanted a community project helping children with hands-on activities for its 100+members. Member, Jeannie Wang suggested Ronald McDonald House Charities of Jacksonville after having close family friends who were once guests.

Stanton K.I.N.D Project volunteers have assisted in our kitchen preparing meals hosting family game nights, holiday crafts, and other projects that engaged our children. Stanton K.I.N.D Project also hosts several fundraisers throughout the year, from bake sales to donation drives and third-party fundraisers at Chipotle restaurants. In fact, Stanton College K.I.N.D Project was one of the top fundraising teams of our Deck the Doors campaign, raising \$3,000+ to support families during the holidays!



11

These kids all hold a very special place in our hearts.

We love Ronald McDonald House.



- Syona Rai, Stanton K.I.N.D Project, President







VOLUNTEER INFOGRAPHICS





Our volunteers help make our mission possible. Through their selfless acts of care, they have contributed thousands of hours of support to our staff, families and community.

Total Number of Volunteers:

4,066

Number of NEW Volunteers:

104

Total Number of Volunteer Hours:

32,152

Number of NEW Volunteer Groups:

102

Average Guest Visits In RMH Family Room:

22,000+

Number of Volunteer Work Groups:

177

MEAL MAKERS PROGRAM



Making Meals From The Heart

Thanks in part to the more than 2,600 Meal makers volunteers who prepared home cooked meals in our Volunteer and Family kitchens, our House was able to provide 40, 271 individuals meals to families staying in our House.

Coordinated by our Chef Vernetta, our Meal Makers program invites both individuals and groups into our kitchens to prepare healthy and nutritious meals for our families. Our Meal Makers program remains to this day, one of the most popular volunteer opportunities at our House that is perfect for groups looking for team building activities while also giving back to others.

We extend our sincere appreciation to the volunteers who participated in our Meal Makers program in 2019!



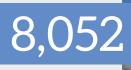
MEAL MAKERS INFOGRAPHICS

Number of Meal Maker Volunteer Groups

Number Of Individual Meal Makers Volunteers

Total Number Of Meal Maker VHours 414

2,684







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Ronald McDonald House Charities

Jacksonville

AWARDS & RECOGNITIONS



POP TABS **SUPPORTERS**





Chef Vernetta is Recognized with the TIAA Bank Community **Champion Award**





Ronald McDonald House Charities of Jacksonville Earns Charity Navigator's 4 Star Ranking





Committed Donor, Valerie de LaTorre **Recognized During National** Philanthropy Day





The Charles Richard Campbell Foundation **Awards Ronald McDonald House Charities** of Jacksonville with \$25,000 Gift During Season of Giving



Allstate Benefits Division

Alpha Delta Pi - Epsilon Omega Chapter

Alpha Delta Pi, Valdosta State Univeristy

American Legion Auxiliary CW Hilliard # 401

American Legion Auxiliary Post #9

American Legion Auxiliary Unit #129

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Antique Automobile Club of America

Argyle Elementary School

Arlington Optimist Club

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Atlantic Coast High School

Atlantic Kickboxing

Auld & White Constructors, LLC

Back In Action Chiropractors

Bank of America

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Ms. Hilda Barragan

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Bartram Trail High School

Ms. Savannah Beach

Beta Sigma Pi - Preceptor Gamma Tau

Ms. Anna Billik

Ms. Florence Billings

Black Hammock Island

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Ms. Eugenia Butler

Ms. Alexis Butts

Ms. Martha Cagle

Ms. Susan Carlin

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Cayden Seng

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Christ's Church Academy

Cintas Fire Protection

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Ms. Sandi Cochran

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Ms. Linda Cracraft

Ms. Miranda J. Craven

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Teddi Jo Curran

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Dinsmore Elementary School

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Ellianos Coffee Company of Waycross

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Episcopal School of Jacksonville

Fernandina Beach Christian Academy

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First Christian Church CWF

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Girl Scout Troop #451

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of Alpha Delta Pi

Jacksonville Country Day School

Jacksonville Jaycees

Jericho School For Children with Autism

Jesus Christ Church of Latter Day Saints

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Julington Creek Elementary

Kernan Trail Elementary

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Ms. Bonnie Lagasse

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Lake Asbury Junior High School

Lakeshore Women's Club

Landrum Middle School

LaVilla School of the Arts

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Ms. Julie Madden

Ms. Courtney McDonald

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Mr. Anthony Sygowski

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Ms. Khyon White

Shawn Williams

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World Imperial Beauty

Ms. Shirley B. Yost

MEAL MAKERS **VOLUNTEERS**



1-800-BOARDUP

31W

A Feast Before You

Aaron Lewis The ILRC

Acosta

ADPI Alumni

Agnes Vo Family

All Saints Episcopal Church

Allstate

Alpha Delta Pi - Epsilon Omega Chapter

Alpha Delta Pi - UNF

Alpha Delta Pi Jacksonville University

Alpha Delta Pi Sorority

Amy D'angina Family

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APLC

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Bishop Kenny Anchor Club

Bishop Kenny High School

Bishop Snyder High School St. Vincent

De Paul Society

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Callegari Family

Casserole Clubs

Chamberlain College of Nursing

Chamberlain University

Chamin Mendis

Chase Bank

Chick-fil-A

Chris Green & Family

Christine Jump

Christ's Church

Citi

Citizen's Property Insurance Corporation

Citizens Systems & Operations

City of Jacksonville Foster Grandparents Program

Coastal Coordinating

College of Pharmacy

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Cordes/Everette Family

Cross Pointe Co-op Inc.

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CTI Resource Management Services

Culinary Club

CSX APEX

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Cushman & Wakefield of Florida

Darren Mason Campaign

Devine's Family

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Downtown Rotary Act Jax

DRMP Inc.

Duval Charter High School National Honor Society

Duval Ford

EJ Cameron Chpt. #4

Elite Parking Services of America, INC.

Empowered ERG Group Equity Prime Mortgage

Ernst & Young





FAM Senior Adult Ministries Rock

Church Valdosta

Farm Bureau Women's Leadership

Fidelity

First Coast Optimist Club of St. Augustine

Florida Fire Wives

Franklin Street

Freedom Crossing Academy

Gaines, Manning, Williams Area for YPD

Gallagher

God Will Connect

Grant Thornton LLP

Grifols/Plasma/Ties to Future Purpose

& Pow Her

Gunn & Chamberlain

Hampton Inn Jacksonville Beach Oceanfront

Hanson Professional Services, Inc.

Haverty's Furniture

Head, Moss, Fulton & Griffin, P.A.

Helping Other People Eat (HOPE)

Hertz

Iglesia Por Jesuscristo Ministry

IMHOTEP

Independent 4 Life Research Distributor

Intermodal CSX Transportation

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Alpha Delta Pi

Jacksonville Jaycees

Jacksonville Jewish Center

Jacksonville UCF Alumni

Jaguar Foundation

James Weldon Johnsons

Jason's Deli

Jax Symphony Development

JCC

Jimmy John's

Johnson & Johnson

JSP Logistics

Junior League of Jacksonville

Kappa Epsilon - UF College of Pharmacy

Kessler Creative

Stanton K.I.N.D Project

Kiwanis Club of Southside

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NFGS

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Nustar

Oakleaf High School

Oakleaf High School Student Council

On Pay Solutions

Orange Park High School

Papa Johns

Paxon School for Advanced Studies

PHI Delta PHI Florida Coastal School of Law

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Pizza Hut

Ponte Vedra Inn & Club

MEAL MAKERS VOLUNTEERS (continued)

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Red Shoe Crew

Reinhart Foodservices

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Rising Stars

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T. Mak's International, Inc.

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The National Medical Leaders

The Nemours Foundation

The Rock Church
Thirty-One Gifts

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Ties to the Future

Tina Rizea & Family

TLC Engineering

TMM Cares

Total Military Management

TQL Total Quality Logistics

Trout Creek Ladies Club

Tsunami Softball

Turk & Company

Two Roses

UBS

United Health Care Community Plan

United Health Group Optum

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Jacksonville Chapter

University of Florida College of Pharmacy

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Voya

V's Pizza

Vystar

Walgreens

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Wolfson Children's Hospital

Youth Engaged In Service (Y.E.S. Club)

Wolfson CVICU

XPO Logistics

Yelp Jacksonville

Zisser Law





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\$1,000,000+

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\$500,000+

Joan K. Moore Exclusion Trust

\$100,000+

Florida Blue Foundation Wolfson Children's Hospital

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The Community Foundation for Northeast Florida

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PGA TOUR, Inc.

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Voya Foundation

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Anonymous Employee Giving Programs

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Nutter Family Foundation

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The CRC Foundation

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Haskell

Mr. Michael P. Hume

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Physicians Group Services, P.A. Ronald McDonald House Charities of Tampa Bay

McDonald's - Upchurch Management Co., Inc.

T. Mak's International, Inc.

TIAA Bank Caring Cook Program

TruTech

Turano Florida Bun, LLC

John and Mary Jane Ubile Endowment

UF Health Proton Therapy Institute UnitedHealthcare

Mr. and Mrs. Philip Vineyard





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Ms. Pamela Wright

\$1,000 - \$2,499

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ADESA

Alsco

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