Featuring The White Family Story

2019 IMPACT REPORT

Featuring The White Family Story
We are excited to introduce two new spaces that we recently renovated within the House. These spaces support our strategic initiative of expanding programs and services to support our goal of providing superior service to guests.

**Multi-Sensory Support Program**

*Funded by:*
- Ronald McDonald House Charities® Remarkable Impact Grant and AbbVie
- Chase

The Multi-Sensory Support Program has two components. First is a multi-purpose room for guests with sensory processing needs including guests with Autism Spectrum Disorders. The room provides a place for play, stimulation, and respite depending on the person’s individual needs.

The program also provides training for staff and volunteers to learn best practices in sensory inclusion and how to support families during their stay at the Ronald McDonald House of Delaware. The room is a certified Sensory Room, and staff are certified in Sensory Inclusion through KultureCity.

**Playroom Renovation**

*Funded by:*
- Delaware City Refining Company

*In-Kind Donors:*
- Delaware Woodworkers Guild
- Alpine & Rafetto Orthodontics
- San Diego Zoo

Our popular first-floor playroom was updated to become a brighter, more inspiring creative play space. The space features built-in seating courtesy of the Delaware Woodworkers Guild, organized toy bins, tables and chairs for creative play, a toy kitchen set, and a hand-painted mural funded by Alpine & Rafetto Orthodontics.

The room also has a dedicated television with educational programming courtesy of the San Diego Zoo.
MESSAGE FROM THE CHAIR

Dear Friends of the Ronald McDonald House of Delaware,

I am pleased to present the 2019 Impact Report. In 2019, our House staff, volunteers, individual donors, and local businesses supported 1,695 family stays at the House, 9,372 families served in our Ronald McDonald Family Rooms, and an average length of stay at the House of 10 days. Since we opened our doors in 1991, the House has served nearly 50,000 families!

Although this report highlights the impact you had on the Ronald McDonald House of Delaware in 2019, we are compelled to address the different ways the House is operating in 2020 and two major challenges we are facing.

First, we serve our guest families regardless of race, ethnicity, religion, or sexual orientation. Our goal has always been to create a “home-away-from-home” for ALL families who need us. We recognize the serious social issues in our communities with regard to race – when our guest families hurt, we hurt. Nearly 20% of our guests are BIPOC (Black, Indigenous, and People of Color). We are committed to inspecting all of our family interactions and programs – and most importantly, listening to our community and understanding what we can do to improve.

Second, we are dealing with COVID-19 pandemic impacts that have changed nearly everything at our House. While the letter from our President and CEO Pam addresses this in more detail, I want to take a moment to thank you, our supporters, who have not wavered in your dedication. We asked for help, and you responded by providing meals, donating both money and supplies, and sending your words of encouragement for our families, staff, and volunteers.

Facing crises, adjusting to new ways of life, and embracing the future are familiar ideas to our guest families. We’ve highlighted the story of Samuel White, a boy whose life began in the Intensive Care Unit, where he lived for months. His parents left home, family, and community to be with their son, thousands of miles away from home. They faced physical isolation from their “normal” support system but found new ways to help them be there for Samuel. I hope you will find strength and joy in reading their story.

Though we never could have predicted what the year 2020 brought, 2019 was a year of planning for two important additions to the House. The Multi-Sensory Support Program includes a multi-purpose room for guests with sensory processing needs and also provides training for staff and volunteers to learn best practices in sensory inclusion. Our popular first-floor playroom was updated to become a brighter, more inspiring creative play space. Additionally, we finalized plans to renovate our family kitchens; the work on this much-needed upgrade is currently underway.

The collective support of our community is what enables us to achieve our mission to serve families with seriously ill children by enabling access to medical care and providing a place that offers comfort, hope and togetherness.

As we navigate the next phases of re-opening, welcoming new guest families, and re-introducing programming, we look forward to our future and face it with strength and inspiration, thanks to you. We can’t say thank you enough.

With gratitude,

Perry Beberman
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DEAR FRIENDS,

I hope this letter finds you and your loved ones well during this uncertain time. Normally, I use this opportunity to communicate my thanks to our stakeholders, outline our progress during the past year, and share our vision going forward. However, 2020 has not been a “normal” year.

In March, our global organization, RMHC, suspended the acceptance of new families checking into the Ronald McDonald House of Delaware and RMHC programs around the globe because of COVID-19. This was the first time we have had to take such dramatic action. As we also suspended our volunteer programs, moved to a new staffing model, and canceled fundraising events, our House became quiet. Families who were already in-House were permitted to stay, and we focused on providing daily meals and accommodations for them, though our number of in-house families dwindled as the weeks went on.

Now, we are working toward “program reinstatement” in phases outlined in a detailed framework provided by RHMC. While I can’t say where we will be in this process at the time this report lands in your mailbox, I will say that we are eagerly looking forward to welcoming back guest families, volunteers, and staff. We are working hard to make sure this happens safely and soon. I invite you to please refer to our website for the most up-to-date information.

Today, we also confront the issues around race and equality that social movements have brought forward in an important and urgent way. I shared a digital communication earlier this summer highlighting the Ronald McDonald House of Delaware’s strong opposition to racism and discrimination in our House and programs. We are taking the time to reflect on and reaffirm our commitment to diversity, equality, and inclusion. I invite you to read my full letter to our community on our website under the “News” section. My letter also includes a request for your feedback and instructions on how to reach me directly.

This year has been turbulent and unpredictable. But 2019 was a successful year for our House, which provided us with a stable foundation that helped us weather the challenges that we have faced in 2020. Thanks to your support, and our stakeholders that are listed in the Impact Report, we are still able to serve families when they need us most. We have also continued expanding our programs to better serve families’ evolving needs. Specifically, I am thrilled that we have been able to open our Multi-Sensory Support Program, mentioned in the inside cover of this report. I am proud to share that we are the first organization in Delaware to be certified as a sensory-inclusive environment. We also renovated our first-floor playroom and laid the groundwork for our large-scale kitchen renovation which is currently underway.

Because of you, we have been able to continue to provide comfort, hope, and togetherness to families when they need it most. On behalf of our staff and Board of Directors, I thank you for your commitment and look forward to charting our way forward through the rest of 2020 and the years to come together.

With Gratitude,

Pam Cornforth, President & CEO
**White Family Story**

**Samuel White** was born with Ellis-van Creveld syndrome - a rare bone growth disorder that results in dwarfism and is often accompanied by severe heart defects that require open heart surgery.

For Samuel, his condition also caused his bones to grow in a way that created a narrow chest, which resulted in inadequate room for his lungs to breathe on their own. Because of this, he was on a ventilator for the first 2 years of his life.

When Samuel was born in his home state of Arkansas, he spent the first month of his life in the Neonatal Intensive Care Unit (NICU). But when they had no further treatment options for Samuel, he was transferred to the Cardiac Intensive Care Unit (CICU) at Nemours/Alfred I. duPont Hospital for Children in Delaware, over a thousand miles from home.

For Samuel’s parents, Seth and Hannah, this meant a 20-hour drive to Delaware to be with their son during his five-month stay in the CICU.

Having a newborn in the hospital is terrifying for any parent, but when the stress of being far from home, friends, and family is added, it is unthinkable.

Seth and Hannah were able to find some comfort in the place they came to know as their “home-away-from-home” - the Ronald McDonald House of Delaware.

After checking in, the White family quickly came to appreciate the simple comfort of being able to enjoy a home-cooked meal together. They also quickly discovered hope and support from the other families staying at the House and said, “spending time with other families going through similar experiences made the world seem not so small. It made us optimistic.”

And without the added financial stressor of paying for hotel accommodations, Seth and Hannah were able to focus solely on what mattered most: Samuel getting better.

Samuel was cleared to go home in August of 2018, after almost five months in Delaware. The White family returned earlier this year when Samuel needed another heart surgery. They stayed for 3 weeks, and checked out in February.

Seth and Hannah say that two-year-old Samuel’s favorite part about the Ronald McDonald House this time around was seeing his intrigue in walking around exploring the halls, and his fascination with the decorative lights that bedazzled the House for the holidays.

The White family expects to return to Delaware for more treatment in a year and a half and find peace in knowing that they can call the Ronald McDonald House “home” whenever they need it.

In the meantime, Seth and Hannah are looking forward to Samuel’s continued health and stability, and the entire family is looking forward to adding one more to their number - they are expecting Samuel’s first sibling to arrive this summer!
We Care in Delaware Society

This Giving Society was named in honor of the very first group of caring individuals who had a vision to build a Ronald McDonald House in Delaware. These individuals have made a commitment to the House with their continuous gifts of $250 plus for five years in a row. We thank the We Care in Delaware Society for their steadfast support of the House and the families we serve. These donors are identified with a star next to their name in this Impact Report.

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Ms. LeDee Wakefield
Mrs. Mary Jane Walker*
Mr. and Mrs. Hiram Warder II*
Mr. and Mrs. Mel Warren
Mr. Mark Washall
Mr. Michael Wass
Ms. Joy Wawrzynek
Webb Mason Commercial
Mr. and Mrs. Michael Webster
Mr. and Mrs. Robert W. Whetzel*
Mr. Matthew White
Wilgus Associates, Inc.
Mr. and Mrs. Michael Wilgus
Mr. and Mrs. Cabot Williams*
Ms. Irica T. Williams
Mr. and Mrs. Gary L. Willoughby*
Dr. Tony Willoughby*
Wilmington Blue Rocks
Aubrey Wilmore’s Fundraiser for
Share a Night
Mr. and Mrs. Kevin Wilson
Mr. Emmanuel Wilson
Ms. Margery J. Windolph
Ms. Whitney A. Wisely
Mr. Robert Wittig
Women of the Moose Harrington
Chapter #1229
Gen. and Mrs. Jack David Woodall*
Woodbrook Civic Association
Ms. Kelly L. Wormwood
Mr. Kenneth H. Wright
Ms. Kerry D. Wright
Mr. John Wrinn
Mr. Brian M. Wunder*
Ms. Wendy Wyatt
Ms. Gail Yeager
Ms. Colleen Yegla
Carol and Jeff Yetter*
Mr. Dennis A. Yoder
Mr. Michael Young*
Mr. Michael Young
Zeldis Research Associates, Inc.
Dr. and Mrs. Ralph Zonies*
Ms. Abigail Zonies

* Deceased
^ We Care in Delaware Society
Every effort has been made to ensure that the information is correct. We ask that you direct any error or omission to the Development Office and please accept our sincere apologies.
## 2019 IN NUMBERS: FINANCIAL HIGHLIGHTS

### INCOME

#### PUBLIC SUPPORT
- **Contributions**: $1,884,875
- **Room Donations**: $59,609
- **Fundraisers, Net**: $490,426

**Total Public Support**: $2,434,910

#### GAINS AND REVENUE
- **Merchandise Sales**: $5,763
- **In-Kind Revenue**: $43,253
- **Miscellaneous Income**: $4,537
- **Interest and Dividends**: $144,174

**Total Public Support & Revenue**: $2,632,637

### BREAKDOWN OF PUBLIC SUPPORT
- **Individual Donations**: 43%
- **Fundraisers**: 19%
- **Local RMHC**: 12%
- **Grants**: 9%
- **Corporate Donations**: 7%
- **Misc.**: 5%
- **Designated Income**: 3%
- **In-Kind Contributions**: 2%
Thank you to the individuals, Corporations, Foundations and Community groups who have made a gift of $5,000 or more to help defray the operating costs of a guest room for one year.

Adopt A Room Sponsors 2019

Agilent
Patsy and George Amlin – in honor of our Grandchildren Jack, Lucy, Penelope and Cora Amlin
Meg and Dave Aument – in memory of Robert J. Peirce
Bank of America Charitable Foundation, Inc.
Perry and Tracey Beberman
Drs. Sree Devi and Hosakere Chandrasekhar
DuPont Capital Management
Lois and Bruce Dolby
Energy Transfer Solutions LLC
Cathy and Robert Haack – in memory of Xavier Harrington Raceway & Casino (2 rooms)
In memory of Kathryn Radyk Hlyniansky
Incyte
Jeremy and Danielle Lambert
Macy’s
Masonic Charities of DE (4 rooms)
Motorcycle Santa (2 rooms)
Navient
Nordstrom
Dr. David Paul and Kathy Klein
The Porter Family
The Pulsaski Legion of Delaware, Inc.
Devon, Lauren and Brian Reed
Rosewood Foundation
Deborah, David, Bennett & Carter Ross
David & Carol Sheats
The Shepherd Family
Terry and Ben Smith
TD Charitable Foundation
Christine and John Randolph
Red Shoe Society
Rick and Cindy Rowland
George and Barbara Scanlon
Herbert and Kathryn Sweeney
Volunteer Service Award – in honor of Duane Eaton
Wilmington University
Anne Wright - In memory of Rick Wright

NET ASSETS YEAR-END

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<tr>
<th>WITHOUT DONOR RESTRICTION</th>
<th>WITH DONOR RESTRICTION</th>
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<td>$12,098,844</td>
<td>$838,870</td>
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<td><strong>TOTAL</strong></td>
<td><strong>$12,937,714</strong></td>
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EXPENSES

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<th>PROGRAM SERVICES</th>
<th>$2,037,090</th>
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<tr>
<td>MANAGEMENT &amp; GENERAL</td>
<td>$234,708</td>
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<tr>
<td>FUNDRAISING</td>
<td>$439,894</td>
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<td><strong>TOTAL</strong></td>
<td><strong>$2,711,692</strong></td>
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PROPORTIONS

- PROGRAM SERVICES: 75%
- FUNDRAISING: 16%
- MANAGEMENT & GENERAL: 9%
IMPACT: 2019 BY THE NUMBERS

- 9,372 Families Served at our Ronald McDonald House
- 716 Families who used our Ronald McDonald Family Room Sleep Rooms
- 18 Families traveled from international countries
- 1,695 Families served at our Ronald McDonald Family Rooms
- 10 Average length of stays in days
- 1,227 Family trips in our House Van (11,667 miles)

Most Frequent Medical Problems Served
Top 5 Diagnoses:

- Orthopedics/Dwarfism: 24%
- Neonatal Intensive Care Unit: 15%
- Cardiology: 14%
- Cancer & Blood Disorders: 8%
- Neurology: 5%
Throughout the history of the Ronald McDonald House of Delaware, many individuals have demonstrated their generosity by supporting the House to help secure our future. As a member of The Legacy of Hope Society, these individuals have safeguarded the House’s future so we can continue to keep families together when it matters most.

The Legacy of Hope

Patsy and George Amlin
Bruce and Lois Dolby
Barbara and Les Dukart
Gail Everett
Mary and Bob Hirt
Barbara and Wayne Kursh
Sophia Murray
Rick and Cindy Rowland
Dr. and Mrs. Paul E. Sample
Anne & Joseph Smigielski
Terry Smith
Robert and Jean Stevenson
Shawna Saints Wainright
Anne Wright

Estates of:
Thelma Torbet Becker
Barbara A. Brown
Nancy duPont Cooch
John T. Conner
James Cregger, Jr.
William H. Farra, Jr.
Millicent Jarrell Hutchins
Joan Kroc
Ray Kroc
Addie Mae Reed Meehan
Annabelle Merritt
Marguerite W. Pape
Ronald R. Schocie
H. Dean and Lissetta W. Smith
Rick Wright