

HEAR FROM OUR FAMILIES



"Being able to have a normal birthday celebration with my family meant the world to me."

— Therese, Dylan's Mom



"The House helped us keep two kids occupied between medical appointments."

— Pedro, Sophia's Dad



"My daughter was too young to understand the details of her illness, but she could count on RMHC Richmond bringing her comfort every day."

— Jessica, Lily's Mom

NEW WAYS TO SERVE

In 2024, we will add Family Room and Hospitality Cart programs at HCA Johnston-Willis Hospital and a new Hospitality Kiosk at Bon Secours St. Francis Medical Center.

These new programs will provide care and comfort to NICU and PICU families south of the James River, a first for RMHC Richmond.



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2023 Impact Report

In 2023, your support helped us serve families in new ways.

I am constantly humbled by our communities' unmatched compassion and drive to help families in medical crisis. Your commitment is inspiring, and we are capable of great things when we work together.

Because of you, we opened a second Ronald McDonald House at Children's Hospital of Richmond at VCU. There, we are serving more families than ever, right where caregivers need us most.

The numbers bear this out.

In 2023, we broke records as 12,676 meals were delivered to hungry caregivers and 2,938 Sleep Nights were provided at Bon Secours St. Mary's Hospital, Children's Hospital of Richmond at VCU, and our Ronald McDonald House on Monument Avenue.

Last year, our volunteers worked more shifts in the Hospitals and inside our House on Monument Avenue, all in service to families in medical crisis. We are thankful that so many in our community share our commitment to serve others.

Your commitment is the foundation on which we build. In Spring 2024, we will open a new Family Room and Hospitality Cart program at HCA Johnston-Willis Hospital, our first physical presence on the south side of the James River. Later in 2024, we will open a Hospitality Kiosk at Bon Secours St. Francis Hospital.

Community support is essential to all we do and we are eternally thankful. **You made it possible** for us to be able to serve more families each year.

Kerry K. Blumberg
Chief Executive Officer, 2023



"Thank you for helping us serve more families"



Together We Serve Families. Here's How:

AT THE HOUSE

The Ronald McDonald House on Monument Avenue provides lodging, meals, transportation to appointments, and other program support to families with a sick or injured child receiving care in Richmond.



WE SERVED FAMILIES FROM

5

COUNTRIES AROUND THE WORLD

WE PROVIDED

1,876

NIGHTS OF CARE

3,382

WARM MEALS SERVED IN THE HOUSE

14

STATES ACROSS THE U.S.

6

AVERAGE LENGTH OF FAMILY STAY (NIGHTS)

4,338

NUMBER OF VOLUNTEERS

70

COUNTIES AND CITIES ACROSS VIRGINIA

155

PARTNER HOTEL NIGHTS

10,502

VOLUNTEER HOURS DONATED



22,292

TOILETRIES, SNACKS AND ACTIVITIES SHARED THROUGH HAPPY WHEELS HOSPITALITY CARTS

957

NIGHTS IN FAMILY SLEEP ROOMS/ NEW HOUSE

8,005

DAY VISITS TO FAMILY ROOMS/ NEW HOUSE

1,077

VISITS TO THE RMHC RICHMOND SIBLING CENTER

9,294

LUNCHESS WITH LOVE TO PEDIATRIC AND NEONATAL UNITS



INSIDE THE HOSPITAL



We provide family-centered care within hospital walls to families with children receiving medical care at major hospitals in the Richmond region.

Ronald McDonald Family Rooms

This program serves families near the pediatric unit at Bon Secours St. Mary's Hospital, and provides a place for parents to rest and recharge.

Happy Wheels Hospitality Carts

Volunteers and staff distribute toys, activities, toiletries, snacks, and coffee through the halls at Children's Hospital of Richmond at VCU and Bon Secours St. Mary's Hospital.

Lunches with Love

Volunteers prepare and deliver nutritious meals to pediatric and neonatal units five days a week. Local caterers and restaurants deliver on weekends.

RMHC Sibling Center

Parents can fully focus on the care of the patient while siblings engage in age-appropriate play and learning.

Hospital & Therapy Partners:

Children's Hospital of Richmond at VCU

- Brook Road Campus
- VCU Medical Center
- Virginia Treatment Center for Children

Aster Springs

HCA Virginia

- Chippenham Hospital
- Johnson-Willis Hospital
- Henrico Doctors' Hospital
- Tucker Pavillion

Bon Secours

- St. Francis Medical Center
- St. Mary's Hospital
- Memorial Regional Medical Center
- Hope Therapy Center
- Southside Medical Center

Cumberland Hospital for Children and Adolescents

Veritas

NEW WAYS TO SERVE

Second Ronald McDonald House

at Children's Hospital of Richmond at VCU.

Your support helped us open a 3,285 square foot facility, which features four Sleep Rooms, a kitchen, laundry facilities, common areas, a playroom, and an outdoor patio. This is RMHC Richmond's first major capital expansion since 1980.