

Impact Report

2024

Keeping Families Close since 1980



RMHC
Richmond



Ronald McDonald
House Charities®
Richmond

Hear From Our Families



"There's so much that the Ronald McDonald House did for us. There was so much love and hugs in that house. It was so healing."

- Annalee



"We're tremendously grateful for RMHC Richmond and what it provided for us."

- Chris



"[RMHC Richmond] provides calmness in a chaotic environment. It provides somewhere where you can stay and get some quietness."

- Jamisha

Thank You to Our Hospital and Referral Partners:

Bon Secours St. Francis Medical Center
Bon Secours St. Mary's Hospital
Bon Secours Richmond Hope Therapy Center
Children's Hospital of Richmond at VCU
Children's Hospital of Richmond at Brook Road
Cumberland Hospital
HCA Virginia Henrico Doctor's Hospital

HCA Virginia Johnston-Willis Hospital
HCA Virginia Chippenham Hospital
Sheltering Arms Institute
VCU Dental
Virginia Treatment Center for Children (VTCC)
Virginia Eye Institute
World Pediatrics

Since 1980...

RMHC Richmond has provided essential comforts to families with children receiving medical treatment in the Greater Richmond Region.

As we look forward to our **45th year** of serving families in need, we thank the Richmond community for their help in giving families what they need most - each other.





Ronald McDonald House Charities of Richmond Impact Report

2024 was a record-breaking year for Ronald McDonald House Charities (RMHC) of Richmond as we achieved several organizational milestones and enhanced our ability to serve families in the Greater Richmond Region. In just the last year, we opened two new facilities as part of our strategy to serve families where they need us most and celebrated the first anniversary of the Ronald McDonald House at the Children's Hospital of Richmond at VCU (CHoR).

A heartfelt thank you to our visionary leaders, dedicated Board of Directors, hardworking team members, and generous donors. Through outstanding efforts and steadfast support, we were able to provide \$1.13 million in value to our families in 2024.

- **Emily Toalson**
Chief Executive Officer (CEO)



Our Houses

Ronald McDonald House on Monument Avenue

Opened **44 years ago**, our flagship program provides nine sleep rooms, a kitchen, a playroom, laundry facilities, living spaces, and a spacious backyard for families whose children are receiving medical care in hospitals across the Greater Richmond Area.



In-Hospital Ronald McDonald House

In July, we celebrated the **1-year anniversary** of our second Ronald McDonald House.

Located within the Children's Tower at CHoR, this House has 4 sleep rooms, a laundry room for families, a kitchen, a play area, and several calming spaces where families can eat or take a break from the hospital environment.



At the House

Family Sleep Nights

 1,982

Families Served

265 

Warm Meals Made

 4,196

Sponsored Hotel Overflow Nights

85 

Lyfts to Hospital Provided

 314

Average Nights of Stay

7.5 

Keeping Families Close By Providing a Home-Away-From-Home



Our In-Hospital Programs

Ronald McDonald Family Rooms

These spaces offer a place for families to rest and relax, just steps from their child's hospital room.

Our **Family Room at Bon Secours St. Mary's Hospital** includes a kitchen area and two sleep rooms within the hospital.

In 2024, we opened our **Family Room at HCA Johnston-Willis Hospital**, marking a milestone for our organization with our first programs south of the James River.



In the Hospitals

Nights of Care in
Hospital Sleep Rooms

1,098



Visits to In-Hospital
Ronald McDonald House



15,410

Lunches with Love to
Pediatric & Neonatal Units

10,180



Hospitality Cart
Comfort Items Delivered



18,347

Visits to RMHC Sibling Center

1,185



Loads of Laundry at
In-Hospital House



3,650



Hospitality Carts and Kiosk

Our Hospitality Carts at CHoR, St. Mary's, and Johnston-Willis roll through the hospital hallways offering snacks, activities, and other small comforts to families with children in pediatric and neonatal care units.

In 2024, we opened our **Ronald McDonald Hospitality Kiosk** in the NICU of Bon Secours St. Francis Medical Center. This new program serves as a convenient, stationary version of our Hospitality Carts.

Ronald McDonald House Sibling Center

The **RMHC Sibling Center** reduces stress and inspires fun by providing a safe, developmentally appropriate environment for brothers and sisters of children receiving treatment at CHoR, allowing their parents to focus on their child's medical care.

Lunches with Love

Five days a week, meal volunteers prepare lunches that are distributed to CHoR and St Mary's Hospital, allowing families to enjoy fresh, nutritious food free of charge without leaving the hospital.