

2020 BY THE NUMBERS

154

Families Served

2,208

Occupied Nights

306

Hotel Nights

\$64,500

COVID-19 Grants

\$276,000

Cost Avoidance to Families

100

Shuttle Requests

235

Meals Prepared

119

Treat Batches

100%

RMHWM raises 100% of its annual operating costs, and 100% of it stays local.

Keeping Families Close®

1323 Cedar NE, Grand Rapids, MI 49503
rmhwesternmichigan.org



Ronald McDonald House®
of Western Michigan



2020 IMPACT REPORT

Providing a home-away-from-home for families traveling to Grand Rapids for critical medical and mental health treatment for their children since 1990.

30
years
1990 - 2020



Ronald McDonald House®
of Western Michigan



A SAFE
HAVEN
FOR 113
NIGHTS

MEET THE PEREZ CALAS FAMILY

When Natalie was born at only 24 weeks and 2 days, Mariah and Aaron Perez Calas found themselves caring for their daughter in the NICU at Spectrum Health Helen DeVos Children's Hospital in Grand Rapids, Michigan — 80 miles from their home in Baldwin. Their stay at the Ronald McDonald House of Western Michigan provided the comfort and stability they needed to focus on Natalie's care.

"Ronald McDonald House of Western Michigan is the best house in Michigan. It is a safe haven for unfortunate families who need that warm blanket when hard times come," Mariah shared. "Thankfully Natalie is hanging in there strong despite having a heart murmur and being a premature baby. She is a very strong and lively girl."

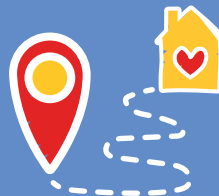
During their stay, Mariah and Aaron were provided warm meals, a comfortable bed, and the support of caring staff, volunteers, and guest families — a home-away-from-home for 113 nights at no cost.



BORN FOUR
MONTHS EARLY



HEART
MURMER



80 MILES
FROM HOME

1 Together with you,
WE FOUND A WAY to house
families through a pandemic.



2 **MORE THAN 150 FAMILIES**
called our house a home so
they could be by the bedside
of their sick child.

3 Families came from over
40 COUNTIES in Michigan
to access world class
health care at Grand
Rapids' hospitals.

4 **BECAUSE OF
YOUR SUPPORT,**
families were able
to focus on their
own mental health
and well being of
their sick child.



5 **COMMUNITY SPIRIT**
shown bright with
COVID-19 relief grants for
"new necessities" to keep
our families safe: masks, gloves,
gowns and cleaning supplies.

6 A temporary hospice for
the community resulted from
a **SPECIAL PARTNERSHIP
WITH SPECTRUM HEALTH
AND RENUCCI HOUSE.**

7 Our **BOARD OF DIRECTORS**
kept us steady through
uncharted waters.

8 Nearly **1,000 DONORS** gave
throughout an uncertain year
with funding to save families
thousands by being able to
stay for free.

9 The average length for
family stay at the House is
14 days. Our longest was
close to 200 days.

10 Volunteers groomed
the place with tree
trimming, gardening,
holiday decorations
and more to create a
welcoming respite.



THINGS
TO KNOW
ABOUT
RMHWM
IN 2020



14 Companies sent take-out
meals, donated meal warmers,
provided toiletries and toys
galore so families could get
relief from everyday stresses.

15 Warm showers and a
fully stocked pantry
made possible by
McDonald's owners and
their customers with grants
to fund our operations.

16 Budding artists
decorated snack
bags with messages
of love and hope.



17 **100% OF
FAMILIES
WOULD
RECOMMEND
RMHWM** to others
in need of support
with a sick child in
the hospital.

18

**CONVENIENT AND SAFE
SHUTTLE SERVICES**
provided by Spectrum Health
and Trusted Rides for trips to
and from the hospital.

19 A new "RMHWM app"
was developed to assist
with contactless check-ins
and general inquiries about
the house and surrounding
community.

20 We are so
grateful that
RMHWM had
NO COVID-19 CASES with
families or staff in all of 2020!

