

HOW YOUR LOVE KEEPS FAMILIES CLOSE IN RALEIGH-DURHAM

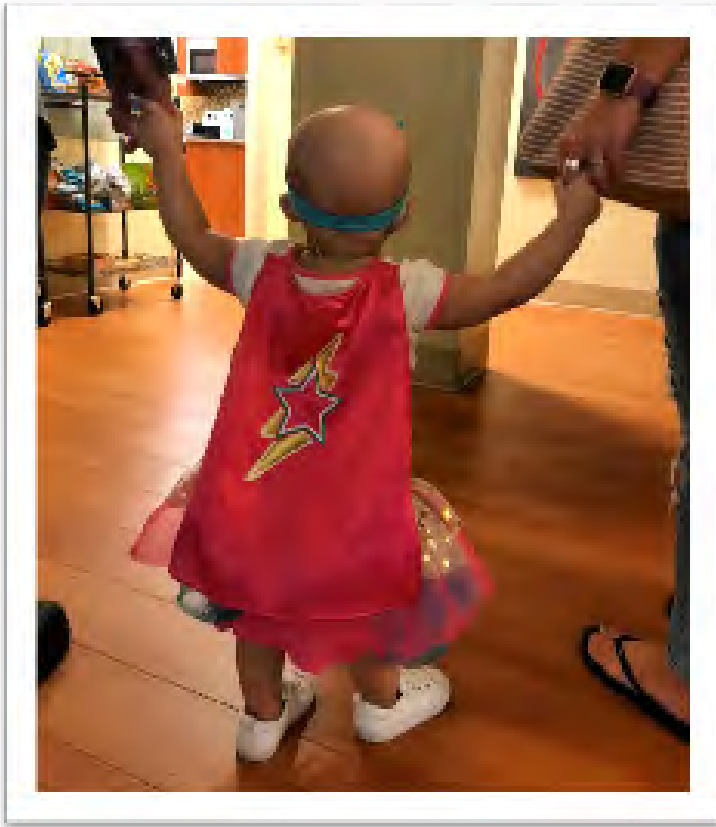
Spring 2020

Living amid crisis: *leaning into the unknown*

When was the last time you felt truly helpless, unsure of what to do or what will come next?

So many of us can relate to this question. Forces outside of us have pulled us into a shared experience of unknowing. We feel out of control in this frightening and always changing global pandemic.

So what are we to do?



Waylan returned to RMH in May after a bone-marrow transplant for leukemia. She was first diagnosed at 6 months. Waylan turns 2 this month. She will stay at RMH with her parents until she is cleared by the hospital to return home to Asheville. Her transfer to Duke and transplant occurred during the COVID-19 pandemic.

The families we support have unique wisdom from their journeys with serious childhood illness. Each day we look to them for guidance on how to move forward with courage and grace.

Here's some of what we've learned from our in-House teachers during the COVID-19 crisis.

1. Start each day new. Release old frustrations, and resist worry about tomorrow. Focus on right now.

2. Remember to be grateful. Keep a list, and add one new thing each day.

3. Reach out. Resist isolating when you feel overwhelmed. Call or text one person you know.

4. If something feels too big, release it. Spend your energy on what you can change.

5. Share love. Find someone who needs a lift. Hold the door for a stranger. Send a note to someone you love who also needs connection and care.

6. Forgive yourself and move on. We all fall short. Remember you're doing your best in a tough situation. Get a good night's rest; try again tomorrow.

In case no one has told you lately, you're doing a really good job. Hang in there. We'll get through this! ❤️

The state of the House

At Ronald McDonald House, we see miracles and medical “firsts” every day. This year has been a first, in many ways, for ALL of us!

Like everyone, Ronald McDonald House is flexing to meet our mission in new and creative ways. And, yes, we’re looking to our guest families to teach the wisdom they’ve gained while navigating serious illness.

This is our Annual Report newsletter. In it we’ll take a look back at how you helped children and families in 2019. We’ll also share how RMH is operating through COVID-19—and how we’ll move forward through 2020. **This is all possible because of you!**

2019: Out like a lamb

Our 2019 program stats on pages 6 and 8 say it all. Last year you helped RMH welcome 914 families who needed a welcoming place to stay for 19,291 nights.

You also helped welcome parents and other caregivers at our in-hospital Ronald McDonald Family Rooms 29,236 times. You are amazing!



2020: In like a lion!

After closing a successful year, 2020 rolled in with with a roar. Our annual Hearts of Gold Gala was held March 6—just days before COVID-19 restrictions were put into place. We were very blessed to hold the gala when we did. Many nonprofits were not as lucky.

And just like that, everything changed!

- In early March, our hospital partners suspended our **Family Room programs**, along with their volunteer programs, inside Duke and WakeMed Children’s Hospitals.
- We began **deliveries of food** and supplies to hospital staff, who then delivered them to families in the pediatric units.
- To keep families safe, we temporarily stopped taking **new families** on March 21. We remain open to serve the families who were already with us.
- Our Durham **House volunteer program** was temporarily suspended at the same time. This was very emotional for us as volunteers are the heart of our work.
- **Meals** are now purchased by groups and delivered by area restaurants. They are served by RMH staff and must be eaten in individual guest rooms—again a very different culture for us.
- Our **House common areas** were closed, and we began following social-distancing guidelines as ordered by the Governor.
- A small core staff team maintains House operations, supporting families who are still here to be near their children. **Serious illness and injury did not stop for the pandemic.**

Himani and her mother are living with us while she awaits a living donor for a life-saving kidney transplant.

What happens next?

It's a very good question!

We are working with our Global office to define a phased plan to carefully re-open program operations.

Our first priority is once again welcoming new families to stay at RMH. We're thoughtfully considering the best timing for the re-launch of our volunteer program. We miss them so much! Finally, we'll work with Duke and WakeMed to re-open the in-hospital Family Room programs that are run by more volunteer angels.

In the meantime, we realize things may change again at any moment. We are prepared for the possibility.

Mostly, we remain grateful to you, our dear friends and RMH family, for your love, your encouraging words, and your financial support.

You mean everything to us!

We will keep you posted on our progress. And we'll keep on caring for the families who are still with us.

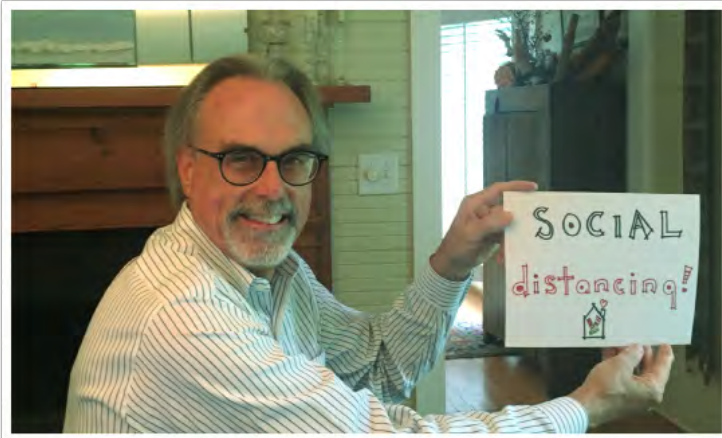
We wish you the very best as you move forward in new ways as well. Please stay in touch—we miss you and want to stay connected!



Oie Osterkamp
Executive Director



Tom Cavender
President Elect



Tom and Oie share our commitment to continue keeping families close to their seriously ill children while also keeping families safe through the COVID-19 new normal.

COMING SOON!



RED SHOE
RESTOCK

We are working on a careful and phased plan to re-open to new families.

Help us land on our feet and welcome them 'home.'

WHAT YOU CAN DO

- Restock **supplies**
- Organize a **meal**
- Fund **family stays**

WATCH FOR

EMERGING DETAILS

RMHDurhamWake.org or
Facebook.com/RMHDurhamWake

INFORMATION: Traci@RMHDurhamWake.org

**Sustainers of Hope
are monthly donors
who keep RMH
programs running.**

**Join these every-
day heroes who
sustain hope for
seriously ill children
by keeping their
families close.**



Everyday Heroes: RMH Sustainers of Hope

Kiara Brooks
Ed Broughton
Christopher Brown
Kelly Brown
Aniesha Lisane Bryant
Gary and Fain Buete
William Buie
Jose and Erica Calderon
Rosario and Judith Cappello
Celesta Carlson
Terry and Sara Carlton
Nadine Carozzi
Melissa Carroll
Mary Carter
Linda Chavez
Don and Stacy Childs
Jordan and Kadri Clark
Brian Clayton
Daniel, Shea, and Fallon
Clifford
Bernadine Cobb
Rev. Ray and Diane Cobb
Linda Cole
Janet Coleman
Alvaro and Traci Cortez
Joey Costa and Belen
Baca-Costa
Tony and Debbie Crabtree
Julie Crimmins
Bill and Betsy Crittenden
Robert and Gerry Crocker
Walter and Brenda Cyrus
Stacy Danzey
George and Peggy Darden
David and Kathy Davis
Greg and Gwen Davis
Jess Davis
Dawn DeBrew

Fred and Diane DeGross
Barry DeLong
Donna DeLong
Ed and Shea Denning
Anna Dettmer
Bob Diegelman
Paul Dolan
Eunice Dove
Mark and Emily Droke
Thomas Dupree
Matt Earley
Dennis Ellis
John and Christine Felts
Michael and Barb Fiedler
Patrick and Pauline Florio
James Ford
Kim Fortenberry
Shannon Franks
Erwin and Nancy Fuller
Gene and Anne Gallagher
Lola Garbarino
Harriet Garten
James Goertz
Gregory Goins
Allan and Laura Gorry
Roslyn Grace
Tom Gray and Kathy Franz
Sherry Green
Lauren Greene
Margie Greene
Shane and Larissa Griffiths
Karl Gutmann
Art Hailey
Deanna Hall
Ronnie Harrell
Amelia Harris
Justin Harris
Ed and Kim Haston

Rick Haynes
Bridget Hazelwood
Joan Hazirjian
Steve and Sherry Helton
Robert Henard
Peter and Karen Henderson
Joseph and Kathleen Hennen
Elinor Hess
Steve and Kristen Hess
Kurt and Brenda Hesse
Lee and Christie Higley
Susan Hiles
Walter and Laura Hinson
Deanna Hinton
Lauren Bromley Hodge
Nicholas and Caron Hodges
Jeanne Hoffman
Christopher Hoh
Billy and Cheryl Honeycutt
Christopher Hoover
Taqueena Hopson
Tim and Evelyn Hrehor
Nikki Hudson
William Huggins
Kenney and Angela Hunter
Kevin and Carol Jamison
Thomas Jeffries
D.E. and Anna Johnson
Elizabeth Johnson
Kerry Johnson
Bryan and Nancy Jones
Malachi Jones
Marilyn Jones
Christopher and Heidi Jurgens
Ryan and Katie Keenan
Kristy Kent
Karen Kirby
Bill and Margaret Kiser



Anonymous
Consuelo Allen
Thomas Aloï
Evelyn Anderson
Robert and Shannon
Anderson
Martha Arrington
Tony and Sylvia Arronte
Gunjan Arya, Krish and Vikas
Grover
Glenn Baird
Thomas and Barbara
Batchelor
Sara Becker
Carolyn Beddow
Thomas and Jacqueline
Billington
Lisa Blevins
Greg and Traci Boone
Veora Boren
Karl Brady
Theresa Brightwell
Deborah Britt
Elizabeth Brooks





Hannah Kwiatkowski
 Marty and Geri Lail
 Rickey and Betty Lancaster
 Kim Lawson
 Bill and Laura Leary
 Chris and Celeste LeBlanc
 Michael Lee
 Bob and Jackie Lehman
 Thomas and Jany Leiser
 Tracy and Michelle Leonard
 Keith and Mary Jane Lewis
 Andrea Lloyd
 James and Liz Locke
 Eddie Locklear
 April Logan
 Kareem Macon
 Becky Malone
 Beth Manning
 David and Laura Mark
 James Marsh
 Thomas Marshall
 Jamaal Mayo
 Renee McCoy
 Ingrid McCree
 Stacie McEntyre
 Tripp and Meg McGrath
 Jeff and Susan McSwain
 Ronald Melvin
 Stephen Midgette
 David Miller
 Gina Miller
 Jim and Ryn Millican
 Bonnie Mills
 Bob and Marlene
 Morschauer
 Sandy Murray
 Greg and Emily Muzzarelli
 Patti Myers



Lee Neighbors and Emily Schieffer
 Donald Oakley
 Katie Oakley
 Mike Olson
 Kimberly O'Malley
 William Onesti
 Andrea Ortiz
 Oie and Becky Osterkamp
 Rishi Oza
 Diane Padgett
 Patty Page
 Barrett and Leslie Parker
 Nick Parsatoon
 Vickie Pashion
 Shirali Patel
 April Pendergrass
 Keith and Debra Perry
 Millie Perry
 Mitch and Laura Perry
 Linda Peterson
 Keith and Divine Pinson
 Erica Pittman
 David and Cindy Pratt
 Susie Pratt
 Karen Price
 Elisabeth Pritchett
 Benjamin Pruett
 Ameen Pulikkalakath
 Rick and Debra Punke
 Billy and Selina Puryear
 Meredith Pysnik
 Michael and Jennette Rafetto
 Siriwat and Christy Ratana-Aparoj
 Laura Reeves
 Col. Lawrence Reichner (Ret.)
 Linda Reiter
 Christina Reyes
 Dick Richardson
 Sierra Richardson
 Bryan Rigsbee
 Melanie Rodgers
 Al and Kathy Ruggeri

Mark and Lisa Sacco
 Bill and Veronica Schaeffer
 Michael Schiewe
 Steve Scianna
 Wendell and Essa Sconiers
 Robert Scutellaro
 Ralph and Rita Selmont
 Lyndelle Sherman
 Suzanne Shields
 Clayton and Krisy Sims
 Marley Sirman
 Gerald and Melynda Siver
 Cindy Skocik
 Andrew Slater
 Brian and Nydzia Smith
 Chris and Michelle Smith
 Edie Smith
 Lindsey Smith
 Todd and Michele Snyder
 Martha Songayllo-Diamond
 Maude Speakman
 Joe and Kathryn Stallings
 Jeffrey and Sarah Stevens
 & Family
 Kate Stewart
 Evan Stolove
 Sarah Stone
 Henry Stoop
 Michael Strickland
 Ronnie and Sandy Strickland
 Debbie Stroud
 Steve and BJ Suttle
 Kelly Svorinich
 William and Karen Swain
 Logan Swisher
 Kyle and Lori Sykes
 Narasinh Tamhankar
 Andrew Toler and Shasta Lewis
 Arline Toler
 Tim and Karis Tompkins
 Douglass Toth
 Bruce Trimble
 Francis and Elizabeth Triplett



Norman and Gayle Tuomi
 James and Courtney Tysinger
 Dorothy Tyson
 Vikki Vilcek
 Patricia Villines
 Mitzi Viola
 Kisha Wallace
 Travis and Cassie Wallace
 Debra Walls
 Joseph Ward
 Judie Waters
 Kim Wood
 Steve and Jane White
 Kathleen Whitted
 Mary Ann Wilkerson
 Shelley Wilkins
 John and Jean Willard
 Becky Williams
 Chantelle Williams
 Donnie Williams
 Karen Williams
 Linda Williams
 Tina Williams-Washington
 George and Teresa Winstead
 Scott and Jeanne Wittig
 Krista Wixted
 Doug and Lisa Wright
 James and Mary Beth Yeager
 Emily Yeatts
 Leslie Young
 Bob and Barbara Yowell
 Gilroy and Marilyn Zuckerman

**Thank you
 for sustaining
 hope!**



Residential Hospitality: Ronald McDonald Houses

Ronald McDonald Houses are more than a place to stay. They offer space to rest, hot meals, family activities, and even therapy dogs for pediatric patients and their families. Without RMH, the families of young patients sleep in their cars or in hospital lobbies. Your support makes all the difference!

Ronald McDonald House Program Impact



914 Families Hosted
19,291 Nights of Care
683 Group Meals Served



49,007 Volunteer Hours
380 Activities Hosted
143 Therapy-Dog Visits

"RMH of Durham means to us: security, blessing, appreciation. The hope you feel from being around others in similar situations is not something you can get anywhere. Being away from home would be stressful for anybody, but the care that RMH shows helps every *single day*. This effort [by the community] is amazing, and we are blessed that a place like this exists."

Durham

55 Bedrooms
Located one mile from
Duke University Hospital

2019 Top diagnosis areas:

1. Cardiology
2. Eating disorder
3. Hematology/oncology
4. Neonatal medicine
5. Neurology/neurosurgery

WakeMed

5 Bedrooms
Located inside WakeMed's
Heart Center Inn

2019 Top diagnosis areas:

1. Neonatal medicine
2. Emergency medicine
3. General pediatrics
4. Neurology
5. Orthopedics

Medical Partners: Carolina House, Central Regional Hospital, Duke Regional Hospital, Duke Children's Hospital, Holly Hill Hospital, Murdoch Center, REX Healthcare, Veritas Collaborative, and WakeMed Children's Hospital



2019 Hospitality Angels: Room and Suite Sponsors

Room and suite sponsors underwrite families' portion of the cost to stay at Ronald McDonald House. This relieves financial stress so families can focus on their children's care. Sponsors are named on signs by guest room doors.



Anonymous
George & Tita Arkey
Steve and Chandler Bastian
Jason & Christina Blaszczak
Mark & Jen Bouck
The Brinley Family
Budget Blinds of Durham, Cary & North Raleigh
Aaron and Natalie Cain & Team Wells
Choate Construction ♥
Cisco Systems
Concord Hospitality

Edward & Melissa Conder
Mani and Shannon Daneshmand
Ken & Jodi Darrohn | Open Desk
Jud & Glennis DeBra
Daniel & Tanya Doeblner
Duke Baseball
Duke Hospital Auxiliary
Jeff Greenhut and Betsy Mead | Mead Family Foundation
David and Sheila Groves
Ed & Kim Haston
Charles & Jeanne Hecht

William & Deborah Holder
Jay & Alison Horowitz
The Jacob and Emond Families [2]
Steve & Lysa Josey
Eileen Kleinfeldt
Connie Lamb
Lee Lamb
Patrick & Kelly Martin & Friends
Laura Marquis
Tom & Mollie Lotrecchiano

NC Circle of King's Daughters and Sons
NetApp
Newkirk Charis Foundation [2]
NTT Data
Overflowing Hands
The Christopher A. Page Family
Parata Systems
John and Mary Beth Parker | PAR Ventures
Qualcomm ♥
I.J. Quinn Family Foundation
Red Card
RGD Project Management
The Roberts Foundation
Brian & Melissa Short
Tim & Karis Tompkins
TrialCard
UCB Biosciences
Veritas Collaborative [2]
Vertical Church
WakeMed Health & Hospitals [5]
Wells Fargo
WorldLegacy ♥
Xperiential360



Isaac was hospitalized after his birth. His mom and dad, Courtney and Shawn, live in Eastern NC. They stayed at Ronald McDonald House of Durham so they could be near the intensive-care nursery as Isaac healed.

Courtney said, "We called RMH home for nearly 3 months. We are so glad to be home with him but eternally grateful to RMH for providing our home away from home!"

Neonatal medicine and perinatal medicine are among the top treatment areas for RMH kids at Duke and WakeMed Children's Hospitals. They are our smallest fighters!

♥ Includes room renovation or upgrades



In-Hospital Respite & Resources:

Family Rooms and Sleeping Rooms

Ronald McDonald Family Rooms offer respite and resources within the walls of Duke and WakeMed. Parents and caregivers may use shower and laundry facilities, find coffee and a hot meal or snack, catch up on work, or simply be still in a non-medical environment – all within steps of a sick or injured child’s bedside. The Family Room at Duke even offers four sleep rooms on the pediatric floor. All services are offered free of charge.

Family Room Program Impact



29,236 Caregiver Visits
739 Nights of Care
6,968 Hours Open



6,905 Volunteer Hours
24,912 Cups of Coffee
1,744 Loads of Laundry

“I just want to say thank you for providing things that are sometimes overlooked. It takes the worry out.”

“Wonderful room—great food—sweet volunteers—very convenient—so nice to be close to your [child] and not cost a thing. Smiles all around!”

“It meant a lot—your friendly face and wonderful energy.”

Ronald McDonald House Programs Promote Family-Centered Care

- **Keeping** family members close to sick or injured children
- **Helping** families spend more time with pediatric patients, interacting with clinical-care teams and participating in critical medical-care decisions
- **Enhancing** children’s and parents’ hospital experience





RMH Celebrates the *Hearts of Gold Society*



The Hearts of Gold Society honors friends with lifetime giving of \$100,000 or more.

Anonymous ♥
A&B Carpet & Interiors
Alpha Delta Pi Foundation
Alpha Delta Pi, Zeta Beta Chapter –
NCSU ♥
The Bin Charitable Foundation
Blue Cross and Blue Shield of
North Carolina
Wells McRae Cain Memorial Fund ♥
The Estate of Patsie Lee Clark
The Coca-Cola Company
Credit Suisse Americas Foundation ♥
Dillard's

Duke Hospital Auxiliary ♥
Duke Pediatric Blood and Marrow
Transplant Program
Duke University Health System
William C. Ethridge Foundation
John & Carolyn Falletta
Fox Family Foundation
GlaxoSmithKline
JumpDC
Matthew and Karen King ♥
Mark & Vicki Laport ♥
Lofts at Lakeview
Carol Martin

McDonald's Association of
the Carolinas
McDonald's Corporation
McDonald's Wilmington-
Myrtle Beach Co-Op
North Carolina Circle of King's
Daughters and Sons
Carolyn K. Penny &
Wade Penny, Jr.
Kate B. Reynolds Charitable Trust
Ric & Jan Richards
Norman & Bettina Roberts
Foundation | The Roberts
Foundation
Ronald McDonald House
Charities
Ronald McDonald House
Charities of North Carolina
The Estate of Dr. Hanna Ruestow
Jerry & Brenda Schafer
Skanska USA
Southwest Airlines
State Employees Combined
Campaign
Thirty-One Gifts
United Way of the Greater
Triangle
John & Jeaninne Wagner
WakeMed Health & Hospitals
Wells Fargo



Therapy dogs bring joy and comfort to sick children and their families.

♥ Denotes new members



Meet *the team!*

BOARD OF TRUSTEES

Officers

Diane DeGroff, Blue Cross NC
PRESIDENT

Tom Cavender, WakeMed
PRESIDENT ELECT

John Parker, PAR Ventures/McDonald's
SECRETARY

Nick Cerullo, Merrill Lynch
ASSISTANT SECRETARY

Christine Perciaccante, ATRS Consulting
TREASURER

Guy Guidry, Wells Fargo Advisors
(Retired)
ASSISTANT TREASURER

Members at Large

David Anderson, Anderson's Family
Management Corp/McDonald's

Joe Booden, Coca-Cola

Jordan Clark, The Clark Team,
Keller Williams

Tim Fisher, McDonald's

Tanner Holland, McDonald York
Building Company

Ted Kazaglis, Jackson Lewis

Jeff Langdon, Duke Children's Hospital

Sherinne McCovery, Blue Cross NC

Diane McIntee, Optima Asset
Management

Johnny Moore, Learfield IMG College

Chris Page, Young Moore and
Henderson

Art Pappas, Pappas Capital

Ann Reed, MD, Duke Children's
Hospital

Perry Ann Reed, WakeMed Children's
Hospital

Brenda Schafer, McDonald's (Retired)

Wendell Sconiers, Fonville Morisey

Michele Snyder, MD, Roivant
Sciences

STAFF

Executive Director

Oie Osterkamp

Family Care + Operations Team

Paul Abrahams
Carmelita Coleman
Brandon Dillard
Sally Ehrisman
Shayla Evans
Rebecca Farrington
Alyssa Hall
Kristen Jackson
Allantra Lewis
Tiffany Long
Katie Lowek*
Althea Mangum
Jenn Peoples
Clay Ragan
Joanna Ramos*
Mauro Rubi
Chris Ruggeri
Tracy Schutte
Briana Washington

Accounting Team

Katherine Guzman
Suzanne Holl
Patricia Hume
Bill McChesney*
Teresa Tate

Development Team

Traci Cortez
Nancy Jones*
Bob Vaughn
Mitzi Viola

*Denotes team lead



Keeping families close™



Brothers Ronin and Titus stayed at RMH during Ronin's treatment at Duke.

Celebrating *House Heroes*

The House Heroes program offers a way to show your company's heart while involving employees in meaningful community engagement.

Become a hero for RMH by supporting families during children's critical-care treatment right here in Raleigh-Durham. Corporate partner opportunities begin at \$8,000.



CREDIT SUISSE



Are you a hero? Contact Bob:

(919) 282-0437 or Bob@RMHDurhamWake.org.



Credit Suisse joined the House Heroes in 2019.

Bequests in a will or revocable trust are a popular way to include RMH in your estate plan.

Using the sample language below, you can choose to give a specific amount, a percentage, or the "leftovers" after you provide for your loved ones.

Specific Dollar Amount or Percentage

I give, devise and bequeath the sum of \$ _____ [or a stated percentage of your total estate] to Ronald McDonald House of Durham and Wake, Inc., located at 506 Alexander Avenue, Durham, NC 27705, Federal Tax ID # 56-1220376.

Residual Bequest

I give, devise and bequeath the residue of my estate to Ronald McDonald House of Durham and Wake, Inc., located at 506 Alexander Avenue, Durham, NC 27705, Federal Tax ID # 56-1220376.

If you've already included RMH in your plans, please use the enclosed envelope to let us know so we can celebrate your caring commitment.

Build your legacy of love!



**security
blanket
society**

Ronald McDonald House
of Durham and Wake



Ronald McDonald House
Durham & Wake

506 Alexander Avenue
Durham, NC 27705

Special Edition

Families with children in crisis teach us during the COVID-19 unknown.

See their stories.



*Please join us for our
(virtual) annual meeting!*

**Connecting the distance between you +
Ronald McDonald House programs**

**Wednesday, June 17
10:30-11:00 AM**

Join by **COMPUTER/DEVICE** or **TELEPHONE**,
INSTRUCTIONS on our homepage: RMHDurhamWake.org

Send **QUESTIONS** to:
Info@RMHDurhamWake.org

