



# 20 IMPACT REPORT 20

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



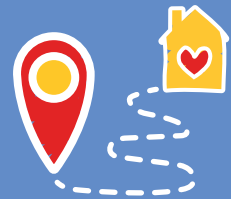
Ronald McDonald House  
of Western Michigan



BORN FOUR MONTHS EARLY



HEART MURMUR



80 MILES FROM HOME

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.

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



**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.



#### COMMUNITY SPIRIT

**5** 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

**11** A cozy of knitters and crafters donated thousands of hours with hats, shawls, and blankets made with care.

**12** The show did go on with The Red Shoe Brew "Couch Edition" virtual event in place of our usual May event.

**13** Individually portioned meals prepared by staff and volunteers nourished families every day.



**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!



# 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