



Ronald McDonald
House Charities®
Alberta

Medicine Hat House



IMPACT REPORT

One year of supporting families



OPENING NEW DOORS

On **August 4, 2020**, the doors of the Ronald McDonald House® in **Medicine Hat** opened to families with seriously ill or injured children receiving care at the Medicine Hat Regional Hospital. Our very first family checked in on **August 8, 2020** and since then our six-bedroom facility has **served over 30 families from 19 communities**.

We are proud to be serving the families of **southeastern Alberta**, and we could not do it without your immense support. Your generosity has brought these families the **extraordinary gift of togetherness**. Thank you for believing in this House.



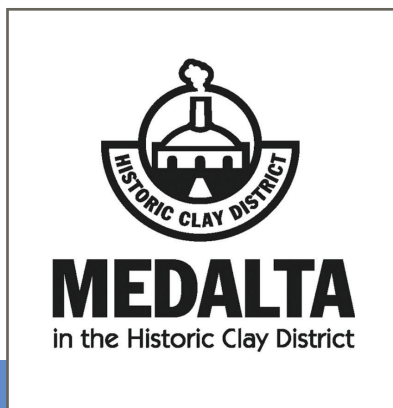


BILL AND ELIZABETH YUILL & THE YUILL FAMILY FOUNDATION

The Yuill Family Foundation was founded by Bill and Elizabeth Yuill in 2007. Their private family foundation supports organizations that demonstrate the innovation to create positive change in the community. **The Yuill Family** has a remarkable presence in Medicine Hat and has generously supported many other initiatives including the Margery E. Yuill Cancer Center. We are **humbled by the support they have shown our community** and our organization.

RMHC Alberta approached the Yuill Family Foundation in early 2019 with the idea of bringing a Ronald McDonald House to Medicine Hat. With a mission centered around youth sports, education and health-related-projects, a partnership with the Yuill Family Foundation felt like a perfect fit. **The Yuill Family recognized the need to support families from the surrounding area who travel for medical care and were already in search of a way to support patients at our regional hospital.**

As the first supporter of this project, the Yuill Family Foundation has played a significant role in establishing the Ronald McDonald House in Medicine Hat. The Foundation provided RMHC Alberta with over \$800,000 to construct the Medicine Hat House, including the value of the original house and property. **With sincerest gratitude, we thank Bill and Elizabeth Yuill and the Yuill Family Foundation for their outstanding contribution.**





DANNY & CINDY MEIER: BACKYARD RETREAT

Thanks to the generosity of Danny and Cindy Meier, our vision of a supportive and caring environment has extended to the outdoors. The Meier's dedicated funds to outfit our space behind the House to act as further sanctuary for our families. Our backyard includes a beautiful patio space with outdoor furniture for lounging, a fire table, a retractable awning for weather protection and greenery for added privacy. Perfect for enjoying a morning coffee or some afternoon sunshine, this seasonal space is a much-deserved retreat for our families.



BROVAC: A TRUCK IN TRIBUTE

Sharlene and Brendan Hertz, Owners of **Brovac Mobile Vacuum Services**, brought a special proposal to RMHC Alberta in the fall of 2019. One of their 16 trucks would be branded with the RMHC Alberta logo, with a **portion of sales from that truck going to the Medicine Hat House**. Sharlene and Brendan made this commitment in memory of their husband, father, and founder of Brovac, **Brian Hertz**. The truck has been in high demand throughout our community and the Hertz family would love to see another truck with the RMHC Alberta logo in the future.

FEATURE FAMILY

THE ABIBAKAR'S



Aliya, Bahar, Sabah & baby Rosi



Bahar, Aliya, and their daughter, Sabah, checked into the Ronald McDonald House in Medicine Hat on January 11, 2021. Their new baby girl, Rosi, was born prematurely and therefore required a long-term stay in the Neonatal Intensive Care Unit (NICU) to strengthen and develop. After spending a couple of months in Calgary, they were transferred to Medicine Hat to be closer to their home in Brooks.

"We stayed at the Calgary House for 66 days and we stayed at the Medicine Hat House for 18 days," says Bahar. The Abibakar Family has had the longest stay in our Medicine Hat House thus far, and having previously stayed at the Calgary House, they hold a broad perspective and appreciation for RMHC Alberta.

One of the things the family valued most about the Medicine Hat House was its proximity to the hospital. "It is only one or two minutes' walk," according to Bahar, which made it possible for him and his wife to take turns spending time with little Rosi and caring for their older daughter, Sabah. During Bahar's initial tour of the House, he also pointed out the small size of the Medicine Hat House, saying it was a nice change. Like many other families, the Abibakar's enjoyed the intimate, cozy environment that the Medicine Hat House provides. His wife, Aliya, also took full advantage of our kitchen and the groceries provided, cooking plenty of fabulous meals during their stay.

Bahar spoke very highly of his family's experience at the Medicine Hat House, mentioning the various forms of support we provide. "The Ronald McDonald House gave my daughter, my wife, and me food, gift cards, baby toys, clothes... a lot of things. When I am living there, I am so happy!"

Bahar tells us that Baby Rosi is growing! "She is good now."

OPERATING DURING COVID-19

RMHC Alberta programming and accommodation alleviates the emotional, financial, and physical burdens faced by families with sick or injured children. Our Mission has remained just as important, if not more so, as **we weather the COVID-19 pandemic**. It is our utmost priority to keep our staff, volunteers, and families safe when they walk through our doors.

RMHC Alberta has put **comprehensive protocols** in place, closely following Alberta Health Services and Government of Alberta guidelines. These include daily sanitization routines, daily wellness checks, limiting visitor access to the House, and extended closure of suites between guests. We have also been able to **safely modify programs**, such as Home for Dinner, to uphold the quality of experience we provide to our families. We are pleased to say that the **Medicine Hat House has successfully kept its doors open** since August of 2020. It is due to the diligent work of **staff and essential volunteers** that this House has remained operational.



VOLUNTEER RECOGNITION



We would like to recognize the following volunteers for their extraordinary commitment to our House:

Gerald & Elaine Freedman - Fundraisers
Deb Taylor - House Refresher
Tania Thorne - House Refresher
Debbie & Michelle Plante - Bakers
Colleen Buye - Baker
Larry Owen - Maintenance

Thank you for offering us the valuable gift of your time.



Gerald & Elaine Freedman with Cassi Hider, GM of the Medicine Hat House with members of the Medicine Hat Motor Dealers' Association



Debbie and Michelle Plante baking in the Medicine Hat House kitchen

“ The Medicine Hat Ronald McDonald House has been a wonderful addition to our community by providing support to the families with sick children or premature babies. Having a welcoming home environment so close to our facility lessens the stress on families and thus lessens the stress of our Pediatric and Neonatal patients. We often hear from families who are staying at the House that the staff are friendly and caring. We look forward to many years of working together. ”

- Rebecca Eldridge, Manager, Pediatrics & NICU
Medicine Hat Regional Hospital



“ My family and I are thrilled to be able to support the house financially, as the local house has brought a much-needed service to our community and the surrounding communities that utilize the Medicine Hat Regional Hospital. It's been a privilege to be named to the Board of RMHC Alberta and represent the needs of our community and be a voice for the Medicine Hat House. On behalf of the Board, I wish to thank all the donors that have made this project a reality as it could not have been done without all of them and those that worked tirelessly to ask donors for financial support. I look forward to the utilization of the house in our community for the years that come. ”

- Craig Elder, RMHC Alberta Board Member and Donor



MESSAGE FROM RMHC ALBERTA CEO

In 2020 we opened the doors to Canada's newest Ronald McDonald House. Excitement in Medicine Hat, the province, and across Canada was palpable. Whether we're providing overnight accommodation to out-of-town families or enabling day use of our facilities and programs for local families – we are so proud to have found another way to support families from the Palliser Triangle who now get the chance to stay a bit closer to home while navigating the illness or injury of a child.

Once open, our staff and facility were well prepared to support any family needing to be close to the Medicine Hat Regional Hospital. We've welcomed families with children in the pediatric mental health unit. Our doors were open to parents with new babies requiring extended care. We housed mothers with high-risk pregnancies that couldn't go home. And many families whose children were being treated as outpatients or via pediatric clinics stayed at the new House as well.

The families in our care have been an inspiration this past year, demonstrating incredible resiliency and strength during a tremendously challenging year. Traveling far from home for a child's medical treatment is stressful enough. Layer on the challenge of a global pandemic and it's almost too much to bear. We went to great lengths to serve as many families as possible and we couldn't have done it without your support.

A family with a sick child is a sick family. Medical studies have found that families cope better when they are able to be together, eat together, and lean on one another while dealing with pediatric illness or injury.

We also know from a recent RBC study that staying at a Ronald McDonald House eases significant financial burdens. In fact, RMHC Alberta saves families across the province over \$6.5 Million annually.

There are many measurable impacts that RMHC has on families with sick children. And there are also critical intangible benefits related to mental, emotional, and spiritual well-being.

2020 showed us that we can't predict the future, but we've grown to understand that we can certainly rely on the steadfast support of this amazing community who have embraced the House from groundbreaking through a pandemic. You make Ronald McDonald House possible. We can't thank you enough.

Jason Evanson
Chief Executive Officer
RMHC Alberta

MEDICINE HAT HOUSE STATISTICS



39
FAMILIES SERVED



191
TOTAL NIGHTS OF
COMFORT PROVIDED
TO FAMILIES



4 NIGHTS
AVERAGE LENGTH
OF STAY



VOLUNTEERS

BAKERS, HOUSE REFRESHERS,
MAINTENANCE & FUNDRAISERS

TOP 3 MEDICAL REASONS FOR STAY

NEONATAL/NICU

MENTAL HEALTH

SURGERY



TOP 3 COMMUNITIES SERVED:

BROOKS
DUCHESS
MAPLE CREEK
OYEN

19

COMMUNITIES
SERVED BY THE
MEDICINE HAT
HOUSE



From left to right: Caroline and Randy Vandean; Elizabeth and Bill Yuill; Carly & Frank Pancotto



Thank you to Carly and Frank Pancotto, Owner/Operators of all McDonald's locations in Medicine Hat and to **Jordan Brown,** Owner/Operator of McDonald's locations in Brooks, Taber and Coaldale.

Our founder and forever partner, McDonald's, is an important and involved aspect of each Ronald McDonald House. The Owner/Operators of Southern Alberta have quickly come on board to support our House in many ways - from providing food for staff and families to hosting fundraisers. We are so grateful to have such wonderful partners in **Carly and Frank Pancotto** and **Jordan Brown!**

“As the local McDonald's Owner/Operators, we're honored to have been able to welcome Alberta's fourth Ronald McDonald House to Medicine Hat. In this first year, although challenged by a pandemic, the House has kept many families together during a time of great stress and uncertainty. We've been heartened to see so many amazing members of our community contribute, as well as have our staff engage in events and in-restaurant activities to help make this happen. We look forward to growing with the House throughout the years, so that we can continue to have a positive impact on the lives of children and their families.”

Carly Pancotto, on behalf of the McDonald's Owner/Operators of Southern Alberta





“ *Ronald McDonald House
is absolutely invaluable to
any community.* ”
- Irwin Family



Thank you for your support!

For more information about RMHC Alberta
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