

*where  
healing  
happens*



Ronald  
McDonald  
House  
TORONTO

**ANNUAL REVIEW  
2011/12**

---

# history

Ronald McDonald House Toronto opened its doors in 1981, the first House of its kind in Canada.



356 DUNDAS ST. WEST  
1981-1998  
19 bedrooms



26 GERRARD ST. EAST  
1993-2011  
28 bedrooms



240 MCCAUL ST.  
2011-PRESENT  
96 bedrooms

# vision

To be a leader in providing a family-focused environment and innovative support services to seriously ill children and their families.

# mission

To provide a “home away from home” for seriously ill children and their families to heal better together.



---

# structure

A charity, independently owned and operated by Toronto Children's Care Inc.

Governed by a volunteer Board of Directors.

Operated by a dedicated team of staff and volunteers.



# facts

The House plays a critical role in the continuum of paediatric healthcare delivery by providing a “home away from home” to families whose children are receiving treatment in hospital for life-threatening illnesses.

# funds support

Out-of-town families staying at the House whose children are receiving life-saving medical treatment at Toronto hospitals;

Local families staying in the Ronald McDonald House Toronto Family Room whose infants are receiving critical medical treatment on-site in the partner hospital;

Programs and services specifically designed to help families cope with their seriously ill child.

2003

2004

2011

2012

EDUCATION PROGRAM INTRODUCED

RMH TORONTO SCHOOL OFFICIALLY RECOGNIZED BY ONTARIO'S MINISTRY OF EDUCATION

NEW HOUSE OPENS AT 240 MCCAUL STREET

FIRST RMH TORONTO FAMILY ROOM OPENS



**322  
days**

## *healing better together*

Jaxson was diagnosed with prostate cancer at 6 months of age. He is from Port Hope, ON.

---

---

# messages

## from the President

Reflecting on the past year and the enormous milestones achieved, I am moved time and again by the exceptional cooperation displayed at every level of this organization.

From volunteers lending their helping hands, staff rallying to embrace new roles and processes, to all of the individuals involved in supporting the most number of families that Ronald McDonald House Toronto has ever served in its 31-year history — the spirit of collaboration and generosity have been humbling to witness.

The skyrocketing demand for the unique services provided by the House and its programs like the Ronald McDonald House Toronto Family Room Program has yielded unprecedented growth. The operating budget and staff have doubled to serve three times the number of families in four times the physical space. Several new faces have been added to a dynamic Board with expertise spanning a diverse range of professional and personal backgrounds.

Carefully managing organizational growth is central to the Board's mandate. Success will hinge in large part on a firm commitment to governance and transparency. That means continuing to ensure careful stewardship of our valued donor dollars and the delivery of high-quality services to families. It will also require the development of an effective framework for capturing meaningful and tangible metrics that will play an integral role across the organization. Another focal area is to explore and nourish future growth opportunities with the Family Room Program leading the way.

Against a backdrop of increased competition and scrutiny of charitable organizations, it is imperative that we build on the venerable history of RMH Toronto and take the steps necessary to move into a new and exciting era.

My most sincere thanks to our incredible donors, partners, volunteers and staff who have and continue to be part of this most worthwhile mission.

**G. Keith Graham**  
*President*



## from the Executive Director

Watching the House bustle with activity and even during more quiet moments, it is exceptionally heartwarming to see first-hand how many more families we are helping.

This past year, the larger House and the new Family Room Program together have accommodated more than 1,000 families of seriously ill children and infants. That is four times the number of families we have ever helped in one calendar year. This incredible growth further underscores how real and immediate the need is.

Healthcare trends point to an even greater demand for the services Ronald McDonald House Toronto provides moving forward. More than 75% of Canadians live outside a city with a children's hospital. For families of seriously ill children, that means travelling long distances to access specialized paediatric care, moving to a new city for an undetermined period, uprooting family members for days, weeks, or even longer.

The good news is that survival rates for many of these serious health conditions are increasing, but so too is the length of stay and treatment required by young patients over the long term. Never before has the mission of our organization been more relevant — or our services more desperately needed. Families are a vital part of the healthcare team while children are hospitalized, providing emotional support and basic needs so that medical professionals can focus on meeting the child's medical needs. We are here to support those families so they can do the most important job of their life.

A most sincere thank you to our generous and compassionate donors for helping us fulfill our mission, by supporting families with the gift of each other — to heal better together, when they need it most.

**Jane Marco**  
*Executive Director*



---

***the Ronald McDonald House Toronto Family Room Program officially launched in 2012***, with the opening of the first Family Room in the Greater Toronto Area (GTA).

An extension of Ronald McDonald House Toronto, the Family Room provides a “home away from home” for families of seriously ill children — within a hospital setting.

It is built on a partnership between the local hosting hospital and Ronald McDonald House Toronto.

Ronald McDonald House Toronto’s inaugural Family Room officially opened at The Credit Valley Hospital of the Trillium Health Partners on April 13, 2012.



The Family Room sits adjacent to the neo-natal intensive care unit (NICU) at Credit Valley Hospital in Mississauga, ON.

It became the sixth Family Room of its kind to open in Canada.

Ronald McDonald House Toronto will open a second Family Room at Markham Stouffville Hospital in the Spring of 2013.

---

“The Family Room was a much-needed respite and recharge in a setting akin to one’s own home. It was distinct from the more clinical setting of the hospital and without speaking you understood that each guest in the room was enduring the same challenges with their newborn. It gave us a sense that we were not alone. It was comforting to rest and relax under the same roof as our newborn.”

**Ayen’s Dad  
Mississauga, ON**



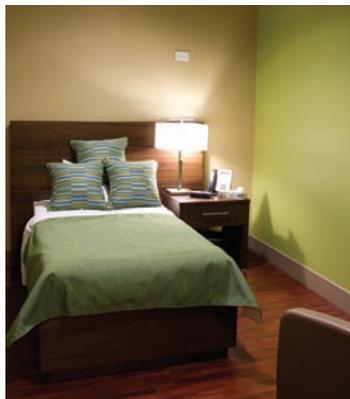
**a medical-free area, away from beeping machines, inside the hospital.** The Family Room offers a soothing space of comfort, care and compassion within the walls of the hospital, where families can rest, retreat and relax while being just steps from their seriously ill child and away from the clinical environment.



**inside the family room**

Staffed, furnished, operated and funded by Ronald McDonald House Toronto, the RMH Toronto Family Room at The Credit Valley Hospital of the Trillium Health Partners, features:

- lounge
- kitchenette
- four private sleeping rooms
- bathroom with shower facilities



It is the first Family Room in Canada to offer napping and/or overnight stays and is open from 9 am to 9 pm, seven days a week.

Number of visits:	<b>9,236</b>	Longest family stay:	<b>6 weeks</b>
Families served:	<b>434</b>	Volunteer hours:	<b>4,235</b>
Core volunteers:	<b>51</b>	Most visits in one shift:	<b>40</b>

“It is very important to have this kind of service. The stress of having a baby in critical care deserves very good support. When I found out about the Family Room, I was ecstatic. It is a haven away from all the beeping sounds inside the neo-natal intensive care unit.”

**Lenie, mom of 2  
Mississauga, ON**



---

# family ties



“Even while undergoing radiation and then the chemo at night, we are all there together, and we’re all making sure that we were a part of it, so it has helped him out. He knows he is not alone.

A “home away from home,” it’s hard to describe it any better than that. We’ve actually been here longer than one of the homes we’ve lived in. It has become our home.

The House - it’s amazing and offers so much and asks so very little. It has just been a wonderful experience in this horrible time. It is the silver lining to everything.”

**Micah’s parents  
Flin Flon, MB**



“If I didn’t have my wife and my other kids (here), it would be a disaster. This is a key factor not just for Connie but for everyone.”

**Claudio, dad of 3  
Kingston, ON**

“Nobody asks to be put in this situation. Nobody wants to be put in this situation. Any money that you donate, gives people like us a little piece of their life back.”

**Mallory, mom of 4  
Pembroke, ON**



“The House saved our lives as a family because there’s no way that we could have all stayed here in Toronto this long, together, no way. Especially within this distance to the hospital, it is incredible, just incredible. We can function as a family here.”

**Tara, mom of 6  
Sudbury, ON**



**282  
days**

## ***comfort amid chaos***

3-year-old Kaeley was airlifted to Toronto for cancer treatment.

---

**for their acts of kindness,** warm smiles, supportive ears and reassuring words at just the right moment ...

for sharing their time, skills and expertise, their commitment to service, positive attitude, helping hands, quick response in a time of need, willingness to roll up their sleeves and do whatever is asked ...

for their remarkable dedication, compassionate spirit and giving ways, ***we thank and salute the very heart and soul of the House and the Family Room — our volunteers.***



**20 years**

Shirley Ollers  
Phyllis Sullivan

**10 years**

Thomas Holloway  
Barbara Mason  
Nicole Miles  
Lisa Ritchie  
Jim Sproul

**5 years**

Kinsley Barr  
George Chambers  
Brenda Chesler  
Lita Dipucchio

Andrew Hoffman  
Lynn Purto  
Norman Purto

“As a compassionate person, when there is a need I want to help. What better way than to help new moms during a difficult time in their lives. It brings a smile to my heart when Moms and Dads take their babies home. Being at the Family Room has taught me don’t sweat the small stuff. The families are so thankful we are there.”

**Wendy  
Family Room Volunteer**

“It’s really heartwarming to see first-hand that there are these people out there. I don’t know a lot of people who volunteer, honestly. Truly the number of volunteers is astounding.”

**Leslie, mom of 2  
Sudbury, ON**



**283  
days**



Two-year-old Logan (right) from Mt. Pearl, NL, spent months in isolation in hospital during treatment, while his family stayed at the House.

**12  
days**



Baby Charlotte's parents used the Ronald McDonald House Toronto Family Room while she recovered in the neo-natal intensive care unit.

---

# our board & committees

## BOARD OF DIRECTORS

### EXECUTIVE OFFICERS

G. Keith Graham, *President*  
John Davis, *Past-President*  
Kate McGilvray, *Vice-President*  
Mark Vrooman, *Treasurer*  
Jane Marco, *Executive Director & Corporate Secretary (Ex-Officio)*

### GENERAL MEMBERS

Dominic Bombino  
Lindsay Bridge  
George Chambers  
Joseph Cooper  
Lita Dipucchio  
Andrew Hoffman

Kevin Marshman  
Barbara Mason  
Dominic Mesiano  
Sharon Ramalho  
Scott Taber  
Judy Van Clieaf

## COMMITTEES

### COMMUNICATIONS

Lisa Brenneman, *Chair*  
Lianne Castelino  
Lita Dipucchio  
Judy MacGowan, *CFRE*

### DEVELOPMENT

Lita Dipucchio, *Co-Chair*  
Judy MacGowan, *CFRE, Co-Chair*  
Lisa Brenneman  
Dominic Bombino  
Lindsay Bridge  
Joseph Cooper

Mike Forman  
Scott Kelly  
Jane Marco  
Barbara Mason  
Samm McLeod

### FAMILY ROOM

John Davis, *Chair*  
Shelagh Barrett  
Jane E. Harwood  
Deborah Holmes  
Jane Marco  
Brent Simmons  
Judy Van Clieaf

### FAMILY SERVICES

Judy Van Clieaf, *Chair*  
Candice Gurwitz  
Jane Marco  
Barbara Muskat  
Alison Quigley  
Scott Taber

### FINANCE/CORPORATE GOVERNANCE

Mark Vrooman, *Chair*  
Geoff Behm  
G. Keith Graham  
Vito Maida  
Jane Marco  
Kate McGilvray  
Dominic Mesiano

### INVESTMENT

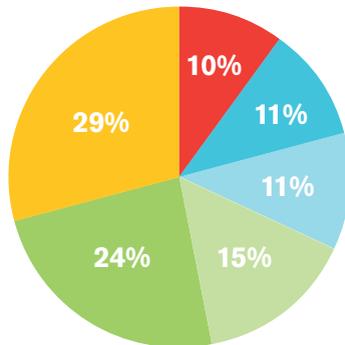
Vito Maida, *Chair*  
G. Keith Graham  
Bruce Harrop  
Andrew Hoffman  
Jane Marco  
Henry A. Rachfalowski  
Thierry Vallee  
Mark Vrooman



# your donations at work

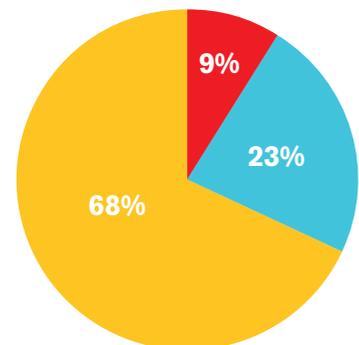
## Where the funds come from:

- Signature Events Sponsorship
- McDonald's Family
- Individual & Foundation Giving
- Corporate
- Adopt-a-Room
- Community Events



## Where the funds go:

- Program
- Fundraising
- Administration



# accomplishments this year

*the 1st year on McCaul Street signaled many* key milestones for Ronald McDonald House Toronto, between November 1, 2011 and October 31, 2012.

**759** Total family visits      **570** Total families served      **6,547** Total program hours provided

**15,006 km**      Greatest distance traveled by a family to the House (Singapore)

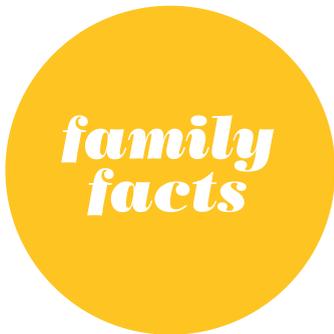
**November 23, 2011**      Surpassed 28 families (families served at the Gerrard House per night)

**January 7, 2012**      Surpassed 40 families (families served when both Dundas and Gerrard Houses operated at the same time)

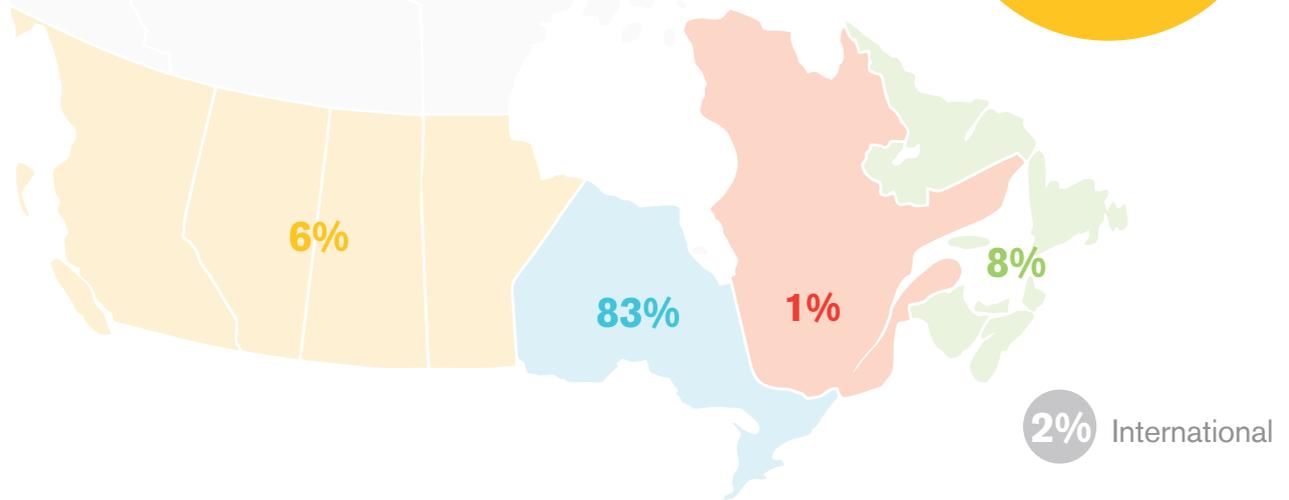
**April 13, 2012**      Grand Opening of the Ronald McDonald House Toronto Family Room at The Credit Valley Hospital of the Trillium Health Partners

**August 13, 2012**      Record amount (\$270,000 net) raised at the 10th Annual RMH Toronto Charity Golf Classic

**increasingly, families are required to travel** long distances to access specialized paediatric healthcare for their seriously ill child. Ronald McDonald House Toronto is walking distance from world-class paediatric hospitals and accommodates families from across Canada and around the globe.



**Families come from:**



**survival rates for many serious paediatric illnesses** are on the rise due to medical advances, new treatments and technology. With more families seeking treatment for their child, Ronald McDonald House Toronto plays a critical role in the continuum of paediatric care.

**Children receive hospital treatment for:**

- Cardiac **36%**
- Haematology/Oncology **27%**
- Neonatal **13%**
- Transplants **6%**
- Neurology **5%**
- Gastro-intestinal **3%**
- Other Conditions **10%**

**age range of children served**

newborn to 18 years

**average length of stay**

27 days

**distance from the House a family must live to stay at the House**

70 km

---

# camryn's story

**families of seriously ill children** endure a whirlwind of emotions and life changes after receiving their child's diagnosis. Michelle shares her family's story as daughter Camryn fights for her life.

## TELL US ABOUT THE MOMENT YOU RECEIVED THE DIAGNOSIS?

It's like being punched in the stomach. You can't breathe. You can't anything. You can't swallow. You lose control of every muscle in your body. The doctor just came into the room and said, it's definitive, it's leukemia. And that was it. So at that moment, I don't think about how I'm going to work or pay bills or how do we do it. My mindset immediately went to what do we do next, because I know where science has come.

## HOW DID YOU ARRIVE AT RONALD McDONALD HOUSE TORONTO?

We are from Trenton, Ontario. This is Camryn's second fight with cancer. Camryn needed a bone marrow transplant to save her life, which is only done at SickKids. We arrived here in March. That's when I was introduced to Ronald McDonald House Toronto — where we could stay during her treatment, during her transplant when she was in isolation and afterwards.



## TELL US ABOUT YOUR EXPERIENCE WHEN YOU DID NOT LIVE AT THE HOUSE?

We did do an initial treatment in 2010, with chemo and at that time I just stayed at the hospital at her bedside, and never came to the House cause I didn't know much about the House and I couldn't imagine leaving her. So the second time when she relapsed, and I knew it was going to be a long haul, I just said, "Mommy's going to be sleep beside you on the chair for the next five months". I did it for a good month or so. Then, it was our social worker who said before you say no, you have to go over and see what you are passing up, and brought me here on a tour one afternoon. I signed up and moved in the next day.

## WHAT DID YOU KNOW ABOUT THE HOUSE BEFORE ARRIVING HERE?

I had seen the House advertised and I thought that's great that they have something like that. I really didn't think much more because things like this do not happen to people you know, never mind yourself. They just don't happen. But they do. My mail comes here, I go grocery shopping and bring my groceries here. I live here, this is my home.

## YOU AND YOUR HUSBAND BOTH HAD TO QUIT YOUR JOBS?

The reality of the disease is the germs and therefore my younger son cannot go to daycare because there are kids and it's germ-infested. So my husband stays home with my son in Trenton and I stay here with Camryn.

## WHAT WOULD YOU HAVE DONE WITHOUT RONALD MCDONALD HOUSES TORONTO?

I suppose we would have maybe rented a condo. But financially going from two healthy incomes to living on what our community fundraises for us, it's very humbling and to spend \$2,000 or \$3,000 a month on a condo, we wouldn't have been able to afford that. I don't know what we would have done. Maybe sell our house?

*Camryn and her family have stayed at the House for 150 days and counting.*

---

**this is  
my home**

# *the year in photos*



HOLIDAY CHIC 2011



MOTHER'S AND FATHER'S DAY EVENTS



FAMILY ROOM GRAND OPENING



THE SUMMER FUN PROGRAM



PAW's DOGS WEEKLY VISITS



OPEN HOUSES & DONOR RECEPTIONS

VIP VISITS



1ST BIRTHDAY ON McCAUL STREET



EASTER



HALLOWEEN



10TH ANNUAL RMH TORONTO CHARITY GOLF CLASSIC

COMMUNITY EVENTS



---

***much more than just a place to stay.***

Our programs strive to support the complex emotional needs of families coping with a medical crisis by bringing comfort, healing and renewal to children and their parents.

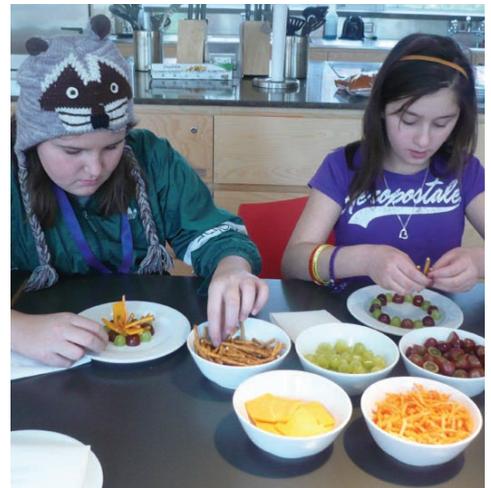


**CHILD LIFE** *therapeutic*

Gives children the opportunity to process, express and cope with their experience using play and planned therapeutic activities; provides parents with resources to help them deal with their child's hospital experience.

**COURTESY SERVICES** *convenient*

Little extras that support families, if and when they need it. Subaru Canada provides families with a car for their use. Volunteer-run activities like Shiatsu massage and yoga are available weekly.



**GAMES ROOM** *interactive*

A variety of fun and entertaining activities led weekly by volunteers in the Games Room including: foosball, air hockey, board games and video game competitions.

**HOME FOR DINNER** *family meal*

A home-cooked meal prepared and served in the House kitchen by external volunteer groups, organizations and corporate teams for families staying under our roof.

**KIDS IN THE KITCHEN** *edible art*

A weekly program that teaches children fun, creative ways to marry food with crafts.

---

“The Home for Dinners are amazing when you come in after a gruelling day in ICU with your son. You come back and someone has cooked you dinner — that’s awesome!”

**Mom of 3,  
Ottawa, ON**

“The kids have not really hit any emotional lows because they have always been occupied. It has been like a vacation to them instead of a serious medical trip.”

**Mom of 2,  
Channing, MN**

---

---

### **MEDIA MANIA** *entertainment*

Media-themed, weekly activities for families including video games on a big screen TV, PlayStation fitness and Saturday Movie Nights.

### **PAWs (PETS AT WORK)** *friendships*

Visits by specially-trained PAWs dogs Bogey, Ember, Simmy and Tilly to the House several times a week, create meaningful connections between families and these furry friends.

### **PLAY PROGRAM** *imagination*

From creative crafts to woodworking, baking and seasonal decorating, kids get to be kids with a big helping of creativity, fun and inspiration in this daily program.



### **SUMMER FUN** *camp*

A day-camp-like program featuring field trips, arts and crafts, slack-lining, water play and other activities to keep children entertained during the summer months.

### **RMH TORONTO SCHOOL** *classtime*

An on-site private school recognized by Ontario's Ministry of Education and open to children and siblings staying at RMH Toronto.

---

“I can't think of any other living situation here where I'd be able to function as a parent in so many different ways in terms of the care, cooking, cleaning, laundry — the ways that make life feel like normal. We are able to keep doing these things here, which gives us a sense of stability.”

**Mom of 5,  
Gorham, ON**

“There is lots of thought put into everything. You can see how well people have organized it. It is exactly what you need, play activities for the children, the kitchen. It is amazing.”

**Mom of 1,  
Saskatoon, SK**

---

# *the School*

**fully recognized** by Ontario's Ministry of Education in 2004, a year after it opened, RMH Toronto School is the only on-site private school in a House in Canada.

The School helps students continue their education throughout treatment, maintain their academic standing, and ease the transition back to their home school.

- RMH Toronto School:**
- Staffed by two teachers and supported by volunteers
  - Follows Ontario's formal education curriculum
  - Available to children and siblings staying at the House
  - Offers instruction from JK to Grade 12

The familiarity of regular routines like walking to school and doing homework, bring families healing comfort and a sense of normalcy in their "home away from home".



---

# *home for dinner*

**a crowd-pleaser** among both cooks and eaters, the Home for Dinner Program has blossomed into one of the most popular program offerings on the House menu! Being treated to a home-cooked meal at the end of a long day is a welcome sight for families weary from hospital visits and scheduled treatments during their stay.

**Total # of  
Home for Dinners**

**115**

**Total # of  
meals served**

**12,022**

**Highest # of Home for Dinners  
in one month**

**15**

Our thanks to McCain Foods for their incredible commitment and support of this program.



**the generosity of long-time partners:** Ronald McDonald House Charities Canada (RMHC Canada), McDonald's Restaurants of Canada Limited and its founder, George Cohon, along with McDonald's Franchisees and their supplier network are all sustaining partners the House relies on to fulfill its mission.

**we are deeply grateful** for the tremendous commitment made by RMHC Canada providing a \$4 million grant to support the build of the new Ronald McDonald House Toronto. It has also supported the House through the 10 cent Happy Meal program since 2004.

**franchisee and corporate restaurants** support us through various initiatives including the Happy Meal program, McHappy Day support and through coin box and other fundraising events. We are thankful for the enthusiasm of every crew person, manager, franchisee and corporate employee who supports our families year after year.

We thank all those who have contributed since 2010, as well as those who have pledged a gift toward the GTA commitment of \$2 million or the Northern commitment of \$1 million to the new RMH Toronto.



**GIFTS \$100,000+**

- Bartlett Family Restaurants Inc.
- Lindsay & Kynan Bridge - BridgeCo Foods Inc.
- Crimi Family & McDonald's Downtown Toronto
- Alan & Lisa Cumber - McDonald's Muskoka & Parry Sound
- Forman Family & McDonald's Whitby
- Hu-A-Kam Enterprises Inc.
- McDonald's Restaurants of Canada Limited
- McDonald's Restaurants - Sudbury Region
- Ripple Effect - McDonald's Barrie
- Ronald McDonald House Charities Canada

**GIFTS \$50,000 - \$99,999**

- Cam Binnie - McDonald's Mississauga
- Bob & Jan Chisholm - McDonald's North Bay
- Tony Colonna - McDonald's Toronto
- Graydon Family - McDonald's New Liskeard & Kirkland Lake
- Lawrenzo Foods - McDonald's Mississauga
- McDonald's Restaurants - Kapuskasing & Hearst
- McDonald's Restaurants - Orillia & Beaverton

- P. G. Miller Enterprises Limited
- John, Catalina & Carling Pang
- Gerard Savard & Angus Liang - McDonald's North & East York
- Terri Toms - Mac-A-Tac Enterprises Ltd.
- Steve Wilson - McDonald's Oshawa & Clarington

**GIFTS \$25,000 - \$49,999**

- J.P. Aubé - McDonald's Timmins
- Dave & Lucy Beatty
- Howard & Pamela Cooper
- Carol & Mark Cruden - McDonald's Midland & Elmvale
- Andrew & Kathy Damrell
- Farren Fun Foods - McDonald's Toronto
- Feaver Foods Inc. - McDonald's Scarborough
- Finlayson Hospitality Partners Inc. - McDonald's Markham
- Steven G. Ford
- Steve & Bonnie Forman
- Gary Garber - McDonald's Thornhill
- Larry & Jackie Garber - McDonald's Woodbridge
- Al Giles - McDonald's Mississauga
- Bradley Jacobson - McDonald's Ajax
- Jon & Anne MacDonald - McDonald's Etobicoke

- Magno Family & McDonald's Brampton
- McDonald's Restaurants - Alliston & Angus
- McDonald's Restaurants - Collingwood & Wasaga Beach
- McDonald's Restaurants - Halton Hills
- McDonald's Restaurants of Peterborough & Lindsay
- McKee Family & McDonald's Barrie
- Nadeau Foods Inc.
- Rob Prober - McDonald's Thunder Bay
- Ferd & Ann Schroeder - McDonald's Toronto
- Telford Food Services - McDonald's Keswick
- Lisa Wilson - McDonald's Harmony Team

**GIFTS \$10,000 - \$24,999**

- Brazill Family Foods
- Michael & Bonnie Butler - McDonald's Sault Ste. Marie
- Eric McCormick - McDonald's Mississauga
- McDonald's Restaurants - Uxbridge & Port Perry
- Ron Reaves - McDonald's Etobicoke

**GIFTS \$2,500 - \$4,999**

- McDonald's Restaurant of Fort Frances

---

# annual partners

**it takes a village.** Our partners help us support families as they endure the emotional and financial stress of coping with a seriously ill child. We are moved and most grateful for the exceptional generosity and compassion of these individuals and organizations in helping families heal better together. Thank you to all of our partners for your unwavering commitment.



## heal better program

**our Heal Better partners** ensure that Ronald McDonald House Toronto has the resources necessary to welcome and respond to families' needs, providing an environment where they can focus on what is most important for their child. Thank you for your tremendous support.

**Partner in Hope**

CCL Industries Inc.

**Partners in Courage**

CIBC

SAP Canada Inc.

**Partners in Strength**

Colliers International

Mackenzie Financial Charitable Foundation



## adopt-a-room program

**adopting a room** at the House signifies a meaningful, longer-term commitment to supporting families during their child's health crisis. Thank you to our Adopt-a-Room partners for making a tangible impact in the lives of hundreds of children and parents, every day.

\*new adoptions or renewals in the 2011/12 Fiscal Year

Aloris Mercantile Corporation\*

Adam, Barbara, Matthew & Carly Altberg\*

Colby Armstrong Family\*

Ron & Sharon Baruch\*

Bishop Family\*

Blake, Cassels, Graydon LLP\*

Canadian Tire – Eaton Centre\*

Cash Converters\*

CentreCourt Developments & Lifetime Developments Karma Condos\*

George & Susan Cohon Family\*

Crimi Family & McDonald's Downtown Toronto

Davis Family\*

Dipucchio Family

FundSERV Inc.

Goranson Family

Andrew, Leslie, Lauren & Ally Hoffman Family\*

Andre & Reg Hu-A-Kam – Hu-A-Kam Enterprises Inc.\*

Louis & Susan Lucido\*

Mahindra Satyam\*

Vaughn & Wayne Marshall\*

Martin-Brower of Canada Co.\*

McDonald's Restaurants of Peterborough & Lindsay

Kate McGilvray, David, Charlotte, Rachel & William Pathe\*

McKee Family & Staff – McDonald's (Bayfield St.) Barrie\*

NCR Canada Ltd.\*

Newell Rubbermaid Canada\*

Earle & Janice O'Born\*

O'Connor Family

Ramalho Family

Sarah Richardson & Alexander Younger\*

Sherritt International\*

Don & Janet Thacker Family\*

Timbercreek Asset Management

UBS Securities Canada Inc.

Syl & Irv Ungerman and Family\*

VALE CANADA LIMITED\*

Mary Ward & Ken McGowen\*

R. Ward

Judith Yamamoto

---

# signature events

**charity golf classic** On behalf of the children and families at Ronald McDonald House Toronto, we would like to extend a big thank you to all who participated in the 10th Annual Ronald McDonald House Toronto Charity Golf Classic. Thank you to our sponsors, the committee and volunteers who made for such a memorable day. Your involvement contributed to the success of the day, helping raise \$270,000 net for the House.

## PRESENTING SPONSORS

Deloitte  
Russell Investments Canada Limited  
Scotiabank

## SPONSORS \$5,000+

Borden Ladner Gervais LLP  
Davis + Henderson Ltd.  
Dynamic Funds  
Giesecke + Devrient  
HighVail Systems Inc.  
Manulife Financial  
McDonald's Restaurants of Canada Limited  
Thomson Reuters Corporation

## SPONSORS \$2,500+

Aimia  
Broadridge Financial Solutions, Canada Inc.

Earl's Restaurants Ltd.  
Financial.com AG  
FundSERV Inc.  
Harris/Decima  
KPMG  
RPM Technologies  
Sapient Global Markets  
Scotiabank Wealth Management  
Transcontinental-PLM  
Universal Rosscam

## SPONSORS \$1,000+

Accenture Inc.  
Alpha Exchange  
Amgen Canada Inc.  
Bensimon Byrne Inc.  
Cabrana Capital Advisors  
Capital C  
Cargill Value Added Meats Canada

CGI  
CI Investments Inc.  
Coca-Cola Ltd.  
Critical Mass  
Equifax Canada Inc.  
Ernst & Young LLP  
Felix Global Corp.  
Kruger Products Limited  
Mylan Pharmaceuticals ULC  
NCR Canada Ltd.  
Pangaea Group  
PHD Canada  
PriceMetrix Inc.  
PwC  
Roche Canada Ltd.  
Rondeau Capital Inc.  
Saputo Dairy Products Canada G.P.  
True North Project Management Inc.  
Xerox Canada Ltd.

**holiday chic** Thank you to our sponsors, partners, donors and event Chair, Suzanne Cohon, Junior Co-Chair, Parker Cohon and Vice Chairs, Amoryn Engel & Martha Rogers, for helping to raise \$360,000 net for the House through the Holiday Chic - Home for the Holidays Gala at The Carlu on December 8, 2011. An elegant ambiance and festive atmosphere made for a wonderful evening!

## \$50,000

The Kavelman-Fonn Foundation

## \$25,000

Barrick Gold Corporation  
CCL Industries Inc.  
Mantella Corporation  
RBC  
Rogers Communications Inc.  
Salida Capital Foundation  
Scotiabank

## \$5,000+

AGF Investments  
ASC Public Relations Inc.  
Astral Media Inc.  
Latham & Paddy Ann Burns  
Canaccord Genuity  
Cargill Value Added Meats – Canada  
Coca-Cola Ltd.  
Colliers International  
Kate Daniels  
Deltera and Tridel Group of Companies

Dundee Realty Management Corporation  
GolinHarris  
Golnar Khosrowshahi & Gordon Winston  
Higgins & Burke Specialty Teas  
Jackman Family  
Lax O'Sullivan Scott LLP & Paradise Homes Corp.  
Nancy & Jon Love  
Mackenzie Financial Corporation  
Manulife Financial  
GTA McDonald's Operators  
McDonald's Restaurants of Canada Limited  
McDonald's Restaurants of Canada Limited – George & Susan Cohon  
Ken McGowen  
Metropolitan Hotels  
NCR Canada Ltd.  
Public Mobile  
Rondeau Capital Inc.

SAP Canada Inc.  
Sherritt International Corporation  
Slaight Family Foundation  
TD Bank Group  
Anonymous  
**\$1,000+**  
Susan Asper  
BelloSound  
Paul & Stephanie Coffey  
Tony & Moira Cohen  
Amoryn Engel  
Evan & Ester Green  
MedCan Health Management Inc.  
Caroline Mulroney & Andrew Lapham  
Newell Rubbermaid Canada  
Lynne Richardson & Greg Mills  
Rochon Building Corporation  
Robyn & Steven Scott  
State Street Financial  
Anonymous

# community events

**the outpouring of support** from compassionate individuals and caring communities yielded more than 50 fundraising events across Ontario this year. From backyards and golf courses to schools and stages, thank you for supporting the families who stay in our “home away from home” in such a special way.

## \$80,000+

14th Annual RMH Thunder Bay Charity Golf Tournament

## \$50,000+

Cargill's FORE! the Houses Golf Tournament

## \$20,000+

Housing Service Inc. Hockey Tournament

Scotiabank – National Mortgage Sales Golf Tournament

Scotiabank Toronto Waterfront Marathon

Targa's Rally for the Kids & Golf Tournament

Toronto Subaru Club Hyper Meet

## \$10,000+

ACN Canadian National Leadership Event

Genworth Canada Golf Tournament

Jays Care Foundation 50/50 Program

4th Annual Korn for Kids

Subaru Canada Inc. Employee Fundraiser

Wildfowl Dinner 2012

## \$5,000+

Barefoot Wine & Bubbly, Gourmet Food & Wine Show

Justice Technology Services Golf Tournament

## \$2,500+

Fan 590 Fundraiser

Foresters Facebook Campaign

Grain Handlers Golf Tournament

Sober Julie's Head Shaving Fundraiser

St. Augustine School Mission Fun Day

St. Clement's School

The Bargain! Shop Holdings Inc. Coin Box Fundraiser

30th Annual Vaughan Golden Classic Golf Tournament

## \$1,000+

Airborne11

Bradford West Gwillimbury Seniors Association Carrotfest

Canadian Jewellery Group

4th Annual Caroling for Kids

Vivian Czank's 9th Annual Yard Sale

Genpak LP Christmas Fundraiser

Johnson Inc. Employee Fundraiser

Juliana & Kiara's Lemonade Stand

Meadowvale Music Theatre

3rd Annual NCR Golf Tournament Putting Contest

Rock the House Benefit Concert

S.A. Armstrong Employee Fundraiser

David Sisam's 400 km Walk

Supida Suwarn's Online Fundraiser

24th Annual Toronto Police Service – 32 Division Slo-Pitch Tournament

Toronto Prep School

## \$500+

Canadian Thrift Stores

CCL Employee Fundraiser

Entertainment Tonight Canada

Graham Ferrell's Pickup Hockey Games

Hoops of Hope 2012

Irwin Memorial P.S.

Keel Cottrell LLP Holiday Fundraiser

Pharmacy Class of 1T2

Probation Officers Association of Ontario

Regional Nursing Services Employee Fundraiser

South Raleigh Fire Department and Community

St. Andrew Catholic School

The Energy Credit Union Limited Employee Fundraiser

Megan Walter Hair Challenge

Whitechurch Highlands P.S.

Coca-Cola Ltd.

Cossette

Danamark WaterCare

El-En Packaging Company

GolinHarris

Kay Chemicals International Inc.

Kruger Products Limited

McCain Foods Ltd.

McDonald's Restaurants of Canada Limited

Mother Parkers Tea & Coffee Inc.

Payworks

Saputo Inc.

Seating Concepts

Smiling Eyes

Sony Canada

Subaru Canada, Inc.

WestJet Airlines

*tribute  
gifts*

## IN MEMORY

### \$500+

Edward Cox

Joel Fletcher

Quinton Fournier-Gervais

Sherri Mortimore

Jason Shelton

Thomas Wilson

## IN HONOUR

### \$500+

George Cohon

Bryan Cytrynbaum

Jordyn Gravelle-Fortes

Matthew Hall

The Lang Family

Janice Todd

*gifts &  
services  
in kind*

## \$5,000+

ACE Bakery

Agropur Division Natrel

BFI Canada

# thanks to our donors

**thank you to our capital donors** for your extraordinary dedication and contributions in building the new House. Because of your commitment we were able to serve more than 500 families in the first year on McCaul Street. Thank you for making such a significant and lasting difference in the lives of so many families.

**to all our annual donors, partners and suppliers,** our most profound gratitude for the gift of your ongoing support. Your steadfast commitment makes a difference in the lives of families staying at the House every day.

## \$100,000 +

CCL Industries Inc.  
McDonald's Restaurants of  
Canada Limited  
Ronald McDonald House  
Charities Canada  
Anonymous

## \$50,000 +

NCR Canada Ltd.

## \$25,000 - \$49,999

CIBC  
SAP Canada Inc.  
VALE CANADA LIMITED  
R. Ward

## \$10,000-\$24,999

Colby Armstrong Family  
The Mitchell and Kathryn Baran  
Family Foundation  
Karen Bishop  
George & Susan Cohon  
Colliers International  
Mackenzie Financial Charitable  
Foundation  
Newell Rubbermaid Canada  
O.C. Tanner Recognition  
Company Limited  
Satyam Computer Services  
Limited  
State Street Foundation  
Subaru Canada, Inc.  
Telus  
Thames Valley Building  
Products Ltd.  
Estate of Karl Heinz Waldie

## \$5,000-\$9,999

Aloris Mercantile Corporation  
Ron & Sharon Baruch  
Blake, Cassels & Graydon LLP  
Canadian Tire - Eaton Centre

Cash Converters  
CentreCourt Developments Inc.  
Cervini Painting & Decorating  
Ltd.  
CIBC Children's Foundation  
John & Patty Davis  
Dipucchio Family  
FundSERV Inc.  
Gazzola Paving Limited  
Joan Hill  
Andrew & Leslie Hoffman  
Insight Information Co./ALM  
Media Canada, Inc.  
Margaret Irwin  
David & Charlene Klein  
Louis & Susan Lucido  
The Alice & Murray Maitland  
Foundation  
Vaughn & Wayne Marshall  
Martin-Brower of Canada Co.  
Kate McGilvray & David Pathe  
Ken McGowen & Mary Ward  
Earle & Janice O'Born  
O'Connor Family  
Pride Pak Canada Ltd.  
Sarah Richardson & Alexander  
Younger  
Sherritt International  
Corporation  
Don & Janet Thacker  
Timbercreek Asset Management  
Syl & Irv Ungerman  
Wellington Laboratories Inc.  
Marty White & Michelle Archer  
Judith Yamamoto  
**\$2,500-\$4,999**  
Adam Altberg  
Bagos Bun Bakery Ltd.  
James Gallagher

H & K Canada Inc.  
Estate of Leo Joseph Hogan  
The Nelson Arthur Hyland  
Foundation  
Interior Care Limited  
Matthew H. Johnson  
Ian & Barbara Mason  
Ramalho Family  
RBC Foundation  
REALTORS Care Foundation  
Gary Reamey  
Ronald McDonald House  
Charities, Inc.

The Philip Smith Foundation

## \$1,000-\$2,499

A & A King Family Foundation  
Accord Financial Group  
Rita Affleck  
Ancon Properties Inc.  
Lois Appleton  
Atlantic Power Corp. /Tunis  
Power Plant  
b2tec Software Ltd.  
Robert & Pat Bauer  
David Baxter  
Norman Beale  
Bell Canada  
John & Bridget Betts  
Bombardier Employee 4C Fund  
T. G. Boone  
Scott Burk  
Cargill Kitchen Solutions  
Cobourg Lakeshore Lions Club  
Joe & Janet Cooper  
Countrywide Homes Ltd.  
Crescent School  
Josh Crew  
Don & Joan Crone

Richard & Kathy Daukant  
Janet Deline  
Judith Deline  
Dillon Consulting Limited  
Dimock Stratton LLP  
Dominion Citrus Ltd.  
Lynn Factor & Sheldon  
Inwentash  
Klaus & Rose Feikes  
Geoffrey & Martha Fell  
J. Patrick Gibson  
Mrs. C. Warren Goldring  
Keith Goranson  
Kevin Goranson  
Graham Family  
Great-West Life Assurance  
Company  
Harvey & Annice Frisch Family  
Foundation  
Haworth Inc.  
Brenda & Dave Hederson  
Ernest & Rivette Herzig  
Kristian & Margaret Isberg and  
the Isberg Family Foundation  
Bruce & Leslie Jackson  
Joint Residential Construction  
Association  
Robert Kennedy  
The Warren & Debbie Kimel  
Family Foundation  
Knights of Malta  
Audree Koehle  
Arnold & Carmen Kondrat  
Alex Lane  
Donald E. Langill  
Robert Lapointe  
Drew & Hyla Laszlo  
Silvio & Fiorina Latin  
Michael Lay

Stephen Lister & Molly Rundle	Adams + Associates	Beth Goldberg	Karen Reisman
Bruce & Barbara MacGowan	Amanda Armstrong	Jane Goldberg	Carrie Richmond
Judy MacGowan	Leonard & Susan Asper	Dhanwantie Gonsalves	Alfredo Romano
Robert & Molly Mackenzie	Atlantic Association of Community Business Development Corp.	Philip Grosch	Rosati Construction Inc.
Saverio & Allison Manafa		Dave & Erica Harris	RYCOM Inc.
Jane & Steve Marco	Jonathan & Aileen Baird	Dr. Herb Harris	Mathieu Sabourin
Betty McCauley	Andrew & Lindsey Ball	Harvey Kalles Real Estate Ltd.	Barbara Saipe
Graham McLeod	Paul Bandy	Frederick & Margaret Hennig	Georgia L. Sanderson
Jamsheed Mehta	bartMAC Management Inc.	Dr. Patrick Hewlett	Leilani Santos Pincay
Rick Mercer	Lillian Batson	Maurice & Ellouise Hoggard	William T. Sargent
Peter Miller	Ely & Gail Benzaquen	Hydro One	Gareth & Monique Seltzer
Greg & Lynn Mills	Efrim Boritz & Naomi Fromstein	Importers Transport Council Transrate Inc.	Sparrow Lake Women's Institute
Modern Niagara Toronto Inc.	Dave Borowsky	Investors Group	St. Mark's Presbyterian Church
C. Morrissey	Martin Braun	Tim Irwin	Grete Staudinger
Munich Life Management Corporation	Tim Bristow	J.S. Cheng & Partners Inc.	Sunderland United Church Women
Kevin O'Connor	Brookfield Multiplex Construction Canada	Len Jillard	Liz & Matt Tedford
Roman Olijnyk	John Bruner	Ladies Auxiliary of the CIBPA	Telus Community Affairs
OPG Employees' & Pensioners' Charity Trust	Terri Bulger & David Honderich	Thomas Little	Tender Wishes Foundation
Charles & Lore Ormrod	Janet Bush	Lou & Pearl Litwin	Liane Thomas
John Orr	Cambria Design Build	Roy & Marny Loach	Frank Thompson
Anita Price	Rose Cammareri	Chris Lobbecke	Doug & Elizabeth Thomson
Procor Limited	Estate of Robert E. Cavanaugh	Louis Pradal and Sons Ltd.	Nella Tobia
Aaron & Heather Regent	William Coady	M.J. Labelle Co. Ltd.	Toronto Police Association
Dave & Susan Reibel	Mark & Suzanne Cohon	Rory & Marlene MacKinnon	Transcom Worldwide (North America) Inc.
William Rodgers	Jarline Cymbalisy	Anne Manson	Francois Tremblay
John Rowett	D.A.S. Ivison	Ray Mantella	Union Photography Inc.
Dr. Molly & Mr. Stephen Rundle	Marcus Dancer	Kevin Marshman	Lori Vaudry
Gary Scholl	Bob Davies	Martinrea Automotive Systems Ajax	Eric & Nora Versteeg
Allan Steckly	Marco & Bianca De Paolis	Chetan & Clara Mathur	David Wake
Sudbury District Nurse Practitioner Clinics & Board	Stephen Dembroski & Andrew Taylor	Rob Mattacott	William & Margaret Walker
Symcor Inc.	Michael Dobrijevic	Mary E. McCaig	Jillian Walsh
TD Bank Group	Peter & Kathy Doering	Don & Judy McCulloch	Western Management Consultants of Ontario
The Guarantee Company of North America	David Drury	Stuart McKay	Ken Whent
Richard Todd	Fredrik Eaton	Don McLaren	Dr. Hilary Whyte
UBS Securities Canada Inc.	Richard Ellis	Sarah & Tim Medeiros	Anne Wighton & Kyle Reid
United Way International	Essex Hybrid Seed Company Limited	J. Brian Medjuck	Aaron & Nina Wine
USW/TCU Unit Lodge 650	Tony Fairclough	Michael Graydon Pictures	Courtenay Wolfe
Veranova Properties Ltd.	Carole Ferris	Robin Mirsky	Kim Yeandle
Virginia Macdonald Photographer Inc.	Sandra Ferris	Steve & Debbie Onlock	
Mark & Jackie Vrooman	Simon Finch	Ida Palma	
Staff Association Charity Trust of The WSIB	Joe Francavilla	Deloraine Paterson	
Anonymous	Forge Francella	David Patterson	
<b>\$500 – \$999</b>	Angie Geatros	PPI Consulting Limited	
A. Holliday & Company Inc.	Anthony Gentles	Sandra & Maurice Raizes	
	Alison Globber	Deborah Rak	
	Brian Gluckstein	Ranger Resources 1039421 Ont Inc.	

Our donors are very important to us. Every effort has been made to ensure that the listings in our Annual Report are accurate. For a full listing of donors contributing \$250+, please go to [rmhtoronto.org](http://rmhtoronto.org). Please notify our Development Office at (416) 977-1346 of any omissions or changes.

# FINANCIAL REPORT

## TORONTO CHILDREN'S CARE INC.

### Condensed Statement of Operations and Changes in Net Assets

YEAR ENDED	October 31 2012	October 31 2011
<b>REVENUE</b>		
Donations and fundraising - annual	\$ 3,300,689	\$ 1,639,440
Donations and fundraising - capital	3,907,705	7,721,792
Gain on sale of capital assets	870,793	-
Room payments	293,117	139,150
Net investment income (loss)	497,865	(7,863)
	<b>8,870,169</b>	<b>9,492,519</b>
<b>EXPENSES</b>		
Fundraising	981,835	748,443
Program - Family Services	728,911	458,465
Program - Operations	1,073,786	571,520
Administration	385,105	263,985
Amortization	1,137,141	305,385
	<b>4,306,778</b>	<b>2,347,798</b>
<b>EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR</b>	4,563,391	7,144,721
Fund balances, beginning of year	36,591,230	29,446,509
<b>FUND BALANCES. END OF YEAR</b>	<b>\$ 41,154,621</b>	<b>\$ 36,591,230</b>

### Condensed Statement of Financial Position

AS AT	October 31 2012	October 31 2011
<b>ASSETS</b>		
Cash and cash equivalents	\$ 2,549,834	\$ 2,217,863
Marketable securities	7,906,999	3,136,358
Accounts receivable, prepaid expenses and other	441,316	1,020,000
Capital assets held for sale	-	4,443,330
	10,898,149	10,817,551
Capital assets	30,823,794	-
Mortgage receivable	750,000	-
Building under development	-	30,979,741
	<b>\$ 42,471,943</b>	<b>\$ 41,797,292</b>
<b>LIABILITIES</b>		
<b>Current</b>		
Accounts payable and accrued liabilities	\$ 607,629	\$ 3,675,123
Loans payable	81,210	-
Bank loan	-	1,530,939
	688,839	5,206,062
<b>Long-term</b>		
Loans payable	628,483	-
	1,317,322	5,206,062
<b>FUND BALANCES</b>		
Operating Fund	2,803,291	1,881,916
Capital Asset Fund	38,351,330	4,443,330
Restricted Fund - Capital Assets	-	30,265,984
	41,154,621	36,591,230
	<b>\$ 42,471,943</b>	<b>\$ 41,797,292</b>

Audited financial statements, including an independent auditors' report by Crowe Soberman LLP, Chartered Accountants, are available upon request from the office of Toronto Children's Care Inc.

*“home  
away from  
home”*



*contact*

**RONALD McDONALD  
HOUSE TORONTO**

240 McCAUL STREET  
TORONTO, ONTARIO  
M5T 1W5

T (416) 977-0458  
F (416) 977-8807

CHARITABLE REGISTRATION  
No. 11885 2631 RR0001

TORONTO CHILDREN'S  
CARE INC.

[rmhtoronto.org](http://rmhtoronto.org)

**credits**

LAYOUT: MARILYN LUFF  
PRINTING: AYLMER EXPRESS LTD.  
PHOTOS: COURTESY OF SMILING  
EYES PHOTOGRAPHY

