



RMHC Ireland

2013 Annual Report



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RMHC Ireland Our Mission

The mission of RMHC, Ireland, is to provide a Ronald McDonald House in order to support families whose children are seriously ill in hospital. The Ronald McDonald House provides accommodation and a caring and supportive environment for families whose children are seriously ill and are hospitalised or undergoing medical treatment at Our Lady's Children's Hospital, Crumlin, Dublin 12



RMHC Ireland Our Vision

Through our committed board members, our caring staff, our dedicated volunteers and our generous donors and supporters we aim to provide a caring and supportive environment for families so that they can stay together when their children are ill in hospital.

A Message from our Chairperson



It is my pleasure to present the Annual Report from the Board of Trustees of RMHC Ireland.

The Ronald McDonald House Charities, Ireland, supports families whose children are seriously ill in hospital. We accomplish this through our Ronald McDonald House. Our House provides a caring and supportive environment for 20 families every night while their seriously ill children are hospitalised or undergoing treatment at Our Lady's Children's Hospital, Crumlin, Dublin 12.

We cannot provide this service without support. Our annual running costs are in excess of €300,000. This money is raised each year through our many fundraising events. I would like to take this opportunity to thank all of our very generous supporters. Your generosity makes an enormous difference to so many families.

I would like to extend my appreciation and my gratitude to all our Board Members who give so willingly and so freely of their time and commitment throughout the year.

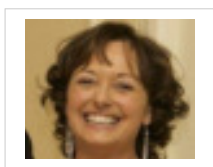
Since we opened in November 2004 we have provided a very valuable and necessary service for in excess of 2,400 families from all over Ireland which amounts to almost 55,125,000 bed nights. It is not numbers that makes our House a Home. It's the people - the staff, the volunteers, the donors, the families and the community. It is the warmth, the sharing of joy and sorrow, the listening ear and the supportive hug, the courage and the love that makes our House a Home. On behalf of the Board of RMHC Ireland I would like to thank you all for making what we do possible.

During 2013, the charity sector has been damaged by a small number of issues relating to finance and governance. Of necessity, regulation of the overall sector will need to be implemented in a manner that regains public trust. We very much welcome the appointment of a CEO to the new Charities Regulatory Authority and we view it as an important step in the implementation of the Charities Act. RMHC is committed to the highest standards of governance. Our charity will always remain in the vanguard of those which ensure that funding raised through the generosity of all our donors will remain maximally available for the purposes for which it was donated.

2014 will be a busy year for The Ronald McDonald House Charity, Ireland. We have launched our Capital Campaign to raise funds for a New Ronald McDonald House which we hope to provide alongside the New National Children's Hospital when it opens in 2018. Your continued support will be necessary and very much appreciated by us all.

Regards,
Dr. Bruce Mitchell
Chairperson
RMHC Ireland

RMHC Ireland Board of Trustees



Chairperson: Dr. Bruce Mitchell, MBBCh, FRCP, FRCPI

CEO (Volunteer): Marian Carroll

Secretary: Brenda O'Loughlin (McDonald's Owner Operator, Tullamore & Portlaoise)

Treasurer: Pat Keogh (CEO, Leopardstown Race Course)

Trustees:

Marcus Hewson (ex M.D. McDonald's Restaurants of Ireland Ltd.)

Alison Cowzer (Managing Director, The Company of Food)

Jimmy Edwards (Director of Operations, Franchising & Supply Chain McDonald's Restaurants of Ireland)

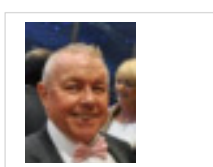
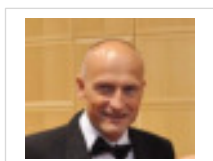
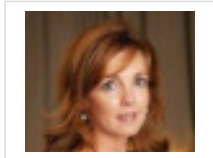
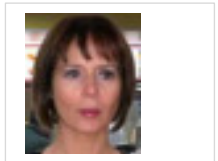
Dave Bobbett (Owner H&K International)

Dr. Aengus O'Marcaigh (Consultant Paediatric Haematologist Our Lady's Children's Hospital Crumlin)

Mike Ruding (McDonald's Owner Operator, Drogheda & Navan)

Shane Jennings (Ireland & Leinster Rugby Player)

All Board Members, including our CEO, kindly donate their time and their services Pro Bono



Board Sub Committees

Fundraising Committee: Alison Cowzer, Marian Carroll, Mike Ruding, Shane Jennings, Marcus Hewson, Jimmy Edwards

Finance Committee: Pat Keogh, Brenda O'Loughlin, Dave Bobbett, Bruce Mitchell, Kevin Keenan

House Committee: Marian Carroll, Aengus O'Marcaigh, Mairéad Lavelle

New Hospital Committee: Bruce Mitchell, Marian Carroll, Alison Cowzer, Dave Bobbett, Kevin Keenan, Pat Keogh

McDonald's Owner Operator Liaison: Mike Ruding, Brenda O'Loughlin

McDonald's Restaurants Ireland Ltd. Liaison: Jimmy Edwards

Hospital Liaison: Aengus O'Marcaigh

Additional Committees

Golf

Marian Carroll
Liz Nolan
Richard Boland

Ball

Marian Carroll
Liz Nolan
Alison Cowzer
Anne Donegan
Anne King

Cycle

Mairéad Lavelle
Anne King
Sheena Dalton
Jenny Farrell
Pat Keogh
Geraldine Gleeson
Michael Reidy
Sinéad Dunne
Anne Redican

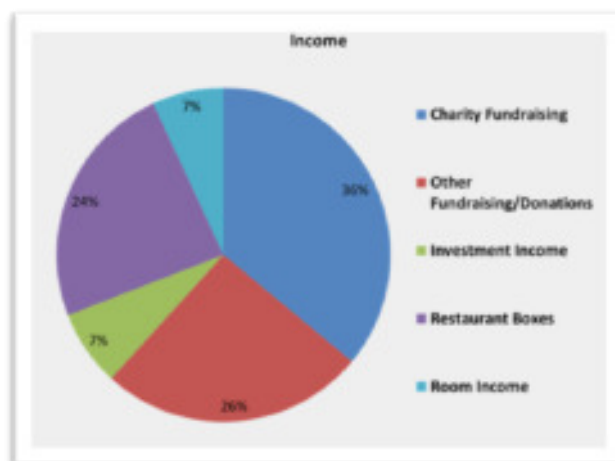
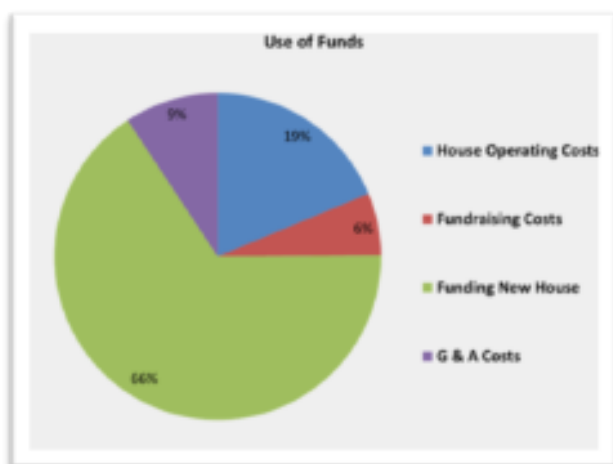
RMHC Ireland Ambassadors: Shane Jennings & Brenda Donohue

Message from the Treasurer / Pat Keogh

The past year has again demonstrated the wonderful support we receive from so many people. The generosity of individuals and corporations who donated in 2013 is not only appreciated by RMHC Ireland but also by the many families who have stayed with us throughout the year.

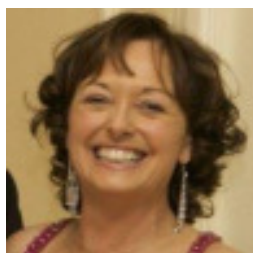
€926,878 was raised in 2013. This support allows us to operate The House, look after our families and assists us greatly as we look to fund the building of a New Ronald McDonald House which we intend to open alongside the New National Children's Hospital.

The Ronald McDonald House Charity Ireland is committed to efficiency, transparency and accountability to ensure the funds we receive are used to benefit the families we serve.



Full Audited Financial Report available: www.rmhc.ie

RMHC Ireland & The Ronald McDonald House



Message from Marian Carroll, CEO (Volunteer) RMHC Ireland

With two full time staff members and six part time staff a considerable amount of work was done in 2013 by very few but very dedicated people. We could not look after our families or conduct our fundraising events without the help and support of our staff and our many wonderful volunteers. I have been involved with the charity for the past 13 years and I can honestly say that the dedication and involvement of both the staff and the volunteers makes life so much easier for our families at a time when they need help the most.

Many thanks to each and every one of you for helping our families through these difficult times.

Charity Staff

CEO (Volunteer): Marian Carroll

Charity Administrator: Liz Nolan

Digital Marketing & Fundraising: Anne King

Chief Financial Officer: Kevin Keenan

House Staff

House Manager: Mairéad Lavelle

Assistant House Managers: Sheena Dalton & Jenny Farrell

House Keepers: Sandra Seery & Martina Quirke



Volunteers 2013

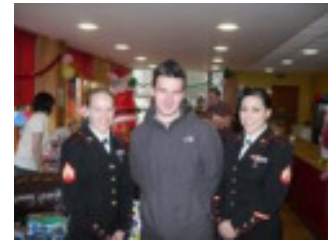
Volunteer Hours: 3607: Savings €97,500

Our Volunteers are involved in so many areas both in the Charity and in The House. They help with cooking, cleaning, gardening, painting, plumbing, electrical, administration and IT. Whatever job we need looked after there is always a Volunteer there to help.

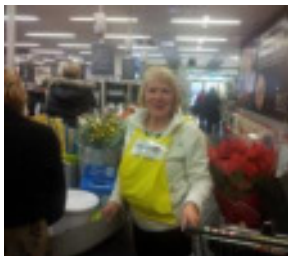
Aideen Twomey
Áine O Doherty
Anita Egan
Anne Donegan
Anne O Mahony
Anne Redican
Antoinette Layden
Aoibhinn Murphy
Audrey Dempsey
Berenice McCormack
Brendan Corrigan
Catherine Smith
Collette Keenan
Donna Murphy
Eddie Joyce
Eileen Mitchell
Emma Grey

Irene O'Reilly
Jade Louise Byrne
Jenny Malone
Karen Cline
Kathy Prendergast
Laura Browne
Maeve Cahalan
Margaret Brogan
Marian Carroll
Marian Gallagher
Martin Knowles
Mary Hurley
Mary Mahon
Mary Merriman
Mary O'Reilly
Matt McElheron
Niamh Marron

Noeleen Saunders
Noelle Jameson
Patricia Keeley
Paula Knox
PJ McGarry
Ross McCarthy
Sandra Fogarty
Sarah Malone
Scott Byrne
Sean Mahon
Sinead Dunne
Siobhan Larkin
Siobhan Palmer
Sue Cole
Teresa Hudson
Valarie Killeen
Zita McAlister



Message from one of our Volunteers: Berenice McCormack



My name is Berenice and my family jokingly refer to me as 'Mrs Bouquet'. I retired from a pressurised office environment in 2010. After a short period of enjoying a relaxing new lifestyle my sister-in-law Mary, handed me a Newsletter called 'The Open Door' with a page earmarked and said "this is for you". It was an advert for the Ronald McDonald House seeking volunteers who could give a couple of hours a week or a month to assist with the day to day housekeeping chores.

While the House was practically on my doorstep and I passed it almost daily I never actually stopped to think what went on in this big house behind the grey walls of Crumlin Hospital grounds. As I had the time I offered my help and was pleased to be accepted.

On my first day there to say I was astonished is an understatement. What struck me most was the dedication and commitment of the small number of staff who ran the house in an efficient and relaxed manner. The house was welcoming and comfortable with a lovely atmosphere creating a homely feeling for families staying for perhaps days, weeks and even months. I was touched by the spirit of the families I came in contact with and their constant struggle to support their sick children despite the stress they must endure 24/7.

I'm part of the Tuesday team and while there is always plenty of housework to be done it's never dull. We all work well together and enjoy fun moments with lots of laughter and banter.

When I leave the house each week I feel uplifted that I have contributed albeit in a small way to having made a difference and would say to others who have time on their hands to consider volunteering as I know from experience that the satisfaction I receive is more than I could wish for.

Families in the House

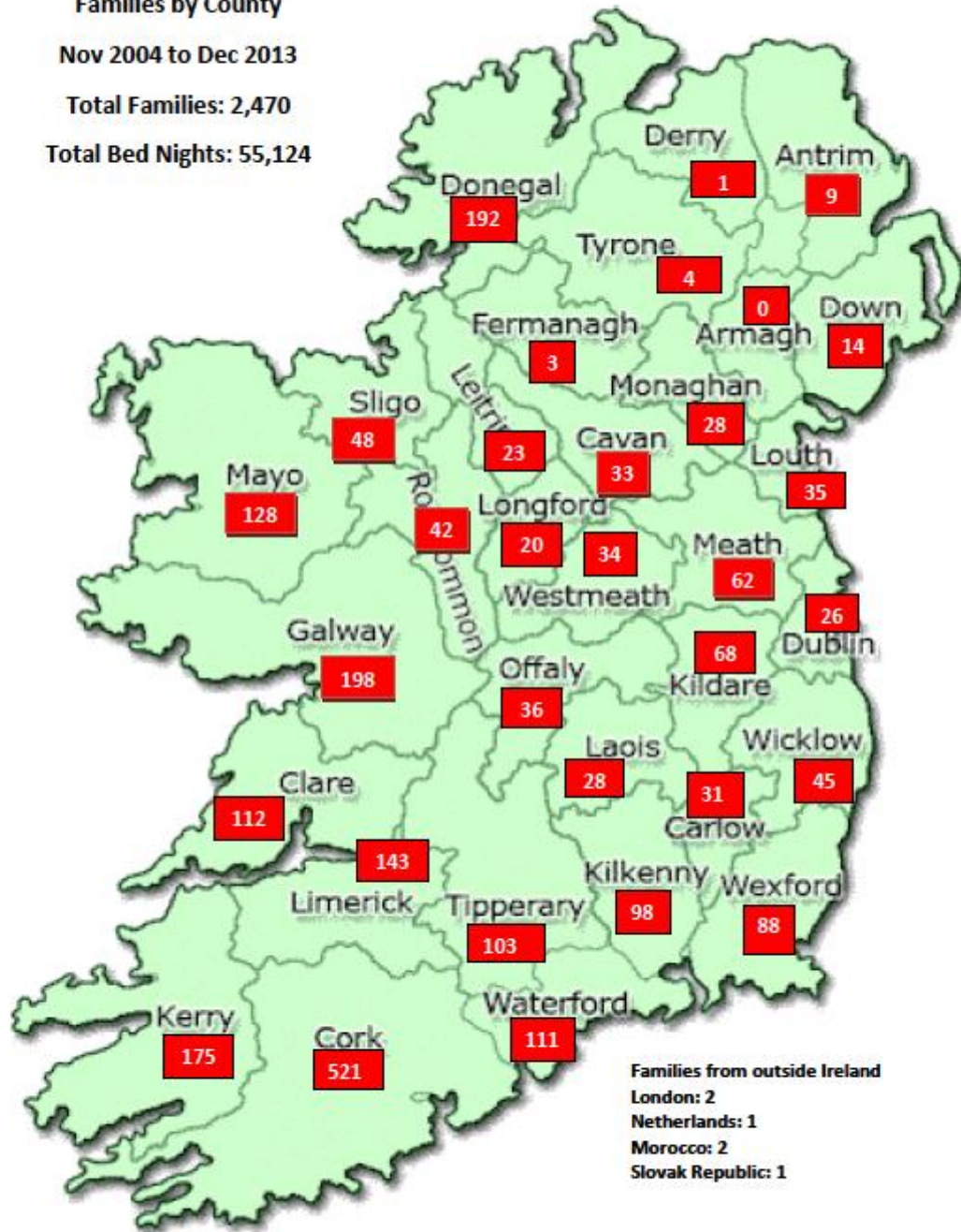


Families by County

Nov 2004 to Dec 2013

Total Families: 2,470

Total Bed Nights: 55,124



House Occupancy

Number of Families 2004 – 2013: 2,470

Occupancy 2013: **96%**



Family Stories

Roisin Foy

When I arrived at the hospital in Cork late on Thursday 10 January 2013 I was a seriously ill little girl. We were told I would need to go to Our Lady's Children's Hospital in Crumlin for immediate surgery. My Mam had to stay in Cork to mind my twin, sister, Muireann. It was so hard to say goodbye. In the early hours of Saturday morning my monitor went into continuous alarm. I heard screaming and then the sounds began to quieten, the lights started to dim. I was dying. I was one and a half days old. I was rushed to the cardiac ward where they stabilised my condition and saved my life. I underwent heart surgery the next day.

Muireann & Roisin



Mam was still in the maternity hospital in Cork with Muireann. I was in cardiac intensive care in Crumlin. Muireann and I had been together for thirty seven weeks and I missed her. Things did not go so well at first in intensive care. The doctors said breast milk a number of times per day might help but Muireann needed breast milk too. Mam and Muireann could not leave Cork until proper accommodation was organised in Dublin. I was now five days old. I was still in ICU. I was missing my mam so much. That day Mairéad from The Ronald McDonald House called to say she had a room for us. That phone call was to change so many things for us as a family. Mam and Muireann arrived in Crumlin on Wednesday. What a feeling it was to be cuddled by my mam after six long days. I felt my Mam's warmth again, I heard her familiar heartbeat and I felt safe. Muireann and Dad got to be together that day too. A few days later I was moved out of ICU and for the first time Muireann and I slept in our cot together. We were ten days old. The Ronald McDonald House made this possible.

Over the next six weeks or so The Ronald McDonald House was our home. We will always know it as 'The House'. I am now nine months old and have had six surgeries in Our Lady's Hospital. The House was there for us each time. The House does not just provide a roof, a bed and a place to prepare a meal. It is a home for families that are going through the worst time imaginable. It is staffed by the kindest people. People who know what families are going through and who look after us in so many ways. People who take time out of their lives to help families like us stay together during a most difficult time. The Ronald McDonald House is unique.

Joanne & Elaine Connolly

My name is Joanne Connolly. I am sixteen years old. Two years ago I was diagnosed with restrictive cardiomyopathy (the weakening of the heart muscle). I was then assessed for a heart transplant in great Ormond Street Hospital in London, but deemed too well. This summer 2013 I got a virus and deteriorated from then on. I was listed for transplant at the beginning of September. From the time we get the call that there is a donor available I only have four hours to get to London. I am from Kilkenny and it wasn't possible to get to London from Kilkenny to Baldonnell air base (we get to go on a cool jet) on time so my mother and I had to move to Dublin. We got a place in the Ronald McDonald House.

It is the most amazing place. I've met such inspirational people, each and every one of them has a story, not a very happy one but it is not an unhappy house! There is always such a lovely atmosphere around the place. You get to know the people staying in the house and you get to follow and help them through their journey and vice versa. I may only be sixteen but I'm old enough to appreciate the absolute kindness shown by the staff and the army of volunteers here. Our dinners get cooked almost every day by different companies and independent volunteers. You might be having a bad day and they always manage to cheer you up. Yes I miss my friends, home and school but being here doesn't make it so bad. Thank you Ronald McDonald House you're everything a home is.



House Events 2013

Since The House opened in November 2004 we have provided accommodation, care and support for in excess of 2,470 families from all over Ireland. The House is more than bricks and mortar. The House provides a caring and supportive environment and a safe haven for families with sick children. We could not provide this environment without the many volunteers who come to the house each week to help look after the families. During 2013 we had lots of happy events in the House. Thank you for helping us to look after our families. (Mairéad Lavelle, House Manager)

Bank of Ireland staff have been volunteering in The House since our early days. Various staff groups visit The House throughout the year and cook for our families.



Many Teams from **Dell Ireland** came to The House this year in order to prepare meals for our families.



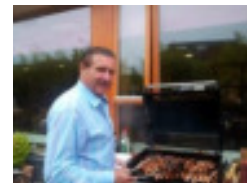
US Marines came to visit The House with **Stuart Dwyer, Chargé d'Affaires, US Embassy** on 20th December.
#Toys for Tots.



McDonald's Kylemore deliver food every month

Summer BBQ

We had a wonderful BBQ in June organised by our great supporters Geraldine Gleeson & Frank Ennis. Ronald came to visit and we were entertained by Brian Carey. What a day!



Christmas Party

For the past 5 years Child's Play Crèche, Newbridge, owned by Georga & Conor Dowling, have organised our Family Christmas Party. They bring the decorations, the presents, the food, the cooks, Santa and the help and do an amazing job on the day – one of the highlights on our calendar. Many thanks to all at Child's Play.

Conor & Georga also came on Christmas Day and cooked dinner for our families. Thank you.



J.C. Gonzalez-Mendez

President & CEO, Ronald McDonald House Charities visited the House in September with Adrian Crean, MD McDonald's Ireland, to meet Families, Staff and Board Members.



Fundraising Events 2013

A very sincere **Thank You** to everybody who supported all our fundraising efforts in 2013. We would also like to thank all those individuals and companies who did their own fundraising for the Ronald McDonald House

House Cycle (April)
Raised: €49,034



Plaster Campaign (June)
Raised: €19,312



Golf Classic (May)
Raised: €26,507



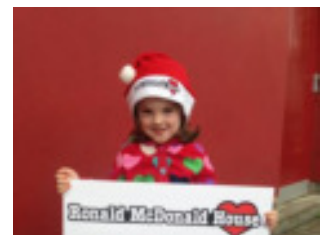
Gathering Ball (October)
Raised: €200,000



McHappy Day 23rd Nov
Raised: €26,507



Santa Hats Nov/Dec
Raised: €67,687



Sales Force Golf Day
Raised: €7,630



Dance Benefit in Carlow
Raised: €5,060



Waterford Rotary Cycle
Raised: €5,000



Big Tom, Margo & John Glenn
Raised: €12,600



McDonald's Football Event
Raised: €10,850



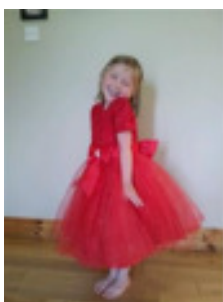
Abbeydorney Weekend
Raised: €14,443.69



Various Marathons
Raised: €29,603



Other Family & Individual Fundraising
Raised: €66,817



Life of Riley Ball
Raised €11,395



Nevin Maguire Night
Raised €6,272



Golf Day in aid of Daniel Crowley
€12,810.66



RMHC Gathering Ball



Throughout 2013, Ireland opened its arms to hundreds of thousands of friends and family from all over the world, calling them home to gatherings in villages, towns and cities.

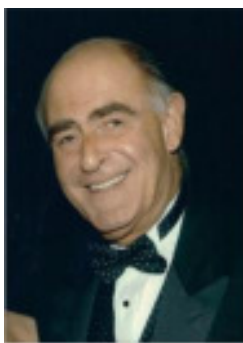
RMHC Ireland linked up with Gathering Ireland in order to invite our friends and supporters to join us for what was a Spectacular Gathering Ball in aid of The New Ronald McDonald House.

We showcased the very best of Irish Food, Entertainment and Hospitality in the spectacular Dublin Convention Center with amazing views of Dublin.

Almost 600 guests from 13 different countries attended on the night. €200,000 was raised for The New Ronald McDonald House which will open alongside The New National Children's Hospital on the grounds of St James's Hospital, Rialto, Dublin.

A special Thank You to McDonald's Ireland, H&K International, The Kerry Group and Martin Brower for being our main sponsors.

We were honoured to recognise Peter Grimm (Metroplex) for his long-term support of RMHC Ireland.



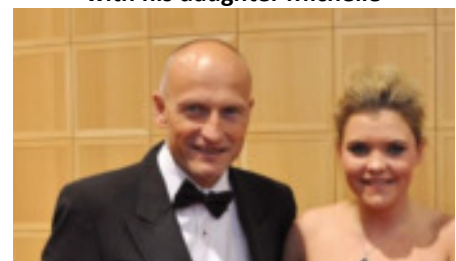
Shaun & Barbara McLoughlin (Katie's Parents) who attended on the night from Donegal



Shane Jennings (RMHC Trustee) and Katie who launched the Gathering Ball



Dave Bobbett (MD, H&K) RMHC Trustee and one of our event sponsors with his daughter Michelle



Dr Bruce Mitchell (Chairman, RMHC) with Alison Cowzer (RMHC Trustee)



Sponsors & Donors 2013

McDonald's Restaurants of Ireland & Irish McDonald's Owner Operators

A very sincere thank you to Adrian Crean, MD McDonald's Restaurants of Ireland for his and for the company's tremendous support during 2013. We would also like to thank all the Irish McDonald's Owner Operators for their very generous help and support during the year. *Aaron Byrne, Amir Afsar, Bernard Byrne, Brenda O'Loughlin, Chris Pim, Declan O'Driscoll, Elaine Sterio, Gerry Hayden, Ian Carroll, James Perry, Jim Ronayne, Joe Byrne, John Blake, John Gallagher, Kieran McDermott, Malcolm McConkey, Mark O'Halloran, Martin Hoban, Mike Ruding, Morgan McStay, Phil Danaher, Rhoda Cramp, Richard McNamara, Seamus Rawle, Sean Corcoran, Sean Quirke, Siobhan Slater.*

McDonald's Suppliers

We always receive incredible support from McDonald's Suppliers. Thank You.

American Pan Company, AON Risk Solutions, Arthur Gibney Architects, ARYZTA. Britvic, Cawley Nea\TBWA, CJ Ryder, Coca Cola, Colman Reynolds, Dawn Meats Group, Delta Packaging, Drury, DSV, Guenther Bakeries, H&K International, Kay Chemicals, Kerry Foods, L&Bee, Lakeland Dairies, Lamb Weston, Linney Group, Martin Brower, Martin Brower UK, McBurney Transport, McCains, Mediaworks, NASA, Nestle Ireland, Paul Hamilton Plumbing, Reinhold Keller.

Additional Companies

We also have many other companies who have supported us generously during the year. Thank You

ABP Ireland, ARVATO, Ballymaloe Cookery School, Bank of Ireland, Bardahl, Bizquip, Brennan & Foy, Brinks, Butlers Chocolates, Cargil, Carlton Screen, Carton House, Cassidy Wines, Citrix, Clear Channel, Club Travel, Coty Ireland, Curragh Golf Club, Dew Valley Foods, Diageo, Dolmen Construction, Donal O'Buachalla, Doonbeg Lodge, Drury & Lane LLC, Ernst & Young, Espersen Denmark, Extreme Ireland, Faithlegg House Hotel & GC, First Aid Plus, Flahavans, FPM Accountants, G4S, Gara Ryan, Gibson Hotel, Glasson Golf Club, Glenpac Bacon, Griffin & Associates, GSLS, Harmonia Publishing, Hickey's Pharmacy, Investec, Irish coats Guard, Irish Distillers, James Herren, James Whelan Butcher, JC Decaux, John O'Reilly Butcher, Jones Lang LaSalle, Jurys Inn, KAL, Kellogg's, Killiney Castle, KPMG, Largo Foods, Leading Edge, Leinster Rugby, Lotus FM, Louis Copeland, Luttrellstown Golf Club, MacNean House, Mark Baker, Maroak Ltd, Masterlink, McCormick UK, Merc Partners, Miele, MKF Photo Studio, Mount Juliet, Movianta, NAC Swimathon, National Concert Hall, Newstalk, Nicky Kruseman, Pantry Franchise Ireland, Pfizer, PML Group, Powder Room Girls, PRL Group, Radisson Galway, Richmond Marketing, RTE Media Sales, Sales Force, SAP Ireland Ltd, Scherling Plough, Shane Jennings, Sheen Falls Lodge, S-Security Ltd., Simtech, Slaney Foods, Smith Anderson, St Agnes' Music Crumlin, Stafford Lynch, Sunway Travel, Supervalu Greystones, Tesco, The Beauty Parlour Terenure, The Cliff House Hotel, The Company of Food, The Heritage Golf & Spa Resort, The Marker Hotel, The Physio Company, The Shelbourne Hotel, TLI Group, Tom Phillips & Associates, Tom Whelan Butcher, Total Produce, TV3, U Mamma, Valeo Foods, Waterford Castle, Wright Group.

Additional Donors

We have so many families and individuals who make very generous donations to the Ronald McDonald House each year. Last year was no exception. A very sincere **Thank You** to everybody. Your generosity makes an enormous difference to so many families.

**Kellogg's & Tesco kindly donate
product every month**

Kellogg's

TESCO
Every little helps



Dawn Meats kindly donated meat to the House.

Planning for the Future

The New National Children's Hospital at St. James's Hospital

A long awaited decision was reached in 2012 to build The New National Children's Hospital on a site on the grounds of St James's Hospital in Dublin. The hospital will be built on a 6.3 hectare site on the campus of the south inner city hospital and will be finished by the end 2018

The development of the New National Children's Hospital will be the biggest capital project during the lifetime of the current Government. It will merge the three children's hospitals - Temple Street, Crumlin (RMH) and Tallaght - at a single location. "It is essential that the new children's hospital can deliver best clinical outcomes for our children. Co-location with St James's and, ultimately, tri-location with a maternity hospital on the St James's campus, will, the Government believes, provide the excellence in clinical care that our children deserve" (Dr James Reilly, Minister for Health)



Draft design for the new National Children's Hospital



60 Bedroom RMH Manchester

A New Ronald McDonald House

We opened the first Ronald McDonald House on the grounds of Our Lady's Children's Hospital in November 2004. Within a year of opening we heard that a New National Children's Hospital was to be built in Dublin. With only 16 bedrooms in our House and a serious demand for rooms we opened an additional 4 rooms to provide for our families. With news of a New Hospital in a new location we have been reluctant to expand until we received confirmation of the new hospital and the location. With the Government commitment now confirmed we are making definite plans to build a New 50 bedroom Ronald McDonald House alongside the new hospital.

2014 will be a very exciting year for everyone involved with The Ronald McDonald House Charity, Ireland. We launched our Capital Campaign to raise funds for our New Ronald McDonald House at our Gathering Ball and 2014 will see us step up this campaign.

We are looking forward to a busy and exciting 2014

"Thank you for helping us out during the first few months of our daughter's stay in Crumlin. We are so grateful that we could call your house our home during that difficult time. It meant so much that we had a base near our daughter and also that we were able to have the boys come and stay" (Cork Family)



**RMHC Ireland
The Ronald McDonald House
Our Lady's Children's Hospital
Crumlin
Dublin 12**

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Registered Charity Number: 12553

**www.rmhc.ie
facebook.com/RonaldHouseDublin
[@RMHCDublin](https://twitter.com/RMHCDublin)**

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