

Ronald McDonald House of San Antonio, Texas, Inc.



Annual Report

2016

4803 Sid Katz, San Antonio, Texas 78229

Our Mission

The mission of the Ronald McDonald House Charities of San Antonio is to operate charitable facilities, which provide safe temporary living accommodations for critically ill children and their families while receiving medical treatment in the San Antonio, Texas area. The Ronald McDonald House program increases the ability of parents to spend more time with hospitalized children, to interact with their clinical care providers, and to participate in care decisions. It also put families in similar circumstances together so they can interact and lend and receive mutual support. The Ronald McDonald House Charities of San Antonio will also support other causes that improve the lives of children in our community.

Our Programs

Ronald McDonald Houses:

Since 1985, Ronald McDonald House Charities of San Antonio has provided access to quality health care and enables family-centered care for families traveling outside of their community to receive medical care, at nearby medical facilities included but not limited to Children's Hospital of San Antonio, CRIT USA, University Hospital and Methodist Hospital. San Antonio is one of a handful of cities that operate three Ronald McDonald Houses. The Houses are open and staffed 7 days a week, 24 hours a day, 365 days a year.

Ronald McDonald House Family Rooms:

This program extends the comfort of a Ronald McDonald House to a hospital setting located just steps from neonatal or pediatric intensive care units. The Family Room provides the families of critically ill or injured children a place to rest, take showers, grab a bite to eat and even to laundry.

In 2009 two Ronald McDonald Family Rooms were opened in Laredo, Texas. The first opened August 5, and is located in Doctors Hospital. The second room is located in Laredo Medical Center Hospital and opened on October 15.

Why are they needed?

Often a child with a diagnosed disease lives far from the hospital. This creates an especially stressful situation for parents, as they must cope not only with a seriously ill child, but also with the burden of being away from home for days, weeks, and sometimes months.

Before the Ronald McDonald House, the only lodging alternatives were lonely and expensive hotel rooms, or hospital cots. Finding themselves in a strange city, away from the crucial support of friends and relatives, many parents found this to be a desperately unhappy experience— at a time when their child most needed their strength, and encouragement.

The Ronald McDonald House is a home for these families. The House gives them a place where they can break away from the hospital, yet be available at a moment's notice. Just as important, it is a place where parents can meet and talk with other families who are experiencing some of the same fears and concerns, and establish a mutual support system so critically needed at this time.

Values

Ronald McDonald House Charities of San Antonio believes in the following values:

➤ *Caring*

- We make each individual family feel welcome and special by treating them with respect, empathy, and sensitivity.
- We maintain a compassionate and comfortable home where families find a respite from the stress of caring for a sick or injured child, and where they can receive and give understanding and mutual support to one another.
- We maintain a safe and secure environment for the families we serve.

➤ *Quality*

- We are committed to quality, excellence, and continuous improvement in all that we do.

➤ *Stewardship*

- We are ethical and responsible in the use and safeguarding of our financial and human resources.

➤ *Teamwork*

- We work collaboratively with Board, staff, volunteers, funders, and other community stakeholders to accomplish our mission.

HOUSE STATISTICS

2016 Average Occupancy

Lewis Street	67%
Medical Center	95%
Children's Hospital of San Antonio	42%

2016 Families

Total Number of Families Served	1,500
Families Turned Away in 2016	261
Emergency Space Used	138
Number of Nights Occupied	1,500
Average Length of Stay	1 – 3 nights
Cab Vouchers Provided	\$1,000.00

2016 Top 5 Diagnoses

Cerebral Palsy	246
Pre-natal	187
Cardiovascular	176
Cancer/Leukemia	145
Respiratory	135



STATES SERVED **(Including Texas)**

Alabama
Alaska
Arkansas
Arizona
California
Colorado
Illinois
Indiana
Florida
Georgia
Kansas
Louisiana
Maryland
Mississippi
Missouri
New Jersey
New Mexico
New York
North Carolina
Ohio
Oklahoma
Pennsylvania
Tennessee
Utah
Virginia
Washington
Wisconsin

COUNTRIES

Bolivia
Dominican Republic
Germany
Italy
Mexico
Nigeria
Peru
Tepic May



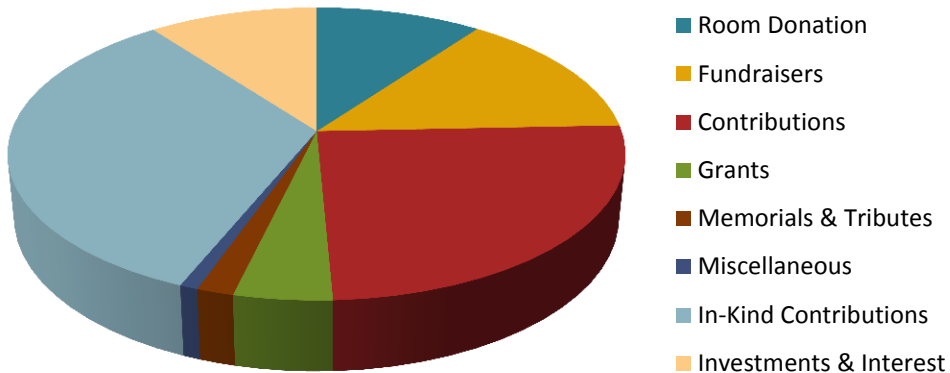
Accomplishments - Over the last 5 years

- In 2016 we re-opened our third House to a 16 bedroom home, after an expansion and renovation project at our Ronald McDonald House at Children's Hospital of San Antonio.
- The San Antonio Medical Foundation provided the land for our 4th Ronald McDonald House which will be built in the Medical Center area. This will give us the ability to expand our services to more families of seriously ill or injured children.
- In 2016 we celebrated 31 years of the opening of the first San Antonio Ronald McDonald House located on Lewis Street.
- In the last 5 years our homes have served over 7,289 families of critically ill and injured children.



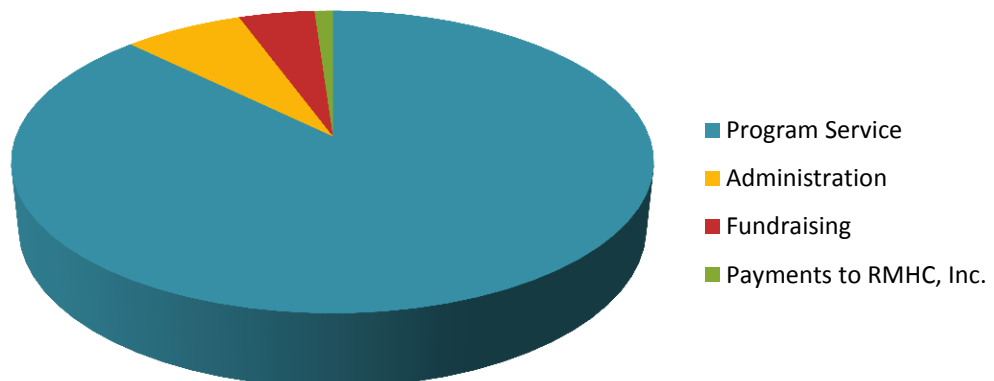
PUBLIC SUPPORT AND REVENUE

Revenue



EXPENSES

Expenses





**Ronald McDonald
House Charities®**
San Antonio

Locations

Ronald McDonald House
227 Lewis Street
San Antonio, Texas 78212
210.223.6014

Ronald McDonald House
4803 Sid Katz
San Antonio, Texas 78229
210.614.2554

Ronald McDonald House @
Children's Hospital of San Antonio
333 N. Santa Rosa Street
San Antonio, Texas 78207
210.704.4968

Ronald McDonald Family Room
@ Doctors Hospital of Laredo
10700 McPherson Road
210.614.2554

Ronald McDonald Family Room
@ Laredo Medical Center
1700 E. Saunders St.
Laredo, Texas 78044
210.614.2554

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