



**Ronald
McDonald
House**[®]

South Central
Ontario



Hodgson-Marshall family
Guelph ON | 290 nights

**2025
Annual Report**

Morris family
Waterloo ON | 208 nights



Honouring the land we share ❤️

We are privileged to support families from across South Central Ontario on lands that have been stewarded by Indigenous peoples for thousands of years. Ronald McDonald House South Central Ontario is situated on the traditional territory of the Haudenosaunee and Anishinaabe nations, covered under the Between the Lakes Treaty No. 3 and protected by the Dish with One Spoon Wampum agreement. In addition to our House, we operate programs within the Marotta Family and Waterloo Regional Health Network @ Midtown hospitals, and we honour those lands on which we provide our services to families. We acknowledge the enduring presence of Indigenous peoples and their deep, ongoing connection to this land. As guests on these territories, we give thanks to those who have cared for them for countless generations. We commit to listening, learning, and advancing reconciliation through ongoing education and conversation that deepens our understanding of Indigenous histories, perspectives, and culturally safe care.

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A message from our Board Chair

I am immensely proud of the progress we achieved this past year in support of our families at Ronald McDonald House South Central Ontario. As we closed our 33rd year of providing comfort and care, we had the privilege of serving more than 750 Families and welcoming an additional 164,000 visitors to our Family Rooms. These remarkable numbers reflect both the growing demand for our services and the compassion of the community behind our mission. Notably, our Family Rooms remain the busiest in Canada - something made possible only through the dedication of hundreds of volunteers and supporters. Thank you to each and every one of you.

My wife, Marcia, and I continue to volunteer whenever we can - serving meals and connecting directly with families. Each year, we also make it a tradition to attend the Light Up The House event, cherishing the joy of the season reflected on the faces of the children in attendance. For us, it truly marks the beginning of the holidays.

It is a privilege to serve in this role and to remain closely connected to the mission delivered each day by our remarkable team. Supporting these inspirational families - who show extraordinary resilience in the face of unimaginable challenges - is a true honour. This is what drives our commitment to ensuring no family faces these moments alone. This year, we continued to reinvest in our facilities, strengthen our programs, and expand access to nutritious meals - ensuring families receive care, comfort, and dignity when they need it most.

Thank you to everyone who supported our families over the past year. Your generosity made a meaningful difference. I am also deeply grateful to my fellow Board members for their ongoing dedication and guidance. As we look ahead, we remain committed to providing compassion, care, and steadfast support to our community in the year ahead and beyond.

With heartfelt thanks,

Paul Matteis
Board Chair

A message from our CEO

2025 was an incredible year at Ronald McDonald House South Central Ontario - one shaped by compassion, connection, and the strength of the families we are privileged to serve. Every day, we're reminded why we're here: to be a place of comfort, care, and community for families navigating some of life's hardest moments. Or, as we often say, *if you have love, share it. If you need love, pick it up.* That spirit lives in everything we do.

At RMH, we know that in the most difficult moments, family stays - and we are here to ensure they have the support and space to remain close to their child when it matters most. Thanks to our dedicated team, volunteers, generous donors, valued corporate partners, and our Founding & Forever Partner, McDonald's, we continued to enhance the care and comfort we provide. At the House, we introduced a new playroom, renovated guest rooms, and enhanced our wellness room. We also added one more guest room, bringing our capacity to 41 families at a time. In our Family Rooms, we expanded access to nourishing meals, including weekly hot soup service and more frozen meal options - helping ease the day-to-day burden so families can stay close to their child's bedside.

Looking ahead to 2026, we're excited to build on this momentum - further expanding meal programs, supporting more families in our Family Rooms, and continuing to enhance our House as a true home away from home. While much has grown, our purpose remains the same: to provide comfort, care, and a sense of community to families of sick children - because when it matters most, family stays.

With gratitude,

Mario De Divitiis
CEO

**“If you have love, share it.
If you need love, pick it up.”**

Relax



Board of Directors

Paul Matteis
President

Gillian White CA, CPA
Treasurer

Steve Tanner

Michael Kemp
Past President

David Millen

Kathie Gilmour

Mary-Anne Drummond
Vice President

Ryan Sgro


Julie Dell'Aniello

Bruce Squires

Val Jedras

**Meet the
Harris family!**



 **Hometown: Kitchener ON**
 **128 nights stayed**

A mother's voice, a daughter's fight

When I arrived at McMaster Children's Hospital at just 21 weeks pregnant, the conversation immediately turned to loss - 21 weeks is extremely premature. Miraculously, our amazing medical team found a way forward, and three weeks later, I delivered our daughter, Zunayrah, by emergency C-section on February 5.

Because of life-threatening infections myself, I was placed in isolation and couldn't meet her right away. I held her for the first time 17 days later. In that moment - skin to skin - she opened her eyes as I spoke, and the nurses said she recognized my voice. I will never forget it.

What followed was 128 days - from February to June - by her side in the NICU.

With serious health complications, I wasn't able to drive and travelling daily from Kitchener to Hamilton would have made it impossible to be there for our baby. A referral to Ronald McDonald House changed everything.

Staying just steps from the hospital meant we never had to choose between rest and being with our daughter. In the NICU, being present matters - being there for every decision, for skin-to-skin contact, for feeding, and for the kind of family-centred care that helps babies heal. It also means very long days at the hospital, and Ronald McDonald House made that possible.

It was, without question, one of our greatest blessings during the most vulnerable time in our lives.

At the House and in the Family Rooms, we were met with extraordinary kindness. Our 5-year-old daughter, Sumayyah, was even "hired" to help at the front desk - something she still talks about today.

We celebrated meaningful moments there too. For Eid ul Fitr, we decorated the House, shared treats, and sponsored a special dinner for everyone staying there - surrounded by people who made us feel truly at home.

That connection hasn't faded. We returned to the House to celebrate Zunayrah's first birthday because it will always hold a special place in our hearts.

Today, we remain deeply grateful. As a family, we've already sponsored three meals and look forward to giving back in even bigger ways because we know firsthand the difference Ronald McDonald House makes when families need it most.

Farrah



Proud big sister Sumayyah bonding with little Zunayrah




All smiles! The Harris-Aslam family on discharge day



Celebrating Zunayrah's first birthday with a visit to Ronald McDonald House

ANNUAL IMPACT




 **10,337**
unique families served across
all programs in 2025!

D'Mello family | Milton ON
191 nights stayed

Proximity to care changes everything

Ronald McDonald House South Central Ontario removes the barriers of distance and cost - enabling families to access the medical care their child needs and stay close throughout their journey. **In 2025, this support saved families more than \$5.9 million** in out-of-pocket expenses, including accommodation, food, parking, and travel.



House program

1,218 adults & 366 children called our 41-bedroom House - *home* in 2025.



775
families served




14,404
nights of comfort



62,252
home-cooked meals



6,570
loads of laundry



\$5,753,366* saved in out-of-pocket expenses, easing the financial burden for families staying close to their child's care.

*2025 RBC Economic Impact Study

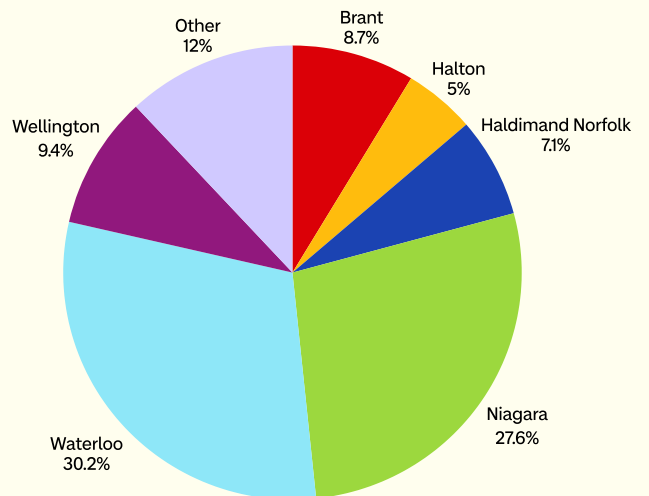
Where our families come from

For many families, accessing specialized care means traveling far from home. In fact, 65% of Canadian families live outside a city with a pediatric hospital and rely on Ronald McDonald House to stay close. In 2025, by staying at our House, families saved more than 2.4 million kilometers in travel - keeping them near their child when it mattered most. **Collectively, that's almost 3.5 years of continuous driving!**



The King family travelled all the way from British Columbia to access highly specialized care for five-year old Reid!

16 nights stayed





\$179,230* saved in out-of-pocket expenses, easing the financial burden for families staying close to their child's care.



Ronald
McDonald
House®

**Family
Room**

Butter-Fink family
Cambridge ON | Family Room visitors

More than a place to stay

When your child is in hospital, days are long, rest is limited, and leaving - even briefly - can feel impossible. In these moments, access to simple comforts matters deeply.

Our Family Room and Care Cart programs bring nourishment, respite and support directly to families, so they never have to choose between caring for themselves and being there for their child.

Hospital partners



Marotta Family Hospital
St. Catharines
 Family Room program
 Care Cart program

 **1,821 families served**

McMaster Children’s Hospital
Hamilton
 Family Room programs (2)
 Care Cart program

 **6,705 families served**

WRHN @ Midtown
Kitchener
 Care Cart program

 **1,179 families served**



164,120 Family Room visits	15,697 served by Care Cart	9,106 homecooked meals provided	200,000+ refreshments & snacks provided	13,140 loads of laundry



Our Founding & Forever Partner

2025 Highlights

Record-breaking support: Round Up featured in the McHappy Day pre-campaign for the first time, helping deliver one of the strongest Round Up periods to date.

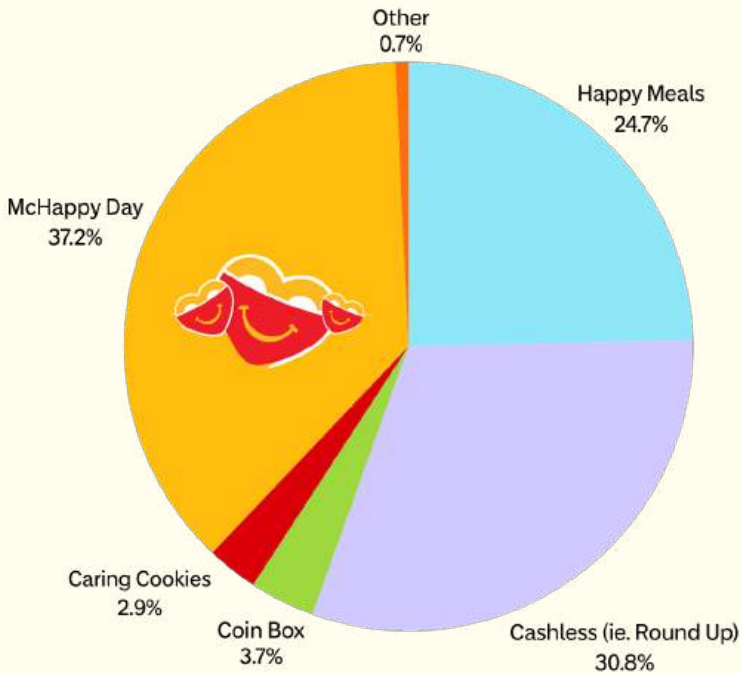
McHappy Day & Round Up milestones: Set a new single-day fundraising record and the highest total yet - both locally and nationally! McDonald's teams across South Central Ontario consistently lead the country in funds raised and frequency - incredible!

Leadership in action: South Central Ontario Owner-Operators and their teams launched the November Round Up Challenge in 2024, inspiring their communities, rallying support, and making a real impact for families. So successful, it expanded nationally in 2025 and is now the second-largest revenue driver from McDonald's - showcasing the vision and dedication of our SCO Owner-Operators and their teams.

National recognition: Fergus, ON restaurant earned 1st place nationally in the November Round Up Challenge.

Growing our Ronald McDonald House family: In 2025, we welcomed three new Owner-Operators and two new restaurants to the South Central Ontario McDonald's community, expanding the reach and impact of their support.

How McDonald's funds are raised



23 Owner Operators



99 Restaurants

\$1,490,160
 raised by McDonald's
 teams across South
 Central Ontario
 in 2025

**Supporting
Ronald McDonald House
Charities® and families with
sick children from my community!**



**Ronald McDonald
House Charities®**
CANADA

#McHappyDay



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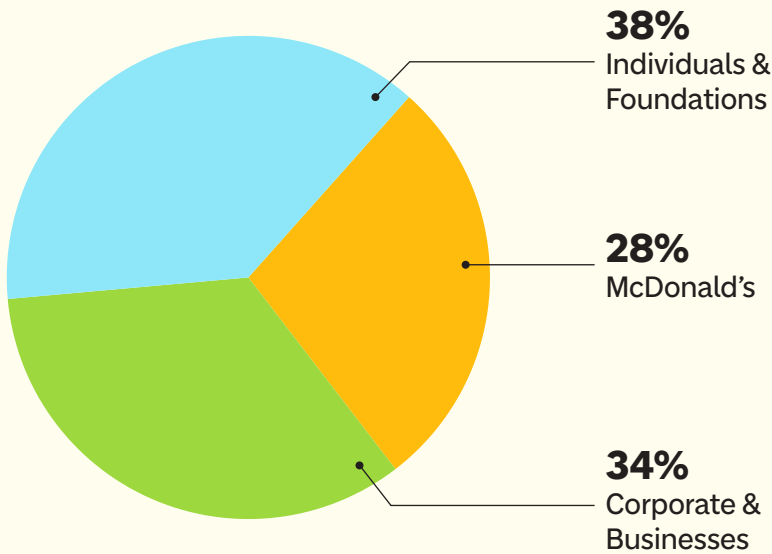
**Juniper and Seb celebrating McHappy Day in our
Family Room at McMaster Children's Hospital**

By the numbers

2025 was a year defined by generosity, trust, and meaningful impact for families from communities across South Central Ontario and beyond.

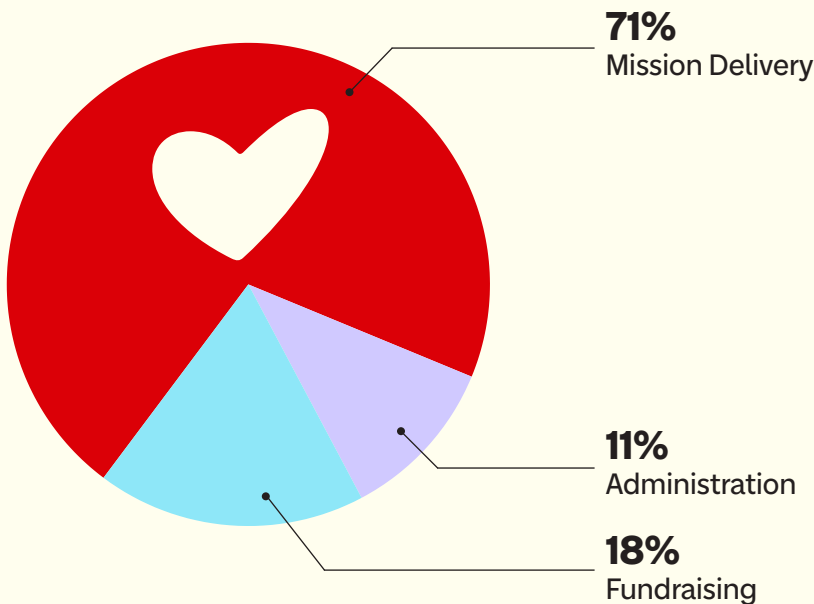
As demand for our programs continued to grow, so did the support of our community - allowing us to expand key services and supports for families while strengthening our financial foundation. These financials reflect both that momentum and our ongoing commitment to using every dollar with care, accountability, and transparency.

Revenue



\$5,357,991
raised in 2025!

Expenses



2025 National Mission Partners



BOSCH



CIBC



Insurance



WESTJET
Cares for Kids



**Ronald
McDonald
House**
Canada

Chapter Corporate, Foundation & Community Partners

Baxter Family Fund held at Waterloo Region
Community Foundation
BoxRun Charitable Foundation in Trust
Brand Blvd
Rick & Mary Brenzil
Brown & Beattie Building Science Engineering
BUNGE
Bunkie Life
Dante Lodge 19
Dasaka Foundation
Foundation for Human Development
GFL Environmental Services Inc.
Girgenti Custom Window Treatments Inc
Homes by Hendriks
Homestead Land Holdings
Insulated Panel Structures Metal Inc. (IPS)
Kitchener Pioneer Lions Club
Martin Brower
May Court Club of St. Catharines
Meridian Credit Union
Mother Parker's Tea & Coffee Inc
Mountainview Building Group
Niagara Community Foundation – David S. Howes Fund
Niagara Golf Marathon through Niagara Health
Foundation
Old Republic Insurance Company of Canada

Revel Realty
Rexall Care Network
Rotary Club of St. Catharines South
Ryan Saturno Patient Amenities Fund
Sgro Family Fund held at Burlington Community
Foundation
Silvergate Homes
SilverLine Group Inc
Stantec Consulting Inc.
Tandia Financial Credit Union
TD Bank
The Four Oaks Foundation
The Masonic Foundation of Ontario
The Steele Group
Thorold Automotive Solutions
Three Little Birds Home Cleaning
Toyota Motor Manufacturing Canada Inc
Travelers Canada
Willowbrae Academy

Thank you!



**Ronald
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House®**

South Central Ontario

ronaldmcdonaldhouseSCO.ca



1510 Main St. W Hamilton ON L8S 1E3 | 905-521-9983