Creating a positive impact on the lives of families and children is at the heart of our ongoing commitment. Our staff and volunteers accomplish this by providing access to healthcare, with compassion, at no cost to families.

While volunteer opportunities were minimal, our staff maintained the home away from home guests of the House have come to expect.

Family Service Managers (front of the House staff) worked diligently to keep the House sanitized, prepared hot meals for families and made sure families had everything they needed for a comfortable stay, whether at the House or in a local hotel.

Thanks to you, our generous donors, we can continue our mission at absolutely no cost to our families. You ensured our families were never affected by COVID by continuing your support when we needed it most.

What COVID brought to the House:
• Intense, deep cleaning multiple times a day.
• Installing refrigerators in every guest bedroom.
• Scheduled use of the kitchen and laundry areas.
• Marked areas for ensuring social distancing throughout the House.
• Implementation of food delivery system for families in the hospital.
• Pivoting our grant writing efforts to focus on COVID relief funds.
• Installation of an air purification system to reduce future infectious, airborne transmittable illnesses.

2020 Timeline

January - March - House fully open and operational.
April - July - House closed to new families. Guests housed in local hotels.
August - September - Phased opening to 50% occupancy.
October - December - Maintained 50% maximum occupancy.

To-date the House has maintained a masked mandate whenever staff, volunteers or guests are in common areas.

Through December 2020 guests ate their meals in their rooms, were provided access to the pantry and kitchen in scheduled time slots but all common areas of the House remained closed for the health and safety of all.
Aluminum recycling is at an all-time high! Tab recycling offsets $8,000 annually in our food budget. During the pandemic this was a welcomed boost to our income!

- Daily 9a - 9p
- One volunteer per shift
- 3 hour shifts
- Front desk, stocking pantry, tidying rooms, gardening, decorating for Holidays

- Groups of 4
- Everyone in Masks
- Hot, homemade meals
- Families, company team building, friends...
- Tacos, spaghetti, casseroles...

You, your business or community group can get involved by emailing wendy@rmhctoledo.org or visiting our website at rmchtoledo.org and following the “Ways to Give” tab

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