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# RONALD MCDONALD HOUSE® OF SAN FRANCISCO

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## Our Purpose

Ronald McDonald House® of San Francisco (RMH-SF) provides a home-away-from-home and caring community for critically ill children and their families.

## Why We Exist

Staying near a sick child imposes an enormous financial burden on an already struggling family. In San Francisco, the average cost of a double-occupancy hotel stay is \$200 per night. This translates to \$5,600 for sleeping arrangements for 28 nights, the average length of stay for families at

Ronald McDonald House, and does not take into account the cost of meals and other necessities. These costs are not affordable for the families we serve. Without Ronald McDonald House, families would sleep in the family car or a hospital waiting room.

## What It's Like to Stay at the House

Over the last 25 years, more than 4,600 families have arrived at the doorstep of the San Francisco Ronald McDonald House. They find a warm, homelike environment filled with families confronting the same uncertainties. For some, the House is a place to catch a couple hours of sleep after an all-night bedside vigil. For others, it's a hot meal, a conversation with a caring staff member or volunteer, and hearing the latest news from other families at the House. Families draw strength from sharing their experiences with each other.

The House, located on Scott Street, provides 10 sleeping rooms, a communal kitchen, dining room, family room/children's playroom, laundry facilities, and an outdoor courtyard. A modest fee is requested; however, no family is refused accommodations for lack of ability to pay.

Requested Nightly Donation	\$10	Total Families Served Last Year	115
Estimated Nightly Cost of Housing a Family (includes meals and supportive services)	\$153	Average Nights Per Stay	28

## Our Challenge

As San Francisco's medical facilities continue to expand their specialized pediatric care services, particularly at the new UCSF Benioff Children's Hospital at Mission Bay, a growing number of families are seeking the services of the Ronald McDonald House. However, Ronald McDonald House is forced to turn away families for lack of space. In fact, for every family we serve, we turn away one to two families simply because there is no room for them.

## Our Population

Those who stay at the House are a diverse group. Approximately 40% each are Caucasian or Hispanic, and families of African-American, Asian, Native American and other backgrounds make up the remaining guests. Many parents face loss of jobs, loss of homes, and overwhelming medical bills. They may feel isolated from their support network of family and friends back home.

## Our Solution

On February 1, 2015, Ronald McDonald House opened a second House *inside* the new UCSF Benioff Children's Hospital at Mission Bay. The House inside the Hospital serves families in the first stages of crisis - for example, children rushed by helicopter or emergency vehicle to the hospital.

The facility is 5,300 square foot, and includes 11 new guest rooms, a living room and entertainment center, laundry facilities, kitchen, dining area and other amenities. We project the new House will serve about 240 more families each year, for a total of approximately 360.

We also anticipate growing our Hospital-Based Programs, launched in 2008 and now serving more than 27,000 family members per year at Benioff Children's Hospital. These programs help families keeping vigil and sleeping at their child's bedside. The Hospital-Based Programs include:

**Child's Bedside Program.** Volunteers go room-to-room visiting parents and other family members who are "camped out" at their child's bedside, bringing beverages, supplies, and a listening ear to families in crisis.

**Parent Support Events.** A peer support program that helps parents build a supportive community within the hospital. The events include a simple meal, during which families get to know each other and receive the assistance of RMH and UCSF staff.

## The Hearts & Hands Campaign

To fund the Hearts & Hands expansion and renovation project, the RMH Board and Staff have launched a five-year \$8.2 million comprehensive campaign to serve more families in need. Through this campaign, we will open a second House inside the new UCSF Benioff Children's Hospital at Mission Bay, renovate the Scott Street House and help fund our expanded operations in the new facility. As we begin the fifth and final year of the campaign, we have raised 90% of our goal. Ronald McDonald House will triple the number of families we serve today.

