



## Frequently Asked Questions

### Structure/Funding

#### **Are you the same as RMHC® Global?**

- RMHC Northeast Ohio is *Chapter* of RMHC. Like all Chapters, we are an independent 501 (c)(3) nonprofit organization that has its own governance, Board of Directors, staff and policies.
- RMHC Global provides guidance, support, and training to Chapters world-wide.

#### **What territory is covered by the RMHC Northeast Ohio Chapter?**

- RMHC Northeast Ohio's territory for marketing, partnership and development purposes consists of 23 counties in Northeast Ohio.
- Metropolitan areas include Greater Cleveland, Greater Akron/Canton, Mahoning Valley, Ashtabula, Sandusky and Mansfield.
- Families served by RMHC Northeast Ohio, however, come from across Ohio, the country, and the world.

#### **What is the difference between Ronald McDonald House® and Ronald McDonald House Charities® Chapters?**

- Ronald McDonald House and Ronald McDonald House Charities (previously Ronald McDonald Children's Charities) Chapters emerged and developed along different but parallel paths. The first House opened in Philadelphia in 1974, while the Charities were established ten years later in 1984 in memory of McDonald's founder, Ray Kroc.
- Northeast Ohio was a leader in the movement, opening the ninth House in the world in Cleveland in 1979, followed by the Akron House in 1985. Northeast Ohio also established the first Charities Chapter in Ohio in 1988.
- Organizational structures, missions, and names continued to evolve. As new Charities Chapters were formed nationally and internationally, they became the organizations operating core programs such as Ronald McDonald House® and Ronald McDonald Family Room®.

#### **Are you part of McDonald's? Do they fund you?**

- RMHC Northeast Ohio is an independent 501(c)(3) nonprofit organization. While we are neither owned nor operated by McDonald's, *McDonald's Owner/Operators of Northeast Ohio* are an integral part of our history and a vital source of ongoing support. Our relationship currently provides more than 16% of our yearly operating budget (as of 2022).
- McDonald's Owner/Operators of Northeast Ohio, as founding mission partners, have supported our programs since their inception. They help to fund program and facility expansions, serve as board members, volunteers and event sponsors as well as inspire donations and volunteerism from their employees and vendors.
- Ongoing McDonald's NEO support comes from
  - Special promotions (e.g., a portion of Shamrock Shake sale proceeds)
  - Regular contributions from sales of Happy Meals (a penny per meal) and fries
  - Customer donation of change from purchases through Round-Up for RMHC and donation boxes.
  - Advertising and marketing opportunities
  - This support currently represents more than 16% of our yearly operating budget.

**How is RMHC NEO funded?**

- Ronald McDonald House Charities of Northeast Ohio, Inc. (RMHC NEO) is a tax-exempt Section 501(c)(3) Ohio not-for-profit corporation, the contributions to which are tax-deductible.
- Our services are operated with funds raised through donations made by individuals, organizations, foundations, and corporations in the communities we serve.
- The organization is not owned or operated by McDonald's or any medical institution in Northeast Ohio.

**Are you owned by a hospital?**

- No, we are not owned or operated by any medical institution.
- We partner with health care systems to offer some services, such as Ronald McDonald Family Room and Ronald McDonald Care Mobile® programs.

**Programs and Services****What programs does RMHC Northeast Ohio operate?**

RMHC Northeast Ohio currently offers the following programs:

- Ronald McDonald House programs in Cleveland and Akron
- Four hospital-based Ronald McDonald Family Room® programs and two overnight respite rooms
- Ronald McDonald STAR Center at Cleveland Clinic Children's Outpatient Center and STAR Corner at Akron Children's Hospital Beeghly Campus Emergency Department (Mahoning Valley)
- Ronald McDonald Care Mobile® in partnership with UH Rainbow Babies and Children's
- RedTreehouse.org, a curated family resource website

**What does it cost to stay at a House?**

Guest families are not charged a fee. While it costs more than \$150 per night to provide our services to each family, families are not charged for services. We rely on donations to cover these costs. Many guests choose to support ongoing operations by donating.

**Who can stay? Is staying at a House dependent on financial income?**

Any family whose child is 21 years of age or younger and is receiving active inpatient or outpatient treatment at any area medical center is welcome to request a room at one of our Houses. In addition to parents and patients, we also welcome siblings, grandparents, relatives, and friends – anyone the patient needs around them to help in the healing process.

All patients (regardless of age) staying at the House must be accompanied by another adult, guardian, or caregiver over the age of 18. Effective May 1, 2016, all adults (18 years or older) are required to pass a criminal background check before being allowed to stay at the House.

**Are local families allowed to stay at the House?**

Eligibility for our Ronald McDonald House and Family Room programs is not based on geographic or financial criteria or medical diagnosis.

**How many rooms do you have?**

The Cleveland Ronald McDonald House has 53 guest rooms. The Akron Ronald McDonald House has 42 guest rooms.

### **How long do families stay at the Ronald McDonald House?**

Families stay as little as one night (for a follow-up appointment or testing) or sometimes months. Families are asked to check out on the day following their last appointment or discharge.

### **How long has this program been here? When was the program established?**

- Ronald McDonald House – Cleveland (Sept. 25, 1979)
- Ronald McDonald House – Akron (Jan 13, 1985)
- Ronald McDonald Family Room – UH Rainbow Babies & Children’s Hospital (Feb. 7, 2006)
- Ronald McDonald Family Room – Cleveland Clinic Children’s (Jan. 8, 2008)
- Ronald McDonald Family Room – MetroHealth Medical Center (April 7, 2010)
- Ronald McDonald Family Room – Cleveland Clinic Fairview Hospital (May 18, 2009)
- Care Mobile (April 16, 2010)
- RedTreehouse.org (2011, but as Tools for Today and Tomorrow since 2004)

### **Who can use a Ronald McDonald Family Room?**

Families whose children are being treated at that hospital may use the Ronald McDonald Family Room (currently at Cleveland Clinic Children’s, Cleveland Clinic Fairview Hospital, MetroHealth Medical Center, and UH Rainbow Babies and Children’s).

### **How much does it cost to use a Ronald McDonald Family Room?**

Thanks to the generosity of our volunteers and donors, the services of a Ronald McDonald Family Room are provided at no cost to families.

### **Where are you located?**

- Ronald McDonald House Cleveland (also billing/corporate address)
  - 10415 Euclid Ave., Cleveland, OH 44106
  - The entrance is located off E. 105<sup>th</sup> Street, between Euclid and Chester
  - Parking is available at no cost on site.
  - Guest families have access to free, secured, gated parking on site.
- Ronald McDonald House Akron
  - 141 W. State Street, Akron OH 44302.
  - Limited street parking is available.
  - Guests may park at no charge in the Akron Children’s Hospital Buchtel Street garage.
- Family Room programs are located at:
  - Cleveland Clinic Children’s
    - Room 32-06, M Building (3<sup>rd</sup> floor)  
9500 Euclid Avenue, Cleveland, OH 44195
  - Cleveland Clinic Fairview Hospital
    - Fourth Floor, Room 152  
18101 Lorain Avenue, Cleveland, OH 44111
  - MetroHealth Medical Center
    - Glick Center, 4th Floor  
2500 MetroHealth Dr., Cleveland, OH 44109
  - UH Rainbow Babies and Children’s
    - Rainbow Building, Room 2342 (2<sup>nd</sup> floor near PICU)  
11000 Euclid Avenue, Cleveland, OH 44106

- STAR Programs
  - STAR Center at Cleveland Clinic Children's Outpatient Center (R Building)  
8950 Euclid Avenue  
Cleveland, OH 44106
  - STAR Corner at Akron Children's Hospital Beeghly Campus Emergency Department  
6505 Market St.  
Boardman, OH 44512
- RedTreehouse.org: Ronald McDonald Family Resource Link [www.RedTreehouse.org](http://www.RedTreehouse.org)