



Talking Points

“What does RMHC Northeast Ohio do?”

We help families feel at home, even when they can’t be.

- When a family has a sick or injured child, we give them a place to stay near the hospital, meals, and other things they need so they can focus their attention on their child.
- Even in the hospital, we have spaces for them to rest and recharge.
- The whole family can stay together so parents can care for all their children’s needs like they would at home—plus have some sense of normalcy during a very stressful time.
- The family doesn’t have to worry about making meals, shopping, where they will do laundry—we take care of that so they can take care of their children.
- Our services give families more time to be with their child.
- Siblings can play together at the House and visit the hospital, so they don’t miss out on growing up together.
- Families staying at a House or using a Family Room can share common experiences and support one another—they don’t have to face these difficult circumstances by themselves.
- We’re able to provide services free of charge to families thanks to generous donors, volunteers, and community support.

We facilitate access to the care and resources families need.

- We provide comfortable places to stay, rest and recharge near and within the hospital.
- We make it easier for families to be involved in their child’s care.
- We bring medical care for children into communities where it is needed.
- We make it easier for families to focus on their child’s outpatient or emergency care by welcoming siblings into our STAR programs.
- We connect families to resources they’ll need immediately and in the future through our online program, Ronald McDonald House Resource Link.
- We provide services at no cost to families.

Mission, Vision, Purpose, and Core Values

OUR MISSION: We provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare.

OUR VISION: A world where every family has what they need to ensure the best health outcomes for their children.

OUR PURPOSE: Caring for families with children who are ill or injured.

OUR CORE VALUES: We lead with compassion. We are deeply respectful. We act with integrity. We are firmly committed.



Our Programs

Program-Specific Messaging

Ronald McDonald House programs (At the House)

Ronald McDonald House® programs in Cleveland and Akron give families a welcoming place to stay, all the comforts of home, and a community of support so they can focus on caring for their children.

Ronald McDonald House Family Room programs (At Hospitals)

Ronald McDonald House Family Room® programs in four Cleveland-area hospitals offer a space for families to rest and recharge just steps from their child's treatment room.

Locations: UH Rainbow Babies and Children's, Cleveland Clinic Children's, MetroHealth Medical Center, Cleveland Clinic Fairview Hospital

Ronald McDonald House Care Mobile® programs (In the Community)

Ronald McDonald House Care Mobile® program brings medical health care to communities where families need it most.

Service Units

- Current: The Ronald McDonald House Care Mobile, in partnership with Akron Children's Hospital Boardman, provides medical services to children in underserved areas of the Mahoning Valley.
- Coming 2026: A Ronald McDonald House Care Mobile, in partnership with the Lake County Free Clinic, will provide dental and medical care along with a food pantry to underserved areas of Ashtabula, Lake, and Geauga counties.

Ronald McDonald House STAR Programs: Support, Teaching, Awareness, Resources (In Outpatient Settings)

Ronald McDonald House STAR programs are fun learning environments for children during siblings' outpatient visits.

Locations: Cleveland Clinic Children's Outpatient Center (STAR Center), Akron Children's Hospital Mahoning Valley Emergency Department (STAR Corner)

Ronald McDonald House Resource Link: (Online)

Ronald McDonald House Resource Link is an online resource database for families of children with health care challenges or disabilities. The site's support pathways make it easy for parents to quickly find the resources they need.

Boilerplate language and program descriptions of various lengths, plus naming conventions, print materials, message maps, and more are available on the [Marketing Hub](#) and in OnBoard.