



You fulfill our mission to provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare.



Dear Friends,

As I reflect on 2025, I am filled with gratitude for the community that makes our mission possible.

Because of you, families facing the unimaginable—the illness or injury of a child—did not have to face it alone. They found a place to stay close to care, a warm meal at the end of a long day, and the comfort of knowing someone was there for them when they needed it most.

This year, your generosity helped us serve more than 26,000 families across Northeast Ohio and beyond. More than 1,500 families stayed in our Ronald McDonald Houses in Akron and Cleveland, finding rest and stability during some of the most difficult moments of their lives. Just steps from the hospital bedside, over 5,400 families found respite in our Ronald McDonald Family Rooms—sharing meals, quiet moments, and a brief chance to recharge.

When parents couldn't step away from their child's bedside, our Happy Wheels Hospitality Cart brought comfort directly to them—delivering snacks, small activities, and simple kindnesses that made long hospital days more manageable. Through our Family Meal Program, we ensured that food was never another burden to carry, serving more than 125,000 nourishing meals across our Houses and hospital-based programs so families could focus fully on their child's care. And in November, we expanded our reach even further with the launch of the Ronald McDonald Care Mobile serving the Mahoning Valley—bringing essential primary healthcare directly into communities where access has too often been out of reach.

Every night of rest, every meal shared, every cart visit, and every mile traveled is made possible by this community. Your compassion strengthens families, supports healing, and ensures that when a child needs care, their family can remain close.

On behalf of our staff, volunteers, and the families we are honored to serve, thank you for standing with us and making this work possible.

With heartfelt appreciation,

Craig Wilson
Chief Executive Officer
Ronald McDonald House Charities of Northeast Ohio

A Day in the Life of an RMHC NEO Family

“The Ronald McDonald House provided a safe, convenient place to stay. I was able to do simple things like wash clothes, eat meals without having to cook, and have my family visit in a comfortable environment.” – *Asheba*



Morning

Coffee and a grab and go bagel sandwich in the House before being shuttled to the hospital.



Midday

A quiet break and meal in the Family Room, just steps away from their child.



Evening

A warm meal shared together around a table. Other families close by to chat and offer community.



Night

A safe and comfortable place to rest, close enough to return to their child's side at a moment's notice.

RMHC programs don't just provide services, they support families with ill or injured children **through every hour of the day.**



When a child needs medical care, the hardest part isn't always the diagnosis. **It's the distance, the waiting, and the fear of being apart.**

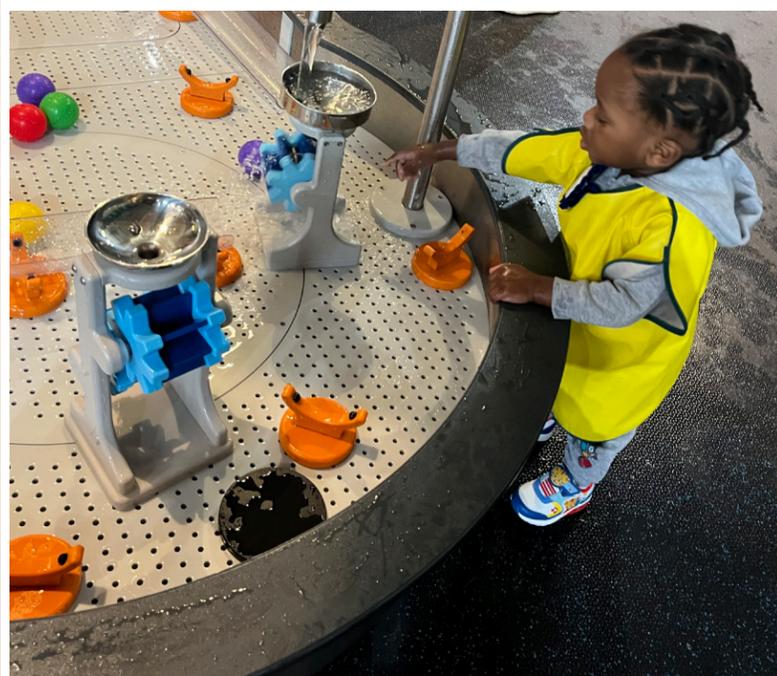


The Power of Community

In December 2023, Asheba and Ronald Brooks welcomed twin boys, Riaan and Roman, nine weeks early. While they celebrated Riaan's survival in the NICU, the family endured the heartbreak of losing Roman. What followed were long, uncertain days filled with hospital visits and emotional exhaustion.

During that time, the Ronald McDonald Family Room became more than just a quiet place. It became a space of connection and comfort, **"There were two moms in particular who supported me... One reassured me that healing would get better... Another mom saw me crying and gave me a hug."**

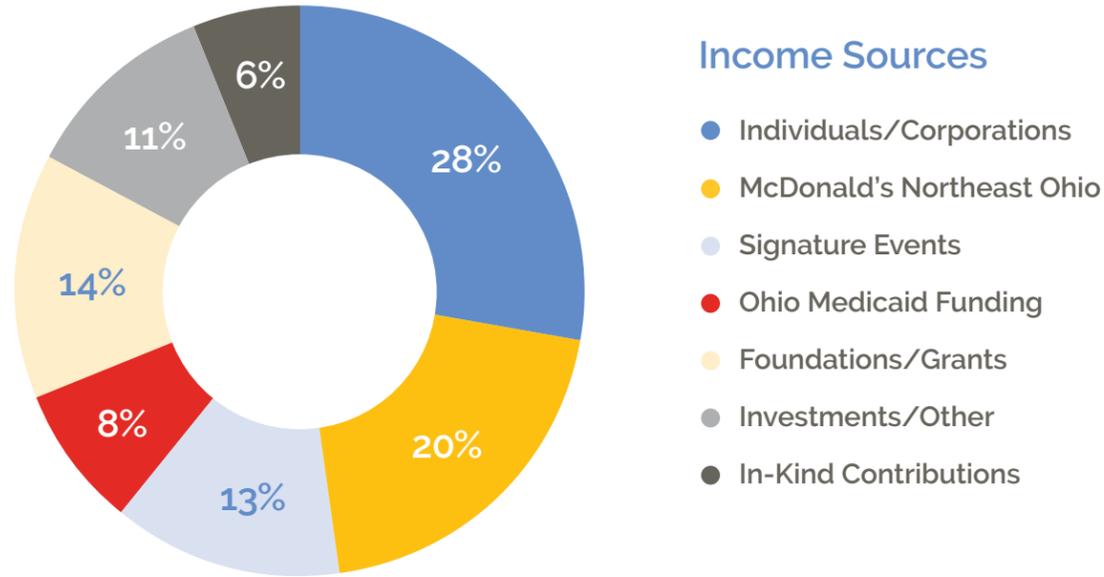
As the reality of a longer hospital stay set in, a social worker suggested the Cleveland Ronald McDonald House, where the Brooks family could remain close to Riaan without the added stress of travel and expenses. Asheba shared how the House **"provided a safe, convenient place to stay... wash clothes, eat meals... and have family visit in a comfortable environment."**



Beyond physical comfort, the House became a refuge — **"One of the 'House Moms' (RMHC NEO staff) listened and truly cared..."** Asheba said, describing how even simple kindnesses, like tickets to a Cleveland Cavaliers game mattered.

Today, Riaan is a thriving and active, joyful and strong little boy. The Brooks family now shares their experience to offer others hope and connection in their own journeys.

Every night of rest. Every meal.
Every moment of comfort.
Made possible by our community.



Powered by Partnership. **Sustained by Community.**

Our founding and forever partner, McDonald's, continues to stand at the heart of our mission. From the earliest days of Ronald McDonald House to the families we serve today, their commitment has never wavered.

In 2025, McDonald's support exceeded \$1.8 million — strengthening every program and every House, and ensuring families could remain close when it mattered most. Through in-restaurant promotions, customer generosity, and the leadership of local owner/operators, McDonald's Northeast Ohio remains an essential partner in delivering care, comfort, and stability to families facing a child's medical crisis.

We are deeply grateful for all of our partnerships that are rooted not only in generosity, but in shared purpose.



Close to Care. **Close to Each Other.**

In 2025, families facing pediatric medical crises needed rest, resources, and relief — sometimes for days, sometimes for months. Because of you, they had it.

Ronald McDonald House Programs

A home away from home, near the hospital.



1,531 families spent
27,053 nights in a
home away from home



\$5.4 million
in lodging savings for families

Akron House

12-night average stay
30% stayed one week or longer

Cleveland House

24-night average stay
38% stayed one week or longer

Whether a stay lasts less than a week or months at a time,
being close changes everything.

Ronald McDonald Family Rooms

Comfort, just steps from the bedside.

When parents can't leave the hospital, we bring comfort to them — a meal, a shower, a quiet moment to breathe, just steps from their child.

5,427
registered families

36,334
Family Room visits



1,770
showers
provided



2,338
loads of
laundry



25,493
snacks and
cups of coffee

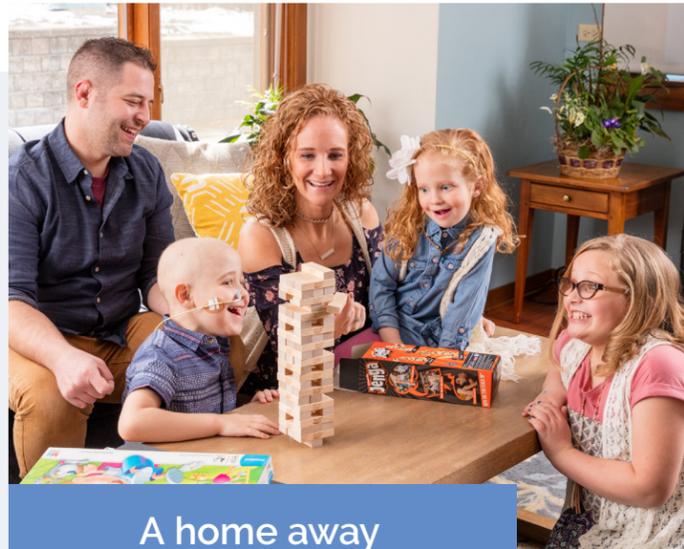


279
respite
room stays

The Continuity of Care at RMHC NEO.

Families are introduced to us in a medical emergency. From their first uncertain night to follow-up appointments months later, Ronald McDonald House ensures they are never navigating alone.

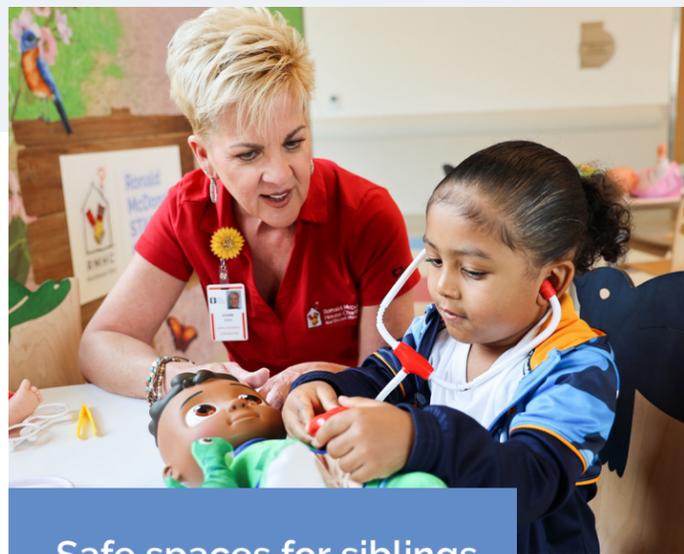
Our programs work together — across our Houses, inside hospital walls, and throughout Northeast Ohio communities — to provide stability, relief, and connection when it matters most.



A home away from home.



Bedside respite.



Safe spaces for siblings.



Healthcare in the community.

From the Hospital, Through the Community.



Ronald McDonald Happy Wheels

When a child is hospitalized, parents spend long hours at the bedside, and stepping away isn't always easy — sometimes even the hallway feels a mile long. The Happy Wheels Hospitality Cart brings snacks, drinks, small activities, and simple comforts directly to families. Operated by volunteers and stocked through community donations, it delivers relief and kindness when it's needed most.

♥ Impact

In 2025, the Happy Wheels cart rolled through seven locations, delivering **43,906** items of comfort and care.

“I loved the Happy Wheels cart very much because it really was a lifesaver when I couldn't get down stairs to the Family Room”



Ronald McDonald STAR Programs

During outpatient or emergency visits, caregivers often juggle medical conversations while caring for other children. The STAR Programs provide a safe, engaging space so families can focus when it matters most.



“Knowing my other children were safe and engaged made it easier to focus on the medical decisions we had to make.”

♥ Impact

In 2025, the Ronald McDonald STAR Programs served **561** children with fun learning sessions and take-home lessons.

Every program. One purpose. **Presence when families need it most.**

Beyond Our Walls.

Ronald McDonald Care Mobile



Bringing healthcare and trusted resources directly to families.

Launched in November 2025 in partnership with Akron Children's, the Ronald McDonald Care Mobile brings primary healthcare directly into Mahoning Valley communities. In its first weeks of operation, the Care Mobile served 54 children — meeting families where they live and reducing barriers to essential medical services.

This expansion reflects our commitment not only to supporting families during medical crises, but also to strengthening health outcomes before emergencies arise.



Care Mobile At-A-Glance

Primary care delivered face-to-face on a fully equipped mobile clinic:

- ♥ Well-child visits
- ♥ Immunizations
- ♥ Acute illness care
- ♥ Developmental screenings
- ♥ Adolescent health services
- ♥ Asthma & lead screenings
- ♥ Referrals & follow-up support



Full Hearts, Full Bellies.

Food, comfort and one less worry.



Family Meal Program

During a child's medical journey, even small decisions can feel overwhelming. In 2025, 125,771 lunches and dinners were served — along with breakfast items, snacks, and beverages — ensuring families never had to wonder where their next meal would come from.

Around shared tables in our Houses and hospital-based programs, families found nourishment, conversation, and a brief pause in the middle of long days.

A Northeast Ohio Innovation. Now Nationwide.

Ronald McDonald House Resource Link



Formerly known as RedTreehouse.org, this locally developed tool began in Northeast Ohio to help families navigate pediatric healthcare resources. Today, it has grown into a nationally available platform.

Following a successful multi-state pilot, the Ronald McDonald House Resource Link launched nationwide in 2026 with support from Ronald McDonald House Global. Chapters across the country now connect families to more than 5,000 verified resources — organized by medical condition and common needs — during some of the most overwhelming moments of their journey.

Developed here. Scaling nationally.



Volunteers: The Heart of Ronald McDonald House Charities NEO



In 2025, 494 individual volunteers and 569 meal, chore, and activity groups gave more than 40,000 hours of kindness, care, and presence.

They prepared meals and stocked kitchens. They ran family activities and supervised crafts. They brought therapy dogs and musical instruments. They welcomed families at the front desk, tended the gardens, refreshed guest rooms, and served in our Family Rooms across Northeast Ohio.

For many families, volunteers become familiar faces during unfamiliar seasons.

Their presence transforms our Houses from a place to stay into a place of belonging. They are not simply helpers — they are the heartbeat of this House.



Your generosity inspired hope in 2025.

With your continued support, we'll be here for every family who needs us next.



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Akron, OH 44302
330-253-5400



Ronald McDonald
House Charities®
Northeast Ohio

Cleveland
Ronald McDonald House
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216-229-5757

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